

**CONTRACT AGREEMENT**

between

CONTRACTOR )  
CASE Systems, Inc. )  
5 Goddard )  
Irvine, CA 92618 )

Telephone: 949-988-7504 )  
Fax: 949-988-7520 )

Chrissann Lawson )  
Telephone: 949-988-7504 )  
Email: )  
clawson@cassesystemsinc.com )

And )

Southern California Regional Rail )  
Authority )  
One Gateway Plaza, 12<sup>th</sup> Floor )  
Los Angeles, California 90012 )  
(hereinafter "Authority") )

**CONTRACT DOCUMENTS**

**RFP NO. SP452-16**

**CALL BOX MAINTENANCE  
SERVICES**

**AWARDED: June 24, 2016**

Contract Amount: \$200,000

Authority Project Manager:

Name: Luis Zarza  
Title: Customer Experience  
Administrator  
Telephone: 213-494-8136  
Email: zarzal@scrra.net

Contract Administrator:

Name: Andrew Conriquez  
Title: Senior Contract &  
Compliance Administrator  
Telephone: 213-452-0217  
Email: conriqueza@scrra.net

**SOUTHERN CALIFORNIA REGIONAL RAIL AUTHORITY  
METROLINK COMMUTER RAIL SYSTEM**

**RFP NO. SP452-16  
CALL BOX MAINTENANCE SERVICES**

**ATTACHMENT D**

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Attachment A – Scope of Services  
Exhibit 1 – Cost Schedule

This Contract is made and entered into as of this 29<sup>th</sup> day of July, 2016 by and between the SOUTHERN CALIFORNIA REGIONAL RAIL AUTHORITY (hereinafter referred to as "Authority") and CASE Systems, Inc. (hereinafter referred to as "Contractor").

## **RECITALS**

WHEREAS, Authority is a Joint Powers Authority organized under Sections 6500 et seq. of the California Government Code and Section 130255 of the California Public Utilities code with power to contract for services described in Attachment A to this Agreement entitled "Attachment A - Scope of Services" (hereinafter referred to as "Services" or "Work");

WHEREAS, Authority desires to hire Contractor;

WHEREAS, Contractor has indicated it is qualified to perform such Services and (1) has reviewed all the available data furnished by Authority pertinent to the Services to be rendered; (2) has inspected and reviewed the Services to be rendered; (3) will exercise the ordinary care and skill expected of a practitioner in its profession; and (4) is willing to accept responsibility of performing the Services set forth in this Agreement for the compensation and in accordance with the terms, requirements and conditions herein specified;

NOW, THEREFORE, for the consideration hereinafter stated, the parties agree as follows:

### **1. SCOPE OF WORK/SERVICES**

- A. Contractor will perform the Work/Services and related tasks as described in the Scope of Work/Services. The Scope of Work/Services is attached hereto and is incorporated by reference into and made a part of this Agreement.
- B. This is a non-exclusive Contract, whereby Authority may, at its sole discretion, augment or supplant the Work/Services with its own forces or forces of another Contractor or entity. Contractor will cooperate fully with Authority's staff or other Contractor or entity that may be providing similar or the same Services for Authority.

### **2. PERIOD OF PERFORMANCE**

The period of performance shall be from August 1, 2016 to July 31, 2018 with a one two-year option that may be exercised at the sole discretion of the Authority, unless amended by mutual agreement of both parties through a written amendment to this Agreement or unless earlier terminated pursuant to the provisions of this Contract.

### **3. PAYMENT**

- A. For CONTRACTOR's full and complete performance of its obligations under this Agreement, the AUTHORITY shall pay CONTRACTOR at the fixed rates shown in Exhibit 1, Cost Schedule.
- B. Authority's maximum cumulative payment obligation under this Agreement shall not exceed Two Hundred Thousand Dollars (\$200,000), including all amounts payable to Contractor for all costs, including but not limited to direct labor, other direct costs, subcontracts, indirect costs including but not limited to leases, materials, taxes, insurance, and profit.
- C. The following schedule of costs, corresponding to work to be performed as set forth in the Scope of Work/Services shall establish the basis for periodic payments to the Contractor.
- D. In the event the Authority should overpay Contractor, such overpayment shall not be construed as a waiver of Authority's right to obtain reimbursement for the overpayment. Upon discovering any overpayment, either on its own or upon notice of Authority, Contractor shall immediately reimburse Authority the entire overpayment.
- E. Invoicing

Contractor shall submit invoices via e-mail to:

[accountspayable@scrra.net](mailto:accountspayable@scrra.net)

Each invoice shall include the following information:

- Contract Number
- Purchase Order Number
- Invoice Number
- Time period cover by the invoice
- Amount of payment requested
- Information as requested by the Authority

Authority shall remit payment within thirty (30) calendar days of approval of an undisputed invoice.

#### **4. AUDIT AND INSPECTION OF RECORDS**

Contractor agrees that Authority or any duly authorized representative shall have access to and the right to examine, audit, excerpt, copy or transcribe any pertinent transaction, activity, time cards, employment records or other records relating to this Agreement. Such material, including all pertinent cost, accounting, financial records and proprietary data must be kept and maintained by Contractor for a period of three (3) years after

completion of this Agreement unless Authority's written permission is given to dispose of material prior to this time.

**5. NOTIFICATION**

All notices hereunder concerning this Agreement and the services to be performed shall be physically transmitted by courier, overnight, registered or certified mail, return receipt requested, postage prepaid and addressed as follows:

To the Authority:

Southern California Regional Rail Authority  
One Gateway Plaza, 12th Floor  
Los Angeles, CA 90012  
Attn: Andrew Conriquez  
Senior Contract & Compliance Administrator

To the Contractor:

CASE Systems, Inc.  
Chrissann Lawson  
5 Goddard  
Irvine, CA 92618

**6. AUTHORITY AND CONTRACTOR'S REPRESENTATIVES**

**A. Authority's Project Manager**

The Authority's Project Manager under this Agreement shall be Luis Zarza.

**B. Contractor's Key Personnel**

The following are Contractor's key personnel, shown with their roles in the Services to be provided:

<u>Name</u>	<u>Role</u>
_____	_____
_____	_____
_____	_____

Authority awarded this Agreement to Contractor based on Authority's confidence and reliance on the expertise of Contractor's key personnel described above. Contractor shall not reassign key personnel or assign other personnel to key personnel roles until Authority approves a replacement in writing.

**7. TERMINATION FOR CONVENIENCE**

Authority may terminate this Agreement for Authority's convenience at any time by giving Contractor ten (10) days written notice thereof. Upon receipt of said notice, Contractor shall immediately take action not to incur any additional obligations, cost or expenses,

except as may be reasonably necessary to terminate its activities. Thereafter Contractor shall have no further claims against Authority under this Agreement. All finished or unfinished documents and materials procured for or produced under this Agreement shall become Authority property upon date of such termination

## **8. TERMINATION FOR BREACH OF AGREEMENT**

If Contractor fails to perform any of the provisions of this Agreement or so fails to make progress as to endanger timely performance of this Agreement, Authority may give Contractor written notice of such default. If Contractor does not cure such default or provide a plan to cure such default, which is acceptable to the Authority within the time specified in Authority's notice of default, then Authority may terminate this Agreement due to Contractor's breach of this Agreement.

If a federal or state proceeding for relief of debtors is undertaken by or against Contractor, or if Contractor makes an assignment for the benefit of creditors, then Authority may immediately terminate this Agreement.

If Contractor violates Article 26, Compliance with Lobbying Policies, then Authority may immediately terminate this Agreement.

In the event Authority terminates this Agreement as provided in this Article, Authority may procure, upon such terms and in such manner as Authority may deem appropriate, Services similar in scope and level of effort to those so terminated, and Contractor shall be liable to Authority for all of its costs and damages, including, but not limited to, any excess costs for such Services.

All finished or unfinished documents and materials produced or procured under this Agreement shall become Authority property upon date of such termination.

If, after notice of termination of this Agreement under the provisions of this article, it is determined for any reason that Contractor was not in default under the provisions of this article, or that the default was excusable under the terms of this Agreement, the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to the article entitled TERMINATION FOR CONVENIENCE.

The rights and remedies of Authority provided in this article shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Agreement.

## **9. ASSIGNMENT**

This Agreement, any interest herein or claim hereunder, may not be assigned by Contractor either voluntarily or by operation of law, nor may all or any part of this Agreement be subcontracted by Contractor, without the prior written consent of Authority. Consent by Authority shall not be deemed to relieve Contractor of its obligations to comply fully with all terms and conditions of this Agreement.

**10. SUBCONTRACTING**

Authority hereby consents to Contractor’s subcontracting of portions of the Services to the parties identified below for the functions described in Contractor’s proposal. Contractor shall include in each subcontract agreement the stipulation that Contractor, not Authority, is solely responsible for payment to the subcontractor for the amounts owing and that the subcontractor shall have no claim, and shall take no action against Authority, Member Agencies or officers, directors, employees or sureties thereof for nonpayment by Contractor.

<b>Subcontractors Names and Addresses</b>	<b>Services to Be Performed</b>
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**11. INDEPENDENT CONTRACTOR**

- A. The Contractor’s relationship to the Authority under this Agreement is that of an independent contractor. Contractor’s personnel performing work under this Agreement shall at all times be under Contractor’s exclusive direction and control and shall be employees of Contractor and not employees of the Authority. Contractor shall pay all wages, salaries and other amounts due its employees in connection with work performed under this Agreement and shall be responsible for all reports and obligations respecting them, such as social security, income tax withholding, unemployment compensation, workers’ compensation, and similar matters.
  
- B. Contractor shall perform and exercise, and require its Subcontractors/Suppliers to perform and exercise due professional care and competence in the performance under this Agreement. Contractor shall be responsible for the professional quality, technical accuracy, completeness and coordination of Agreement, it being understood that Authority will be relying upon Contractor’s professional competency.

**12. INSURANCE**

Throughout the duration of this Agreement, Contractor shall maintain the following insurance, which shall be full-coverage insurance not subject to self-insurance provisions.



Contractor shall not of its own initiative cause such insurance to be canceled or materially changed during the course of this Agreement.

- A. **Commercial General Liability** to include Products/Completed Operations, independent contractor, Contractual Liability, and Personal Injury Liability; with at least the following limits of liability:
  - 1. Primary Bodily Injury Liability Limits of \$1 Million per occurrence, and
  - 2. Primary Property Damage Liability Limits of \$1 million per occurrence,
  - 3. Combined single limits of liability for Primary Bodily Injury and Primary Property Damage of \$2 million per occurrence.
  
- B. **Automobile Liability** with the following limits:
  - 1. Primary Bodily Injury with limits of \$1 million per occurrence; and
  - 2. Primary Property Damage with limits of \$1 million per occurrence; or
  - 3. Combined single limits of Liability for Primary Bodily and Primary Property Damage of \$2 million per occurrence.
  
- C. **Workers' Compensation Insurance** with the limits established and required by the State of California.

"Occurrence," as used herein, means any event or related exposure to conditions which result in bodily injury or property damage.

Proof of Insurance will be required prior to commencement of work under the contract. A certificate of insurance will be required to be furnished to the Authority's Contract & Compliance Administrator. The insurance coverage is subject to the following requirements:

The Authority, its member agencies, officers, directors, employees and agents are named as additional insured via endorsement on Commercial General Liability and Automobile Liability insurance with respect to performance of services under the contract.

The coverage shall be primary and noncontributory as to any other insurance with respect to liability hereunder.

Thirty days (30) days prior written notice of cancellation or of material changes in coverage is to be given to the Authority by endorsement.

### **13. INDEMNITY**

Contractor shall indemnify, defend and hold harmless Authority, and its member agencies, and their officers, directors, employees and agents from and against any and all liability, expense (including but not limited to defense costs and attorneys' fees), claims, causes of action, and lawsuits for damages of any nature whatsoever, including, but not limited to, bodily injury, death, personal injury or property damage (including property of Contractor) arising from or connected with any alleged act and/or omission of Contractor, its officers, directors, employees, agents, Subcontractors or suppliers. This indemnity shall survive termination of this Agreement and/or final payment thereunder.

#### **14. SUSPENSION OF SERVICES**

The Authority may at any time and for any reason within its sole discretion issue a written order to the Contractor suspending, delaying, or interrupting all or any part of the services for a specified period of time.

The Contractor shall comply immediately with any written order suspending the services that it receives from the Authority, and take all reasonable steps to minimize allocable costs covered by the suspension period. The Contractor shall resume performance of the suspended Services upon expiration of the notice of suspension, or upon direction of the Authority.

#### **15. CHANGES IN SCOPE OF WORK**

By written notice or order, Authority may, from time to time, order work suspension or make changes to this Contract. Changes in the services shall be mutually agreed to and incorporated into an amendment to this Agreement. Upon execution of an amendment, Contractor shall perform the services, as amended. Amendments to the Agreement may require prior approval by the Authority's Board of Directors, and in all instances require prior signature of authorized representative of the Authority.

#### **16. SUBMITTAL OF CLAIMS BY CONTRACTOR**

Contractor shall file any and all claims with Authority's Project Manager in writing within thirty (30) days of the event or occurrence giving rise to the claim. The claim shall be in sufficient detail to enable Authority to ascertain the claim's basis and amount, and shall describe the date, place and other pertinent circumstances of the event or occurrence giving rise to the claim and the indebtedness, obligation, injury, loss or damages allegedly incurred by Agreement.

Even though a claim may be filed and/or in review by Authority, Contractor shall continue to perform in accordance with this Contract.

#### **17. EQUAL OPPORTUNITY**

In connection with the execution of this Contract, Contractor shall not discriminate against, or grant preferential treatment to, any individual or group, or any employee or

applicant for employment because of race, age, religion, color, ethnicity, sex, national origin, ancestry, physical disability, mental condition, political affiliation, sexual orientation or marital status. Contractor shall take action to ensure that applicants and employees are treated without regard to the above.

## **18. STANDARD OF PERFORMANCE**

- A. Contractor shall perform and exercise, and require its Subcontractors to perform and exercise due professional care and competence in the performance of the Services in accordance with the requirements of this Agreement. Contractor shall be responsible for the professional quality, technical accuracy, completeness and coordination of the Services, it being understood that Authority will be relying upon such professional quality, accuracy, completeness and coordination in utilizing the Services. The foregoing obligations and standards shall constitute the "Standard of Performance" for purposes of this Agreement. The provisions of this paragraph shall survive termination or expiration of this Agreement and/or final payment thereunder.
- B. All workers shall have sufficient skill and experience to perform the services assigned to them. Authority shall have the right, at its sole discretion, to require the removal of Contractor's personnel at any level assigned to the performance of the services at no additional fee or cost to Authority, if Authority considers such removal in its best interests and requests such removal in writing and such request is not done for illegal reasons. Further, an employee who is removed from performing services under this Agreement under this Article shall not be re-assigned to perform services under this Agreement without Authority's prior written approval.

## **19. NOTIFICATION OF EMPLOYMENT OF SOUTHERN CALIFORNIA REGIONAL RAIL AUTHORITY BOARD MEMBERS/ALTERNATES AND EMPLOYEES**

To ensure compliance with Authority's Ethics Policy, Contractor shall provide written notice to Authority disclosing the identity of any individual who Contractor desires to employ or retain under a contract, and who (1) presently serves as a Board Member/Alternate or an employee of the Authority, or (2) served as a Board Member/Alternate or an employee of the Authority within the previous 12 months of the date of the proposed employment or retention by Contractor. Contractor's written notice shall indicate whether the individual will be an officer, principal or shareholder of the entity and/or will participate in the performance of the Agreement.

## **20. DISQUALIFYING POLITICAL CONTRIBUTIONS**

In the event of a proposed amendment to this Agreement, Contractor shall provide a written statement disclosing any contribution(s) of \$250 or more made by Contractor or its Subcontractor within the preceding twelve (12) months of the date of the proposed

amendment. Applicable contributions include those made by any agent/person/entity on behalf of Contractor or Subcontractor.

## **21. COMPLIANCE WITH LAW**

Contractor shall familiarize itself with and perform the services required under this Agreement in conformity with requirements and standards of Authority, municipal and public agencies, public and private utilities, special districts, and railroad agencies whose facilities and services may be affected by services under this Agreement. Contractor shall also comply with all Federal, California and local laws and ordinances.

## **22. WHISTLEBLOWER REQUIREMENTS**

No Contractor shall adopt any rule, regulation or policy preventing an employee from disclosing information to a government or law enforcement agency, where the employee believes the information discloses violation or noncompliance with a state or Federal regulation; nor shall an employer retaliate against an employee for taking such actions as set forth in the California Labor Code §1101 et seq.

## **23. COMPLIANCE WITH LOBBYING POLICIES**

- A. Contractor agrees that if it is a Lobbyist Employer or if it has retained a Lobbying Firm or Lobbyist, as such terms are defined by Authority in its Ethics Policy, it shall comply or ensure that its Lobbying Firm and Lobbyist complies with Authority's Ethics Policy.
- B. If Contractor (Lobbyist Employer) or its Lobbying Firm or Lobbyist fails to comply, in whole or in part, with Authority's Ethics Policy, such failure shall be considered a material breach of this Agreement and Authority shall have the right to immediately terminate or suspend this Agreement.

## **24. PUBLIC RECORDS ACT**

- A. All records, documents, drawings, plans, specifications and other material relating to conduct of Authority's business, including materials submitted by Contractor in its proposal and during the course of performing the services under this Agreement, shall become the exclusive property of Authority and may be deemed public records. Said materials may be subject to the provisions of the California Public Records Act. Authority's use and disclosure of its records are governed by this Act.
- B. Authority will not advise as to the nature or content of documents entitled to protection from disclosure under the California Public Records Act, including interpretations of the Act or the definitions of trade secret, confidential or proprietary. Authority will accept materials clearly and prominently labeled "TRADE SECRET" or "CONFIDENTIAL" or "PROPRIETARY" as determined by

Contractor. Authority will endeavor to notify Contractor of any request of the disclosure of such materials. Under no circumstances, however, will Authority be liable or responsible for the disclosure of any labeled materials whether the disclosure is required by law or a court order or occurs through inadvertence, mistakes or negligence on the part of Authority or its officers, employees and/or Contractors.

- C. In the event of litigation concerning the disclosure of any material submitted by Contractor, Authority's sole involvement will be as a stakeholder, retaining the material until otherwise ordered by a court. Contractor, at its sole expense and risk, shall be responsible for prosecuting or defending any action concerning the materials, and shall defend, indemnify and hold Authority harmless from all costs and expenses, including attorneys' fees, in connection with such action.

## **25. WAIVER/INVALIDITY**

No waiver of a breach of any provision of this Agreement by either party shall constitute a waiver of any other breach of the provision, or of any other breach of the provision of the Agreement. Failure of either party to enforce any provision of this Agreement at any time shall not be construed as a waiver of that provision.

The invalidity in whole or in part of any provision of this Agreement shall not void or affect the validity of any other provision.

## **26. SEVERABILITY**

In the event any Article, section, Subarticle, paragraph, sentence, clause, or phrase contained in the Agreement shall be determined, declared, or adjudged invalid, illegal, unconstitutional, or otherwise unenforceable, such determination, declaration, or adjudication shall in no manner affect the other Articles, sections, Subarticles, paragraphs, sentences, clauses, or phrases of the Agreement, which shall remain in full force and effect as if the Article, section, Subarticle, paragraph, sentence, clause, or phrase declared, determined, or adjudged invalid, illegal, unconstitutional, or otherwise unenforceable, was not originally contained in the Agreement.

## **27. FORCE MAJEURE**

The Contractor will be granted an extension of time for any portion of a delay in completion of the work caused by acts of God or the public enemy, wars, civil disturbances, fires, floods, earthquakes, epidemics, quarantine restrictions, freight embargoes, mechanical failures, strikes or weather more severe than normal, providing that (1) the aforesaid causes were not foreseeable and did not result from the fault of negligence of the Contractor, (2) the Contractor has taken reasonable precautions to prevent further delays owing to such causes, and (3) the Contractor notifies the Authority in writing of the causes(s) for the delay within five days from the beginning of any such delay. No claims for additional compensation or damages for the foregoing delays shall be allowed to the

Contractor, and the extension of time provided for herein shall be the sole remedy of the Contractor on account of any such delays.

## **28. GOVERNING LAW**

- A. The validity of this Agreement and of any of its terms or provisions, as well as the rights and duties of the parties hereunder, shall be governed by the laws of the State of California.
- B. Contractor shall comply with all applicable federal, state and local laws and ordinances.

## **29. MODIFICATIONS TO CONTRACT**

Unless specified otherwise in the Agreement, this Agreement may only be modified by written mutual consent evidenced by signatures of representatives authorized to enter into and modify the Agreement. In order to be effective, amendments may require prior approval by the Authority's Board of Directors, and in all instances require prior signature of an authorized representative of the Authority.

## **30. PRECEDENCE**

Conflicting provisions hereof, if any, shall prevail in the following descending order of precedence: (1) the provisions of this Agreement, (2) Attachment A - Services, (3) provisions of RFP No. SP452-16 and (4) Contractor's Proposal dated May 28, 2016.

## **31. CONFIDENTIALITY**

Contractor agrees that for and during the entire term of this Agreement, any information, data, figures, records, findings and the like received or generated by Contractor in the performance of this Agreement, shall be considered and kept as the private and privileged records of Authority and will not be divulged to any person, firm, corporation, or other entity except on the direct written authorization of Authority. Further, upon expiration or termination of this Agreement for any reason, Contractor agrees that it will continue to treat as private and privileged any information, data, figures, records and the like, and will not release any such information to any person, firm, corporation or other entity, either by statement, deposition, or as a witness, except upon direct written authority of Authority.

## **32. CONTRACTOR'S INTERACTION WITH THE MEDIA AND THE PUBLIC**

Authority shall review and approve in writing all Authority related copy proposed to be used by Contractor for advertising or public relations purposes prior to publication. Contractor shall not allow Authority related copy to be published in its advertisements and public relations programs prior to receiving such approval. Contractor shall ensure that all published information is factual and that it does not in any way imply that Authority endorses Contractor's firm, service, and/or product.

Contractor shall refer all inquiries from the news media to Authority, and shall comply with the procedures of Authority's Public Affairs staff regarding statements to the media relating to this Agreement or the Services.

### **33. EXCESS REPROCUREMENT LIABILITY**

Contractor shall be liable to Authority for all expenses incurred by Authority in reprocurring elsewhere the same or similar items or services offered by Contractor hereunder, should Contractor fail to perform or be disqualified for failure to meet the terms and conditions set forth herein.

### **34. NO WAIVER**

Failure of the Authority to enforce at any time, or from time to time, any provision of the Contract shall not be construed as a waiver thereof.

No waiver by the Authority of any breach of any provision of the Contract shall constitute a waiver of any other breach or of such provision.

Failure by the Authority to insist upon strict performance of any terms or conditions of the Contract or failure to delay to exercise any rights or remedies provided herein by law shall not be deemed a waiver of any right of the Authority to insist upon strict performance of the Contractor's obligations set forth in the Contract, or any of its rights or remedies as to any prior or subsequent default hereunder.

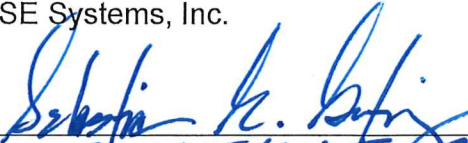
### **35. ENTIRE CONTRACT**

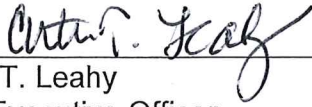
This Contract, and any attachments or documents incorporated herein by inclusion or by reference, constitutes the complete and entire Contract between Authority and Contractor and supersedes any prior representations, understandings, communications, commitments, Contracts, bids or proposals, oral or written.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed on the date shown below, and effective on the date first hereinabove written.

CONTRACTOR  
CASE Systems, Inc.

SOUTHERN CALIFORNIA  
REGIONAL RAIL AUTHORITY

  
Name SEBASTIAN E. GUTIERREZ  
Title PRESIDENT / CEO

  
Name Arthur T. Leahy  
Title Chief Executive Officer

8.8.16.  
Date

\_\_\_\_\_  
Name  
Title

\_\_\_\_\_  
Date

Tax I.D. No. 35-2334632

**APPROVED AS TO FORM:**

Don Del Rio  
General Counsel

  
\_\_\_\_\_  
General Counsel



**ATTACHMENT A**  
**SCOPE OF SERVICES**

**SOUTHERN CALIFORNIA REGIONAL RAIL AUTHORITY  
METROLINK COMMUTER RAIL SYSTEM**

**RFP NO. SP452-16  
CALL BOX MAINTENANCE SERVICES**

**SCOPE OF SERVICES**

**BACKGROUND**

The Authority is a Joint Powers Agency whose purpose is to plan, design, construct and administer the operation of commuter trains in Los Angeles, Orange, Riverside, San Bernardino, Ventura and North San Diego counties.

The commuter rail system is also known as Metrolink.

SCRRA sells tickets and provides information at all of its stations except Los Angeles on a “self-serve” basis through the use of Ticket Vending Machines (TVM’s), informational kiosks with printed schedule information, and LED display boards to convey information about late trains. Stations are generally un-staffed.

In the year 2000, SCRRA began a project to supplement the self service options described above by installing “Passenger Information Telephones (PIT’s)” at stations. The PIT’s are also referred to as “Call Boxes”. The concept is to install a freeway-style call box at each station that a customer can use to speak directly to a “live” person at the Metrolink Call Center or after hours at the Metrolink Operations Center. In May 2000 the first five demonstration call boxes were installed. The demonstration was deemed to be successful and over the course of the next five years the program was expanded to its current state, which is:

- 67 Call Boxes are currently installed at 55 stations.
- 47 of the 55 stations have one Call Box.
- 8 of the 55 stations have two Call Boxes each.
- Los Angeles Union Station is not / will not be equipped as it is staffed by Metrolink employees.

All of the current Call Boxes were manufactured and installed by Comarco Wireless Technologies, Inc (Comarco). All 67 of the current Call Boxes:

- Have been upgraded with TTY capability.
- Have been upgraded from analog to 3G digital technology.

## **OVERVIEW OF SERVICES**

SCRRA requires a Contractor to maintain the existing Call Box network and to modify/expand the network as new stations may be phased in over the life of this contract. Listed below are the services to be provided by the Contractor on an as needed basis:

1. **ROUTINE WORK ON EXISTING CALL BOXES.** There are currently 67 existing Call Boxes. Routine work will consist of diagnostic testing, preventative maintenance, and repair. This work will be performed on a fixed price per call box/per month basis and administered with a monthly reporting and invoicing process.
2. **NON-ROUTINE WORK ON EXISTING/NEW CALL BOXES.** This work will consist of modifications/upgrades to existing boxes and installation of new call boxes at new stations that are phased in over the life of the contract. Repairs due to vandalism are also considered non-routine work. All such work will be done as directed by the SCRRA Project Manager and will be performed on a time and materials basis and administered with a monthly invoicing process.
3. **WORKMANSHIP AND QUALITY.** All routine and non-routine work will be performed as specified in this Scope of Work.

Each of these three service components is further described below.

### **ROUTINE WORK ON EXISTING CALL BOXES**

The Contractor will perform routine work on each existing installed Call Box as follows:

- A. Daily Diagnostic Call-In Testing.
- B. Daily Operations of the Call Box System
- C. Repairs – 72 hour response.
- D. Routine annual on-site preventative maintenance/Preventative Maintenance Report.
- E. Daily maintenance of a Call Box Database.
- F. Monthly Activity Report / Invoice.
- G. Annual Activity Report / Materials Inventory report.
- H. Report Format

Each of these work elements is described below. At the end of this section are the requirements for a cost proposal for Routine Work elements contained in this section.

#### **A. DAILY DIAGNOSTIC CALL-IN TESTING**

Every call box shall be programmed to call in to the Contractor seven (7) days per week in order to perform a diagnostic test on all functions of the call box.

- Cellular problem alert

- Tilt
- Handset
- Systems Power
- Battery, Lamp
- Inner Door
- Outer Door
- TTY Section
- TTY Tray
- TTY Lamp
- TTY Display
- TTY Keypad

The following process will be followed:

1. Contractor shall perform this electronic testing of each call box on a daily basis.
2. Contractor personnel will monitor the diagnostic process and request SCRRA field personnel inspect and troubleshoot call boxes that do not pass the daily electronic inspection through the Project Manager.
3. SCRRA field personnel will inspect the equipment and report their findings to the Project Manager.
4. The Contractor shall discuss SCRRA field personnel findings with the SCRRA Project Manager. After said joint discussion if it is determined repairs are necessary Contractor shall dispatch a technician within 72 hour of the discussion to make repairs.

#### SCRRA Field Services Testing

SCRRA Field Services personnel shall conduct an independent visual inspection of each Call Box Monthly. The inspection will consists of a visual inspection of external equipment

#### B. DAILY OPERATIONS OF THE CALL BOX SYSTEM

Contractor's Daily Tasks:

Maintenance of Plans and Specifications – Contractor shall keep copies of all plans and specifications referred to herein, to which SCRRA shall have access at all times.

Security and Management of Service Interruptions – The Contractor shall be responsible for call box security and service interruption management. The Contractor shall monitor the call box system for errors, locating and isolating faults and generally ensuring that the integrity of all SCRRA call boxes is not compromised.

Communication with SCRRA Project Manager – Contractor shall ensure that the Contractor's Project Manager and/or Field Supervisor have the necessary devices for efficient and immediate communication with the SCRRA Project Manager.

Communication devices may include but are not limited to cellular phone, pager, office phone, and email services.

Alarms and Anti-Tampering Devices – Each of the current 67 Call Boxes is equipped with and Alarm and Anti-tampering device. The Contractor shall continue to incorporate and monitor an anti-tampering system that immediately alerts the Contractor to incidents of theft, attempted vandalism or destructive call box use. Additionally, an audible alarm shall be activated for ten (10) seconds at the individual call box. Reasons for alerts may include, but are not limited to:

- Battery low voltage
- Handset tampering, earpiece and/or mouthpiece
- Unauthorized access to the internal components of the call box
- Display error
- Keyboard error
- Keypad error
- TTY communication errors

This is not all-inclusive and SCRRRA and the Contractor may present additional high-priority events that require alerts.

Remote Programming – The Contractor shall be responsible for remote programming of SCRRRA call boxes from an external source. The Remote Programming function shall allow the operating software of the call boxes to be updated remotely.

### C. REPAIRS – 72-HOUR RESPONSE

Upon notification that a call box is not fully functional from the SCRRRA Project Manager, Contractor technicians shall take the necessary action to restore functionality to the call box **within 72 hours** of receiving the notification. Contractor will provide pictures of the damage to the equipment along with a service authorization request. This requirement includes but is not limited to the repair or replacement of parts, components and mountings as needed. Contractor shall provide a sufficient number of management and field personnel in order to perform repairs on call boxes within this established time frame

Contractor will be able to perform all repairs to Call Boxes including poles and all mounting devices and call box components, as well as the TTY trays, power supply (battery and solar panel), call box housing, exterior doors, signs, etc., and the interface with the cellular system.

In many cases, the repair process requires communications with various SCRRRA personnel including the SCRRRA Project Manager, the SCRRRA Call Center and the SCRRRA Operations Center. As a result, the contractor must have the capability to make repairs during regular business hours and on-site at the Call Box location needing repair.

Occasionally, the extent of required repairs may require the temporary removal of a Call Box from its location. Contractor shall coordinate the removal, de-activation, and storage of the Call Box. Contractor will report the status and estimated re-install date to the Metrolink Project Manager via email. Contractor shall cover the box with a weather-resistant bag imprinted with the words, "Out of Service. Contractor shall remove the bag when the Call Box is back in service.

#### D. ANNUAL ON-SITE PREVENTATIVE MAINTENANCE/PREVENTATIVE MAINTENANCE REPORT

Once a year, the Contractor will perform annual maintenance on each Call Box to keep call boxes clean and operational. Commencing in June and in agreement with the Project Manager, Contractor shall physically inspect every Call Box and deliver a report of the findings on the condition, appearance, functionality of the call boxes, parts, including antennae and all components. Since Preventative Maintenance inspections may require test calls and coordination with to the SCRRA Call Center or SCRRA Operations Center, Contractor shall provide Project Manager with an Inspection Schedule indicating the dates and times and locations of the inspections.

Preventative Maintenance work includes the following tasks:

- Cleaning of call box housings as necessary.
- Add or replace outdated, damaged, missing instruction placards or decals.
- Inspect and perform anti-corrosion treatment of external electrical connections and repair connections as needed.
- Operational check of call box controls and system operational sequencing and correct / repair failures.
- Check function of door hinges. Lubricate and replace as needed.
- Perform test calls and make necessary repairs if test calls indicate failure.
- Check exterior door, handset, screen and illumination and correct / repair failures.
- Check cellular antennae, cable, solar panel, horn alarms, TTY and correct / repair failures.
- Inspect call box mounting devices and correct / repair failures.

#### E. DAILY MAINTENANCE OF A CALL-BOX DATABASE

Contractor will on a daily basis update and maintain an accurate, SCRRA Call Box System Database containing the system specifications and up-to-date information on the entire Call Box system. Contractor shall provide Metrolink with remote access to the Call Box System Database and the maintenance management system 24-hours per day, 7 days per week in a Microsoft or similarly compatible database file format. Access will include the ability for SCRRA personnel to write and print reports as needed. SCRRA will identify authorized personnel to have access to the database. The System Database shall include all information relating to Call Boxes and system components. The following technical profile for each Call Box will be maintained in the Database:

- Call Box Station Name
- Installation Date
- Removal Date, if applicable
- Call Box Location and Track Number
- Call Box ANI (Automatic Number Identification)
- Cellular Phone Number
- Type of Site Installation
- Latitude/Longitude of Call Box
- Digital Photograph of Call Box
- Controller Card Type
- Electronic Serial Number
- Transceiver Model and Type

Also, the database shall contain the following operational information for each Call Box:

- Descriptions of all corrective maintenance visits.
- Date and time of the work order issue date, date and time of visit and date and time that work was completed if different from the initial visit, and description of the work performed.
- Description of preventative maintenance visits including the station name and call box location, date and time of visit, description of work performed if different from the standard preventative maintenance requirements;
- Detailed description of other work done on site may include but is not limited to repairs to sign or mounting components; repairs due to vandalism; removals; reinstallations, etc.
- Monthly summary reports with the number of call box calls that were blocked by the cellular system or that encountered a “system busy” response from the cellular network.

The Contractor will be responsible for the development and implementation of the above-mentioned database. The Metrolink Project Manager will be responsible for supplying known information about existing Call Box data.

#### F. MONTHLY ACTIVITY REPORT / INVOICE

Contractor shall submit a monthly report to the Project Manager no later than the fifth of the new month. Additionally, the SCRRA may approximately four times a year request specialized reports to satisfy requests from senior SCRRA management or for other operational reasons. Monthly reports shall include data type and be provided in a format that is acceptable to SCRRA. Monthly reports shall include maintenance and connectivity information on the call box system. Contractor shall furnish all equipment and materials necessary to provide this data. SCRRA reserves the right to modify the types of data that is reported with thirty (30) days advance notice to the Contractor. Monthly call box system reports shall include, but are not limited to:

- a) The number of call box calls that were blocked by the cellular system or that encountered a “system busy” response from the cellular network.
- b) The total number of calls for each call box, the duration of each call, volume of TTY calls and the volume of voice calls
- c) The number of call boxes in service.
- d) The number of out-of-service call boxes, including the reason that the box is out of service and the expected in-service date.
- e) The number of incidents of vandalism by call box location.
- f) Description of all corrective maintenance visits including the call box station name, date and time of visit and date and time that work is completed and description of work performed.
- g) Description of other site work including, but not limited to the following: vandalism, sign repair, other call box repair, site repairs, other SCRRA reported damages or failures, removals, reinstallations, parts replacements. This data shall also include the date and time that the request for work was communicated to the Contractor.

#### G. ANNUAL ACTIVITY REPORT / MATERIALS INVENTORY REPORT.

At the close of SCRRA’s fiscal year in June, Contractor shall provide an Annual Summary Report incorporating all previously submitted monthly data. Annual Summary Reports shall also contain (fiscal) year-end data for each previous year over the term of contract period. Annual Summary Reports are due to the Project Manager no later than July 15. There are three sections to be included in the Annual Summary Report: 1) Physical Inspection of Call Boxes 2) Physical Inventory of Materials 3) Corrective Maintenance Work

Materials Inventory – Contractor shall perform an annual physical inventory of all materials on hand or held in reserve for all SCRRA-owned materials. A complete accounting of all materials shall be presented to the SCRRA Project Manager within the Annual Summary Report. The Report must include a complete reconciliation of usage with corrective maintenance records over the previous year.

#### H. REPORT FORMATS

The format for the Monthly and Annual Reports described above will be in a format acceptable to SCRRA and will be determined after award of the contract.

#### **NON-ROUTINE WORK ON EXISTING / NEW CALL BOXES.**

The Contractor will perform non-routine work as follows:

- A. Non-routine repairs (due to vandalism or graffiti).
- B. Removals, storage and reinstallations.
- C. Retrofits.
- D. TTY Retrofits.
- E. Additional new call boxes.



## F. Signs

Each of these work elements is described below. Also described below is a description of Call Box Site Installation Types. At the end of this section are the requirements for a cost proposal for Non-Routine Work elements contained in this section.

### A. REPAIRS TO EXISTING CALL BOXES DUE TO VANDALISM OR GRAFFITI.

Upon direction from the SCRRA Project Manager, Contractor will provide pictures of the damage to the equipment along with a service authorization request. Contractor shall perform maintenance repairs and/or replacements required as a result of damage by vandalism, graffiti or other willful acts, or due to insect infestations. Contractor shall have the call box restored to full operation within 72 hours of the time and date of notification. Contractor shall notify the Project Manager within one working day of completing repairs and restoring the box to full operation electronically or via fax.

### B. REMOVALS, STORAGE, AND REINSTALLATIONS

Occasionally, it may be necessary to remove, deactivate or store a Call Box. This occurs infrequently, and is usually related to construction at a station. Contractor shall coordinate the removal, deactivation and storage of call boxes as requested by the Project Manager. Contractor will maintain proper inventory documentation and coordinate authorization of station platform installation sites, reinstallation and all installation tasks including work permits, site approval, installation and activation. Contractor shall coordinate activities to expedite the reinstallation of the call box at the direction of the SCRRA Project Manager.

### C. RETROFITS

Contractor shall be prepared to upgrade call box assembly and structural components as new, improved technologies become available. Contractor shall perform any upgrades or conversion of the call boxes requested by the SCRRA Project Manager. All materials shall be included for all retrofits/upgrades.

### D. TTY RETROFIT

SCRRA may elect to refit existing Call Boxes with TTY trays to Call Boxes with TTY-pads mounted on the Call Box. If requested, the Contractor shall provide all materials, parts and labor required to complete the retrofits.

### E. NEW CALL BOXES

SCRRA currently has a policy of having a minimum of one Call Box at each station (except Los Angeles Union Station). Each station currently is so equipped. Metrolink is currently re-evaluating this policy and is considering expanded coverage to provide for two phones at stations with multiple boarding platforms.

In the event that funding becomes available to install additional Call Boxes at existing Metrolink stations, or new Metrolink stations during the term of this Contract, SCRRA may elect to purchase new Call Boxes from the Contractor, or may elect to buy used Call Boxes from another Call Box Operator and have the Contractor refurbish as requested and install the used Call Boxes. Should SCRRA elect to purchase used call boxes and have Contractor refurbish them, this work will be subject to Article 4 of the Contract.

Generally, the Contractor will be notified by the SCRRA Project Manager, of the requirement for new Call Box(es) approximately 2 month prior to the proposed Installation Schedule for the new Call Boxes.

#### F. SIGNS & DECALS

Each existing and new Call Box is equipped with one or two aluminum signs and a decals in front and inside of the box that identify the Call Box as a "Passenger Information Telephone" and instruction information decals that are placed inside the call box door and face of equipment. Contractor shall be responsible for producing aluminum signs when as needed for replacement (due to vandalism/graffiti) and for new Call Box installations. Contractor will be responsible for producing 6- 5/8 x 8 Vinyl Decal with graphics and color codes provided by SCRRA for all 67 Call Boxes.

### **WORKMANSHIP AND QUALITY**

The Contractor will be required to perform all routine work and non-routine work described above in conformance with the following requirements:

#### A. COMPATIBILITY

New Call Boxes purchased under this Contract must be compatible with the Call Boxes currently in place.

#### B. CALL BOX APPEARANCE, FUNCTIONALITY, AND SPECIFICATIONS

SCRRA desires to maintain uniform appearance and functionality of the sixty-seven (67) current solar-powered, TTY-compatible call boxes.

Contractor shall perform repairs and/or provide replacements that ensure that current and new Call Boxes are consistent with the functionality, size, shape, and appearance of existing boxes, and perform other tasks as required to ensure proper, consistent functioning of the Call Boxes.

SCRRA requires that some housing(s) of some Passenger Information Telephones are Periwinkle Blue, Pantone Number 534, with exception to *new installed* phones be Teal Green, Pantone Number 323, Should SCRRA elect to repaint the call boxes the Contractor will repaint them, this work will be subject to Exhibit A-1 Call Box General Specifications.

Contractor shall ensure that repair or replacement of all other components and parts, especially those visible to the public, function in the same manner as current components unless the Metrolink Project Manager specifically approves a difference. This applies to all TTY keyboards, displays, decals, handsets, electronic parts, transceivers, power-supply parts, batteries and solar panels, signage, installation materials and all parts and components.

Contractor shall ensure that the interface protocols between the cellular phones and the cellular carrier's system and between the cellular phones throughout the cellular carrier's system and the Metrolink Call Center remain as they are with the existing call box system, unless the Metrolink Project Manager approves a difference.

Call boxes, call box functionality and related signage shall meet or exceed the requirements of the Americans with Disabilities Act and the State of California Public Utilities Code(s).

All Metrolink riders and members of the public must be able to initiate a call from Call Boxes. Call boxes must accommodate callers who are audibly or visually impaired as well as customers with no impairments.

Call boxes must be operational 98% of the time during each month.

When a caller is communicating via TTY, the call box shall support hearing carryover (HCO) and voice carry over (VCO) operations.

PUC requirement is that TTY interface shall use standard Baud signaling with HCO and VCO, compliant with ANSI/TIA/EIA 825 and ITU-T V.18.

Proprietary protocols such as ASCII, TurBoCode and HiSpeed are not acceptable.

All materials, parts and equipment furnished by Contractor shall be high grade and free from defects. Quality work shall be in accordance with generally accepted standards. Materials and work quality shall be subject to SCRRA Project Manager's or a designated representative's approval. Contractor shall be responsible for storing and maintaining materials in a manner that preserves their quality and fitness for use on the project.

Only competent workers shall be employed for tasks under this contract. Any person found by SCRRA to be incompetent, disorderly, working under the influence of alcohol or controlled substances, unsafe or otherwise objectionable shall be removed by the Contractor and not re-employed for services with SCRRA.

All performance (including services, materials, supplies, and equipment furnished or utilized in the performance under this contract) shall be subject to inspection and approval by SCRRA Project Manager or a designated representative.

Contractor may reuse parts that have been damaged or replaced if the Contractor is able to repair the parts so that the functionality or appearance is not degraded.

#### C. MATERIAL MANAGEMENT

Contractor shall store call box parts, housings, poles and electronic components at the Contractor's storage facility or at the SCRRA Pomona Signals Warehouse, or an alternative facility provided by SCRRA. Contractor's field supervisor shall have the responsibility for day-to-day coordination, inventory of materials and components, and for reporting problems to SCRRA Project Manager

Contractor shall coordinate with the Authority's Inventory Control Manager, or the Authority's Project Manager, in the planning, purchasing, storage, distribution, and control of all materials required to perform the Services under this Contract. Materials required under this contract will normally be purchased by the Contractor, but may be purchased by the Authority.

As required, Contractor shall support monthly cycle counts and an annual physical inventory. All materials or equipment purchased by Contractor pursuant to this Contract shall be the property of Authority.

#### D. WORK PERMITS

A station city or SCRRA member agency (LACMTA, OCTA, RCTC, SANBAG, and VCTC) may require a work permit prior to the installation of a call box. The SCRRA Project Manager will coordinate with Contractor to obtain work permits. If it is necessary to obtain permits, Contractor shall submit copies of permit applications and permits to the SCRRA Project Manager.

If there is a fee required to obtain the work permit, SCRRA will assume the cost. Work shall not commence in areas requiring permits prior to issuing of permits from authorities having jurisdiction. The Contractor shall be responsible for any violations of permit requirements.

#### E. CALL BOX SITE INSTALLATION TYPES

There are three types of installation for Metrolink Call Boxes:

- Site Type A: Secured in the ground in a hole filled in with concrete.
- Site Type B: Wall mount.
- Site Type C: Mounted directly to concrete pad using anchor bolts.

**EXHIBIT 1**  
**COST SCHEDULE**

**SOUTHERN CALIFORNIA REGIONAL RAIL AUTHORITY  
METROLINK COMMUTER RAIL SYSTEM**

**RFP NO. SP452-16  
CALL BOX MAINTENANCE SERVICES**

**REVISED COST PROPOSAL FORM**

**BASE PERIOD (3 YEARS)**

Item	Description	Unit Type	Unit Price	Freight / Shipping	Total Price
1.	Monthly Fee for Routine Work (36 Months)	Mo.	\$1527.00	\$	\$54,972.00
	<b>Per Call Fee for Vandalism Repairs</b>				
2.	Anaheim	Each	\$152.04		\$152.04
3.	Anaheim Canyon	Each	\$152.04		\$152.04
4.	Baldwin Park	Each	\$202.72		\$202.72
5.	Burbank (New)	Each	\$202.72		\$202.72
6.	Burbank Downtown	Each	\$202.72		\$202.72
7.	Burbank / Bob Hope Airport	Each	\$202.72		\$202.72
8.	Cal State Los Angeles	Each	\$202.72		\$202.72
9.	Camarillo	Each	\$152.04		\$152.04
10.	Chatsworth	Each	\$152.04		\$152.04
11.	Claremont	Each	\$202.72		\$202.72
12.	Commerce	Each	\$152.04		\$152.04
13.	Covina	Each	\$202.72		\$202.72
14.	East Ontario	Each	\$202.72		\$202.72
15.	El Monte	Each	\$202.72		\$202.72
16.	Fontana	Each	\$202.72		\$202.72
17.	Fullerton	Each	\$152.04		\$152.04
18.	Glendale	Each	\$202.72		\$202.72
19.	Industry	Each	\$202.72		\$202.72

Item	Description	Unit Type	Unit Price	Freight / Shipping	Total Price
20.	Irvine	Each	\$152.04		\$152.04
21.	Laguna Niguel/Mission Viejo	Each	\$152.04		\$152.04
22.	Lancaster	Each	\$304.08		\$304.08
23.	Montalvo	Each	\$304.08		\$304.08
24.	Montclair	Each	\$202.72		\$202.72
25.	Montebello/Commerce	Each	\$202.72		\$202.72
26.	Moorpark	Each	\$304.08		\$304.08
27.	Newhall	Each	\$304.08		\$304.08
28.	North Main Corona	Each	\$251.22		\$251.22
29.	Northridge	Each	\$251.22		\$251.22
30.	Norwalk/Santa Fe Springs	Each	\$152.04		\$152.04
31.	Oceanside	Each	\$202.72		\$202.72
32.	Orange	Each	\$152.04		\$152.04
33.	Oxnard	Each	\$202.72		\$202.72
34.	Palmdale	Each	\$304.08		\$304.08
35.	Pedley	Each	\$202.72		\$202.72
36.	Perris Valley Line: Hunter Park (1 ea.) March Field (1 ea.) Downtown Perris (1 ea.) South Perris (1 ea.)		202.72		202.72
37.	Pomona (Downtown)	Each	\$251.22		\$251.22
38.	Pomona (North)	Each	\$251.22		\$251.22
39.	Rancho Cucamonga	Each	\$202.72		\$202.72
40.	Rialto	Each	\$202.72		\$202.72
41.	Riverside-Downtown	Each	\$202.72		\$202.72
42.	Riverside-La Sierra	Each	\$202.72		\$202.72
43.	San Bernardino	Each	\$101.36		\$101.36

Item	Description	Unit Type	Unit Price	Freight / Shipping	Total Price
	San Bernardino 2nd Platform				
44.	San Clemente	Each	\$202.72		\$202.72
45.	San Juan Capistrano	Each	\$202.72		\$202.72
46.	Santa Ana	Each	\$202.72		\$202.72
47.	Santa Clarita	Each	\$304.08		\$304.08
48.	Simi Valley	Each	\$304.08		\$304.08
49.	Sun Valley	Each	\$304.08		\$304.08
50.	Sylmar/San Fernando	Each	\$304.08		\$304.08
51.	Tustin	Each	\$152.04		\$152.04
52.	Upland	Each	\$304.08		\$304.08
53.	Van Nuys	Each	\$304.08		\$304.08
54.	Via Princessa	Each	\$304.08		\$304.08
55.	Vincent Grade-Acton	Each	\$304.08		\$304.08
56.	West Corona	Each	\$304.08		\$304.08
	<b>Parts/Components for Call Boxes (for Vandalism Repair)</b>				
57.	Digital Lexan Call Box Assembly or Approved Equal	Each	\$2897.14	\$	\$2897.14
58.	20 W Solar/Antenna Assembly	Each	\$463.79	\$	\$463.79
59.	Pole	Each	\$404.00	\$	\$404.00
60.	Pole – Modified F2 Type	Each	\$404.00	\$	\$404.00
61.	Wall Mount Pole (D-mount)	Each	\$245.19	\$	\$245.
62.	Hilti Anchor Bolts (Set of 4 Bolts)	Each	\$110.61	\$	\$110.60
63.	Main Housing (Assembly)	Each	\$553.11	\$	\$553.11
64.	Front Door (Assembly)	Each	\$220.00	\$	\$220.00
65.	Back Door (Assembly)	Each	\$228.79	\$	\$228.79



Item	Description	Unit Type	Unit Price	Freight / Shipping	Total Price
66.	Transceiver Mounting Plate	Each	\$30.30	\$	\$30.30
67.	Regulator Board	Each	\$NA	\$	\$
68.	Callbox Controller Board (New Aurora Board)	Each	\$550.00	\$	\$550.00
69.	RF/Electrical Interconnect Harness (Antenna-Solar)	Each	\$30.00	\$	\$30.00
70.	Digital Transceiver (Motorola, Ericsson)	Each	\$600.00	\$	\$600.00
71.	Handset and Armored Cord	Each	\$156.00	\$	\$156.00
72.	Decal (Front door ID Decal)		22.00		22.00
73.	Decal (Inside Instruction decal)	Each	\$15.00	\$	\$15.00
74.	17AH Rechargeable Battery	Each	\$84.61	\$	\$84.61
75.	Battery Bracket – 17A	Each	\$21.15	\$	\$21.15
76.	20W Solar Panel with Bracket	Each	\$463.80	\$	\$463.80
77.	RF Cable to Antenna	Each	\$46.00	\$	\$46.00
78.	Solar Cable to Solar Panel	Each	\$36.26	\$	\$36.26
79.	Miscellaneous Other Smaller Cables and Harnesses	Each	\$36.26	\$	\$36.26
80.	Sign Diamond FRP or Alum with HR Numbers	Each	\$198.01	\$	\$198.01
81.	Sign Diamond and Anti-Graffiti with HR Numbers	Each	\$235.79	\$	\$235.79
82.	Sign Bracket Wall Mount	Each	\$108.20	\$	\$108.20
83.	Solar Bracket Post Wall Mount	Each	\$244.74	\$	\$244.74
84.	Installation Kit	Each	\$136.84	\$	\$136.84

Item	Description	Unit Type	Unit Price	Freight / Shipping	Total Price
85.	Mounting Hardware	Each	\$12.09	\$	\$12.09
86.	Sign Hardware	Each	\$36.31	\$	\$36.31
87.	Wind Brackets	Each	\$22.66	\$	\$22.66
88.	Non-auger Foundation	Each	\$280.99	\$	\$280.99
89.	Call Box TTY Tray Assembly	Each	\$NA	\$	\$
90.	Call Box Display Interface Assembly	Each	\$713.32	\$	\$713.32
91.	Call Box TTY PCA Board	Each	\$637.93	\$	\$637.93
92.	Keypad Plate Assembly	Each	\$289.97	\$	\$289.97
93.	Display Front Lens	Each	\$39.28	\$	\$39.28
94.	Retrofit TTY Components	Each	\$1372.26	\$	\$1372.26
	<b>New Call Box Procurement</b>				
95.	Call Box Complete, Including Decals	Each	\$4241.38	\$	\$4241.38
96.	Painting Per Call Box	Each	\$257.50	\$	\$257.50
	<b>Installation Per Call Box</b>				
97.	Site Type A	Each	\$1100.00	\$	\$1100.00
98.	Site Type B	Each	\$1100.00	\$	\$1100.00
99.	Site Type C	Each	\$1100.00	\$	\$1100.00
	<b>Other Non-Routine</b>				
100.	Equipment Removal and Reinstallation	Each	\$502.86	\$	\$502.86
101.	Labor Rate (Shop Personnel)	Hour	\$101.36	\$	\$101.36
102.	Labor Rate (Field Personnel)	Hour	\$101.36	\$	\$101.36
103.	Rapidset Concrete	Bag	\$16.62	\$	\$16.62
104.	General Purpose Cement	Bag	\$5.00	\$	\$5.00

Item	Description	Unit Type	Unit Price	Freight / Shipping	Total Price
105.	Conduit and Fittings (Wall Mount)	Each	\$220.00	\$	\$220.00

**OPTION PERIOD (2 YEARS)**

Item	Description	Unit Type	Unit Price	Freight / Shipping	Total Price
A1.	Monthly Fee for Routine Work (24 Months)	Mo.	\$1619.57		\$38,869.68
	<b>Per Call Fee for Vandalism Repairs</b>				
A2.	Anaheim	Each	\$152.04		\$152.04
A3.	Anaheim Canyon	Each	\$152.04		\$152.04
A4.	Baldwin Park	Each	\$202.72		\$202.72
A5.	Burbank Downtown	Each	\$202.72		\$202.72
A6.	Burbank / Bob Hope Airport	Each	\$202.72		\$202.72
A7.	Cal State Los Angeles	Each	\$202.72		\$202.72
A8.	Camarillo	Each	\$152.04		\$152.04
A9.	Chatsworth	Each	\$152.04		\$152.04
A10.	Claremont	Each	\$202.72		\$202.72
A11.	Commerce	Each	\$152.04		\$152.04
A12.	Covina	Each	\$202.72		\$202.72
A13.	East Ontario	Each	\$202.72		\$202.72
A14.	El Monte	Each	\$202.72		\$202.72
A15.	Fontana	Each	\$202.72		\$202.72
A16.	Fullerton	Each	\$152.04		\$152.04
A17.	Glendale	Each	\$202.72		\$202.72
A18.	Industry	Each	\$202.72		\$202.72
A19.	Irvine	Each	\$152.04		\$152.04

<b>Item</b>	<b>Description</b>	<b>Unit Type</b>	<b>Unit Price</b>	<b>Freight / Shipping</b>	<b>Total Price</b>
A20.	Laguna Niguel/Mission Viejo	Each	\$152.04		\$152.04
A21.	Lancaster	Each	\$304.08		\$304.08
A22.	Montalvo	Each	\$304.08		\$304.08
A23.	Montclair	Each	\$202.72		\$202.72
A24.	Montebello/Commerce	Each	\$202.72		\$202.72
A25.	Moorpark	Each	\$304.08		\$304.08
A26.	Newhall	Each	\$304.08		\$304.08
A27.	North Main Corona	Each	\$251.22		\$251.22
A28.	Northridge	Each	\$251.22		\$251.22
A29.	Norwalk/Santa Fe Springs	Each	\$152.04		\$152.04
A30.	Oceanside	Each	\$202.72		\$202.72
A31.	Orange	Each	\$152.04		\$152.04
A32.	Oxnard	Each	\$202.72		\$202.72
A33.	Palmdale	Each	\$304.08		\$304.08
A34.	Pedley	Each	\$202.72		\$202.72
A35.	Perris Valley Line	Each	\$202.72		\$202.72
A36.	Pomona (Downtown)	Each	\$251.22		\$251.22
A37.	Pomona (North)	Each	\$251.22		\$251.22
A38.	Rancho Cucamonga	Each	\$202.72		\$202.72
A39.	Rialto	Each	\$202.72		\$202.72
A40.	Riverside-Downtown	Each	\$202.72		\$202.72
A41.	Riverside-La Sierra	Each	\$202.72		\$202.72
A42.	San Bernardino	Each	\$101.36		\$101.36
A43.	San Clemente	Each	\$202.72		\$202.72
A44.	San Juan Capistrano	Each	\$202.72		\$202.72
A45.	Santa Ana	Each	\$202.72		\$202.72
A46.	Santa Clarita	Each	\$304.08		\$304.08
A47.	Simi Valley	Each	\$304.08		\$304.08
A48.	Sun Valley	Each	\$304.08		\$304.08

Item	Description	Unit Type	Unit Price	Freight / Shipping	Total Price
A49.	Sylmar/San Fernando	Each	\$304.08		\$304.08
A50.	Tustin	Each	\$152.04		\$152.04
A51.	Upland	Each	\$304.08		\$304.08
A52.	Van Nuys	Each	\$304.08		\$304.08
A53.	Via Princessa	Each	\$304.08		\$304.08
A54.	Vincent Grade-Acton	Each	\$304.08		\$304.08
A55.	West Corona	Each	\$304.08		\$304.08
	<b>Parts/Components for Call Boxes (for Vandalism Repair)</b>				
A56.	Digital Lexan Call Box Assembly or Approved Equal	Each	\$2897.14	\$	\$2897.14
A57.	20 W Solar/Antenna Assembly	Each	\$463.79	\$	\$463.79
A58.	Pole	Each	\$404.00	\$	\$404.00
A59.	Pole – Modified F2 Type	Each	\$404.00	\$	\$404.00
A60.	Wall Mount Pole (D-mount)	Each	\$245.19	\$	\$245.19
A61.	Hilti Anchor Bolts (Set of 4 Bolts)	Each	\$110.61	\$	\$110.16
A62.	Main Housing (Assembly)	Each	\$553.11	\$	\$553.11
A63.	Front Door (Assembly)	Each	\$220.00	\$	\$220.00
A64.	Back Door (Assembly)	Each	\$228.79	\$	\$228.79
A65.	Transceiver Mounting Plate	Each	\$30.30	\$	\$30.30
A66.	Regulator Board	Each	\$NA	\$	\$
A67.	Callbox Controller Board (New Aurora Board)	Each	\$550.00	\$	\$550.00
A68.	RF/Electrical Interconnect Harness (Antenna-Solar)	Each	\$30.00	\$	\$30.00
A69.	Digital Transceiver (Motorola, Ericson)	Each	\$600.00	\$	\$600.00

<b>Item</b>	<b>Description</b>	<b>Unit Type</b>	<b>Unit Price</b>	<b>Freight / Shipping</b>	<b>Total Price</b>
A70.	Handset and Armored Cord	Each	\$156.00	\$	\$156.00
A71.	17AH Rechargeable Battery	Each	\$84.61	\$	\$84.61
A72.	Battery Bracket – 17A	Each	\$21.15	\$	\$21.15
A73.	20W Solar Panel with Bracket	Each	\$463.80	\$	\$463.80
A74.	RF Cable to Antenna	Each	\$46.00	\$	\$46.00
A75.	Solar Cable to Solar Panel	Each	\$36.26	\$	\$36.26
A76.	Miscellaneous Other Smaller Cables and Harnesses	Each	\$36.26	\$	\$36.26
A77.	Sign Diamond FRP or Alum with HR Numbers	Each	\$198.01	\$	\$198.01
A78.	Sign Diamond and Anti-Graffiti with HR Numbers	Each	\$235.79	\$	\$235.79
A79.	Sign Bracket Wall Mount	Each	\$108.20	\$	\$108.20
A80.	Solar Bracket Post Wall Mount	Each	\$244.74	\$	\$244.74
A81.	Installation Kit	Each	\$136.84	\$	\$136.84
A82.	Mounting Hardware	Each	\$12.09	\$	\$12.09
A83.	Sign Hardware	Each	\$36.31	\$	\$36.31
A84.	Wind Brackets	Each	\$22.66	\$	\$22.66
A85.	Non-auger Foundation	Each	\$280.99	\$	\$280.99
A86.	Call Box TTY Tray Assembly	Each	\$NA	\$	\$
A87.	Call Box Display Interface Assembly	Each	\$713.32	\$	\$713.32
A88.	Call Box TTY PCA Board	Each	\$637.93	\$	\$637.93
A89.	Keypad Plate Assembly	Each	\$289.97	\$	\$289.97
A90.	Display Front Lens	Each	\$39.28	\$	\$39.28
A91.	Retrofit TTY components	Each	\$1372.26	\$	\$1372.26

Item	Description	Unit Type	Unit Price	Freight / Shipping	Total Price
	<b>New Call Box Procurement</b>				
A92.	Call Box Complete, Including Decals	Each	\$4369.65	\$	\$4369.65
A93.	Painting Per Call Box	Each	\$257.50	\$	\$257.50
	<b>Installation per Call Box</b>				
A94.	Site Type A	Each	\$1200.00	\$	\$3600.00
A95.	Site Type B	Each	\$1200.00	\$	\$3600.00
A96.	Site Type C	Each	\$1200.00	\$	\$3600.00
	<b>Other Non-Routine</b>				
A97.	Equipment Removal and Reinstallation	Each	\$600.00	\$	\$600.00
A98.	Labor Rate (Shop Personnel)	Hour	\$104.40	\$	\$104.40
A99.	Labor Rate (Field Personnel)	Hour	\$104.40	\$	\$104.40
A100.	Rapidset Concrete	Bag	\$16.62	\$	\$16.62
A101.	General Purpose Cement	Bag	\$5.00	\$	\$5.00
A102.	Conduit and Fittings (Wall Mount)	Each	\$220.00	\$	\$220.00