

SCOPE OF SERVICES

1) DESCRIPTION OF SERVICE

The purpose of the Freeway Service Patrol program is to reduce congestion by rapidly removing disabled vehicles and those vehicles involved in minor accidents from the freeway corridor. Where conditions permit, safe removal of small debris will be required. Contractors' trucks must be exclusively dedicated to the program during the hours of FSP operation. All maintenance activities for FSP trucks must be conducted during non-service hours at Contractor expense.

FSP operators employed by Contractor will assist motorists involved in minor accidents and those with disabled vehicles. They will be responsible for clearing the freeway of automobiles, motorcycles, small trucks (gross weight of 6,000 pounds or less), and small debris. When and where conditions warrant, services may be performed on freeway shoulders. Where conditions do not warrant, operators will remove a vehicle from the freeway corridor.

FSP operators will be required to provide "quick fix" services such as changing flat tires, providing "jump" starts, providing one gallon of fuel, etc. Operators may spend a maximum of 10 minutes per disablement in attempting to mobilize a vehicle. If a vehicle cannot be mobilized within the 10 minute time limit, it will be towed to a designated drop location identified by the CHP.

An FSP operator is not allowed to tow as an independent contractor from an incident that occurred during the FSP shift unless directed by CHP rotation. If called as a rotation tow after an FSP shift, the operator must remove all FSP truck markings and remove his/her FSP uniform.

All FSP services are provided at no cost to the motorist. Operators cannot accept gratuities, perform secondary towing services, recommend secondary tows, or recommend repair/body shop businesses.

There may be some instances where FSP operators may be requested to lend assistance to CHP officers. Operators shall follow the instructions of the CHP officer at the scene of any incident within the scope of the FSP Program.

2) SERVICE LOCATIONS

The FSP operates on selected freeway segments referred to as "beats." Each beat has specified turnaround locations and designated drop locations identified by the CHP. Attachment A shows the specific limits, number of tow or service trucks, and hours of operation. Attachment B lists calendar year 2006, 2007, 2008 and 2009 holidays for FSP operations relevant to this RFP. AUTHORITY reserves the right to add or delete holidays to the work schedule. Travel time to the beat will be at Contractor expense.

At any time during the contract's terms, AUTHORITY reserves the right to adjust beat specifications to better accommodate demand for the service. These changes can occur during the course of the contract through written change orders. If warranted, Contractor may be required to temporarily expand his/her assigned beat area and hours of operation.

3) CONTRACT REPRESENTATIVES

The FSP program is operated through partnership agreements among AUTHORITY, Caltrans and CHP. CHP provides field supervision of the program, operator certification and training, dispatching, complaint investigation, and vehicle inspections. Caltrans provides program analysis, evaluations, and operational recommendations. AUTHORITY provides contract administration services, accounting controls, and funding procurement.

4) EQUIPMENT REQUIREMENTS

FSP Vehicles and Equipment

Trucks must be exclusively dedicated to the FSP program during hours of FSP operation.

All tow trucks proposed for use in the FSP program shall be no more than four (4) model years old with a maximum of 150,000 miles at the start of this contract. If the contract specifications call for deployment of pick-up style service trucks, said trucks shall be a minimum half-ton in size and no more than two (2) model years old with a maximum of 50,000 miles at the start of this contract.

Contractor shall be required to maintain the number of certified FSP vehicles/drivers per Attachment A.

A back-up truck may be used when a regular truck is unavailable. The back-up truck must be in service on the beat within 45 minutes of the time a permanently dedicated vehicle is taken out of service for any reason. Contractor shall not be paid for the 45 minute time period that a contractually required truck is not in service. Contractor shall be fined at the hourly contract rate whenever a contracted FSP truck is removed from service or otherwise unavailable for service and no suitable back-up truck is deployed.

Contractor must notify CHP whenever a regular FSP truck is removed from service. Back-up trucks must meet all of the specification and equipment requirements set forth below for regular FSP tow trucks and service trucks. Contractor must also notify CHP when a regular FSP vehicle is returned to service.

All FSP tow trucks shall meet the following standards for safe towing:

- Total weight of the truck, including the lifted load, must fall within the manufacturer's Gross Vehicle Weight Rating (GVWR), and must not exceed either the front or rear axle weight ratings.
- For proper steering and braking, the front axle must carry at least 50% of its normal or unladen weight after the load is lifted

FSP tow trucks shall be equipped at a minimum with the materials identified below. Any equipment not placed in a storage compartment shall be secured to the truck.

Conventional Wreckers Only

- Minimum gross vehicle weight rating (GVWR) of 14,000 pounds, dual-wheel chassis
- Four (4) ton recovery equipment rating
- Wheel lift towing equipment w/ minimum lift rating of 3,000 lbs. All tow equipment shall include proper safety straps
- Boom w/ minimum static rating of 8,000 pounds
- Winch Cable - 100 ft., 3/8" diameter, 6x9 cable or OEM specification w/ working limit of 3,500 lbs.
- Towing slings rated at 3,000 lbs. minimum
- Tow chains - 3/8" alloy or OEM specification w/ J.T. hook assembly
- Portable tow dolly for removing otherwise untowable vehicles
- Safety chain D-ring or eyelet mounted on rear of truck

Flat-Bed Carriers Only

- Minimum gross vehicle weight rating (GVWR) of 21,000 lbs.
- Rear axle minimum rating of 15,000 lbs.
- Carrier bed of steel or aluminum w/ minimum 21 ft. length
- Winch cable – 50 ft., 3/8" diameter, 6x9 cable or OEM specification w/ working limit of 3,500 lbs.
- Bed and winch controls on both sides of truck
- Minimum eight (8) tie-down locations, one near each corner of bed and two distributed along each side of bed. Tie-down locations must be capable of mounting a snatch block.
- Wheel lift rating of 2,500 lbs. minimum
- Set of four (4) axle straps
- Set of four (4) tie-down chains
- Motorcycle tie-down straps
- One (1) 20 ft. recovery-type chain w/ hooks on both ends
- One (1) four ton snatch block w/ hook.

All FSP Tow Trucks (Conventional Wreckers and Flat-Bed Carriers)

- Winch rated at minimum of 8,000 lbs. on first layer of cable
- Vertical push bumper, 22" minimum length
- Safety chains w/ positive locking device, 5 ft. min. length, 5/16" alloy or OEM spec.
- Two (2) 4" x 6" x 12" wood blocks
- Two (2) 4" x 4" wooden cross beams, 48" and 60" in length

Refurbished tow truck beds not more than three (3) years old at the beginning of the contract period and refurbished not more than one (1) time may be used. The refurbished bed must have been certified by a qualified tow truck builder that the tow truck bed's boom, wheel lift, moving parts, hoses, mounting bolts, wiring, safety chains, winch cable, sling straps, paint and control labels have either been replaced or are in good working order.

All FSP Trucks (Tow Trucks and Service Vehicles)

In addition to the equipment identified above specifically for conventional and flat-bed tow trucks, all FSP tow trucks and service vehicles must be equipped with the following materials and equipment. Additional equipment may be supplemented at Contractor's option and expense. Any equipment not placed in a storage compartment shall be secured to the truck.

- Internet-based Global Positioning System (GPS) vehicle tracking system that provides supervising CHP personnel with: 1) access to real-time data on vehicle location, speed, direction of travel, and deployment status; 2) ability to download FSP service area map showing location and status of all FSP vehicles; and 3) ability to retrieve historical vehicle data for minimum of fourteen (14) days.
- Front/rear directional amber warning lights with flashing capability and on/off switch in cab. A directional light bar may be installed, but must be able to display at a minimum right, left, split (center to outwards), and warning flash.
- Mounted spot light capable of directing a beam both front and rear.
- Suitable cab lighting
- Rear work lights
- Flashlight and spare batteries or rechargeable flashlight
- Portable remote tail lights/brake lights w/ extension cord
- External speaker and public address system
- Radios to communicate w/ contractor's base office
- Programmable scanners for scanning frequencies used by Caltrans and CHP
- Trailer hitch capable of handling a 1-7/8" and 2" ball
- Hydraulic floor jack (2-ton capacity)
- Hydraulic trolley jack (2-ton capacity) w/ 5½" to 15¼" lifting range
- Heavy duty, 60+ amp battery

All FSP Trucks (Tow Trucks and Service Vehicles) (continued)

- Power outlets ("hot boxes"), front and rear mounted, w/ outlets compatible w/ 12 volt booster cables or "Jump-and-Carry" portable battery jump box w/ 2000 peak amp minimum rating
- Booster cables, 25 ft. minimum, 3-gauge copper wire w/ heavy-duty clamps, one end adapted to truck's power outlet
- Rechargeable air bottle, hoses, fittings, and valve stems w/ 100 psi capacity or 12 volt on-board air compressor w/ 75 psi capacity and 50 ft. hose
- Unleaded gasoline (5 gallons, less than 60 days old)
- Funnel, multi-purpose, flexible spout
- 5 gallon trash can w/ lid containing a sealed sack filled w/ dry sand
- First aid kit (small 5" x 9")
- Fire extinguisher w/ aggregate rating of at least 4-B, C units
- Pry bar – 36" minimum
- 24" course-bristle street broom
- Square point shovel
- Highway flares (15 minute duration) (36)
- 28" safety cones (6)
- Four way standard lug wrench
- Four way metric lug wrench
- Lock out set
- Toolbox containing the following:
 - Standard Screwdrivers: 1/8", 3/16", 1/4", and 5/16"
 - Phillips Screwdrivers: #1 and #2
 - Needle nose pliers
 - Adjustable rib joint pliers, 2" min. capacity
 - Crescent wrench, 8" and 12"
 - 4 lb. hammer
 - Rubber mallet / hubcap tool
 - Electrical tape
 - Duct tape
 - Tire pressure gauge
 - Mechanic's wire
 - Bolt cutters

Prior to commencement of service, Contractor must have CHP inspect all trucks designated for FSP service. The inspections will conclude no later than 10 working days prior to the start of service. Succeeding inspections will occur periodically. Inspection records will be kept on file at CHP offices and at Contractor's local office. Contractor shall also maintain a maintenance record for each FSP vehicle. If a vehicle does not pass CHP inspection, all problems must be rectified or another vehicle must be substituted no later than 10 days prior to the start of the contract.

Any unsafe or poorly maintained vehicle or improperly equipped vehicle shall be removed from service or repaired as directed by CHP. Contractor shall not be compensated for any vehicle removed from service unless a suitable back-up vehicle is deployed. In addition, Contractor shall be fined at the hourly contract rate whenever a contracted FSP truck is removed from service or otherwise unavailable for service and no suitable back-up truck is deployed.

The FSP operator shall be required to complete a pre-operation inspection of the vehicle as well as an inventory of the required equipment prior to the start of each shift. An inspection/inventory sheet shall be completed prior to the start of each shift. The sheets must be kept on file at Contractor's office and available for CHP inspection upon request. Any item missing must be replaced prior to the start of the shift.

FSP Vehicle Markings and Logos

Markings/logos on all FSP vehicles must conform to the requirements shown on Attachment C. It is Contractor's responsibility to ensure that all FSP markings/logos are displayed in accordance with Attachment C during FSP service hours. Said markings must either be removed or covered immediately upon the completion of each FSP shift. The method of attachment or cover of FSP required markings/logos must be approved by CHP.

AUTHORITY will supply Contractor with the appropriate number of FSP logos and vehicle roof markings for his/her vehicles. If a marking/logo is lost, damaged, or excessively worn, Contractor shall be responsible for the cost of the replacement markings/logos. Contractor shall be required to keep FSP markings/logos clean and in readable condition throughout the FSP operation. All FSP markings/logos shall be returned to the AUTHORITY at the expiration or termination of the contract.

The cost of any AUTHORITY and/or Caltrans/CHP supplied item and/or equipment damaged or not returned shall be deducted from Contractor's final payment.

5) COMMUNICATION EQUIPMENT

Programmable scanners capable of scanning the frequencies used by CHP shall be supplied by Contractor and shall be installed in all FSP trucks. All FSP trucks shall also be equipped with radios to enable the operator to communicate with his/her base office. The radios shall be supplied by Contractor.

All FSP trucks shall be equipped with an external speaker and public address system. The speaker and address system shall be configured to allow the driver of a disabled vehicle to hear instructions transmitted from the cab of the FSP truck when the truck is adjacent to the rear of the disabled vehicle.

All FSP trucks shall be equipped with radios provided by AUTHORITY to enable the operator to communicate with CHP Communications Center. AUTHORITY-supplied communications equipment shall be in addition to Contractor's radios.

Contractor shall be responsible for maintaining the security of the vehicle communication equipment. Contractor shall be liable for any damage other than normal wear and tear to the communication equipment. Contractor shall also be liable for the full replacement value of the communication equipment installed in the trucks while said equipment is in the care, custody, and control of Contractor or its agents. AUTHORITY shall deduct repair fees as well as the full replacement cost of any AUTHORITY equipment from the contractor's payment for the month in which AUTHORITY must replace or repair equipment (other than as described above). AUTHORITY-supplied vehicle equipment shall be returned upon contract termination. The cost of any equipment not returned shall be deducted from the contractor's final payment.

6) VEHICLE OPERATORS

All FSP operators shall be required to have a safe driving record and a current California driver's license legally appropriate for the tow vehicle being driven. All operators shall be 18 years of age or older. Potential operators shall be subject to driving record and criminal background checks. The driving record and criminal background checks shall be conducted by CHP upon application for tow operator permit DL64. All application fees for said permit shall be paid by Contractor. Potential operators shall be sufficiently experienced in tow truck operation and proficient with all required FSP equipment so as to provide safe and proper service. All potential operators must be capable of demonstrating their tow operating abilities to the satisfaction of CHP prior to formal FSP training. Additionally, the operators will be required to exercise sound judgment in carrying out their duties, and conform to procedures outlined in the CHP Freeway Service Patrol Operations Manual.

FSP operators must inform the CHP Communications Center any time they leave an assigned beat for any reason. This includes replenishing expendable items such as gasoline, fire extinguisher, etc., and transporting a disabled vehicle to a CHP-designated drop location. FSP operators shall be required to complete motorist assist records for each assist.

CHP, Caltrans, and the AUTHORITY maintain strict drug and alcohol policies. Any FSP vehicle operator found working under the influence of drugs or alcohol shall be dismissed immediately. Contractor shall be responsible for finding a replacement driver for that vehicle.

Contractor and vehicle operators shall be required to complete a two-day (16 hours) FSP training program. Contractor shall pay operators for the time spent in the training class. No driver will be allowed to begin patrolling without attending the mandatory training class. Any driver found on patrol without completing the mandatory training class may be prohibited from further FSP service and the contract agreement may be subject to immediate termination.

Mandatory FSP refresher training classes shall be scheduled during non-FSP hours. The refresher training shall be two hours per quarter (for a total of eight hours per year). Contractors shall pay FSP operators for attending the training.

7) OPERATOR UNIFORMS

Contractor is responsible for providing FSP operators with specified uniforms, shoes, and other equipment. The equipment includes navy blue jump suits or shirts and pants. If coveralls are worn they shall have two-way zip front with heavy-duty brass zipper. Coveralls or shirtsleeves shall be half raglan type or set-in sleeve with pleated-action back. Long sleeves may have plain barrel cuff or be equipped with snap or button closure on wrist. The length of the sleeve on short-sleeve coveralls/shirts shall come to within approximately 1 inch of the inside forearm when the wearer's arm is bent at a 90-degree angle.

The coveralls shall have shape-holding sanforized waist banding with elastic inserts for trim fit. Legs shall be moderately tapered to avoid excessive fullness. All main seams shall be at least double-stitched with good quality thread.

Shirts or coveralls shall have one or two chest pockets. Single pocket coveralls/shirts shall have the chest pocket placed on the left.

The first name initial and full last name shall be sewn above the right chest pocket so that it shall be clearly visible with the collar open. Letters shall not exceed 1/2 inch. A detachable metal or plastic nameplate may be worn in place of the embroidered name at Contractor's option. The small FSP logo shall be sewn above the left front pocket and on the right shoulder. If awarded, "Driver of the Quarter" or "Driver of the Year" patches may be sewn on the left shoulder. The uniform should include no other markings or decoration.

Reflective white stripes may be sewn around both sleeve cuffs and both leg cuffs and across the upper back. Optional reflective vest with FSP logo patches may be worn during hours of darkness in-lieu of placing reflective striping on uniform shirts.

Drivers shall wear an green-colored safety vest whenever he or she is outside of the vehicle performing an assist. The letters "FSP" shall be sewn across the middle portion of the back of each safety vest, or may be sewn on a patch of the same color as the uniform which is sewn across the middle portion of the back of each safety vest. The letters shall be at least four inches in height and shall be white in color and shall be centered. The small FSP logo shall be sewn above the left front pocket and on the right shoulder. If awarded, "Driver of the Quarter" or "Driver of the Year" patches may be sewn on the left shoulder. The uniform should include no other markings or decoration.

The driver's FSP identification card must carried on the driver so that it may be readily produced upon request.

All FSP operators shall wear general duty black work boots with protective steel toe.

During cold weather, a navy blue sweater or sweatshirt may be worn under the uniform shirt/jumpsuit. A navy blue jacket may replace the sweater or sweatshirt at the Contractor's option, if it meets all the uniform specifications, including patches, reflective tape, etc.

Rain gear shall be waterproofed material, yellow in color. Reflective white tape shall be applied to both sleeve cuffs and both leg cuffs and across the upper back. Optional reflective vest with FSP logo patches may be worn during hours of darkness in-lieu of placing reflective taping on rain gear.

Hats are optional. They shall be baseball type cap, navy blue in color. At Contractor's option, the Freeway Service Patrol logo or the initials "FSP" shall be embroidered above the brim. The logo or initials shall be centered. Initials shall be sewn in white. No other logos/names shall be accepted.

All uniform costs, including FSP patches, shall be borne by Contractor.

8) CONTRACTOR'S OFFICE

Contractor shall provide an office for contract administration purposes. The office shall be staffed by an "authorized representative" who has the authority to conduct business and make decisions on behalf of Contractor. The office shall be open for business between the hours of 9:00 a.m. and 5:00 p.m. Contractor shall also provide an authorized representative during regular FSP hours to answer any inquiries from the AUTHORITY, CHP, or Caltrans. Contractor shall furnish radio service, telephone service, fax service, pager service, or any combination of the above such that all inquiries can be responded to within 15 minutes from receipt of inquiry. Failure to respond within 15 minutes may result in contract termination. At all other times, Contractor shall provide service as necessary to log all calls, complaints, or any inquiries relative to Freeway Service Patrol activities.

9) COMPLIANCE WITH STANDARD OPERATING PROCEDURES

Contractor shall comply with all provisions of the Sacramento Metropolitan Freeway Service Patrol Standard Operating Procedures Manual—dated September 2004 or later—which more specifically details the standards for professionalism and conduct, operator duties and responsibilities, policies and procedures for operational situations, safety, tow procedures, radio communications, documentation and reporting, sexual harassment, drug and alcohol policies, criminal conduct while on or off duty, violations and penalties, and certification requirements.

END OF SCOPE OF SERVICE

ATTACHMENT A
SACRAMENTO METROPOLITAN FREEWAY SERVICE PATROL (FSP)
BEAT DESCRIPTIONS

BEAT	FWY	SEGMENT	# OF TOW/SERVICE VEHICLES	# OF BACKUP VEHICLES	ONE-WAY SEGMENT LENGTH (MI)	NON-HOLIDAY WEEKDAY MORNING SHIFT	NON-HOLIDAY WEEKDAY EVENING SHIFT	SUNDAY & MONDAY HOLIDAY SHIFT
1	HWY 51/ HWY 99	Exposition Blvd to Grant Line Rd	2/1	0	17.49	0600-0900	1500-1830	N/A
2	HWY 51/ I-80	Exposition Blvd. to Placer County Line	2/1	0	12.78	0600-0900	1500-1830	N/A

Authority and Contractor may cooperatively adjust shift hours as necessary to accommodate special situations, changing conditions, or unforeseen circumstances.

ATTACHMENT B
SACRAMENTO METROPOLITAN FREEWAY SERVICE PATROL (FSP)
NON-SERVICE HOLIDAYS for BEATS 1 & 2

2006

December 22-29 Holiday Break

2007

January 1 New Years Day
January 15 Martin Luther King Jr. Day
February 12 Lincoln's Birthday
February 19 Presidents Day
May 28 Memorial Day
July 4 Independence Day
September 3 Labor Day
October 8 Columbus Day
November 12 Veterans Day
November 22-23 Thanksgiving
December 24-31 Holiday Break

2008

January 1 New Years Day
January 21 Martin Luther King Jr. Day
February 12 Lincoln's Birthday
February 18 Presidents Day
May 26 Memorial Day
July 4 Independence Day
September 1 Labor Day
October 13 Columbus Day (Observed)
November 11 Veterans Day
November 27-28 Thanksgiving
December 22-31 Holiday Break

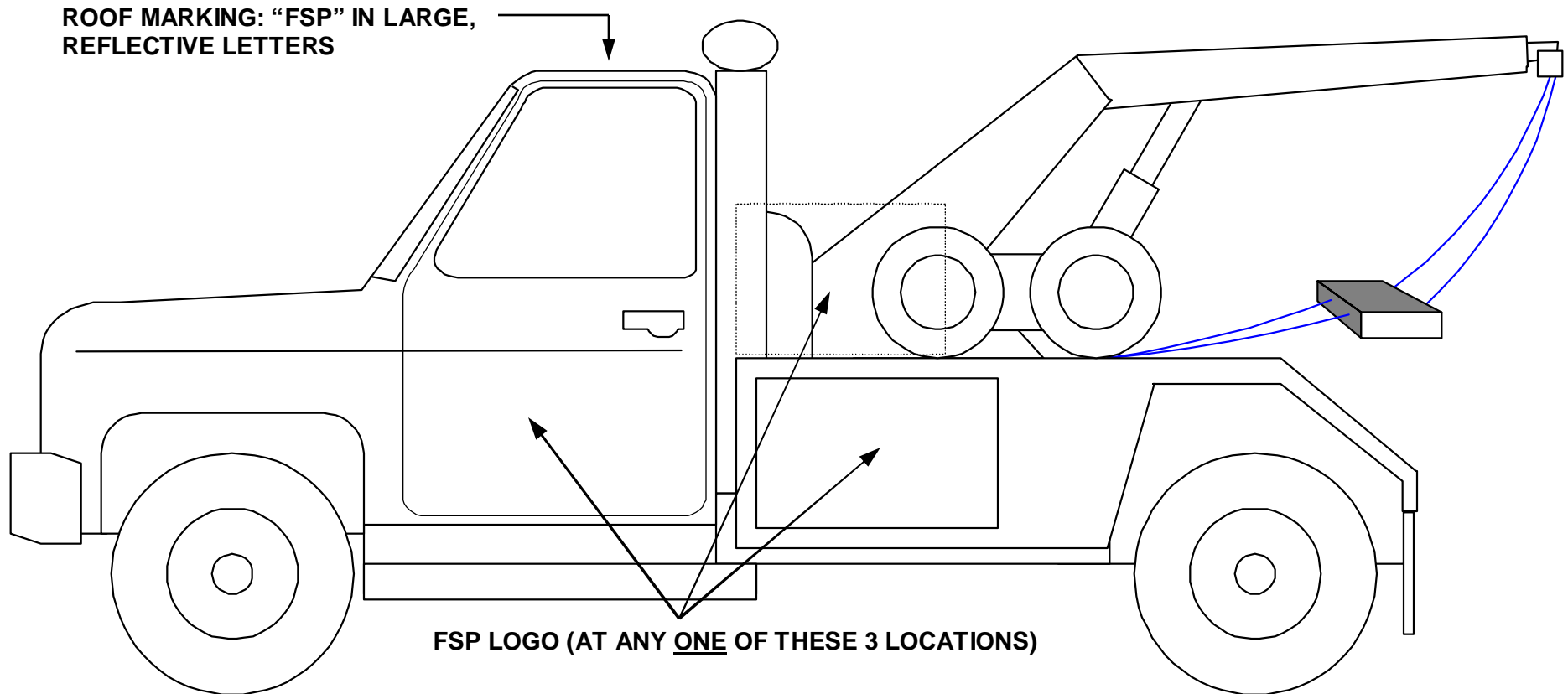
2009

January 1 New Years Day
January 19 Martin Luther King Jr. Day
February 12 Lincoln's Birthday
February 16 Presidents Day
May 25 Memorial Day
July 3 Independence Day
September 7 Labor Day
October 12 Columbus Day (Observed)
November 11 Veterans Day
November 26-27 Thanksgiving

The above specific dates are for general guidance only. Authority reserves the right to change or delete days from the working schedule

ATTACHMENT C

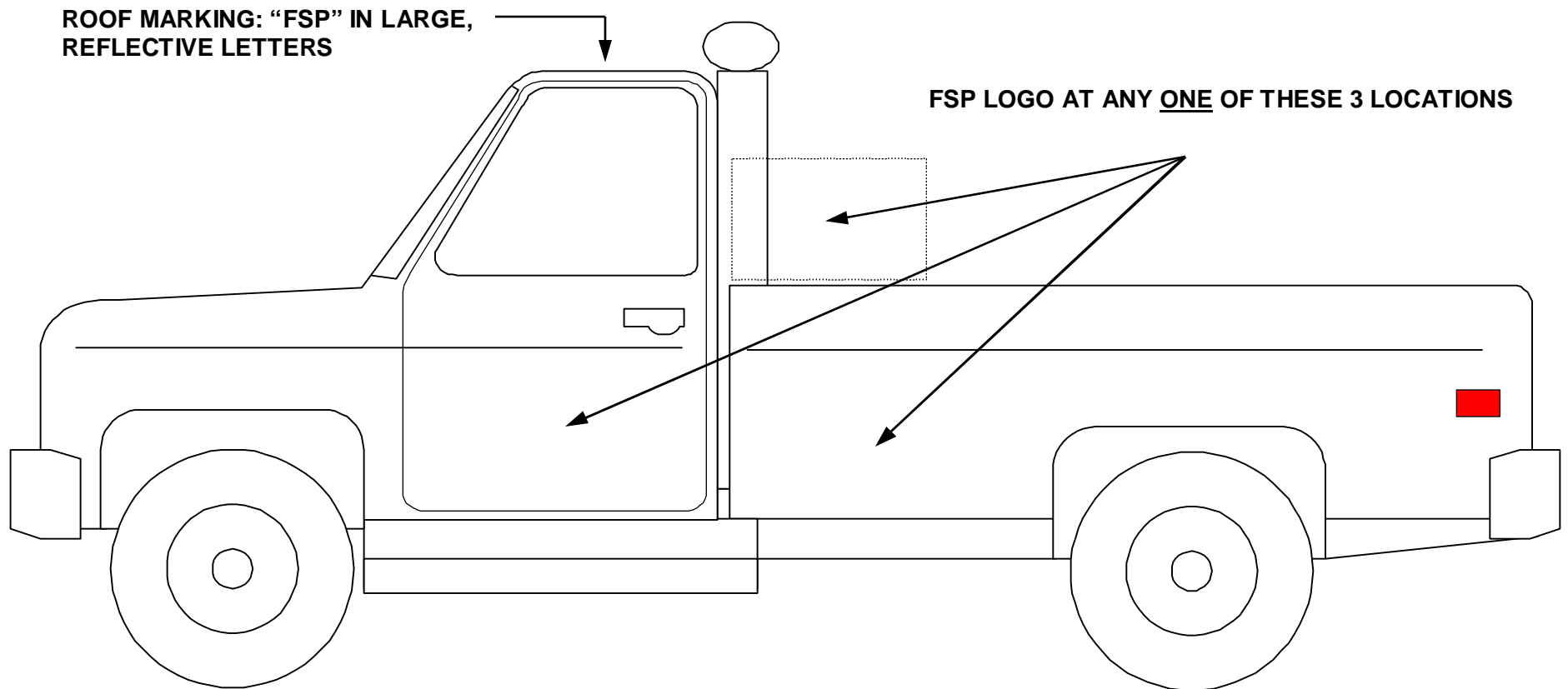
TOW TRUCK VEHICLE SPECIFICATIONS



- Vehicles must be painted white and shall bear the Freeway Service Patrol Logo on either: both doors, on the truck body directly behind the cab on both sides, or in a sign holder securely attached to the top of the truck bed behind the cab on both sides of the vehicle
- Beat Identification Numbers must be displayed at a location approved by the CHP
- The maximum size for all letters and numbers below the roof is 4 inches in height
- Exact placement and size of proposed trim must be approved in writing by the AUTHORITY or the CHP
- Any proposed trim must be blue in color and limited to one stripe, a minimum of 4 inches in width

ATTACHMENT C

SERVICE TRUCK VEHICLE SPECIFICATIONS



- Vehicles must be painted white and shall bear the Freeway Service Patrol Logo on either: both doors, on the truck body directly behind the cab on both sides, or in a sign holder securely attached to the top of the truck bed behind the cab on both sides of the vehicle
- Beat Identification Numbers must be displayed at a location approved by the CHP
- The maximum size for all letters and numbers below the roof is 4 inches in height
- Exact placement and size of proposed trim must be approved in writing by the AUTHORITY or the CHP
- Any proposed trim must be blue in color and limited to one stripe, a minimum of 4 inches in width