

# Suburban Safety Service Patrol

## INDEX

- I. Purpose and Scope of Service
- II. Definitions
  - \* Executive Order 2021-06, Worker Protection and Investment
- III. Service to be provided
  - A. General requirements
  - B. Mechanically disabled vehicles, problem apparent
  - C. Mechanically disabled vehicles, problem not readily apparent or repair time exceeds Ten (10) minutes
  - D. Accident Vehicles
  - E. Assistance to law enforcement officers
  - F. Continuous Patrol
  - G. Unattended Vehicle
  - H. Two-way Communications and Cellular Phone Services
- IV. Service Patrol Areas or Beats
- V. Drop-off locations
- VI. Secondary Tows
- VII. Damage complaints
- VIII. Accidents involving Service Patrol Vehicle
- IX. Hours of Operation
- X. SPV Vehicle and Accessories
  - A. The Service Patrol Vehicle
  - B. The Supervisor Vehicle
  - C. SPV Equipment
  - D. Pre-operation Inspection
  - E. Vehicle Identification and Marking
  - F. Fuel
  - G. “Back-up” Vehicles
  - H. Vehicle Maintenance and Storage
- XI. Employees/Drivers Requirements
  - A. General
  - B. License Required

# Suburban Safety Service Patrol

- C. Special Training and Knowledge
  - D. Salaries
  - E. Uniform and other SPVOs Equipment
  - F. Driving and/or working under the influence of Drugs or Alcohol
  - G. SPVO Behavior
- XII. Record Keeping/Reporting/Audits
- XIII. Contractor Selection and Qualifications
- XIV. Notice to Proceed
- XV. Hourly Service Fee \ Payment
- XVI. Contract Expiration
- XVII. Service (Expressway) Patrol Vehicle (SPV) Specifications and Requirements
- A. SPV Specifications
  - B. SPV Requirements
- XVIII. Strategic Environmental Management Program (SEMP) Requirements

**Public Bid Opening Will Be Held at Penndot District 6-0, 7000 Geerdes, Blvd King of Prussia PA. 19406 1525 RTMC (Philadelphia Conference Room).**

**Solicitation Start Date: 02/05/2026**

**Solicitation Due Date: 02/19/2026, Solicitation Due Time: 10:00 AM**

**Solicitation Opening Date: 02/19/2026, Solicitation Opening Time: 10:05 AM**

# Suburban Safety Service Patrol

## I. PURPOSE AND SCOPE OF SERVICE

The purpose of this Contract is to provide the expeditious removal of disabled or accident vehicles, and small non-hazardous debris, from I-95 and US-1 in Bucks County, US 202 and US 30 in Chester County, I-95 and I-476 in Delaware County, I-76, I-476, US 422 and PA 309 in Montgomery County and any other roadways as directed by the Department, thus reducing the traffic delays and congestion that result from those breakdowns, accidents, and spills. Rapid removal is made possible by the presence of service patrol vehicles located on the expressway during hours of peak traffic. The service patrol facilitates a much quicker response time to non-recurring incidents such as breakdowns and accidents, thus reducing the total time needed to clear the incident from the highway and restore normal traffic flow.

All Expressway patrol services shall be provided **FREE OF CHARGE** to the motorist.

## II. DEFINITIONS

“Contractor” means a privately-owned company contracted by the Department to provide equipment and manpower for the service patrol vehicles on the Expressway during specified periods of time. The term includes the individual, firm, partnership, cooperative, or joint venture awarded the contract, as well as those acting directly through or on behalf of the person or entity awarded the contract such as agents, employees, subcontractors, or the surety in case of default, and each participant in a joint venture.

“Department / PennDOT” means the Pennsylvania Department of Transportation, which is responsible for traffic and incident management systems on the Expressway. The Department shall be responsible for the management and funding of the Expressway Service Patrol Program.

“Sponsor” means a third-party organization that has contributed monies to have their logo, company identification, or other means of advertising placed on the Service Patrol Vehicles.

“Drop-off Location” means a wide shoulder or refuge area designated by the Department to temporarily store disabled or accident vehicles that have been removed from the Expressway by the Service Patrol vehicles.

“RTMC” means the PennDOT District 6-0 Regional Traffic Management Center.

“Police” means Pennsylvania State Police (PSP), Philadelphia Highway Patrol (PHP), or local law enforcement agency with jurisdiction.

“Contract” means fully executed Purchase Order.

“Special Events” means sports complex events, City of Philadelphia events, weather, and other events that have been or are identified as such by the RTMC.

# Suburban Safety Service Patrol

“Expressway” is the entire length of I-95/The Delaware Expressway, I-76/The Schuylkill Expressway, I-476, Route 422, Route 309, Route 30, and Route 202 which are covered by this program. They consist of the following:

- I-95 from the Delaware State Line to the Philadelphia International Airport
- I-95 from Woodhaven Rd. to Exit 51 New Hope / Yardley
- I-76 from City Ave Turnaround (US Route 1) to I-276
- Route 422 from Route 202 (South Gulph Road Park and Ride) to PA 29
- Route 422 from PA 29 Exit to Stowe Exit
- Route 202 from Devon Park Drive Exit to Matlack Street
- Route 30 from Route 202 to Airport Road Exit
- I-476 from I-95 to Route 30
- I-476 from Route 30 to I-276 (Pa. Turnpike)
- Route 309 from Easton Rd to Pa 63
- US-1 from Old Lincoln Hwy to Pennsylvania Avenue in Bucks County
- US-1 (Media Bypass) from I-476 to PA-352 as requested
- US-322 from I-95 to US-1 as requested

“(SPV)” (Service Patrol Vehicle) means a vehicle meeting the specifications set forth in this contract and used by a Contractor for this Safety Service Patrol Contract.

“(SV)” (Supervisor Vehicle) means a vehicle meeting the specifications set forth on this contract and used by a Contractor Supervisor for this Safety Service Patrol Contract.

“(SPVO)” (Service Patrol Vehicle Operators) are the properly licensed and trained operator of each Service Patrol Vehicle.

“(SOW)” refers to Statement of Work

## \* **Executive Order 2021-06, Worker Protection and Investment:**

Pursuant to Executive Order 2021-06, Worker Protection, and Investment (October 21, 2021), the Commonwealth is responsible for ensuring that every Pennsylvania worker has a safe and healthy work environment, and the protections afforded them through labor laws. To that end, contractors and grantees of the Commonwealth must certify that they are in compliance with all applicable Pennsylvania state labor and workforce safety laws. Such certification shall be made through the Worker Protection and Investment Certification Form (BOP-2201) and submitted with the bid, proposal, or quote.

### **III. SERVICES TO BE PROVIDED**

The SPVOs shall assist motorists whose vehicles have suffered mechanical failure or have been involved in minor accidents. The SPVO’s shall be responsible for clearing the highway of automobiles, motorcycles, small trucks (vehicles with gross weight of 10,000 pounds or less) and small, non-hazardous debris. These incidents are those that are encountered in the normal course of patrolling the Expressway

# Suburban Safety Service Patrol

or those called out by the RTMC. SPVO's shall remove the vehicles from the highway to a specified drop-off location. Should the SPVO's encounter a major incident, their primary duty is to immediately inform the RTMC and to protect the incident scene using their vehicle combined with the use of the 28-inch cones and "Keep Right" or "Keep Left" signs and highway flares. A major incident contains any one of the following items:

- Any reportable crash, as defined by PA Vehicle Code, Title 75, Chapter 37, Section 3746(a) General Rule (where a car cannot be driven or towed, or an injury/death involved)
- A load that is hazardous as identified by a placard or cannot be identified as being non-hazardous.
- A disabled vehicle of 10,000 pounds or more that cannot be towed by the SPV.
  - In this instance, the Police will decide to secure a towing service to remove this type of vehicle.
- Debris or large spilled load that is impossible for the SPVO to remove.

Should a closure be more than twenty (20) minutes in duration, the Department in consultation with the PSP shall determine if a long-term lane or roadway closure shall be required. If the determination that the long-term closure is required, the appropriate county maintenance office shall be notified to respond with the appropriate equipment. A long-term lane or roadway closure is any closure that will result in a two (2) or more hour closure.

If the Contractor does not show up to perform the required patrol for any reason, the contract shall be charge liquidated damages in accordance with the Special Terms and Conditions, Exhibit A.

## **A. General Requirements**

1. SPVOs and Supervisors shall communicate with, and take orders and directions from, the Department at an incident scene. While on duty or traveling to and from the patrol site, communications with any other towing agency is prohibited. Violation of the first sentence of this subsection constitutes grounds for immediate removal of the SPVOs from working under the contract.
2. The SPVs are prohibited from being used to perform any towing not provided for under the Contract at any time including traveling to and from their patrol sites. When not in use all the SPVs (including the back-up vehicles) shall be stored at the Contractor's location, a secured area or at another area designated by the Department. Violation of any portion of this subsection is grounds for immediate removal of the SPVO from working under the contract.
3. The SV may be called out to assist an SPVO at an incident scene to provide additional traffic control until PennDOT maintenance arrives.
4. The contract shall be an hourly rate per service patrol vehicle and shall only include those hours while physically on patrol. Travel time hours, defined as travel to and from

# Suburban Safety Service Patrol

the assigned patrol route, shall not be paid for and are not part of the contract. Fueling of the SPV and replenishing of expendables shall not be paid for and are not a billable part of the contract. Supplies and fuel shall be replenished before or after the shift unless approved by the RTMC.

5. At the beginning of each service call, or upon finding any disabled vehicles the SPVO shall provide a windshield size up and notify the RTMC of location, model, color, and tag number of disabled vehicle, they shall wait for an acknowledgement from the RTMC before exiting their vehicle. At the end of each service call the SPVO shall notify the RTMC and shall fill out an incident information form and submit these to the Department on a weekly basis. This form can be hard copy (paper) or digital format. The Contractor is responsible for preparing this form and submitting it for Department approval prior to beginning this service. The Contractor is also responsible for obtaining and keeping an adequate supply of these forms through the life of this contract.
6. Motorists may be requested to complete a survey, accessed via a Quick Response (QR) Code, to provide feedback regarding the service rendered by the SPVOs. The Department shall furnish survey cards, each containing a QR Code linking directly to the survey. Prior to providing a survey card to a motorist, the SPVO shall legibly record their name and truck number on the back of the card. The Contractor shall ensure that SPVOs distribute one survey card to each motorist who receives assistance and shall be responsible for obtaining and maintaining an adequate supply of these survey cards for the duration of the contract.
7. No compensation of any type (tips, etc.) can be accepted by the SPVO from the motorist. Stealing is prohibited. The selected Contractor and/or its employees/SPVOs shall not be allowed to perform secondary towing service from the designated drop site, recommend secondary tows, or recommend repair/body shops. Failure to adhere to this requirement will result in an immediate dismissal of the SPVO. Multiple and continual violations by more than one SPVO may result in more severe actions up to and including contract termination.
8. The SPVO, when necessary, shall place the appropriate temporary traffic control devices from the SPV to protect the incident site.
9. The SPVO shall, unless so directed differently by a law enforcement officer, follow traffic laws.
10. The SPV shall be kept continuously on patrol within its assigned beat except when actively responding to an incident or replenishing materials.
11. The RTMC operator may request that the Supervisor or SPVO verify the functionality of Intelligent Traffic System (ITS) devices within their patrol zone if communication with those devices is lost for any reason. Supervisors and SPVOs shall also report any ITS devices issues observed during routine patrols. Examples include stuck or damaged

# Suburban Safety Service Patrol

equipment, bulbs out, Changeable Message Signs (CMS) displaying outdated incident messages, pixelated boards, or open junction boxes. In addition, the Supervisor may be asked to confirm that a shoulder is free of disabled vehicles or debris before it is activated as a travel lane.

## **B. Mechanically Disabled Vehicles – (Problem apparent)**

If the problem with a disabled vehicle is easily diagnosed and can be remedied within 10 minutes, the SPVOs shall perform the needed service. To get the vehicle started, for example, the SPVO shall change flat tires, provide fuel, provide battery “jump” starts, temporarily tape or repair cooling system hoses and refill radiators if the problem can be remedied within 10 minutes. SPVOs should spend no more than a maximum of 10 minutes in attempting to repair a disabled vehicle.

## **C. Mechanically Disabled Vehicles – (Problem not readily apparent or repair time exceeds ten (10) minutes)**

If a vehicle cannot be repaired within the 10-minute time limit or the SPVO cannot immediately ascertain the source of the problem, it shall be towed to a designated drop-off location identified by the Department. The motorist can request the SPVO to call, a specified towing firm (“Personal Request”) or call a relative/friend to assist them.

## **D. Accident Vehicles**

Under no circumstances should a SPVO attempt to repair an accident vehicle to make it mobile. For example, SPVOs shall not use pry bars or winch cables to pull fenders away from tires, change tires damaged because of an accident, or remove/repair any body parts. All accident vehicles of non-reported accidents shall be removed as promptly as possible to the nearest designated drop-off location. It is the responsibility of the responding tow agency to remove all large debris from the road.

## **E. Assistance to Law Enforcement Officers**

There may be some instances where SPVOs may be requested to lend assistance to Police. SPVOs shall follow the instructions of the Police at the scene of any incident. The instructions of the Police on the scene shall override and supersede any conflicting obligations or duties of the Contractor or the SPVO set forth herein.

## **F. Continuous Patrol**

During its contracted hours of operation, the SPV shall be exclusively dedicated to the Expressway Service Patrol and may not be removed from the patrol for any reason other than the towing of a vehicle to a drop-off area or replenishment of expendable items such as fuel or fire extinguishers. Temporary removal of the service patrol vehicle from the Expressway for those reasons shall not exceed 20 minutes. The RTMC must be contacted at the time of the SPV removal. The RTMC must also be contacted upon the SPVO return to active patrol status.

# Suburban Safety Service Patrol

## **G. Unattended Vehicle**

Should the SPVO encounter any unattended vehicle that is interfering with the normal movement of traffic (such as blocking a lane or a partial lane of traffic) or constitutes as a safety hazard, the SPVO shall immediately contact the RTMC and wait to receive Police approval to remove the unattended vehicle to a drop-off area or other place of safety.

Unattended vehicles not interfering with traffic and not posing a safety hazard will also be reported to the RTMC and marked by the SPVO, but no further action will be necessary by the SPVO unless so directed to do so by the RTMC or Police.

## **H. Two-Way Communications and Cellular Phone Services**

SPVOs and Supervisors shall maintain two-way communications with and the Department using the standard PennDOT 800 MHz radio and a cellular phone with hands free equipment. Both items will be provided by the Contractor (See Section XVII.A.5 - Equipment). The cellular phone will include a phone unit, maintenance, and all service charges for all SPVs. The 800 MHz radio shall be hardwired and mounted in the truck, If the contractor selects a handheld model, a cross body sling shall be included so the radio is not dropped or left behind. SSP Operators shall not text or communicate with the RTMC via their personal cellular phone.

### Optional Stand-Alone Push-to-Talk Device

In addition to the above, the Department reserves the option to utilize a stand-alone Push-to-Talk device in lieu of the cellular phone solution. If exercised, this option shall be coordinated between the Department and the Contractor to ensure compatibility with existing communication systems and proper functionality within SPV operations.

All costs associated with the cellular phone service shall be incidental to the Hourly Service Fees under Section XII. It is anticipated that most of the communication effort will be via the cellular phone. This communication effort is a critical element of this contract and is referred to throughout this document. A summary of these communication elements is as follows:

- Section III- (Introduction Paragraph)-SPVO informs the RTMC of a major incident.
- Section III.C-SPVOs to call for assistance at the request of the motorist.
- Section III.A-SPVOs to communicate with and take orders only from the Department, Police, or a local government official in charge of an incident.
- Section III.F- Notifying the RTMC of an unattended vehicle.
- Section IV.B- Dispatching of SPV to an incident.

# Suburban Safety Service Patrol

- Section IV.D-SPVO requests the need of additional tow trucks.
- Section V- Motorist requests the service of a tow truck or other assistance.
- Section VI- Motorist requests the service of another tow truck.
- Section VIII- Informing the Police and the Department of an accident involving a SPV.

If a distressed motorist needs to use a phone to call for assistance, the motorist may be limited to one phone call (a busy signal, voice mail or answering machine or a does not answer, does not qualify as a call).

The Contractor, at the request of the Department, shall submit to the Department copies of the monthly cellular phone service bills showing the telephone numbers of all calls made and all calls received.

## IV. SERVICE PATROL AREAS OR BEATS

- A. The SPVOs shall patrol the Expressway in such a manner so that the SPV is kept continuously patrolling its beat except in accordance with section III F.
- B. The detection of damaged or disabled vehicles shall be primarily via the RTMC, Police or by the SPVO. However, SPVO shall also be dispatched via two-way radio or cellular phone to an incident location by either Police or the RTMC.
- C. Eleven (11) SPV's shall be provided to cover the following areas as per the hours of operation under **Section IX**.
  - I-95 from the Delaware State Line to the Philadelphia International Airport as well as US 322 from I-95 to US-1 as requested. (1 SPV)
  - I-95 from Woodhaven Rd. to Exit 51 New Hope / Yardley (1 SPV)
  - I-76 from City Ave Turnaround to I-276 (1 SPV)
  - Route 422 from Route 202 (South Gulph Road Park and Ride) to PA 29 (1 SPV)
  - Route 422 from PA 29 to Stowe Exit (1 SPV)
  - Route 202 from Devon Park Drive to Matlack Street (1 SPV)
  - Route 309 from Easton Rd to Pa 63 (1 SPV)
  - Route 30 from Route 202 to Airport Road Exit (1 SPV)
  - I-476 from I-95 to Route 30 as well as US-1 (Media Bypass) between I-476 and PA 352 as requested. (1 SPV)
  - I-476 from Route 30 to I-276 (Pa Turnpike) (1 SPV)
  - US-1 from Old Lincoln Highway to Pennsylvania Avenue (1 SPV)

The SPV's shall remain in their assigned area and will only enter another area to give assistance at the direction of only the RTMC or the Police. The department may adjust or

# Suburban Safety Service Patrol

revise these areas during the life of the Contract.

One (1) Supervisor vehicle will be available to provide additional traffic control, provide replacement equipment, or verify that shoulders are clear before being opened as travel lanes. It may also be used to cover a zone in the event of an accident or an SPVO call-out.

- D. Should the SPVO require the service of additional or larger sized tow trucks, they shall immediately inform the RTMC or the Police. Only the Department or the Police shall be permitted to secure the services of additional tow trucks, which may involve calling in the SPV from the adjacent area or may involve calling in a private tow truck utilizing Police resources.

## V. DROP-OFF LOCATIONS

The SPVO shall tow the vehicle and transport the vehicle occupants to the next drop-off location in the direction of travel. The motorists can request to call a specified towing firm (“personal request”) or to call a relative/friend to assist them. Should it be impossible to transport the vehicle occupants to a safe area where they can wait for assistance, the SPVO then shall immediately call the RTMC to inform them of this and the SPVO will wait with the disabled vehicle and its occupants until the Police arrive. Police have full authority over the incident when present.

SPVOs shall use the following drop-off locations unless otherwise directed by the Department:

1. SOUTH GULPH RD PARK AND RIDE
2. MATSONFORD RD PARK AND RIDE
3. RT 29 & US 30 PARK AND RIDE
4. CORNWELL HEIGHTS PARK AND RIDE
5. WHITFORD PARK AND RIDE
6. EXTON PARK AND RIDE
7. ROYERSFORD PARK AND RIDE
8. BASE OF US-1 NB RAMP TO BUSINESS US-1
9. ADDITIONAL LOCATIONS TO BE DETERMINED IN COORDINATION WITH LOCAL MUNICIPALITIES

## VI. SECONDARY TOWS

The selected Contractor and/or its employees/SPVO’s will not be allowed to accept gratuities, perform secondary towing service from the designated drop site, recommend secondary tows, or recommend repair/body shops. Violation of this requirement shall constitute grounds for immediate cancellation of the Contract.

If the motorist does not request a specified towing service, repair facility, or other business or individual to assist him/her at the drop-off location, the Police shall defer to the towing service/AAA system that is utilized on the Expressway

# Suburban Safety Service Patrol

The Contractor may not receive a call for a secondary tow from a drop-off location even if the company participates in the AAA list and would ordinarily be “next up” on the rotation. The Contractor is eligible for AAA tows again at the conclusion of its patrol hours but not with a SPV.

When a motorist requests the service of a private tow truck, he may elect to call a tow company of his choice or utilize an internet search from the SPVO’s phone. The SPVOs are prohibited from giving out the names of any private towing companies or making arrangements to meet any private towing company or to make any type of contracts with any private towing company. If the motorist must be given the names of another towing company, this information will only be supplied by either Police or the Department. The towing company supplying the SPVs and SPVOs is prohibited from conducting any type of secondary tows.

The SPVOs are also prohibited from giving out the names or recommending any repair/body shop establishments.

Violations of any portion of section “VI Secondary Tows” is grounds for immediate removal of the SPVO from working under the Contract. Continued violation by different SPVOs is grounds for immediate cancellation of the Contract.

If the motorist does not request a specific towing service, repair facility, or other business or individual to assist them at the drop-off location, the Police shall defer to the regional tow rotation list system.

The Contractor shall not receive a call for a secondary tow from a drop-off location, even if the company participates in the regional tow rotation list and would otherwise be “next up” in the rotation. The Contractor may receive rotation list tows outside of its patrol hours; however, these tows shall not be performed using a SPV.

When a motorist requests the service of a private tow truck, they may choose to contact a towing company of their preference. If the motorist requests the names of towing companies, the SPVO shall contact RTMC or TMC. This information shall only be provided by the Police or the Department. The towing company supplying the SPVs and SPVOs is prohibited from performing any secondary tows.

SPVOs are also prohibited from providing or recommending the names of any repair or body shop establishments.

Violation of any portion of this section “IV Secondary Tows” shall be grounds for the immediate removal of the SPVO from performing work under the contract. Repeated violations by multiple SPVOs shall be grounds for immediate contract termination.

## **VII. DAMAGE COMPLAINTS**

Upon receiving a damage complaint from a motorist assisted by the Contractor, that the Contractor damaged their vehicle while lending assistance, the Contractor shall notify the Department regarding the nature of the damage complaint and its disposition. The Contractor shall reply to the motorist by

# Suburban Safety Service Patrol

telephone within twenty-four (24) hours of receiving the damage complaint notification. If necessary, the Contractor shall send either its authorized representative or its insurance company representative to inspect the vehicle and complete an incident report within forty-eight (48) hours after receiving the damage complaint.

If the investigation shows that damage to the vehicle could have been caused by the Contractor, the Contractor shall (within a reasonable period after receipt of the damage complaint) negotiate in good faith to try and resolve the issue and shall report to the Department the result of the negotiations.

All repair costs resulting from these damage complaints are the responsibility of the Contractor.

## VIII. ACCIDENTS INVOLVING SERVICE PATROL VEHICLE

Should any SPV become involved in any type of accident, the following procedures shall be followed:

1. The SPVO, if able, shall immediately inform the Police and the RTMC of the exact nature of the accident and request necessary assistance (ambulance, tow truck) from the Police including the presence of a police patrol officer to investigate the accident and prepare an accident report (required by law for reportable accident).
2. If the accident is non-reportable (vehicles can be moved, no injuries and no fatalities), all vehicles shall be removed from the Expressway as soon as possible. If not, the accident scene shall be protected by signs, cones and flares as may be necessary.
3. The SPVO shall adhere to current Commonwealth laws and regulations regarding post-accident procedures, including but not limited to, the exchange of driver information (names, addresses, phone number, insurance information) and never flee the scene of the accident.
4. The SPVO may only resume the patrol of his area when requirements 1, 2 and 3 above have been satisfied and:
  - a) The PHP, PSP, or local Police within the Service Patrol area or beat have prepared a written accident report or have instructed the SPVO that they are unable to do so (applies to non-reportable accidents only).
  - b) The SPV is in a condition to resume patrolling.
  - c) The SPVO is physically able to resume patrolling.
  - d) Department approval has been given to resume patrolling.
5. Should either the SPV and/or the SPVO be unable to resume their patrol area, the Contractor shall have the 3 "Back-up" SPVs and a fully qualified SPVO for each vehicle ready to cover the patrol area on the next regularly scheduled shift.

# Suburban Safety Service Patrol

6. Repairs to damaged SPV's shall be made as quickly as possible. The Department and Contractor shall meet and review the damaged SPV to determine a reasonable length of time to complete all repairs.
7. Every accident involving an SPV shall be reviewed by a committee consisting of a representative of the Contractor, the Department and, if applicable, the Police. The main purpose of this review effort shall be to ensure that the SPV's are operated in the safest manner possible. Should it be determined by the committee that the accident in question could have been avoided by the SPVO, then the SPVO may be subject to the following disciplinary actions:
  - a) First Avoidable Accident- Letter of Reprimand.
  - b) Second Avoidable Accident- 1 Week Suspension from working under the Contract.
  - c) Third Avoidable Accident- 1 Month Suspension from working under the Contract.
  - d) Fourth Avoidable Accident- Removal from working under the Contract.

Although each accident shall be weighed on its own merits, SPVOs multiple and continual violations by more than one SPVO may result in more severe actions up to and including contract termination.

These violations are not intended to be an exhaustive list. The Department reserves the right to characterize any unsatisfactory action as a violation and subject to the above actions.

## IX. HOURS OF OPERATION

The Department shall be responsible for the establishing the hours of service of the Contractor. The hours of service for the service patrols shall be designated by the Department based upon the relevant local factors affecting traffic congestion such as commuting hours, special events and construction crew hours (if applicable).

The initial hours of service for I-95 between The Delaware State Line and the Philadelphia International Airport shall be:

- 24/7 365 days a year

The initial hours for I-76 from City Ave Turnaround to I-276 shall be:

- AM Shift- 4:00 AM to 12:00 PM - Monday through Friday
- PM Shift-12:00 PM to 8:00 PM - Monday through Friday
- Overnight 8:00 PM to 4:00 AM - Monday through Friday
- Weekends and Holidays AM shift – 8:00 AM to 4:00 PM
- Weekends and Holidays PM shift – 4:00 AM to 12:00 AM

The initial hours of service for I-95 between Woodhaven Rd. to Exit 51 New Hope / Yardley shall be:

# Suburban Safety Service Patrol

- AM Shift- 5:00 AM to 12:30 PM - Monday through Friday
- PM Shift-12:30 PM to 8:00 PM - Monday through Friday
- Weekends and Special Events - As needed

The initial hours of service for Route 422, Route 202, Route 309, Route 30, I-476, and US-1 shall be:

- AM Shift – 5:30 AM to 9:30 AM - Monday through Friday
- PM Shift – 3:30 PM to 7:30 PM - Monday through Friday
- Weekends and Special Events - As needed

SPVs and SPVO's shifts may be temporarily or permanently changed or extended (such as being called out earlier for special events or hazardous conditions) at the contract hourly rate. SPVs and SPVO's may also be called out on the weekends at the contract hourly rate. These changes in the normal work shift must and can only be made and authorized by a representative of the Department.

The SPVOs, unless otherwise specified in section IX Hours of Operation shall not normally operate on the following holidays:

**NEW YEARS DAY  
MEMORIAL DAY  
INDEPENDENCE DAY  
LABOR DAY  
THANKSGIVING DAY & THE DAY AFTER  
CHRISTMAS DAY**

SPVOs shall anticipate patrolling the respective areas during all types of inclement weather unless instructed not to do so by the Department.

## **X. SPV VEHICLE AND ACCESSORY REQUIREMENTS**

### **A. The Service Patrol Vehicle**

The SPV's shall be retrofitted to conform to all the vehicle and equipment specifications contained in Section XVII. **A total of eleven (11) such SPV's plus four (4) SPV's as "back-up" vehicles shall be provided by the Contractor.**

Prior to commencement of service, the Department shall inspect each vehicle designated for the service patrol to ensure that it meets or exceeds safety requirements. Succeeding inspections shall occur periodically as mandated by the Department. Any unsafe or poorly maintained vehicle(s) shall be

# Suburban Safety Service Patrol

removed from service or repaired as directed. The “back-up” vehicles shall be provided to complete the shifts of vehicles removed from service. The Contractor shall be required to have the “back-up” vehicles available for service at all times. All SPVs must have a current Pennsylvania Vehicle Registration Card and shall meet Pennsylvania Vehicle Insurance Requirements.

## B. The Supervisor Vehicle

The SV shall be a ¾ Ton 4x4 4 door Crew Cab Pickup Truck with an 8-foot utility body. The vehicle shall be the latest model year of the manufacturer at the time of delivery. The vehicle shall include all genuine O.E.M. parts, accessories and equipment considered standard for the vehicle offered by the bidder. The vehicle shall comply with all applicable Federal Motor Vehicle Safety Standards and shall conform to the requirements of the Pennsylvania Motor Vehicle Code.

## C. SPV Equipment

Each of the fifteen (15) SPV’s (including the 4 “back-up” vehicles) and the SV shall be equipped at the Contractor’s expense (unless otherwise noted) as per **Section X, SPV and SV Vehicle and Accessories**.

If a marketing agreement is in place at the time of the bid, the resulting Purchase Order shall contain a lump sum line item of \$48,000 (\$3000.00 per vehicle) for the cost of wrapping of the 15 SPVs (including the “back-up” vehicles) and the supervisor vehicle. Vendor shall contact the PennDOT Project manager for contact information on who shall provide the vehicle wrapping services. Vehicles shall be wrapped prior to the first day of contract. Documentation of the wrapping cost shall be submitted with invoice before reimbursement shall be made. Please see Section XVI for more information on removal of the vehicle wrap. Vendor shall remove vehicle wrap at their own expense and shall not be reimbursed for this cost.

## D. Pre-Operation Inspection

The SPVO shall be required to complete a pre-operation inspection of the vehicle as well as inventory all the SPV equipment called for in **Section X, SPV Vehicle and Accessories**, prior to the start of each shift. An inspection/inventory sheet shall be completed prior to the start of each shift. The preparation and printing of the inspection inventory sheet is the responsibility of the Contractor. These shall be kept on file by the Contractor and shall be made available to the Department upon demand. Any item missing shall be replaced before the start of the shift. The Department reserves the right to be present at all pre-operation inspections and to prohibit the commencement of any SPV patrol if the equipment in the SPV is not in conformance with **Section X, SPV Vehicle and Accessories**. Should this occur, and the correction cannot be made before the patrol is scheduled to begin then the Contractor shall be assessed liquidated damages at the rate of twice the hourly SPV rate until the equipment is suitable for service. The time for the assessment of liquidated damages shall be measured in hours and include each hour or a portion thereof during which the service is not provided.

## E. Vehicle Identification and Markings

# Suburban Safety Service Patrol

Unless otherwise directed by the Department as set forth below, each SPV and SV shall contain only the following identification on each side:

- A vehicle identification number assigned by the project manager.
- The Department's current PennDOT logo (following the department's current style guide)
- The name "Safety Service Patrol" or similar type of name.
- Each unit should be equipped with the phrase "Slow Down, Move Over, It's the Law" somewhere reflective on the rear of the vehicle. (On the rear mud flaps is recommended)
- Rear and side safety chevrons.
- Minimum of 40% hot lime green vinyl design wrap. (A current design will be provided by the department.
- Sponsorship identifiers, if applicable.
- Vehicles more than 17,500 GVR shall follow all applicable markings for a Commercial Motor Vehicle as outlined in CFR 49 Part 390.21, Marking of self-propelled CMVs and intermodal equipment.

It is the responsibility of the Contractor to insure the proper preparation and application of the Sponsor logo onto the SPV and SV. Except as set forth below or by Federal Regulation, company names, logos, advertising, or other markings are prohibited. The contractor shall be required to keep the vehicle clean and in good appearance.

The Department may direct and require that logos or other identifying markings of Expressway service patrol sponsors be displayed on the SPV and SV. The contractor shall, when directed by the Department, coordinate with the Department to add such logos or other identifying markings to the SPV and SV at the expense of the Department.

## F. Fuel

The Contractor shall supply, at his cost, all items required for the operation of all contracted vehicles including but not limited to fuel, oil, antifreeze, lubricants etc. The Contractor shall also supply to any motorists who have run out of fuel a minimum of one (1) and a maximum of two (2) gallons of gasoline or diesel fuel at no cost to either the motorist or the Department.

## G. "Back-up" SPV's

The "back-up" SPVs shall be rotated with the other regular SPVs. The "back-up" SPVs shall have the same appearance as the permanent SPVs with the required identification markings and title. They shall meet all vehicle equipment specifications and shall contain all the SPV equipment called for in Section XVII-A.6. The "back-up" SPVs shall be available to be placed into service within 45 minutes of the time a permanently dedicated SPV is taken out of service for any reason other than when involved in an accident as addressed in section VIII. If the vehicles are unavailable within that time, the Contractor shall be assessed liquidated damages at the rate of twice the hourly SPV rate until the SPV is put into service. The time for the assessment of liquidated damages shall be measured in hours and include such

# Suburban Safety Service Patrol

hour or a portion thereof during which the service is not provided.

## H. Vehicle Maintenance and Storage

All SPV's (including the "Back-up" SPV's) when not on patrol shall be stored at the Contractor's location in a secure area defined as an area where the public will not have access to the vehicles or at another area so designated by the Department.

When not in service, the Supervisor Vehicle may be stored at the Supervisor's residence, provided that the storage location is secure. While the vehicle is stored at the residence, the Supervisor shall remain on call and be available to respond as needed.

The Department shall inspect the SV as well as all SPV's, including "back-up" SPVs, prior to the service start date. Documentation of all vehicle identification numbers and successful completion of the inspection shall be kept on file at the Department Offices and the Contractors Base Office. All vehicle maintenance shall be performed during non-patrol hours by the Contractor. Maintenance records shall be kept by the Contractor and shall be made available to the Department upon request. The Contractor may remove the SPV's from the Expressway or from their storage area during non-patrol hours for maintenance, repairs, and replenishment of supplies.

## XI. EMPLOYEES/ SPVO REQUIREMENTS

### A. General

All SPVO's shall be required to have a safe driving record, and medical certification. All SPVO's shall be 18 years of age or older. Potential SPVO's shall be subject to driving record and criminal background checks by the Department. Potential SPVO's shall be sufficiently experienced in the tasks of tow truck operations to provide safe and proper service and shall be capable of demonstrating their operating abilities prior to beginning their first day of work and at any point throughout the life of the contract. Additionally, the SPVO's shall be expected to exercise reasonable judgment in carrying out their duties.

### B. License Required

All SPVOs shall have a current Pennsylvania Class C Driver's license. The Contractor shall supply a current copy of the PA Business License and copies of their current vehicle licenses for each equipment listed on the submittal form.

### C. Special Training and Knowledge

All SPVO's, including back-up drivers and supervisors, shall be required to complete a special Safety Service Patrol Training Program created and taught by the Contractor or a training organization approved by the PA Towing Association and approved by the Department. The course, to be provided at the cost of the Contractor, shall be at least 16 hours in length and shall include education on the details of the Safety Service Patrol Program, minor vehicle repair, customer service, roadside service safety, and first aid.

# Suburban Safety Service Patrol

No person shall be allowed to begin patrolling as an SPVO without attending this mandatory training class. At the end of each 12-month period from the notice to begin the Expressway Service Patrol, the Contractor shall prepare and conduct, at its own cost, an 8-hour refresher training course (during non-patrolling hours) for all SPVO's. A Contractor utilizing a SPVO who has not completed the mandatory training class and the refresher course may, following an investigation of the circumstances, have its contract terminated.

The SPVOs shall be required to attend training sessions twice per year at the Department's discretion. The Contractor shall be required to provide the Department with the date and time training takes place as well as copies of the certificates of completion for all SPVO's

All vehicles shall come equipped with the Federal Highway Administration Report No. FHWA-HOP-10-014, *Field Operators Guide for Safety/Service Patrols*. All SPVO's are required to become familiar with this manual prior to beginning patrolling.

This training program and refresher course must ensure that the SPVO be fully knowledgeable in the following areas:

- PennDOT Publication 213-Work Zone Traffic Control
- Tow Truck Operation
- Tow Truck Maintenance
- All Towing Safety Procedures
- Tow Truck Preventive Maintenance Procedures
- Tow Truck and Equipment Pre-Operation Inspection Procedure
- Post-Operation Inspection of Tow Truck and Equipment
- Emergency Warning Lights
- American Red Cross (or equivalent) First Aid and CPR
- Training on administering Narcan
- Review of Routes and Geographic area
- Incident Management Concept Courses ICS 100 and ICS 700
- National Traffic Incident Management (TIM) Responder Training as directed by the Department

## D. Salaries

The base hourly salary of the SPVO at the commencement of this contract shall be no less than \$25.00 per hour for SPVO's and \$27.00 for Supervisors. Contractors are required to pay Supervisors and SPVO's for training, extended patrols, planned extra hours and off hour emergency responses as appropriate.

The Department may request from the Contractor their certified wage rate, hour, and payroll records at any time throughout the life of the contract to ensure compliance the above.

## E. Uniform and Other SPVOs Equipment

# Suburban Safety Service Patrol

It shall be the responsibility of the Contractor to provide all the SPVO's and supervisors with at least two uniforms that shall be kept clean and shall be immediately replaced if they become torn or stained. The uniform shall consist of shirt and trousers and shall meet the most current ANSI reflective standards on the front and back. The final uniform shall be approved by the Department. This uniform shall only be worn while patrolling the assigned areas or while traveling to and from the assigned area. The Contractor shall also supply SPVOs with protective shoes or boots, jackets, rain gear and proper head protection, all of which shall meet both OSHA safety standards and ANSI reflective standards. The Department may direct and require that logos or other identifying markings of Safety Service Patrol sponsors be displayed on the uniforms. The contractor shall, when directed by the Department, coordinate with the Department to add such logos or other identifying markings to the uniforms at the expense of the Contractor.

Head Protection – As part of the uniform, a safety helmet will be required. The helmet could be a TEAM Wendy helmet [Team Wendy® SAR Backcountry Helmet | Team Wendy](#) or KASK Super Plasma helmet [helmets › SUPERPLASMA › SUPERPLASMA HD HI VIZ ANSI Z89.1 + CSA Z94.1 EN 12492 ‹ Kask Safety \(kask-safety.com\)](#) or similar.

The Contractor shall furnish at his cost new uniforms and accessories should OSHA safety standards and or ANSI reflective standards become updated during the contract term.

The Contractor shall also supply each SPVO with a photo identification card which contains only their name and current photo and no reference to any private tow company. This card shall be prominently displayed on their uniform.

## F. Driving and/or working Under the influence of Drugs or Alcohol

Any use of alcohol or illegal drugs is grounds for immediate removal of the SPVO from working under the Contract. Continued violation by different SPVO's is grounds for immediate cancellation of the Contract.

## G. SPVO Behavior

All SPVOs and supervisors are expected to represent the Department with professionalism, ensuring their appearance and conduct before the public are exemplary. Any violation of proper behavior, etiquette, or professional conduct by an SPVO shall be subject to review by the Department. The Department reserves the sole and final authority to determine whether a violation has occurred and to impose appropriate disciplinary actions, up to and including termination of the SPVO. All decisions made by the Department in these matters shall be final.

The disciplinary process shall follow a progressive structure, where each violation is considered an additional step in the progression of disciplinary action. Each new violation shall contribute to the escalation of the process, with the Department retaining the sole discretion to bypass any step or move directly to a more severe step, including termination, based on the nature and severity of the violation.

Violations of any of the items shown in figures 1.1 and 2.1 by the SPVO shall be dealt with as shown in

# Suburban Safety Service Patrol

1.2 and 2.2. Please note, the items listed in figures 1.1 and 2.1 are not all inclusive, and additional violations not listed may also be subject to the disciplinary actions outlined in figures 1.2 and 2.2.

## *Figure 1.1*

- Poor grooming, poor personal hygiene
- Dirty, torn or worn uniforms.
- Sleeping during working hours
- Failure to utilize or wear proper safety gear.
- Arriving to the patrol area late or leaving the patrol area early
- Idling/sitting on a route for an excessive amount of time (Amount of time to be determined by the Department)
- Going off route without the Departments permission.
- Failing to respond to a location near or just after shift hours.
- Failure to stop and provide assistance or report the incident as required.
- Failing to execute a request by the Department.
- Failing to provide services that are within section **III. Services to be Provided.**
- Demeaning the Department or Service Patrol Program.
- Insubordination
- Unapproved Social Media use.
- Unfavorable Survey Results

## *Figure 1.2*

- First Offense: Written reprimand
- Second Offense: 1 Day suspension from working under the Contract.
- Third Offense: 1 Week suspension from working under the Contract.
- Fourth Offense: 1 Month suspension from working under the Contract.
- Fifth Offense: Removal from working under the Contract.

## *Figure 2.1*

- Except when specifically directed by the RTMC, DTMC or law enforcement, no unsafe acts or violations of Title 75 traffic laws shall be committed.
- Perform all work in accordance with the standards and guidelines established in PUB 213.
- Yelling, using offensive language, or behaving rudely, disrespectfully, or aggressively toward the public and Department personnel.
- Leaving motorists in unsafe areas, such as in a median divisor or alone on a narrow shoulder without another tow truck or police vehicle present.
- Falsifying information orally or in written form
- Damaging a motorist's vehicle due to a careless act

# Suburban Safety Service Patrol

*Figure 2.2*

- First Offense: 1 Week suspension from working under the Contract.
- Second Offense: 1 Month suspension from working under the Contract.
- Third Offense: Removal from working under the Contract.

If an SPVO is terminated or suspended from a contract for any reason, they shall be prohibited from performing work under any Safety Service Patrol contract within the State of Pennsylvania. This restriction shall remain in effect indefinitely unless waived by the Department.

The Contractor shall not utilize any personnel to perform work under this contract within the State if such personnel are suspended or terminated.

Violations of this requirement may, at the sole discretion of the Department, result in any and or all of the following actions:

- **Non-Payment** for services performed by suspended or terminated personnel.
- **Initiation of the cure letter process.**
- **Refusal to renew the contract.**
- **Immediate contract termination.**

The Department retains the discretion to take any of the above actions without providing the Contractor an opportunity to remedy the violation. Repeated violations shall constitute grounds for non-renewal of the contract or immediate contract termination.

## H. Social Media

SPVO and contractors shall not video record, take pictures, and/or publish images, recordings, or opinions related to their position while working in the SSP program without prior approval from the Department. This includes those which are irresponsible, lewd, obscene, or bring harm to the Department or SSP program. The Department shall hold all SPVO's and contractors responsible for their published words and images. Those affiliated with the SSP program who use technology in one of the ways listed above shall face disciplinary action, up to and including having their contract terminated.

## XII. RECORD KEEPING/REPORTING/AUDITS

The SPVOs are required to call the RTMC at the beginning and end of each shift and are required to complete a daily log to document the beginning and ending shift times, vehicle assisted, type of assistance rendered, any time they leave the assigned patrol area, and total mileage for the day. SPVOs shall call in all assists to the RTMC. These records shall be made available upon request of the Department. The Contractor shall permit the authorized representatives of the Department, and any other government agency, to inspect and audit all records of the Contractor relating to its performance under this contract from the date of the contract through and until expiration of three years after completion of the contract.

# Suburban Safety Service Patrol

The RTMC shall monitor each SPVO level of service to the program. This level of service is measured by the number of assists each SPVO performs per hour of operation. A level of service, in assists per hour, shall be developed by the District and provided to the Contractor. If at any time the SPVO falls below the set number of assists/hours the following courses of action must be taken:

- Consultation with the Department, Contractor, and SPVO to determine why the level of service has dropped. The SPVO shall be placed on “Watch” and the performance shall be evaluated once a week for up to four (4) weeks.
- If no improvement is seen during or after the first “Watch”; period, a second consultation and written reprimand shall be issued and the SPVO will be considered unresponsive to the program.
- Multiple or continual violations by the SPVO may result in more severe penalties up to suspension and or termination of ability to work under the contract as seen fit by the Department.

## **XIII. CONTRACTOR SELECTION AND REQUIREMENTS**

Only one (1) Contractor shall be selected to provide all the SPVs and SPVOs for the Expressway. The Contractor submitting the lowest hourly rate must submit the following:

1. Reliable documentation of at least six (6) years’ experience in the automotive towing business.
2. A completed and signed bid sheet.
3. Written outline of how the Contractor plans to conduct the required SPVO training Program (**Section XI - C.** of these specifications).
4. A notarized statement that the Contractor shall perform 100% of all Towing Services provided under this contract.

Failure to properly meet these four (4) qualifications and the requirements as outlined above shall be justification for the rejection of the low bidder. The Department shall have the right to go to the next low bidder providing they meet the above requirements.

## **XIV. NOTICE TO PROCEED**

The term of this service shall be based on a 3-year period to include 2-year service period and approximately one (1) year or 365 calendar days to provide the fifteen (15) SPVs and one (1) SV and all their equipment and present the credentials of all SPVOs and supervisors. Upon the completion of the equipment acquisition Period (manufacturing, preparation, inspection), and Department approval, the Department will give a notice to start service for a two-year service period.

In addition, there will be one (1) option to renew for a two (2) year service period for the Suburban Safety Service Patrol by mutual consent.

The Department shall inform the Contractor of the date and time to begin the Expressway Service Patrols upon the Department’s approval of the following items:

# Suburban Safety Service Patrol

- Surety Bonds, Performance and Payment or acceptable form of guarantee (IFB Terms and Conditions).
- Insurance Requirements (IFB Terms and Conditions). Contractor, upon its receipt of the SPVs, shall submit a certificate of insurance to the PennDOT Purchasing Agent.
- SPV's and all Equipment (Section X and Section XVII).
- Incident Information Forms (Section III. A. 4) to be submitted to the PennDOT Project Manager at the equipment inspection.
- OR code card Evaluation (Section III. A. 5) to be submitted to the PennDOT Project Manager at the equipment inspection.
- SPVO's Names and Credentials (Section XI) to be submitted to the PennDOT Project Manager at the equipment inspection.
- SPVO Training Program (Section XI.C) to be submitted to the PennDOT Project Manager at the equipment inspection.

If a new Contractor is awarded the bid, they shall collaborate with the Department and the existing Contractor to develop a transition plan that ensures the integrity of the SSP program. Direct communication between the two Contractors is not permitted unless facilitated or authorized by the Department. Additionally, the Department shall have the final authority on all hiring decisions made by the Contractor.

## XV. HOURLY SERVICE FEES/PAYMENT

The Department shall reimburse the Contractor on an hourly basis for services rendered by each SPV during the normal hours of operation. The hourly rate shall be a compensatory rate as set forth in the Contract.

This hourly rate shall be only for those hours when the SPV's are on patrol as called for in Section III, IV, V and VII of this Contract. No hourly rates shall be paid for in such situation as:

- The "Back-up" SPV's when they are not on actual patrol.
- Removal of the SPV from the Expressway for longer than 20 minutes as permitted under Section III. F of these Specifications.
- Service Patrol Vehicle Operator travel time as per **Section III. A. 3** of these specifications.
- Vehicle Maintenance as per **Section X.G** and **Section XVII** of these specifications.

Overtime, when required by the Department, shall be paid at the straight time rate, and paid in quarter hour increments.

Disabled vehicles discovered on the Expressway with the operator present, just at the end of a shift period or discovered by the SPVO while returning to the Contractor's location, shall be handled in a normal response manner even if this means staying out beyond the normal end of the shift period. The SPVO shall not drive past a disabled vehicle when the operator is present. The SPVO shall immediately contact the RTMC. The Contractor shall be reimbursed for this overtime at a straight time rate paid in quarter hour increments. The SPVOs daily log, incident information form and motorists survey evaluation, shall

# Suburban Safety Service Patrol

be used to document this overtime work.

Disabled vehicles discovered on the Expressway without the operator present, just at the end of shift period or discovered by the SPVO while returning to the Contractor location will be immediately reported to the RTMC. If the disabled vehicle poses no hazard, then no further action by the SPVO is necessary. If the RTMC or Police instruct the SPVO to relocate the disabled vehicle to a safer location, the Contractor shall then be reimbursed for any overtime in the same manner as if the vehicle had been discovered with the operator present.

The Contractor shall, within five (5) business days after the close of the month, submit an OS-501 form "Confirmation of Service Form" and supporting documentation for work performed during the previous month to the RTMC. Once the RTMC confirms acceptance of services, the Contractor shall invoice the Department for authorized work performed. Invoices need to be broken down per each SPV and in accordance with Invitation for Bid (IFB) Terms and Conditions. Payment of the invoice shall be remitted to the Contractor in accordance with the Invitation for Bid (IFB) Terms and conditions.

## **XVI. CONTRACT EXPIRATION**

At the normal expiration of this contract the SPV's and all their equipment shall be retained by the Contractor for his future use providing that:

1. The SPVs shall be immediately returned to their original appearance before being placed in private service by the Contractor at the expense of the Contractor. All Department logos and/or sponsor logos shall be removed by the Contractor and turned over to the Department.
2. Before placing the SPVs into private service the Contractor shall have a written clearance from the Department that all the requirements of this item have been met.

## **XVII. SPV SPECIFICATIONS AND REQUIREMENTS**

### **A. SPV SPECIFICATIONS:**

The purpose of these specifications is to describe a 19,500 GVWR dual rear wheel SPV to be used in heavily traveled congested highways. The truck and wheel hoist shall be designed for a one-man operation of short distance towing.

#### **1. Weight Distribution -**

- Weight slip shall be provided with the unit supplied. It is understood that the components specified are minimum and if the truck is not already meeting the requirements, a Manufacturer's Engineering Department will recommend or deem necessary, due to their particular weight distribution, a larger component or a larger G.V.W.R. the burden of responsibility is hereby placed upon the Contractor and the Manufacturer's Engineering Department if an existing truck is being retrofitted to supply a unit that is totally engineered to meet the requirements outlined in this contract. Components shall include, but are not limited to the truck's:

# Suburban Safety Service Patrol

- a) Frame
- b) Axle
- c) Tires
- d) Steering Components
- e) Rims
- f) Suspension
- g) Brakes
- h) Any other items as required

The dynamic and static loads created by the unit, plus operational stresses, shall be reviewed to insure the Commonwealth of a properly functioning unit.

In addition to the weight slip provided the following information is required.

- **TRAILER TOWING INFORMATION** - Allowable weight to be towed without brakes 7,000 lbs.

## 2. Power Train Overview -

- Vehicle shall be 19,500 GVWR capable of handling all the requirements as set forth in this contract.

## 3. Vehicle Components -

- a. Alarm-backup:  
Ref: ECCO 450, shock Mounted
- b. Chassis:  
19,500 lbs. G.V.W.R. manufacturer's rating, minimum, certified in the cab or on the door.
- c. Debris Removal Equipment  
The Contractor shall furnish and install front-mounted debris removal equipment on at least four (4) Safety Service Patrol trucks as well as the Supervisor Vehicle. The contractor may opt to outfit all remaining trucks if they choose, at their own cost. The equipment shall meet the following specifications.
  - **Bumper and Debris Removal:**  
Each truck shall be equipped with a front bumper-mounted debris removal device. The device shall be of a type specifically designed for pushing or clearing roadway debris and shall extend across the full width of the vehicle's front end.
  - **Guard Protection:**  
The debris removal device shall include a protective guard structure that extends both the height and width of the vehicle's front grill, providing comprehensive front-end coverage and safeguarding critical components during operation.
  - **Rubber Components:**

# Suburban Safety Service Patrol

The face of the bumper shall be rubber-coated for impact absorption. A rubber blade shall be integrated into the bottom edge of the bumper to aid in effective debris clearance while minimizing road surface damage.

- **Deployment Locations:**

The Five (5) trucks equipped with debris removal equipment shall be deployed for active service on the following designated routes:

- I-95 from the Delaware State Line to the Philadelphia International Airport as well as US 322 from I-95 to US-1 as requested. (1 SPV)
- I-76 from City Ave Turnaround (US Route 1) to I-276 (1 SPV)
- I-476 from I-95 to Route 30 as well as US-1 (Media Bypass) between I-476 and PA 352 as requested. (1 SPV)
- I-476 from Route 30 to I-276 (Pa Turnpike) (1 SPV)
- The Supervisors Vehicle (SV)

d. Engine Accessories:

Engine heater: for cooling system with waterproof flush-mounted plug, mounted in front sheet metal, 115 volts, 3 prong plug. The electrical cable from the heater to the receptacle shall be one piece and waterproof.

e. Light Bar and Arrow Panel SV and SPV:

Light Bar meeting the requirements of and in accordance with title 75, Pennsylvania Consolidated Status, Section 4572 and 67 Pennsylvania Code, Chapter 173. There shall be an arrow panel, approved for use in Pennsylvania, 3 ft. High by 6 ft. Wide, with a raise lower mechanism, and a control box mounted in the cab within reach of the driver. The Control box shall incorporate lights to signify the arrow panel mode. The arrow panel shall be capable of displaying a left arrow, right arrow, double arrow and four (4) corner caution.

f. Vehicle Lighting Switches SV and SPV

The blue and amber lights shall not be controlled by a single switch. The blue and amber lights must be independently controlled via their designated switch to ensure control and compliance with Title 75 Section 4572.

g. Additional Lights SV and SPV

Provide additional amber warning lights, back up lights, stop/tall/turn lights, and front strobe lights per Department specification. See the attached EQN-115 and EQN-120M sheets for installation details and requirements.

Tow trucks may be equipped with one or more flashing or revolving yellow lights and one or more flashing and revolving blue lights. The blue lights shall only be equipped on the rear of the vehicle.

A tow truck may only operate with blue lights while the tow truck is stationary on the side of the road or highway while responding to a disabled vehicle. A tow truck shall not operate with blue lights at any time while the truck is in motion.

h. High-Visibility Chevrons: SV and SPV

# Suburban Safety Service Patrol

Provide high-visibility chevrons on the rear of the vehicle visible in coordination with any sponsor applied logos or design schemes.

i. Paint: SV and SPV

The color of the trucks will be given at the time of Notice to Proceed. It is assumed the entire unit shall be painted white with 40% minimum area of hot lime green vinyl wrap or color specified for the logos designated by the Department.

j. Safety:

The extinguisher rechargeable with vehicle mount. One mounted in the cab for easy and quick access (REF: 2A:10B:C). All grab handles and exit steps shall be furnished to provide “optimum safety” for field personnel (REF: Non-skid paint). Non-skid tape is unacceptable. There shall be a first-aid kit mounted in the utility body (Ref: American Van Part No. A1712, Telephone No: 1-800.526-4743 or equal).

k. AVL:SV and SPV

PennDOT will provide the Selected Offeror with an AVL (Automated Vehicle Locator) device system for each SPV. The AVL is to be plugged in, turned on, and operable during all service patrol hours. If the AVL appears to be malfunctioning, the SPVO or Selected Offeror will contact the RTMC immediately to inform that the device is not working properly. All AVL devices are to be returned to PennDOT at the end of the contract.

l. Digital Alerting SV and SPV

The Contractor shall ensure every SSP vehicle under this contract is equipped with an active Digital Alerting System. This system is designed to enhance situational awareness and roadway safety by transmitting real-time digital alerts to nearby motorists and emergency responders.

The Contractor shall be responsible for ensuring the proper installation, operation, daily activation, and monthly subscription costs of the system in all active SSP vehicles.

The digital alerting system shall always remain active and functional while the vehicle is in service. The Contractor shall also ensure that personnel are trained in the proper use and troubleshooting of the system and shall report any malfunctions or operational issues to the Department within 24 hours of discovery.

All installed systems shall be subject to inspection by the Department, and any issues identified shall be resolved by the Contractor in a timely manner to ensure uninterrupted operation.

In some instances, the unit cost and trial subscription may be covered by grant funding through the Regional Planning Commission. Please confirm with the project manager.

# Suburban Safety Service Patrol

m. Wrapping: SV and SPV

Permanent but removable full body logo scheme provided by the sponsor if applicable. The logo design shall be provided by the sponsoring company of the vehicle. Wrapping shall be completed before the start of the contract.

4. **Body** - Compartments shall not be open to one another. Compartments shall be adequate size to store/carry all equipment listed under Item 5, "Equipment"

5. **Equipment** - The vehicle shall be equipped at the Contractor's expense with the following items and the compartments of each vehicle, including the supervisor vehicle, shall be properly sized to hold this equipment.

- CELLULAR PHONE (COMPLETE WITH ON-LINE CELLULAR PHONE SERVICE)
- CELLULAR PHONE CHARGER
- HANDS FREE BLUETOOTH
- AM/FM RADIO
- SCANNER (SMARTPHONE APP ACCEPTABLE)
- PUBLIC ADDRESS SYSTEM WITH EXTERNAL SPEAKER
- TOOLBOX CAPABLE OF CONTAINING THE BASIC MECHANICAL TOOLS CALLED FOR IN THIS STATEMENT OF WORK
- SET OF STANDARD SCREWDRIVERS
- SET OF PHILLIPS SCREWDRIVERS
- NEEDLE NOSE PLIERS
- LARGE CRESCENT WRENCH
- SMALL CRESCENT WRENCH
- 5 LB HAMMER
- RUBBER Mallet
- CHANNEL LOCK PLIERS
- COMMON PLIERS
- WIRE CUTTER
- ELECTRIC TAPE (2 ROLLS)
- DUCT TAPE (2 ROLLS)
- MECHANICS WIRE
- BOLT CUTTERS
- TIRE PRESSURE GAUGE
- FLASHLIGHT WITH EXTRA BATTERIES
- SAFETY GOGGLES
- HAZARDOUS MATERIALS GUIDEBOOK (SMARTPHONE APP ACCEPTABLE)
- GLOVES
- KNEELING PAD
- FIRST AID KIT COMPLETE WITH NARCAN (NARCAN TO BE PROVIDED BY THE DEPARTMENT THROUGH COUNTY HEALTH OFFICE)
- DIESEL FUEL (5 GALLONS)
- UNLEADED GASOLINE (5 GALLONS)
- RADIATOR COOLANT (5 GALLONS)

# Suburban Safety Service Patrol

- ENGINE OIL (2 QUARTS ON SPV AND 6 QUARTS ON SV)
- 20 LB ABC TYPE FIRE EXTINGUISHER
- FIRE AXE
- PRY BAR
- WOOD BLOCKS-4
- STREET BROOM
- SQUARE POINT SHOVEL
- HIGHWAY FLARES -36 MINUTES
- 28-INCH CONES-10 ON SPV AND 25 ON SV
- FOUR WAY LUG WRENCH-STANDARD OR IMPACT GUN WITH 2 BATTERIES AND CHARGER
- FOUR WAY LUG WRENCH-METRIC OR IMPACT GUN WITH 2 BATTERIES AND CHARGER
- FOUR WAY LUG LIGHT TRUCK WRENCH-METRIC OR IMPACT GUN WITH 2 BATTERIES AND CHARGER
- A JAR OF PUTTY SUITABLE FOR TEMPORARILY STOPPING LEAKS
- ESPECIALLY FROM FUEL TANKS SIMILAR TO THE "AW DIRECT LEAK
- LOCK KIT, SR-4" OR PRE-APPROVED EQUAL
- AN ABSORBENT SPILL CONTAINMENT SYSTEM SIMILAR TO THE "AW DIRECT OIL ATTACK PACK SR-10" OR PRE-APPROVED EQUAL
- HYDRAULIC FLOOR JACK
- HARDWIRED AIR COMPRESSOR OR EQUIVELIANT
- JUMP BOX OR BOOSTER CABLES, HEAVY DUTY, MIN 25 FT. ADAPTED TO TRUCK POWER
- OUTLETS
- LARGE VICE GRIPS
- SMALL VICE GRIPS
- SOCKET SET-STANDARD WITH 3 FT. BREAKER BAR
- SOCKET SET-METRIC WITH 3 FT BREAKER BAR
- FUNNELS (2)
- TRASH CAN-5 GALLON WITH LID AND TRASH BAGS
- ½-INCH ROPE-100 FT. MIN.
- ALLOY TOW CHAIN-LARGE
- ALLOY TOW CHAIN-SMALL
- \*\*STOP SIGN, (R1-1) 36"X36"
- \*\*KEEP RIGHT SIGN, (R4-7-3) 36"X 48"
- \*\*KEEP LEFT SIGN, (R4-8-3) 36"X 48"
- \*\*EMERGENCY AHEAD SIGN (W25-1) 48"X 48"
- \*\*PORTABLE SIGN STANDS WITH FLAGS (2 STANDS)
- RED FLAGS-4
- WHISK BROOM
- PAPER TOWELS-2 ROLLS
- PENETRANT SPRAY
- SILICONE SPRAY
- BATTERY CLEANER SPRAY

# Suburban Safety Service Patrol

- SEATBELT CUTTER
- ZIP TIES
- BUG SPRAY (SEASONAL)
- DE-ICER SPRAY (SEASONAL)
- DAMAGED LUG REMOVER
- BAGS OF SAND
- HAND CLEANER
- WIRELESS AIR BLOWER FOR DEBRIS REMOVAL WITH 2 BATTERIES AND CHARGER
  
- TIRE CHOCKS (2 PAIRS)
- EMERGENCY BLANKET
- PEN AND PAPER
- CLIP BOARD
- VESTS-2
- HARD HAT
- TRAILER HITCH (17/8 INCH AND 2 INCH CAPABILITY)
- LIST OF EMERGENCY PHONE NUMBERS (CAN BE DIGITAL)
- ROLL OVER KIT

**\*\*SIGNS AND STANDS MAYBE OF THE CLOTH OR PLASTIC ROLL UP TYPE**

**6. Wheel Lift, BOOM and Dollies - As per manufacturer's specifications and as follows:**

- Boom Structural Rating (crane)  
Fully retracted 16000 lb. at 30 degrees' elevation  
Fully extended 8000 lb. at 30 degrees' elevation
- Wheel Lift  
The recovery vehicle also shall have a wheel lift system with (4) functions:
  - a) the wheel lift shall hydraulically raise and lower
  - b) extend and retract
  - c) tilt function independently or simultaneously
  - d) must be able to complete wheel lift operation while in motion (self-loading)

The retracting wheel-lift boom in combination with the tilt feature allows the towed vehicle to be retracted close to the recovery vehicle for better weight distribution

- Dollies  
Each unit shall be equipped with self-loading 4.80 aluminum dollies for use in quick clearance of all-wheel drive vehicles. The dollies shall have a galvanized coating, aluminum mounting bunks under truck body and top mounting brackets for aluminum rails and break over bar along with safety straps.

**Controls:** Controls shall be provided on both sides of the body. Provision is made so that controls can

# Suburban Safety Service Patrol

be operated independently or simultaneously. Variable speed of all functions is controlled by the handle movement. The following shall be provided:

1. Single cable 9000 lb. planetary winch hydraulic, with boom and wheel lift body on truck chassis as well as a remote inside the cab for complete wheel lift operation while in motion.
2. Tow sling with chains
3. Wrecker special light bar
4. Upper and lower work lights
5. Cable tensioner on winch
6. Switch panel
7. Throttle Control (Manual or Electric)
8. Push Bumper
9. Engine Driven Pump

## **B. SV AND SPV REQUIREMENTS:**

The following shall indicate the **MINIMUM** requirements including all genuine parts, accessories, equipment, and safety features consider and standard, whether mentioned herein or not.

### **1. Standards, Codes Rules, and Regulations -**

- Each unit shall conform to the Pennsylvania Vehicle Code.
- Each unit shall comply with all current applicable Federal Motor Vehicle Safety Standards, Federal and Pennsylvania Exhaust Emission and Noise Standards and Environmental Protection Agency (EPA) and Occupational Safety and Health Administration (OSHA) requirements, with appropriate decals stating compliance.
- The equipment shall be manufactured as per good engineering practice. Standard manufacturing practices and tolerances shall be in accordance with the latest codes, standards and practices of the following professional organizations:

American Institute of Steel Construction (AISI)  
American National Standards Institute (ANSI)  
American Society of Mechanical Engineers (ASME)  
American Society for Testing and Materials (ASTM)  
American Trucking Association (ATA)  
American Welding Society (AWS)  
Battery Council International (BCI)  
British Standards Institute (BSI): Limits & Fits  
International Standards Organization (ISO)  
Industrial Fastener Institute (IFI)  
National Truck Equipment Association (NTEA)  
Society of Automotive Engineers (SAE)

# Suburban Safety Service Patrol

Steel Structure Painting Council (SSPC)  
Truck Body & Equipment Association, Inc. (TBEA)

- The vehicle shall be certified for 19,500 lbs. Gross Vehicle Weight Rating (GVWR). The GVWR shall be identified in the cab or on the door as the final complete certification label (minimum rating).
- The Gross Combined Weight Rating (GCWR) shall be furnished and identified by decal in the cab or on the door to indicate approved weight which can be towed.
- Each unit shall bear the latest applicable Pennsylvania Official Inspection Sticker as required for permanent license plates by Pennsylvania State Inspection Laws.
- All Original Equipment Manufacturers (OEMs) that participate have full responsibility in fulfilling their contract obligations to the main Contractor.

## 2. Scope of Supply -

- All design, workmanship, techniques, and materials shall in every respect be in accordance with the most current accepted practice in the industry.
- The proposed base model shall be of the most recent model year. All materials, parts and components shall be properly functioning.
- Each unit shall be free of dealer signs and/or emblems.
- All equipment and parts furnished shall be of the Manufacturer's latest model year or latest design for the equipment provided, shall be on his latest listed and published stock models for the equipment provided and shall satisfy this specification.
- Unless otherwise specified, each unit shall include all specified accessories, parts, equipment, and options which are listed in the Manufacturer's specifications as standard or optional equipment for the indicated model, and which have been factory installed and immediately operative. Parts alliance equipment components specified and needed to be provided which are not available through the equipment provided by the manufacturer shall conform to the best quality standard known to that particular industry, both product and installation, and also shall be immediately operative. Units provided in a condition considered to be below the manufacturer's specifications will not be accepted. Items which determine this acceptance level shall include, but not limited to, the general appearance of the interior and exterior of the cab and body for completeness and quality workmanship, lubrication and fluid levels with leaks corrected, mechanical operation of the unit and all systems and electrical components operation. The above items are pre-delivery items.
- Each unit shall be free of dealer and private company signs and/or emblems.

# Suburban Safety Service Patrol

- Each unit shall be clean, lubricated, serviced, assembled, adjusted and ready for “Immediate Operation”.
- Each unit shall include completely filled tanks for all fluids including fuel, hydraulic fluid.
- Safety features and items available for the proposed units shall be furnished and installed, whether mentioned herein or not, to reasonably protect the user, Commonwealth, and Vendor from needless liability exposure.

**3. Performance** - The units provided shall have been engineered and designed to lend itself to practical and efficient servicing.

This specification, including all specified components to be retrofitted on existing units, and their Installation, shall be reviewed and approved by the successful “Manufacturer’s engineering Department” that would perform the retrofit.

The power package required shall be compatible with respect to the engine, transmission, axles hydraulic system, and power steering to meet the requirements specified herein.

Each unit shall be protected from -25 to -40 degrees F with a 50-50 mix of permanent type ethylene glycol anti-freeze. Low silicate type anti-freeze for diesel engines only.

The ratio of the rear axle and transmission shall be geared to maintain a road speed of approximately 60 mph operating at maximum G.V.W.R without exceeding recommended engine rpm value.

The vehicle shall have a grade-ability of 35% when loaded to maximum G.V.W.R without exceeding the engine manufacture’s recommended maximum rpm based on a maximum net torque.

**4. Documentation** - Each unit shall include the proper notarized form(s) to apply for Pennsylvania title and license. “Certificate of origin” statement is required for all existing SPVs. A “vehicle history report” is required for existing trucks being retrofitted. The materials required in this contract are subject to reproduction for the Department’s internal use only. By submitting its bid the Contractor authorizes the Pennsylvania Department of Transportation to reproduce any material including printed materials and training aids, submitted in fulfillment of this contract.

**5. Inspection** - All designs, workmanship, materials, and procedures shall be, at all times and places, subject to the inspection by the Department personnel. Should any item fail to meet these specifications, the item shall be made to comply with the contact by replacing or correcting the said item, as the case may be, at the Contractors or the Contractor’s expense.

**6. Warranty Requirements** - In the event that a breakdown occurs, the Contractor shall make the complete repair at no cost to the Department throughout the length of the Contract.

# Suburban Safety Service Patrol

7. **Delivery** - A detailed delivery schedule of all outfitted trucks shall be provided after award to inform the Department on the delivery. Delivery time shall be specified and such phrases as “as required” “as soon as possible” or “prompt” have no meaning and maybe the cause for rejecting the bid.

## **XVIII. STRATEGIC ENVIRONMENTAL MANAGEMENT PROGRAM (SEMP) REQUIREMENTS**

PennDOT has implemented a Strategic Environmental Management Program (SEMP) which complies with the ISO 14001:2004 standard. As part of SEMP, the Commonwealth of Pennsylvania has established a Green Plan Policy that can be found at:

<http://www.penndot.gov>

To access program requirements on the website:

Type in '**SEMP**' in search field and select the magnifying glass.

Then select '**Pollution Prevention**' and review site.

The Green Plan Policy is designed protect the environment, conserve resources and comply with environmental laws and regulations.

The Contractor shall ensure that its personnel are aware of the Commonwealth of Pennsylvania's commitment to protecting the environment, are properly trained about the environmental impacts of their work and are competent (through appropriate work experience, job training or classroom education) to perform the work that they do.