

REQUEST FOR PROPOSALS FOR

Armored Courier Services

ISSUING OFFICE

Pennsylvania Turnpike Commission

Finance & Administration and Fare Collection Departments

RFP NUMBER

12-20000-3540

DATE OF ISSUANCE

March 2, 2012

REQUEST FOR PROPOSALS FOR

Armored Courier Services

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***Exhibits are not part of the advertised RFP package. They are available to interested proposers by submitting a *written request on company letterhead* to the Contracts Administration Department (scanned letter submitted via email is acceptable). Please see Section I-8 and/or I-10 for contact information to submit request for exhibits.**

PART I

GENERAL INFORMATION FOR PROPOSERS

I-1. Purpose. This request for proposals (RFP) provides interested Proposers with sufficient information to enable them to prepare and submit proposals for consideration by the Pennsylvania Turnpike Commission (Commission) to satisfy a need for Armored Courier services for cash and coin deliveries and bank deposit pick-ups at the Turnpike's Interchanges and Regional Offices.

I-2. Issuing Office. This RFP is issued for the Commission by the Finance & Administration and Fare Collection departments.

I-3. Scope. This RFP contains instructions governing the proposals to be submitted and the material to be included therein; a description of the service to be provided; requirements which must be met to be eligible for consideration; general evaluation criteria; and other requirements to be met by each proposal.

I-4. Problem Statement. The Commission currently maintains twenty-nine (29) pick-up points for coin and currency collections and deliveries. There will be thirty-three (33) pick-up points with the addition of Interchanges M22 and M26 on the Mon-Fayette Expressway. The Commission is seeking proposals from armored car service providers who can service the entire turnpike system, which includes the Mainline (Routes 76 and 276), Northeast Extension (Route 476), Mon-Fayette Expressway, and the Findlay Connector which is located in the western part of Pennsylvania. A map of the Pennsylvania Turnpike road system is available online at <http://www.paturndpike.com/webmap/ptcie-2.htm>. Click the Toll Booth icon in the Map Key to display the Interchanges. A detailed work statement is provided in Part IV.

I-5. Type of Contract. It is anticipated that if a contract is entered into as a result of this RFP, it will be a fee for services with one provider servicing the entire Turnpike system. The Commission reserves the right to use multiple providers if that option better fits the Commission's needs. The Commission may in its sole discretion undertake negotiations with Proposers whose proposals as to price and other factors show them to be qualified, responsible, and capable of performing the work.

I-6. Rejection of Proposals. The Commission reserves the right to reject any and all proposals received as a result of this request, or to negotiate separately with competing Proposers.

I-7. Incurring Costs. The Commission is not liable for any costs the Proposer incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of contract.

I-8. Questions and Answers. Written questions may be submitted to clarify any points in the RFP which may not have been clearly understood. Written questions should be submitted by email to RFP-Q@paturndpike.com with **RFP 12-20000-3540** in the Subject Line to be received no later than **Monday, March 12, 2012, by 12:00PM Local Time**. All questions and written answers will be posted to the website as an addendum to and become part of this RFP.

I-9. Addenda to the RFP. If it becomes necessary to revise any part of this RFP before the proposal response date, addenda will be posted to the Commission's website under the original RFP document. It is the responsibility of the Proposer to periodically check the website for any new information or addenda to the RFP.

The Commission may revise a published advertisement. If the Commission revises a published advertisement less than ten days before the RFP due date, the due date will be extended to maintain the minimum ten-day advertisement duration if the revision alters the project scope or selection criteria. Firms are responsible to monitor advertisements/addenda to ensure the submitted proposal complies with any changes in the published advertisement.

I-10. Response. To be considered, proposals must be delivered to the Pennsylvania Turnpike Commission's Contracts Administration Department, Attention: Wanda Metzger, on or before **Friday, March 23, 2012, 12:00 pm Local Time.** The Pennsylvania Turnpike Commission is located at 700 South Eisenhower Boulevard, Middletown, PA 17057 (street address). Our Mailing Address is P. O. Box 67676, Harrisburg, PA 17106.

Please note that use of U.S. Mail, FedEx, UPS, or other delivery method, does not guarantee delivery to this address by the above-listed time for submission. Proposers mailing proposals should allow sufficient delivery time to ensure timely receipt of their proposals. If the Commission office location to which proposals are to be delivered is closed on the proposal response date, due to inclement weather, natural disaster, or any other cause, the deadline for submission shall be automatically extended until the next Commission business day on which the office is open. Unless the Proposers are otherwise notified by the Commission, the time for submission of proposals shall remain the same.

I-11. Proposals. To be considered, Proposers should submit a complete response to this RFP, using the format provided in PART II. Each proposal should be submitted in nine (9) hard copies and one complete and exact copy of the technical proposal on CD-ROM in Microsoft Office or Microsoft Office-compatible format to the Contracts Administration Department. No other distribution of proposals will be made by the Proposer. Each proposal page should be numbered for ease of reference. **Proposals must be signed by an official authorized to bind the Proposer to its provisions and include the Proposer's Federal Identification Number.** For this RFP, the proposal must remain valid for at least 120 days. Moreover, the contents of the proposal of the selected Proposer will become contractual obligations if a contract is entered into.

Each and every Proposer submitting a proposal specifically waives any right to withdraw or modify it, except as hereinafter provided. Proposals may be withdrawn by written or telefax notice received at the Commission's address for proposal delivery prior to the exact hour and date specified for proposal receipt. However, if the Proposer chooses to attempt to provide such written notice by telefax transmission, the Commission shall not be responsible or liable for errors in telefax transmission. A proposal may also be withdrawn in person by a Proposer or its authorized representative, provided its identity is made known and it signs a receipt for the proposal, but only if the withdrawal is made prior to the exact hour and date set for proposal receipt. A proposal may only be modified by the submission of a new sealed proposal or submission of a sealed modification which complies with the requirements of this RFP.

I-12. Economy of Preparation. Proposals should be prepared simply and economically, providing a straightforward, concise description of the Proposer's ability to meet the requirements of the RFP.

I-13. Discussions for Clarification. Proposers who submit proposals may be required to make an oral or written clarification of their proposals to the Issuing Office to ensure thorough mutual understanding and Proposer responsiveness to the solicitation requirements. The Issuing Office will initiate requests for clarification.

I-14. Best and Final Offers. The Issuing Office reserves the right to conduct discussions with Proposers for the purpose of obtaining “best and final offers.” To obtain best and final offers from Proposers, the Issuing Office may do one or more of the following: a) enter into pre-selection negotiations; b) schedule oral presentations; and c) request revised proposals. The Issuing Office will limit any discussions to responsible Proposers whose proposals the Issuing Office has determined to be reasonably susceptible of being selected for award.

I-15. Prime Proposer Responsibilities. The selected Proposer will be required to assume responsibility for all services offered in its proposal whether or not it produces them. Further, the Commission will consider the selected Proposer to be the sole point of contact with regard to contractual matters.

I-16. Proposal Contents. Proposals will be held in confidence and will not be revealed or discussed with competitors, unless disclosure is required to be made (i) under the provisions of any Commonwealth or United States statute or regulation; or (ii) by rule or order of any court of competent jurisdiction. All material submitted with the proposal becomes the property of the Pennsylvania Turnpike Commission and may be returned only at the Commission’s option. Proposals submitted to the Commission may be reviewed and evaluated by any person other than competing Proposers at the discretion of the Commission. The Commission has the right to use any or all ideas presented in any proposal. Selection or rejection of the proposal does not affect this right.

In accordance with the Pennsylvania Right-to-Know Law (RTKL), 65 P.S. § 67.707 (Production of Certain Records), Proposers shall identify any and all portions of their Proposal that contains confidential proprietary information or is protected by a trade secret. Proposals shall include a written statement signed by a representative of the company/firm identifying the specific portion(s) of the Proposal that contains the trade secret or confidential proprietary information.

Proposers should note that “trade secrets” and “confidential proprietary information” are exempt from access under Section 708(b)(11) of the RTKL. Section 102 defines both “trade secrets” and “confidential proprietary information” as follows:

Confidential proprietary information: Commercial or financial information received by an agency: (1) which is privileged or confidential; **and** (2) the disclosure of which would cause substantial harm to the competitive position of the person that submitted the information.

Trade secret: Information, including a formula, drawing, pattern, compilation, including a customer list, program, device, method, technique or process that: (1) derives independent economic value, actual or potential, from not being generally known to and not being readily ascertainable by proper means by other persons who can obtain economic value from its disclosure or use; **and** (2) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy. The term includes data processing software by an agency under a licensing agreement prohibiting disclosure.

65 P.S. §67.102 (emphasis added).

The Office of Open Records has determined that a third party must establish a trade secret based upon factors established by the appellate courts, which include the following:

- the extent to which the information is known outside of his business;
- the extent to which the information is known by employees and others in the business;
- the extent of measures taken to guard the secrecy of the information;
- the value of the information to his business and to competitors;
- the amount of effort or money expended in developing the information; and
- the ease of difficulty with which the information could be properly acquired or duplicated by others.

See Crum v. Bridgestone/Firestone North Amer. Tire., 907 A.2d 578, 585 (Pa. Super. 2006).

The Office of Open Records also notes that with regard to “confidential proprietary information the standard is equally high and may only be established when the party asserting protection shows that the information at issue is either ‘commercial’ or ‘financial’ and is privileged or confidential, and the disclosure *would* cause substantial competitive harm.” (emphasis in original).

For more information regarding the RTKL, visit the Office of Open Records’ website at www.openrecords.state.pa.us.

I-17. Debriefing Conferences. Proposers whose proposals are not selected will be notified of the name of the selected Proposer and given the opportunity to be debriefed, at the Proposer’s request. The Issuing Office will schedule the time and location of the debriefing. The Proposer will not be compared with other Proposers.

I-18. News Releases. News releases pertaining to this project will not be made without prior Commission approval, and then only in coordination with the Issuing Office.

I-19. Commission Participation. Unless specifically noted in this section, Proposers must provide all services to complete the identified work.

I-20. Cost Submittal. The Cost Proposal Worksheet, Exhibit B, must be completed and used to identify all costs/expenses associated with the provision of the required services. **The cost submittal shall be placed in a separately sealed envelope within the sealed proposal and kept separate from the technical submittal.** Failure to meet this requirement may result in disqualification of the proposal.

I-21. Term of Contract. The term of the contract will commence on the Effective Date (as defined below) and will be for three (3) years from that date with options of up to three (3) one-year contract extensions. The Commission shall fix the Effective Date after the contract has been fully executed by the Contractor and by the Commission and all approvals required by Commission contracting procedures have been obtained.

I-22. Proposer's Representations and Authorizations. Each Proposer by submitting its proposal understands, represents, and acknowledges that:

- a. All information provided by, and representations made by, the Proposer in the proposal are material and important and will be relied upon by the Issuing Office in awarding the contract(s). Any misstatement, omission or misrepresentation shall be treated as fraudulent concealment from the Issuing Office of the true facts relating to the submission of this proposal. A misrepresentation shall be punishable under 18 Pa. C.S. 4904.
- b. The price(s) and amount of this proposal have been arrived at independently and without consultation, communication or agreement with any other Proposer or potential Proposer.
- c. Neither the price(s) nor the amount of the proposal, and neither the approximate price(s) nor the approximate amount of this proposal, have been disclosed to any other firm or person who is a Proposer or potential Proposer, and they will not be disclosed on or before the proposal submission deadline specified in the cover letter to this RFP.
- d. No attempt has been made or will be made to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.
- e. The proposal is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.
- f. To the best knowledge of the person signing the proposal for the Proposer, the Proposer, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last four (4) years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as disclosed by the Proposer in its proposal.
- g. To the best of the knowledge of the person signing the proposal for the Proposer and except as otherwise disclosed by the Proposer in its proposal, the Proposer has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the Proposer that is owed to the Commonwealth.
- h. The Proposer is not currently under suspension or debarment by the Commonwealth, or any other state, or the federal government, and if the Proposer cannot certify, then it shall submit along with the proposal a written explanation of why such certification cannot be made.
- i. The Proposer has not, under separate contract with the Issuing Office, made any recommendations to the Issuing Office concerning the need for the services described in the proposal or the specifications for the services described in the proposal.

- j. Each Proposer, by submitting its proposal, authorizes all Commonwealth agencies to release to the Commission information related to liabilities to the Commonwealth including, but not limited to, taxes, unemployment compensation, and workers' compensation liabilities.

I-23. Insurance.

A. General. Before the execution of a Contract, Provider must provide the Commission with certificates of insurance evidencing the coverage required acceptable to the Commission, as described below. Have all policies endorsed to contain the following clause: "Thirty (30) days written notice of any cancellation, non-renewal, limit or coverage reduction is to be sent to the Commission by Certified Mail." The preceding is subject to existing Commonwealth of Pennsylvania statutory cancellation provisions relating to non-payment of premium and misrepresentation by the insured. Maintain the insurance described herein for the entire duration of the Contract. All insurance policies must be written by an Insurance Company licensed and/or authorized to do business in Pennsylvania and acceptable to the Commission having an A.M. Best's rating of no less than A-, with a financial size category of IX, or better. Have all insurance policies and certificates signed by a resident Pennsylvania Agent of the issuing Company. However, in the case of an eligible surplus lines insurer, have all policies and certificates also signed by a party duly authorized to bind, on behalf of the eligible surplus lines insurer, the certified coverage's.

B. Commercial General Liability Insurance. Commercial general liability insurance (CGL) with limits not less than \$5,000,000 each occurrence. CGL insurance shall be written on the Insurance Services Office Inc. (ISO) occurrence form CG 00 01 12 07 (or substitute form providing equivalent coverage) and shall cover liability arising from premises, operations, independent contractors, products completed operations, personal injury and advertising injury, and liability assumed under contract (including the tort liability of another assumed in a business contract but not including breach of contract damages).

C. Business Auto Liability Insurance. Business auto liability insurance with a limit of not less than \$5,000,000 each accident. Such insurance shall cover liability, including bodily injury or death and property damage, arising out of any auto (including owned, hired, and non-owned autos). Business auto coverage shall be written on the current ISO form or a substitute form providing equivalent liability coverage.

D. Worker's Compensation and Employer's Liability Insurance. Take out, pay for and maintain during the life of the contract, Worker's Compensation Insurance in statutory required limits for the protection of all employees. Provide, pay for and maintain during the life of the contract, Employer's Liability Insurance in limits of not less than \$100,000 bodily injury each accident, \$500,000 bodily injury by disease- Policy Limit, and \$100,000 bodily injury by disease each employee

E. Professional Liability Insurance. Insurance coverage for Errors and Omissions (Professional Liability Insurance) in an amount not less than \$1,000,000. Insurance shall be provided on a form acceptable to the Pennsylvania Turnpike Commission.

F. Fidelity/Crime Insurance. Insurance protecting the interests of the Pennsylvania Turnpike Commission and covering the theft, loss or destruction of money and securities being transported or otherwise in the care, custody or control of Provider caused by any party including, but not limited to, acts of Providers. Coverage shall provide for limits of \$1,000,000 each occurrence.

G. Umbrella or Excess Liability Insurance. Umbrella or Excess Liability insurance may be used to achieve the above minimum liability limits.

H. Additional Insured. All Commercial General Liability and Automobile Liability insurance provided hereunder shall name the Pennsylvania Turnpike Commission and the Commonwealth of Pennsylvania as additional insureds.

PART II

INFORMATION REQUIRED FROM PROPOSERS

Proposals must be submitted in the format, including heading descriptions, outlined below. To be considered, the proposal must respond to all requirements in this part of the RFP. Any other information thought to be relevant, but not applicable to the enumerated categories, should be provided as an appendix to the proposal. Each proposal shall consist of two (2) separately sealed submittals. The submittals are as follows: (i) Technical Submittal, in response to Part II-1 through II-7 hereof; (ii) Cost Submittal, in response to Part II-8 hereof.

The Commission reserves the right to request additional information which, in the Commission's opinion, is necessary to assure that the Proposer's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFP.

The Commission may make such investigations as deemed necessary to determine the ability of the Proposer to perform the work, and the Proposer shall furnish to the Issuing Office all such information and data for this purpose as requested by the Commission. The Commission reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Proposer fails to satisfy the Commission that such Proposer is properly qualified to carry out the obligations of the agreement and to complete the work specified.

II-1. Statement of the Problem. State in succinct terms your understanding of the problem presented or the service required by this RFP.

II-2. Management Summary. Include a narrative description of the proposed effort and a list of the items to be delivered or services to be provided.

II-3. Work Plan. Describe in narrative form your technical plan for accomplishing the work. Use the task descriptions in Part IV of this RFP as your reference point. Modifications of the task descriptions are permitted; however, reasons for changes should be fully explained. Indicate the number of personhours allocated to each task.

II-4. Prior Experience. Include experience in armored car services for multiple pick-up and delivery points. Include your process for delivery of change orders. Experience shown should be work done by individuals who will be assigned to this project as well as that of your company. List any state transportation agencies for whom you provide a similar service. If references are not available for state transportation agencies, three corporate references should be provided. Studies or projects referred to should be identified and the name of the customer shown, including the name, address, and telephone number of the responsible official of the customer, company, or agency who may be contacted.

II-5. Personnel. Include the number, and names where practicable, of executive and professional personnel who will be engaged in the work. Show where these personnel will be physically located during the time they are engaged in the work. Include through a resume or similar document education and experience in providing armored car services in a multiple pick-up and delivery point, and delivery of change fund orders. Indicate the responsibilities each will have in this project and how long each has been with your company. Identify subcontractors you intend to use and the services they will perform.

Proposers should include criteria for background checks and security clearance on armored car personnel. Periodic statements on the company's policy will also be required through the term of the contract.

II-6. Training. If appropriate, indicate recommended training of Commission personnel. Include the personnel to be trained, the number to be trained, duration of the program, place of training, curricula, training materials to be used, number and frequency of sessions, and number and level of instructors.

II-7. Proposed Service Agreement. A proposed Service Agreement is included as Exhibit C. Proposers should provide all proposed edits and additions to such service agreement in clean and black lined form.

II-8. Cost Submittal. The information requested in this section shall constitute your cost submittal. The Cost Proposal Worksheet, Exhibit B, must be completed and used to identify all costs/expenses associated with the provision of the required services. **The Cost Submittal shall be placed in a separate sealed envelope within the sealed proposal, separate from the technical submittal.**

Proposers should **not** include any assumptions in their cost submittals. If the proposer includes assumptions in its cost submittal, the Issuing Office may reject the proposal. Proposers should direct in writing to the Issuing Office pursuant to Part I-8 of this RFP any questions about whether a cost or other component is included or applies. All Proposers will then have the benefit of the Issuing Office's written answer so that all proposals are submitted on the same basis.

Any costs not provided in the cost proposal will be assumed as no charge to the Commission.

The selected Proposer shall only perform work on this contract after the Effective Date is affixed and the fully-executed contract sent to the selected Proposer. The Commission shall issue a written Notice to Proceed to the selected Proposer authorizing the work to begin on a date which is on or after the Effective Date. The selected Proposer shall not start the performance of any work prior to the date set forth in the Notice of Proceed and the Commission shall not be liable to pay the selected Proposer for any service or work performed or expenses incurred before the date set forth in the Notice to Proceed. No Commission employee has the authority to verbally direct the commencement of any work under this Contract.

PART III

CRITERIA FOR SELECTION

III-1. Mandatory Responsiveness Requirements. To be eligible for selection, a proposal should be (a) timely received from a Proposer; (b) properly signed by the Proposer; and (c) formatted such that all cost data is kept separate from and not included in the Technical Submittal.

III-2. Proposal Evaluation. Proposals will be reviewed, evaluated, and rated by a Technical Evaluation Team of qualified personnel. The Technical Evaluation Team will present the evaluations to the Professional Services Procurement Committee (PSPC). The PSPC will recommend for selection those firms that most closely meet the requirements of the RFP and satisfy Commission needs. Award will only be made to a Proposer determined to be responsive and responsible in accordance with Commonwealth Management Directive 215.9, Contractor Responsibility Program.

III-3. Evaluation Criteria. The following criteria will be used, in order of relative importance from the highest to the lowest, in evaluating each proposal:

a. Understanding of the Problem and Work Plan. This refers to the Proposer's understanding of the Commission needs that generated the RFP, of the Commission's objectives in asking for the services, and of the nature and scope of the work involved.

b. Proposer Qualifications. This refers to the ability of the Proposer to meet the terms of the RFP and the Proposer's financial ability to undertake a contract of this size.

c. Personnel Qualifications. This refers to the competence of professional personnel who would be assigned to the job by the Proposer. Qualifications of professional personnel will be measured by experience and education, with particular reference to experience with services similar to that described in the RFP. Particular emphasis is placed on the qualifications of the depot site manager. Proposers should include criteria for background checks and security clearance on armored car personnel. Periodic statements on the company's policy will also be required through the term of the contract.

d. Cost. While this area may be weighted heavily, it will not normally be the deciding factor in the selection process. The Commission reserves the right to select a proposal based upon all the factors listed above, and will not necessarily choose the firm offering the best price. The Commission will select the firm with the proposal that best meets its needs, at the sole discretion of the Commission.

e. Proposed Edits to Service Agreement. This refers to those proposed edits to the Service Agreement that may have a material business or risk impact upon the Commission.

PART IV

WORK STATEMENT

IV-1. Objectives.

- a. **General.** The Commission is seeking a (one-vendor or multiple vendor) solution for armored car services for the entire Turnpike Interchange system. The selected vendor must be able to pick-up and deliver coin and currency deposits to one of several bank cash vault processing centers on a *timely basis and as scheduled* and provide reporting and problem resolution services should a transportation issue arise.

In addition, the armored car service provider is required to deliver coin and currency requisition orders.

- b. **Specific.** The contractor will contact the Commission's designated personnel immediately if pick-up or delivery will not be possible at specific location.

IV-2. Nature and Scope of the Project.

The contractor will establish and adhere to a daily schedule for pick-up and delivery of coin and currency from thirty-three (33) separate locations along the Pennsylvania Turnpike. Pick-up and delivery locations are Turnpike Interchanges and Regional Offices and may be modified at the discretion of the Commission. The contractor will notify The Commission if the daily schedule cannot be completed due to traffic, vehicle breakdown, or other reason.

The contractor will pick-up and deliver deposits to various bank cash vault processing centers within Pennsylvania on a timely basis for counting and depositing such monies to Commission bank accounts.

The contractor will also pickup cash and coin requisitions from the bank cash vault processing centers and deliver cash and coin to the thirty-three (33) locations.

The contractor will purchase and maintain insurance with a responsible insurance carrier to cover loss or destruction of monies handled by contractor's employees or agents. The contractor will be required to provide written proof of insurance to the Commission at least annually.

IV-3. Requirements.

The contractor will be required to perform pick-ups and delivery of cash and coin at the Turnpike's Interchange and Regional Office locations at the frequency and time as described in Exhibit A.

The contractor will also pickup cash and coin requisitions from the bank cash vault processing centers and deliver cash and coin to the thirty-three (33) locations.

The contractor will provide the Commission with names and phone numbers of area dispatchers, drivers, and office personnel that may be contacted by the Commission in an emergency or scheduling issue.

The contractor will provide by e-mail to the Commission a monthly detailed invoice stating the following on each:

- Service Location
- Dates and Arrival/Departure Times
- Number of Trips/Week
- Base Charge and any additional charges
- Coin Delivery Charge

IV-4. Tasks.

The contractor should describe how it would manage the collection and delivery of coin and currency for the thirty-three (33) locations as described in Exhibit A.

The contractor should provide any operating rules and/or procedures and limitations on the services requested.

The contractor should describe transportation procedures around holidays that the company observes.

The contractor should describe in detail security procedures for transporting large amounts of cash.

The contractor should describe their Service Level Agreement for occasions when the daily schedule cannot be completed due to traffic, vehicle breakdown, or other reasons. This should include information on such things as fee adjustment, compensation, timeframe to send a replacement armored car, etc.

Addendum No. 1

RFP # 12-20000-3540

Armored Courier Services

Prospective Respondents: You are hereby notified of the following information in regard to the referenced RFP:

REVISIONS

1. Exhibit A – Fare Collection Armored Car Pickup Locations has been revised and will be provided to all firms who submitted a non-disclosure agreement.

2. Table of Contents paragraph revised to read:

*Exhibits are not part of the advertised RFP package but are required for proposal submittal. Exhibits are available by submitting a written request on company letterhead to the Contracts Administration Department (scanned letter submitted via email is acceptable). Please see Section I-8 and/or I-10 for contact information to submit request for exhibits. After submission of written request on company letterhead *proposers must sign a non-disclosure agreement to obtain copies of all exhibits that are required for this RFP.*

3. Page 2 of 12, Part I-11, Proposals, second sentence is revised to read:

Each proposal should be submitted in **six (6)** hard copies and one complete and exact copy of the technical proposal on CD-ROM in Microsoft Office or Microsoft Office-compatible format to the Contracts Administration Department.

4. Page 4 of 12, Part I-20, Cost Submittal, revised to read:

To be considered, the Cost Proposal Worksheet, Exhibit B, must be completed and used to identify all costs/expenses associated with the provision of the required services. **The cost submittal shall be placed in a separately sealed envelope within the sealed proposal and kept separate from the technical submittal.** Failure to meet this requirement may result in disqualification of the proposal.

QUESTIONS & ANSWERS

Following are the answers to questions submitted in response to the above referenced RFP as of **March 12, 2012**. All of the questions have been listed verbatim, as received by the Pennsylvania Turnpike Commission.

1. What days do these new location need service?

(Chart was removed showing the four new locations on Mon-Fayette Expressway)

See Exhibit A - Revised.

2. Can you provide us with the anticipated service days for the additional locations opening in April and June?

See Answer #1 above.

3. Do you require same day delivery of deposits to your depository or is next day service also acceptable?

The Commission strives for same day deposit deliveries, but recognizes it is not always possible due to timing, distance, etc. Your proposal should outline your solution(s).

4. Is there any flexibility in the service windows provided?

The Commission is defining “service windows” used in this question as the bank/provider cash vault sites used for deposit processing and cash/coin requisitioning. There is no flexibility for alternative delivery at this time.

5. On average, what is the ratio of coin vs. currency in your deposits?

The first three locations on Exhibit A have small amounts of loose coin included in the individual deposits. The deposits from the rest of the locations are bulk coin bags with a small amount of currency.

6. On average, how many bags are presented per location at the time of pick-up? On average, how many of those bags are coin?

See Exhibit A - Revised.

7. Are there checks included in some of your deposits as well? If so, are they prepared in separate deposit bags or in the same bag as the cash?

Yes. Checks and cash/coin are included in the same bag.

8. Are you able to identify the maker and amount of each check in your deposits?

Yes.

9. What is the average amount of the change orders to be delivered to each location?

See Exhibit A - Revised.

10. To clarify the submission requirement, we understand that the Cost Proposal needs to be placed in a separate sealed envelope than the technical proposal. Do you also need 9 copies of the Cost Proposal, or just one?

Six (6) hard copies of both the Cost Proposal and the Technical Proposal.

11. How often is emergency change order delivery currently requested?

Unforeseen circumstances necessitated one emergency delivery in a two year span.

12. Will the armored carrier have access to your access roads when servicing the turnpike?

Yes. Note that each Interchange is unique when it comes to access roads, parking, etc. Some access roads have gates. Keys to these gates will not be provided.

13. Will the armored carrier be required to pay tolls when servicing the turnpike?

No, however travelling on the PA Turnpike for deliveries/pick-ups at PA Turnpike locations is the criteria for a Contractor Non-Revenue Card. A refundable deposit of \$50 is required for each card issued.

14. Are there any coin machines that are included in this service? If so, please provide information as far as whether they use bins or bags, one bin or two, etc.

Yes. Bulk coin is bagged.

15. On average, what is the \$ amount of coin deposited per location?

See Exhibit A - Revised.

16. Page 8 of the RFP, Section II-5 indicates that you would like information on the executive and professional personnel who will be engaged in this work. For what levels of personnel are you looking for this information – all the way down to the driver guard level? Or just as far down as the Branch Manager level? Please clarify.

Down to and inclusive of the Branch Manager level is requested.

17. Can you provide a copy of the Bid Award Tabulation from the last time this work was bid/awarded?

The Commission does not have bid award tabulations.

18. Are the current rates charged to the Pennsylvania Turnpike Commission (PTC) for the services outlined in this RFP available to the public? If so, where are they published?

This would be a Right-To-Know-Law request. The link (PA Right to Know Law Information) is located on the Commission website www.paturndpike.com at the bottom of the page.

19. Is the PTC flexible when it comes to the service times illustrated within Exhibit A to allow for more favorable pricing?

The proposal and pricing should adhere to the Scope of Work and Exhibit A Revised. Alternative solution(s) and pricing can be included and will be reviewed.

20. Can we please have the address for the Dunbar Processing Center?

See Exhibit A - Revised.

21. What is the bank associated with the Dunbar Processing Center?

Penn Security Bank & Trust Company

22. If it makes sense for the PTC and the winning vendor to change this delivery point, is this possible?

Depository services with Penn Security Bank are not within the scope of this RFP.

23. What is the PTC definition of wait time?

The amount of time the Armored Courier allows as part of the base price for pick-up of deposits and cash/coin deliveries before additional fees are subject to being charged.

24. What is the current wait time in your current contract?

Seven (7) minutes.

25. What is the average wait time for each pick up point?

See Exhibit A - Revised.

26. Is there a projected pick up schedule for the new locations listed in Exhibit A?

See Answer #1 above.

27. Is the required pricing requested within Exhibit B a monthly fee?

Yes.

28. What are the average daily coin pick-up and/or delivery at each service location?

See Exhibit A - Revised.

29. When the locations listed within Exhibit A have a “Northbound” and “Southbound” scheduled pick up, can both pick up points be serviced from the same “plaza” service area?

No. Not all Interchanges are configured to allow this. Exhibit A already takes these factors into consideration and was prepared accordingly.

30. Under IV-3 Requirements, if the monthly invoice does not share all requested information within the invoice can other reports be sent to share this information?

Yes, an invoice and separate report package to provide detail is acceptable.

31. What is the delivery cut off times for the cash vaults listed in Exhibit A?

The Commission’s contract for Cash Vault Services is with Wells Fargo Bank and Penn Security Bank and not directly with Cash Vault service providers. As such, the Commission does not stipulate those time schedule(s).

32. Does the PTC require same or next day delivery to the cash vaults?

See Answer #3 above.

All other terms, conditions and requirements of the original RFP dated **March 2, 2012** remain unchanged unless modified by this Addendum.

Addendum No. 2

RFP # 12-20000-3540

Armored Courier Services

Prospective Respondents: You are hereby notified of the following information in regard to the referenced RFP:

Following are clarifications for two questions on Addendum 1, which was posted on March 14, 2012. All of the questions have been listed verbatim, as received by the Pennsylvania Turnpike Commission.

1. Ref: Addendum 1 Answer #12. For routing purposes, could we ask for a list of pick up locations that have access roads that the armored carrier could use without being blocked by a gate?

Access roads to the PA Turnpike Interchanges can be viewed at maps provided on the Commission's public Internet site.

Use the link below and click on the Toll Booths icon in the Map Key. Zoom In/Out and Pan Buttons are on the left side of the map.

<http://www.paturndpike.com/webmap/ptcie-2.htm>

Document pages 41-48 (pdf pages 43-50) are detailed maps of Gateway to Warrendale, Clarks Summit and Keyser Ave on the Northeast Extension, Turnpike I-376 (PA 60), Turnpike 66, Turnpike 43 the Mon-Fayette Expressway, and Turnpike 576 the Southern Beltway-Findlay Connector.

http://www.paturndpike.com/toll/images/pdfs/tolls_2012/2012_TOLL_BOOK_CA_SH.pdf

Individual links to the maps listed above can also be accessed at:

<http://www.paturndpike.com/toll/tollmileage.aspx>

2. Ref: Addendum 1 Answer #14. Are there coin machines that the armored carrier would have to service themselves or will the bulk coin deposit be prepared by your staff and the carrier simply picks up the deposit?

There are no coin machines that the armored carrier services themselves. PTC personnel service the money machine, prepare the deposit, and hand the bag(s) to the armored courier. PTC personnel drive separately and ahead of the armored truck to these "unmanned" locations or meet the armored truck there.

All other terms, conditions and requirements of the original RFP dated **March 2, 2012** remain unchanged unless modified by this Addendum.