

## DEPARTMENTAL INPUT

### CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

New   
  OTR   
  Sole Source   
  Bid Waiver   
  Emergency   
 Previous Contract/Project No.

Contract

Re-Bid   
  Other   
 LIVING WAGE APPLIES:   
 YES   
 NO

Requisition No./Project No.:   
   
 TERM OF CONTRACT   
   
Three (3) Years

Requisition /Project Title:   
   
CUSTOMER FEEDBACK & PASSENGER COUNTER SYSTEMS

Description:   
   
 The Awarded Bidder shall furnish all labor, materials, equipment, training and support for work related to providing comprehensive Customer Satisfaction Feedback System or Passenger Counter System used to measure and assist Miami International Airport in enhancing its customer experience.

Issuing Department:   
   
MDAD   
Contact Person:   
   
Jessica Marin   
Phone:   
   
(305) 876-0830

Estimate Cost:   
   
\$50,000.00   
 GENERAL   
 FEDERAL   
 OTHER   
Funding Source:   
   
PROPRIETARY

### ANALYSIS

Commodity Codes:   
   
961-20   
   
208-32   
   
   

Contract/Project History of previous purchases three (3) years  
 Check here  if this is a new contract/purchase with no previous history.

EXISTING                     
  2<sup>ND</sup> YEAR                     
  3<sup>RD</sup> YEAR

Contractor:

Small Business Enterprise:

Contract Value:

Comments:

Continued on another page (s):   
 Yes   
 No

### RECOMMENDATIONS

Set-aside                     
 Sub-contractor goal                     
 Bid preference                     
 Selection factor

**SBE**

Basis of recommendation:

Signed:    
SHEREECE GEORGE   
 Date sent to SBD: 7/12/2019

Date returned to DPM:

**SECTION 2**  
**SPECIAL TERMS AND CONDITIONS**

**2.1 PURPOSE**

The purpose of this Solicitation is to establish a contract for the design, installation, implementation, training and support of a Customer Satisfaction Feedback and Passenger Counter Systems for Miami-Dade Aviation Department (MDAD) at Miami International Airport (MIA).

**2.2 TERM OF CONTRACT**

This contract shall commence on the first calendar day of the month succeeding approval of the contract by the Board of County Commissioners, or designee, unless otherwise stipulated in the Blanket Purchase Order issued by the Internal Services Department, Strategic Procurement Division. The contract shall expire on the last day of the 3 year term.

**2.3 METHOD OF AWARD**

The following Groups will be established Group 1: Customer Feedback System and Group 2: Passenger Counter System. Award of this contract shall be made to the lowest priced, responsive, responsible Bidder by group who meets the qualification criteria listed below. If a Bidder fails to submit an offer for all items within a Group, its offer may be rejected for that group.

**Qualification Criteria**

- a. Bidder(s) shall be the manufacturer, reseller or authorized distributor of either the Customer Feedback System or Passenger Counter System to include the equipment and interface/software. The Bidder(s) shall have this fact denoted on their website, or a letter from the original manufacturer affirming the Bidders' relationship.
- b. Bidder(s) shall submit three (3) signed industry reference letters denoting current use of the Customer Feedback System or Passenger Counter System in a similar high traffic industry. All industry reference letters shall include the dates of service, type of services provided, and client reference contact information.
- c. Bidder(s) shall submit documentation of the proposed system(s) as described in Section 3 Technical Specifications.
  - i. Equipment model with dimensions and specifications
  - ii. User interface procedures
  - iii. Sample reports that can be generated

Bidder(s) shall submit the specified information listed above as proof of compliance to the requirements of this Solicitation. However, the County may, at its sole discretion and in its best interest, allow Bidder(s) to complete, supplement or supply the required information during the evaluation period. If the Awarded Bidder defaults, the County shall have the right to negotiate with the next responsive, responsible Bidder.

**2.4 PRICES**

The price proposed by the Awarded Bidder shall remain fixed and firm during the term of the contract.

**2.5 RESTRICTED AREAS**

All employees of the Awarded Bidder requiring access to federally-regulated secure areas including, but not limited to, the Airfield Operations Area (AOA), the Federal Inspection Services (FIS) areas, and areas beyond security checkpoints, MUST undergo individual background screening (e.g., 10-year employment history

verification, fingerprinting, etc.) completed by MDAD and comply with all security rules and regulations mandated by U.S Customs and Border Protection (CBP), the U.S. Transportation Security Administration (TSA), and the Federal Aviation Administration (FAA).

## 2.6 IDENTIFICATION BADGES

All employees of the Awarded Bidder must have a valid identification badge during all work completed on MIA premises to include all terminal areas.

- A. MDAD shall provide up to five (5) temporary identification badges valid for fourteen (14) days for each Awarded Bidder, effective upon notice to proceed and issuance of Purchase Order (PO).
- B. The Awarded Bidder shall be responsible for requesting two (2) additional identification badges from MDAD for the two employees responsible for training, ongoing onsite maintenance, support and installations during the term of the contract, that may require access to restricted areas on the airport, and shall be responsible for the return of the identification badges of all personnel transferred or terminated from employment or upon termination of this Contract. The fee for fingerprinting
- C. for Criminal History Records Check (CHRC) is \$38.00 and \$20.00 for the issuance of an identification (ID) badge, for a total charge of \$58.00 per applicant.

### D. Lost, Stolen, or Unreturned Badges

The Awarded Bidder shall promptly report to MDAD the names of all persons who were employed by the Awarded Bidder from whom they were unable to obtain and return Department issued identification badges. In the event that an identification badge is not returned, the Awarded Bidder shall refund MDAD established charge for lost or stolen identification badges.

A replacement ID Badge may only be issued if declared in writing that the ID Badge has been lost, stolen, or destroyed. A non-refundable fee of \$75.00 will be assessed for the first replacement and \$100.00 for the second replacement within 24 months of original issuance. There will not be a replacement issued for a third time within 24 months of original issuance. The Security Credentialing Section will collect the fee before a replacement ID Badge is issued. **The ID Badge is the property of MDAD. You must immediately return your ID Badge to your employer or the MDAD Credentialing Section at the end of employment or upon receiving notification that your MDAD ID Badge is being revoked. The MDAD ID Office will issue a receipt as proof of ID Badge return. Failure to comply within 24 hours is in direct violation of the Airport Security Program ASP and you can be subject to a potential \$10,000 Civil Penalty Fine assessed by the Transportation Security Administration TSA under title 49 of the Code of Federal Regulations CFR Part 1540.105; 49 USC 46301.**

## 2.7 FAA SPECIAL PROVISIONS

### i) Compliance with Nondiscrimination Requirements

During the performance of this contract, the Awarded Bidder, for itself, its assignees, and successors in interest (hereinafter referred to as the "Awarded Bidder") agrees as follows:

1. Compliance with Regulations: The Awarded Bidder (hereinafter includes consultants) will comply with the Title VI List of Pertinent Nondiscrimination Acts And Authorities, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.
2. Non-discrimination: The Awarded Bidder, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractor Bidders, including procurements of materials and leases of

- equipment. The Awarded Bidder will not participate directly or indirectly in the discrimination prohibited by the Nondiscrimination Acts and Authorities, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR part 21.
3. Solicitations for Subcontracts, Including Procurements of Materials and Equipment: In all solicitations, either by competitive bidding, or negotiation made by the Awarded Bidder for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor Bidder or supplier will be notified by the Awarded Bidder of the Awarded Bidder's obligations under this contract and the Nondiscrimination Acts And Authorities on the grounds of race, color, or national origin.
  4. Information and Reports: The Awarded Bidder will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the sponsor or the Federal Aviation Administration to be pertinent to ascertain compliance with such Nondiscrimination Acts And Authorities and instructions. Where any information required of an Awarded Bidder is in the exclusive possession of another who fails or refuses to furnish the information, the Awarded Bidder will so certify to the sponsor or the Federal Aviation Administration, as appropriate, and will set forth what efforts it has made to obtain the information.
  5. Sanctions for Noncompliance: In the event of a Awarded Bidder's noncompliance with the Nondiscrimination provisions of this contract, the sponsor will impose such contract sanctions as it or the Federal Aviation Administration may determine to be appropriate, including, but not limited to:
    - a. Withholding payments to the Awarded Bidder under the contract until the Awarded Bidder complies; and/or
    - b. Cancelling, terminating, or suspending a contract, in whole or in part.
  6. Incorporation of Provisions: The Awarded Bidder will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, Required Contract Provisions Issued on January 29, 2016 Page 19 AIP Grants and Obligated Sponsors Airports (ARP) unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The Awarded Bidder will take action with respect to any subcontract or procurement as the sponsor or the Federal.

Aviation Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the Awarded Bidder becomes involved in, or is threatened with litigation by a subcontractor Bidder, or supplier because of such direction, the Awarded Bidder may request the sponsor to enter into any litigation to protect the interests of the sponsor. In addition, the Awarded Bidder may request the United States to enter into the litigation to protect the interests of the United States.

7. During the performance of this contract, the Awarded Bidder, for itself, its assignees, and successors in interest (hereinafter referred to as the "Awarded Bidder") agrees to comply with the following nondiscrimination statutes and authorities; including but not limited to:
  - Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
  - 49 CFR part 21 (Non-discrimination In Federally-Assisted Programs of The Department of Transportation—Effectuation of Title VI of The Civil Rights Act of 1964);
  - The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
  - Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR part 27;

- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age);
  - Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
  - The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, subrecipients and Awarded Bidders, whether such programs or activities are Federally funded or not);
  - Titles II and III of the Americans with Disabilities Act of 1990, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 – 12189) as implemented by Department of Transportation regulations at 49 CFR parts 37 and 38;
  - The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123 (prohibits discrimination on the basis of race, color, national origin, and sex);
  - Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
  - Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
  - Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).
- ii) All contracts and subcontracts that result from this solicitation incorporate by reference the provisions of 29 CFR part 201, the Federal Fair Labor Standards Act (FLSA), with the same force and effect as if given in full text. The FLSA sets minimum wage, overtime pay, recordkeeping, and child labor standards for full and part time workers.  
The [Awarded Bidder | consultant] has full responsibility to monitor compliance to the referenced statute or regulation. The [Awarded Bidder | consultant] must address any claims or disputes that arise from this requirement directly with the U.S. Department of Labor – Wage and Hour Division
- iii) All contracts and subcontracts that result from this solicitation incorporate by reference the requirements of 29 CFR Part 1910 with the same force and effect as if given in full text. Awarded Bidder must provide a work environment that is free from recognized hazards that may cause death or serious physical harm to the employee. The Awarded Bidder retains full responsibility to monitor its compliance and their subcontractor Bidder's compliance with the applicable requirements of the Occupational Safety and Health Act of 1970 (20 CFR Part 1910). Awarded Bidder must address any claims or disputes that pertain to a referenced requirement directly with the U.S. Department of Labor – Occupational Safety and Health Administration.

## 2.10 **MIAMI-DADE COUNTY UNITED STATES SOCCER FEDERATION 2026 WORLD CUP**

The terms of this agreement are subordinate to the terms of the Airport Agreement submitted by Miami-Dade County to the United States Soccer Federation on February 21, 2018. In carrying out its obligations under this Contract, the Consultant shall not take or omit any action which is inconsistent with, or in derogation of, the County's obligations under the Airport Agreement. Where the Consultant's rights or obligations under

this Contract are in conflict with the County's obligations under the Airport Agreement, and upon notice by the County to Consultant, the terms of this Contract shall be deemed conformed to the County's obligations under the Airport Agreement. Where such conformance would cause a material change in this Contract, Consultant shall have the right, upon written notice to the County within five (5) days of receipt of notice of such a conflict, to terminate this Contract for convenience; in such termination, the Consultant shall have no cause of action for money damages of any kind, including but not limited to direct damages, unamortized costs or debt, stored or ordered materials, indirect damages, lost profits, loss of opportunity, loss of goodwill, or otherwise. In the event that the Consultant does not elect to terminate this Contract within the time specified herein, this contract shall be deemed to have been amended via consent of the parties to conform its terms to the requirements of the Airport Agreement, but only to the extent needed to avoid conflict with same.

- 2.11 **COUNTY USER ACCESS PROGRAM (UAP)**  
Section 1, Paragraph 1.36 does not apply to this Solicitation.

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**SECTION 3**  
**SCOPE OF WORK/TECHNICAL SPECIFICATIONS**

**3.1 SCOPE OF WORK**

The Awarded Bidder shall furnish all labor, materials, equipment, training and support for work related to providing comprehensive Customer Satisfaction Feedback System or Passenger Counter System used to measure and assist Miami International Airport in enhancing its customer experience.

All equipment shall be delivered, installed, and fully operational within fourteen (14) business days of the Awarded Bidder's receipt of the Purchase Order.

**3.2 GROUP 1: CUSTOMER FEEDBACK SYSTEM AND UNITS**

The Awarded Bidder shall provide a minimum of 200 customer satisfaction survey units for MDAD's public restrooms and high traffic areas throughout the airport terminals. The units shall offer a simple, easy-to-use, customer feedback solution that allows passengers to instantly send feedback at the push of a button as they exit public airport bathrooms and other airport transition points and areas throughout the airport. Each unit must meet the following minimum requirements:

**Commented [MJA(1):** Add – and other airport transition points and areas.

**A. Physical Specifications**

- Be free standing, wireless, portable, require no electrical power
- Pre-assembled and require no wiring for installation
- Be tamper resistant
- Contain a mobile transceiver module for sending and receiving information
- Battery powered, which must be sustainable for at least two (2) years

**B. Unit Identification**

- Have a unique identification number to locate and identify each unit via the dashboard
- Include a SIM card with its own telephone number

**C. Functionality**

- Collect anonymous customer feedback
- Use universal icons to determine responses
- Have a minimum 3G connectivity or radio frequency
- Be ADA compliant
- Offer a one-step button satisfaction rating solution for passengers to easily respond to a survey question regarding service and overall experience in the restrooms and various points throughout the airport
- Include a misuse protection filter to separate data from any erroneous figures from excessive button presses
- Periodic data transmittal mechanism
- Segment data based on location and real-time passenger sentiment response
- Option to receive alerts based on preset key performance indicators of customer satisfaction responses.

**Commented [MJA(2):** Include and live view of data.

**D. Installation and Security**

The Awarded Bidder shall install all Customer Feedback Units in an efficient and professional manner. All Units shall be securely mounted or attached on the walls with materials that will not damage the surfaces in which there are adhered to. All units must be free from exposed wires or materials used for functionality or stability. The Awarded Bidder shall ensure that the units cannot be easily tampered with nor destroyed. Removal is prohibited unless prior authorization from MDAD representative.

**E. Accessibility**

The Awarded Bidder shall provide MDAD with a customized, password protected web-based portal interface that can access the central database and stored data therein. Up to three (3) administrator account(s) shall be created for the interface that will grant the administrator(s) full access to the database and terminal system. Additionally, a maximum of three (3) active users shall be created under each administrator account. The administrator and all users shall have:

- Interface access Twenty-four (24) hours per day, seven (7) days per week
- A quickly accessible real-time interactive reporting dashboard that may be accessible via mobile devices through an app or mobile site

**F. Reporting**

The Awarded Bidder shall provide reporting capabilities for the Customer Feedback System. The reports shall be made available in real time by all authorized users. The reporting features shall have the below capabilities:

- Customizable reporting (time of day, frequency, per unit/device, etc)
- Reports shall be exportable to csv, pdf, and xlsx
- Real time interactive reporting dashboard, quickly accessible to users
- Analytics, key performance reports, and shareable/exportable reports via web and email

**MDAD Business Intelligence**

The Awarded Bidder shall provide the ability for MDAD to directly access (read-only) the system(s) live transactional data for use in custom dashboards created by MDAD via Business Intelligence Tools, such as *Tableau*. The bidder will also provide a Data Dictionary and Relational Table diagram that explains the tables, fields and their relationships.

**G. Training**

The Awarded Bidder shall provide an initial live onsite training of the Customer Feedback System. Training shall be provided to all registered users upon installation of the units. Onsite training shall include the following:

- Website tutorial: functionalities, modification abilities, reporting, alerts, troubleshooting, etc.
- Unit tutorial: functionalities, troubleshooting, etc.
- Frequently Asked Questions (FAQ)
- Support and Maintenance Procedures as described in Section 3.2.I
- Complete walk-through as described in Section 3.2.H

Additionally, an electronic version of all training guides shall be provided.

**H. Testing, Calibration And Accuracy**

The Awarded Bidder shall provide adequate testing and calibration of the Customer Feedback System and all installed units throughout the airport. The identification and location of all equipment shall be verified and confirmed by the Awarded Bidder. Upon installation of all units, an initial physical and virtual walk through with the MDAD project manager to ensure the functionality, accessibility and accuracy meets the needs of MDAD. The MDAD project manager may request in writing a secondary physical and virtual walk through to be conducted by the Awarded Bidder within 30 days of installation in the event of inconsistencies in functionality and accuracy.



**I. Support And Maintenance**

The Awarded Bidder shall provide ongoing support and maintenance for the Customer Feedback System as described below for all units, software and users for the initial year of service, at no additional cost to the County. Additional Support and Maintenance may be purchased by the County on an annual basis.

1. **Technical Support** - Technical Support services shall be offered from 9:00am to 6:00pm EST Monday through Friday, via telephone and email.
  - a. Inoperable units or software malfunctions after 6:00pm EST shall be communicated by MDAD via email for the Awarded Bidder to respond to the next business day during regular technical support hours (9am -6pm EST)
2. **Trouble Shooting** - The Awarded Bidder shall provide remote maintenance/troubleshooting services. Prior to an inoperable diagnosis the Award Bidder must undergo remote troubleshooting steps to rectify/repair the unit
3. **Replacement of Units** - In the event that unit is unable to be repaired remotely and is deemed inoperable, the Awarded Bidder shall replace the unit per warranty eligibility in accordance with Section 3.9 of this solicitation.
4. **Purchase of New Units** - The County may purchase a unit to replace an out of warranty unit or may purchase additional units for a desired new site location. Units shall be delivered within fifteen (15) days of Awarded Bidder's receipt of purchase order
5. **Software Updates** - The Awarded Bidder shall provide at no additional cost, timely software upgrade/updates as needed to ensure the system efficiency

**J. Warranty And Replacements**

The Awarded Bidder shall provide a warranty of twenty-four (24) months for each installed unit starting from the date of acceptance by a County representative. If a unit becomes non-functional during the warranty period, the Awarded Bidder shall replace the unit at no additional cost to the County with a new unit within fifteen (15) days of the Awarded Bidder's inoperable diagnosis.

Any unit or device to be replaced outside of the warranty period shall be purchased at the per unit price initially provided by the Awarded Bidder.

Upon the end of the 3 year contract term, the implemented software/interface and all units shall be the property of the County. The County may continue to use the aforementioned products in the same capacity in conjunction with support and maintenance to be purchased annually.

**3.3 GROUP 2: PASSENGER COUNT SYSTEM AND DEVICES**

The Awarded Bidder shall provide a minimum of 100 Passenger Counter Devices. These devices will be utilized in real time in the high traffic restrooms located in multiple terminals throughout the airport. Each device must meet the following minimum requirements:

**A. Physical Specifications**

- Be free standing, wireless, portable, require no electrical power
- Pre-assembled and require no wiring for installation
- Be tamper resistant

- Contain a mobile transceiver module for sending and receiving information
- Battery powered, which must be sustainable for at least two (2) years

**B. Unit Identification**

- Have a unique identification number to locate and identify each unit via the dashboard

**C. Functionality**

- Monitor the number of foot traffic per hour in each public restroom facility
- Identify the number of passengers entering and existing simultaneously
- Wireless Bi-directional sensor
- Sensor placement: vertical (overhead) or horizontal
- A minimum of 98% accuracy
- Programmable alert features

**D. Installation and Security**

The Awarded Bidder shall install all Passenger Counter Devices in an efficient and professional manner. All devices shall be securely mounted or attached to the door entryway with materials that will not damage the surfaces in which there are adhered to. All devices must be free from exposed wires or materials used for functionality or stability. The Awarded Bidder shall ensure that the devices cannot be easily tampered with nor destroyed. Removal is prohibited unless prior authorization from MDAD representative.

**E. Accessibility**

The Awarded Bidder shall provide MDAD with a customized, password protected web-based portal interface that can access the central database and stored data therein. Up to three (3) administrator account(s) shall be created for the interface that will grant the administrator(s) full access to the database and terminal system. Additionally, a maximum of three (3) active users shall be created under each administrator account. The administrator and all users shall have:

- Interface access Twenty-four (24) hours per day, seven (7) days per week.
- A quickly accessible real-time interactive reporting dashboard

**F. Reporting**

The Awarded Bidder shall provide reporting capabilities for the Passenger Counter System. The reports shall be made available in real time by all authorized users. The reporting features shall have the below capabilities:

- Customizable reporting (time of day, frequency, per unit/device, etc)
- Reports shall be exportable to csv, pdf, and xlsx
- Real time interactive reporting dashboard, quickly accessible to users
- Analytics, frequency reports, and shareable/exportable reports via web and email

**MDAD Business Intelligence**

The Awarded Bidder shall provide the ability for MDAD to directly access (read-only) the system(s) live transactional data for use in custom dashboards created by MDAD via Business Intelligence Tools, such as *Tableau*. The bidder will also provide a Data Dictionary and Relational Table diagram that explains the tables, fields and their relationships.

**G. Training**

The Awarded Bidder shall provide an initial live onsite training of the Passenger Counter System. Training shall be provided to all registered users upon installation of the units. Onsite training shall include the following:

- Website tutorial: functionalities, modification abilities, reporting, alerts, troubleshooting, etc.
- Device tutorial: functionalities, troubleshooting, etc.
- Frequently Asked Questions (FAQ)
- Support and Maintenance Procedures as described in Section
- Complete walk-through as described in Section

Additionally, an electronic version of all training guides shall be provided.

#### H. **Testing, Calibration And Accuracy**

The Awarded Bidder shall provide adequate testing and calibration of the Passenger Counter System and all installed devices throughout the airport. The identification and location of all equipment shall be verified and confirmed by the Awarded Bidder. Upon installation of all devices, an initial physical and virtual walk through with the MDAD project manager to ensure the functionality, accessibility and accuracy meets the needs of MDAD. The MDAD project manager may request in writing a secondary physical and virtual walk through to be conducted by the Awarded Bidder within 30 days of installation in the event of inconsistencies in functionality and accuracy.

#### I. **Support And Maintenance**

The Awarded Bidder shall provide ongoing support and maintenance for the Passenger Counter System as described below for all devices, software and users for the initial year of service, at no additional cost to the County. Additional Support and Maintenance may be purchased by the County on an annual basis.

6. **Technical Support** - Technical Support services shall be offered from 9:00am to 6:00pm EST Monday through Friday, via telephone and email.
  - Inoperable devices or software malfunctions after 6:00pm EST shall be communicated by MDAD via email for the Awarded Bidder to respond to the next business day during regular technical support hours (9am -6pm EST)
7. **Trouble Shooting** - The Awarded Bidder shall provide remote maintenance/troubleshooting services. Prior to an inoperable diagnosis the Award Bidder must undergo remote troubleshooting steps to rectify/repair the device
8. **Replacement of Devices** - In the event that device is unable to be repaired remotely and is deemed inoperable, the Awarded Bidder shall replace the device per warranty eligibility in accordance with Section 3.3.J.
9. **Purchase of New Devices** - The County may purchase a device to replace an out of warranty device or may purchase additional devices for a desired new site location. Devices shall be delivered within fifteen (15) days of Awarded Bidder's receipt of purchase order.
10. **Software Updates** - The Awarded Bidder shall provide at no additional cost, timely software upgrade/updates as needed to ensure the system efficiency

#### J. **Warranty And Replacements**

The Awarded Bidder shall provide a warranty of twenty-four (24) months for each installed device starting from the date of acceptance by a County representative. If a device becomes non-functional during the warranty period, the Awarded Bidder shall replace the device at no additional cost to the County with a new unit within fifteen (15) days of the Awarded Bidder's inoperable diagnosis.

Any device to be replaced outside of the warranty period shall be purchased at the per device price initially provided by the Awarded Bidder.

Upon the end of the 3 year contract term, the implemented software/interface and all devices shall be the property of the County. The County may continue to use the aforementioned products in the same capacity in conjunction with support and maintenance to be purchased annually.

**SECTION 4  
PRICING**

<b>GROUP 1: CUSTOMER FEEDBACK SYSTEM</b>					
	<b>Item No</b>	<b>Estimated Qty</b>	<b>Description</b>	<b>Unit of Measure</b>	<b>Price</b>
Year 1	1	1	<b>Customized Customer Feedback System</b> <i>(Online Management, Reporting, Training, 1 Year Support &amp; Maintenance)</i>	Each	\$ _____
	2	200	<b>Wireless Customer Feedback Units</b> <i>(2 year Warranty)</i>	Each	\$ _____
Year 2	3	1	<b>Annual Support &amp; Maintenance</b>	Each	\$ _____
Year 3	4	1	<b>Annual Support &amp; Maintenance</b>	Each	\$ _____
<b>GROUP 2: PASSENGER COUNTER SYSTEM</b>					
	<b>Item No</b>	<b>Estimated Qty</b>	<b>Description</b>	<b>Unit of Measure</b>	<b>Price</b>
Year 1	1	1	<b>Passenger Count System</b> <i>(Online Management, Reporting, Training, 1 Year Support &amp; Maintenance)</i>	Each	\$ _____

Year 2	2	100	<b>Wireless Passenger Counter Devices</b> <i>(2 year Warranty)</i>	Each	\$ _____
	3	1	<b>Annual Support &amp; Maintenance</b>	Each	\$ _____
Year 3	4	1	<b>Annual Support &amp; Maintenance</b>	Each	\$ _____

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