



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 8

List View

General Information

Contact

Default Values

Discount

Document Information

Procurement Folder: 419619

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0803

Vendor ID: VS000008175 

SO Doc ID: DOT1800000057

Legal Name: AutoBase Inc.

Published Date: 3/8/18

Alias/DBA:

Close Date: 3/21/18

Total Bid: \$2,448,260.00

Close Time: 13:30

Response Date: 03/20/2018 

Status: Closed

Response Time: 17:12

Solicitation Description: ADDENDUM_3: STATEWIDE
COURTESY PATROL PROGRAM

Total of Header Attachments: 8

Apply Default Values to Commodity Lines

View Procurement Folder



Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**State of West Virginia
 Solicitation Response**

Proc Folder : 419619

Solicitation Description : ADDENDUM_3: STATEWIDE COURTESY PATROL PROGRAM

Proc Type : Central Master Agreement

Date issued	Solicitation Closes	Solicitation Response	Version
	2018-03-21 13:30:00	SR 0803 ESR03191800000004180	1

VENDOR

VS0000008175

AutoBase Inc.

Solicitation Number: CRFQ 0803 DOT1800000057

Total Bid : \$2,448,260.00

Response Date: 2018-03-20

Response Time: 17:12:10

Comments:

FOR INFORMATION CONTACT THE BUYER

Mark A Atkins
 (304) 558-2307
 mark.a.atkins@wv.gov

Signature on File

FEIN #

DATE

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	STATEWIDE COURTESY PATROL PROGRAM				\$2,448,260.00

Comm Code	Manufacturer	Specification	Model #
90121800			

Extended Description : STATEWIDE COURTESY PATROL PROGRAM PER THE ATTACHED PRICING PAGE

Statewide Courtesy Patrol Program Pricing Page

AutoBase Inc. Pricing

Monthly Cost	Number of Months	Extended Annual Cost
\$116,584.00	12	\$ 2,448,260.00

Vendor's Monthly Cost shall be multiplied by 12 to arrive at the Extended Annual Cost

Extended Annual Cost	Number of Hours	Hourly Rate
\$2,448,260.00	5840	\$32.27

Vendor's Extended Annual Cost shall be divided by 5840 to arrive at the Hourly Rate

NATIONAL TIM RESPONDER TRAINING

COMPLETION CERTIFICATE

THIS ACKNOWLEDGES THAT

Joseph LaBella

HAS SUCCESSFULLY COMPLETED THE NATIONAL TRAFFIC INCIDENT
MANAGEMENT RESPONDER TRAIN-THE-TRAINER COURSE AND EARNED
10 PROFESSIONAL DEVELOPMENT HOURS (PDH).

DATE: May 14 - 15, 2013

SIGNED: Mark R. Kehrl

MARK R. KEHRLI

DIRECTOR, FHWA OFFICE OF TRANSPORTATION OPERATIONS



TOOLS FOR THE ROAD AHEAD



Incident Command System

Certificate of Training



This certifies that

Joseph LaBella Jr

has successfully completed the course

I-100 Introduction to the Incident Command System

on 04 / 02 / 2013

ICS: Effectively Managing Incident Response

Emergency Management Institute



FEMA

This Certificate of Achievement is to acknowledge that

JOSEPH A LABELLA JR

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course:

IS-00100.b

Introduction to Incident Command System

ICS-100

Issued this 30th Day of December, 2014

0.3 IACET CEU




Tony Russell
Superintendent
Emergency Management Institute

Emergency Management Institute



FEMA

This Certificate of Achievement is to acknowledge that

JOSEPH A LABELLA JR.

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course:

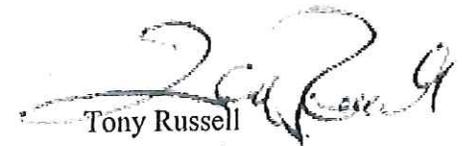
IS-00200.b

**ICS for Single Resources and
Initial Action Incident, ICS-200**

Issued this 29th Day of July, 2015



0.3 IACET CEU


Tony Russell
Superintendent
Emergency Management Institute

Emergency Management Institute



FEMA

This Certificate of Achievement is to acknowledge that

JOSEPH A LABELLA JR.

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course:

IS-00700.a

National Incident Management System (NIMS)

An Introduction

Issued this 27th Day of July, 2015




Tony Russell
Superintendent
Emergency Management Institute

Emergency Management Institute



FEMA

This Certificate of Achievement is to acknowledge that

JOSEPH A LABELLA JR

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course:

IS-00701.a

NIMS Multiagency Coordination System (MACS)

Issued this 17th Day of August, 2015



0.5 IACET CEU

A handwritten signature in black ink, appearing to read "Tony Russell".

Tony Russell
Superintendent
Emergency Management Institute

Emergency Management Institute



FEMA

This Certificate of Achievement is to acknowledge that

JOSEPH A LABELLA JR.

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course:

IS-00702.a

NIMS Public Information Systems

Issued this 10th Day of August, 2015



A handwritten signature in blue ink, appearing to read "Tony Russell".

Tony Russell
Superintendent
Emergency Management Institute



Autobase

1077 Sunday Rd., Chipley, FL 32428

Provider # 197

jonathan031@gmail.com

March 13, 2018

Dear Autobase,

Congratulations! Your application has been processed and approved by FDOT. Keep this letter in your files. You have been approved for the following:

Course(s):

Level	Level Approved	Expiration Date
Basic	March 07, 2018	March 07, 2020
Intermediate/Refresher	March 07, 2018	March 07, 2020
Advanced/Refresher	March 07, 2018	March 07, 2020

Instructor(s):

Instructor Approved	Authorized to Teach	Current Certificate and Exp.
Jonathan K. Wilkes	Basic, Intermediate/R, Advanced/R	Advanced 10/222021

Your profile has been created on www.ttcadmin.com. If you have any questions or concerns, please do not hesitate to contact us.

Regards,

Cindy Rullan

TTC/MOT Administrator

PO Box 933, Gotha FL 34734

Phone: 407-505-2803

Email: admin@motadmin.com

Web Page: www.ttcadmin.com



National TIM Responder Training Program Completion Certificate

This acknowledges that

Jonathan Wilkes

has successfully completed the National Traffic Incident Management Train-the-Trainer Course and earned 8 Professional Development Hours (PDHs).

Date: November 30, 2016

Mark R. Kehrl

Director, FHWA Office of Transportation Operations



National TIM Responder Training Program Completion Certificate

This acknowledges that

Jonathan Wilkes

has successfully completed the
National Traffic Incident Management
Responder Training Course

and earned 4 Professional Development Hours (PDHs).

Date: *October 20, 2017*

Location: *Broward Regional TMC*

Michael McGee
FDOT District 4 TIM Coordinator





Certificate of Completion



to

Jonathan Wilkes

for

Florida's Turnpike Enterprise
**3-Hour Joint Incident Management
and Scene Safety Training**

January 30, 2018

Michael Washburn
Program Manager

John R. Easterling IV, P.E., PTOE
Turnpike Traffic Operations Engineer

Community Emergency Response Team

A proud part of
USA
Freedom Corps
The President's Call to Service

Jonathan K. Wilkes

has successfully completed the
Federal Emergency Management Agency's
Community Emergency Response Team Training
to become a member of the
President's Citizen Corps.



Sponsored By:
Palm Beach County
Department of Public Safety
Division of Emergency Management

Brian Hanley,
Course Manager

May 24, 2006

Date

Emergency Management Institute



FEMA

This Certificate of Achievement is to acknowledge that

STEPHEN A CORBIN

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course:

IS-00100

Introduction to the Incident Command System,

ICS-100

Issued this 11th Day of March, 2006



0.3 IACET CEU

A handwritten signature in black ink, appearing to read "Tony Russell".

Tony Russell
Superintendent
Emergency Management Institute

Emergency Management Institute



FEMA

This Certificate of Achievement is to acknowledge that

STEPHEN A CORBIN

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course:

IS-00200.b

**ICS for Single Resources and
Initial Action Incident, ICS-200**

Issued this 29th Day of December, 2014




Tony Russell
Superintendent
Emergency Management Institute

Emergency Management Institute



FEMA

This Certificate of Achievement is to acknowledge that

STEPHEN A CORBIN

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course:

IS-00700

**National Incident Management System
(NIMS), An Introduction**

Issued this 18th Day of October, 2005



A handwritten signature in black ink, appearing to read "Tony Russell".

Tony Russell
Superintendent
Emergency Management Institute

0.3 IACET CEU

Emergency Management Institute



FEMA

This Certificate of Achievement is to acknowledge that

STEPHEN A CORBIN

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course:

IS-00800.b

National Response Framework, An Introduction

Issued this 31st Day of December, 2014



0.3 IACET CEU

A handwritten signature in black ink, appearing to read "Tony Russell".

Tony Russell
Superintendent
Emergency Management Institute



National TIM Responder Training Program Completion Certificate

This acknowledges that

Stephen Corbin

has successfully completed the National Traffic Incident Management Train-the-Trainer Course and earned 10 Professional Development Hours (PDHs).

Date: October 28, 2014

Mark R. Kehrl

Director, FHWA Office of Transportation Operations



DOMESTIC SECURITY, HOMELAND SECURITY & INFORMATION SECURITY NON-DISCLOSURE AGREEMENT

In recognition of, and in consideration for the Florida Department of Law Enforcement (FDLE) granting me access to Florida domestic security sensitive or non-public homeland security information as a part of my participation with a Florida Regional Domestic Security Task Force (RDSTF) or Florida's domestic security preparedness and response efforts, I hereby enter into this Agreement with the FDLE:

1. I acknowledge that my participation with Florida's Domestic Security Initiatives places me in a position of special confidence and trust, and that I have been advised that such information is sensitive, and that I have been briefed on the need for safeguarding and maintaining the security of such sensitive information, and the procedures to be followed in any authorized release or dissemination of such information.
2. I acknowledge that the unauthorized disclosure or the negligent handling of sensitive information that resulted in its dissemination to unauthorized personnel could jeopardize sources of information, compromise investigations or place persons at risk.
3. I will not disclose, publish, release, transfer, copy (in whole or in part) or otherwise make available any Domestic Security Sensitive information except as provided herein, will not forward Florida Fusion Center Network or HSIN-FL e-mail, and will keep sensitive information made available to me in confidence and prevent its unauthorized disclosure.
4. I will release Domestic Security Sensitive information only to personnel with an established need to know the information, and to such other persons as directed by an RDSTF supervisor, and acknowledge that any other unauthorized dissemination of Domestic Security Sensitive information is prohibited.
5. I understand that any unauthorized release of Domestic Security Sensitive information may result in the termination of any information access I may have been granted, removal from task force participation, and possible disciplinary action by my employer. In addition, I acknowledge that my unauthorized release of Domestic Security Sensitive information may result in criminal prosecution under applicable law, and that all conditions and obligations under this agreement are binding upon me during my participation with Florida's domestic security efforts and at all times thereafter.
6. I have read this agreement carefully and understand my obligations under it.

I, Stephen A. Corbin acknowledge, accept and agree this 25th day of August, 2002015
Printed/Typed Name

Stephen A Corbin
Signature

FLORIDA DEPARTMENT OF TRANSPORTATION

Certificate of Completion
Stephen Corbin

has successfully completed the FDOT Viewer, 1-day

INTELLIGENT TRANSPORTATION SYSTEMS
FACILITY MANAGEMENT SYSTEM
(ITSFM) Ver. 3.3
VIEWER TRAINING



Awarded: March 11, 2016

Randy Pierce

Randy Pierce, Telecommunications Administrator, FDOT



Jeb Bush
JEB BUSH
GOVERNOR

James T. Moore
JAMES T. MOORE, COMMISSIONER
FLORIDA DEPARTMENT OF
LAW ENFORCEMENT

STATE OF FLORIDA

**THE COMMISSION ON
CRIMINAL JUSTICE STANDARDS
AND TRAINING**

Hereby awards to

STEPHEN A CORBIN

**ADVANCED TRAINING CERTIFICATE
LINE SUPERVISION
80 HOURS**

For having fulfilled the requirements for training
as prescribed in Chapter 943
of Florida Statutes

Patrick M. Kelly
PATRICK M. KELLY, CHAIRMAN
CRIMINAL JUSTICE STANDARDS
AND TRAINING COMMISSION

A. Leon Lowry, II
A. LEON LOWRY, II, PROGRAM DIRECTOR
CRIMINAL JUSTICE
PROFESSIONALISM PROGRAM

September 1, 2000

08-2000-006-1

Miami-Dade Community College North Campus

School of Justice

On recommendation of its Faculty and by virtue of the authority vested in it
by the Board of Trustees of the College

has awarded to

Stephen M. Corbin

this certificate as evidence of the satisfactory completion of the course in

Defensive Driver Instructor Techniques Workshop - 40 - Hours

given in the County of Dade, in the State of Florida, on the *26th* day of *February* 19 *99*

Castell V. Bryant

Campus President, Miami-Dade Community College, North Campus

Low Stimmings

Director, School of Justice

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

FLORIDA HIGHWAY PATROL



CERTIFICATE OF TRAINING

THIS IS TO CERTIFY THAT

Stephen Corbin

HAS SUCCESSFULLY COMPLETED TWENTY-FOUR (24) HOURS OF TRAINING IN

**MOBILE FIELD FORCE
INSTRUCTOR**

AT THE FLORIDA HIGHWAY PATROL STATION, MIAMI, FLORIDA
APRIL 23, 1998 THROUGH APRIL 25, 1998

DATED THIS 25TH DAY OF APRIL, 1998

Handwritten signature of E. F. Hotaling.

Training Coordinator - Cpl. E. F. Hotaling.

Handwritten signature of Major Rebecca Tharpe.

Major Rebecca Tharpe
Troop Commander - Troop E

Handwritten signature of Stephen Corbin.

Instructor

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

FLORIDA HIGHWAY PATROL ACADEMY



This Certifies That

STEPHEN A. CORBIN

267-27-1275

has satisfactorily completed a course in

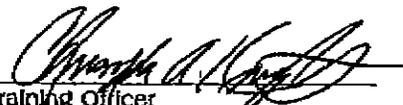
Instructor Techniques (80 Hours)

From January 29 through February 9, 1996

and is therefore entitled to this

Certificate

Presented this 9th day of February, 1996.


Training Officer
Florida Highway Patrol


Director
Florida Highway Patrol

STATE OF FLORIDA



The **Commission
on Police Officer Standards and Training**

Hereby awards the

Career Development Certificate

to

STEPHEN ALAN CORBIN

for

Field Training Officer

For having met the training requirements as prescribed in Rule 11B-13, Florida Administrative Code, and authorized by Chapter 943.17 (1) of Florida Statutes, 1974.

August 27, 1980

State Of Florida
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

FLORIDA HIGHWAY PATROL



Certificate of Training

This is to Certify That

STEPHEN A. CORBIN

has successfully completed Forty *hours of training in*
NARCOTICS DETECTION AND APPREHENSION

at the Florida Highway Patrol Training Academy at Tallahassee, Florida,
during the period February 13 *, 19* 84 *, through* February 17 *, 19* 84.

Dated this 17th *day of* February *in the year of our Lord*
nineteen hundred and eighty four.

W. A. Vincent
Training Officer
Florida Highway Patrol

Bob Bunker
Director
Florida Highway Patrol

LEONARD BULLMAN
Executive Director
Department of Highway Safety & Motor Vehicles

State of West Virginia

The Great Seal of the State of West Virginia is centered between two decorative flourishes. The seal features a plowman and a miner, with the text "STATE OF WEST VIRGINIA" and "MONTANI SEMPER LIBERI." around the perimeter.

Certificate

*I, Mac Warner, Secretary of State,
of the State of West Virginia, hereby certify that*

AUTOBASE INC.

has filed the appropriate registration documents in my office according to the provisions of the West Virginia Code and hereby declare the organization listed above as duly registered with the Secretary of State's Office.

*Given under my hand and
the Great Seal of West Virginia
on this day of
March 02, 2018*



Mac Warner

Secretary of State



NEW YORK STATE
MINORITY- AND WOMEN-OWNED BUSINESS
ENTERPRISE ("MWBE")
CERTIFICATION

Empire State Development's Division of Minority and Women's Business
Development grants a

Women Business Enterprise (WBE)

pursuant to New York State Executive Law, Article 15-A to:

Autobase, Inc.

Certification Awarded on: September 27, 2017
Expiration Date: September 27, 2020
File ID#: 54227



A Division of Empire State Development

State of New York
Department of State } ss:

I hereby certify, that the Certificate of Incorporation of AUTOBASE INC. was filed on 02/17/2000, with perpetual duration, and that a diligent examination has been made of the Corporate index for documents filed with this Department for a certificate, order, or record of a dissolution, and upon such examination, no such certificate, order or record has been found; and that so far as indicated by the records of this Department, such corporation is an existing corporation.



*WITNESS my hand and the official seal
of the Department of State at the City of
Albany, this 06th day of February two
thousand and eighteen.*

A handwritten signature in black ink, appearing to read "B. Fitzgerald", is written over a horizontal line.

*Brendan W. Fitzgerald
Executive Deputy Secretary of State*



Intelligent Transportation Society of the Midwest
650 E. Algonquin Road, Suite 400, Schaumburg, IL 60173
Phone: (312) 612-7288
ken.glassman@jacobs.com

For best results, please use the Back button within the form below to go back to a previous screen.

AutoBase Inc.

Corporate Member - ITS America

Membership Renewal

Your membership expiration date is **01/01/2019**. To renew your membership click the Renew button.

Membership Type	Period	Renew Date	Fee
Corporate Member - ITS America	Yearly	01/01/2020	US\$ 0.00

[← Back](#) [Cancel](#) [Renew](#) [Print Invoice](#)



Help

Registration Powered by 123Signup

Knowledge Test Results



Congratulations!



Donna LaBella [REDACTED], your score is 96.43%

Donna LaBella, you successfully completed this tutorial and passed the E-Verify Knowledge Test on February 02, 2017.

Use your browser's print capability to obtain a copy of this page for your records.

To use E-Verify, select 'Exit Tutorial.'



REMINDER: You must visit 'View Essential Resources' to read the E-Verify User Manual, and you must print and clearly display the 'Notice of E-Verify Participation' and 'Right to Work' posters in all languages supplied by DHS.

**Statewide Courtesy Patrol Program
INFORMATION ATTACHMENT FORM A**

AutoBase Inc. Program Experience

Patrol Programs:

2003-Present

New York State Department of Transportation

50 Wolf Road, POD 5-3, Albany, NY 12232

Rebecca Gibson-Schott, Professional Engineer 1

518-457-1951, rebecca.gibson-schott@dot.ny.gov

NYSDOT HELP (Highway Emergency Local Patrol) Program

Current Contract Value: \$6.1 million dollars annually (through 2022)

2012 –Present

Maryland State Highway Administration

Office of CHART and ITS, 7491 Connelley Drive, Hanover, MD 21076

Scott Yinger, Operations Manager

410-582-5605, syinger@sha.state.md.us

Current Contract is a Sponsorship Agreement with Travelers Marketing/State Farm, Contract Value: \$550,000 annually (through 2024)

2014-Present

Pennsylvania Department of Transportation

Engineering District 6, RTMC, 7000, Geerdes Blvd, King Of Prussia, PA 19406

Matthew Elliott, Traffic Control Specialist

610-205-6934, maelliott@pa.gov

Expressway Service Patrol, Philadelphia and Suburban Regions

Current Contact: 5/01/2015- 6/30/2018 \$4.0 million dollars total

New Contract: 7/01/2018 – 03/30/2020 \$4.0 million dollars total

2014-Present

Ohio Department of Transportation

1980 West Broad Street, Columbus, OH 43224

John MacAdam, DOT Traffic Operations

614-752-9695, john.macadam@dot.ohio.gov

Statewide Freeway Safety Service Patrol

Current Contract Value: \$5.5 million annually (through 2021)

2015-Present

Kentucky Transportation Cabinet/Northrop Grumman Systems Corporation

TRIMARC Program, 901 West Main Street, Louisville, KY 40202

Tim Emington, Operations Manager

502-587-6624, tim.emington@ngc.com

Freeway Service Patrols, greater Louisville an Northern Kentucky areas

Current Contract Value: \$550,000 annually (through 2020)

2015-Present

Florida Department of Transportation

District Three, 1074 Highway 90, Chipley FL 32428
William Reynolds, ITS Traffic Incident Management Coordinator
850-330-1782, William.reynolds@dot.state.fl.us
Road Ranger Safety Service Patrols, District Three
Current Contract Value: \$550,000 annually (through 2021)

2017-Present

Florida Turnpike Enterprise

Mile Post 263, Bldg. 5317, Florida's Turnpike, Ocoee, FL 43761
Jim Hilbert, Traffic Management Center Program Manager
407-264-3312, jim.hilbert@dot.state.fl.us
Road Ranger Safety Service Patrol Program, Suncoast/Veterans Hwy
Current Contract Value: \$1.2 million annually (through 2022)

2017-Present

Florida Department of Transportation

District Four, 2300 W. Commercial Blvd., Fort Lauderdale, FL 33309
Nicole L. Forest, TSM&O Incident Management Program Manager
954-847-2631, nicole.forest@dot.state.fl.us
District-wide Severe Incident Response Vehicle Program
Current Contract Value \$2.2 million annually (through 2022)

2017-Present

Ohio Turnpike an Infrastructure Commission

682 Prospect Street, Berea, OH 44017
Chris Matta, Chief Engineer
440-821-3321, Chris.matta@ohioturnpike.org
Motorist Safety Patrol and Incident Response Services
Current Contact Value: \$300,000 annually (through 2020)

2018-Present

Florida Turnpike Enterprise

Mile Post 65, Turnpike Operation Center, Pompano Beach, FL 33069
Michael Washburn, Incident Management Program Manager
954-934-1621, Michael.washburn@dot.state.fl.us
Road Ranger Safety Service Patrols-Entire Florida Turnpike and Ancillary Roads
Current Contract Value: \$7.0 million annually (through 2023)

Dispatch/Telecommunication Center Contracts:

2012-Present

Mizuho Americas

1251 Avenue of the Americas, New York, NY 10020

Walter L Greene, Jr, Vice President, Property Management

212-282-3141, walter.greene@mizuhocbus.com

Current Contract Value: \$277,000 annually

2013-Present

Public Service Enterprise Group

175 E Old Country Rd, Hicksville, NY 11801

William Barry, Senior Investigator, Corporate Security and Claims

516-949-7082, William.Barry2@PSEG.COM

Current Contract Value: \$627,000 annually

2016- Present

Intralogic Solutions

511 Ocean Avenue, Massapequa, NY 11758

Eldy Guzman, Chief Operating Officer

516-799-7061 x127, eldyg@intralogicsolutions.com

Current Contract Value: \$207,000 annually

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1. Executive Summary

A traffic incident is “any non-recurrent event, such as a vehicle crash, vehicle breakdown, or other special event, that causes a reduction in highway capacity and/or an increase in demand.” Traffic incidents are a significant cause of congestion delays that motorists encounter every day on roadways, and account for about 25% of all non-recurring congestion. One of the most important responsibilities of a public or private safety service patrol is to ensure the safe and quick clearance of traffic incidents. At AutoBase Inc., our **primary** focus is on Safety Service Patrols and Traffic Incident Management. Our approach is to implement an efficient and effective operation, which provides quick responses to accidents, incidents, traffic control for scene stabilization, debris removal and spill cleanups, along with detailed dispatch/telecommunications reporting and performance metrics.

AutoBase Inc. a Corporation formed in New York State, is a certified Woman-Owned Business Enterprise (WBE) registered to do business in the states of Connecticut, Florida, Georgia, Kentucky, Maine, Maryland, Massachusetts, New York, Ohio, Pennsylvania, Virginia and West Virginia, providing Safety Service Patrols and Traffic Incident Management since 2000. AutoBase Senior Management has been involved in Safety Service Patrol Programs since **1994**. We have been in Good Corporate Standing for over 18 years, and have grown to over **170 vehicles, 245 safety service patrol operators and 40 Dispatch/Telecommunications Center operators** throughout the nation. AutoBase is one of the largest single-source provider of safety service patrols outside of state employees. ***We do not subcontract or “broker” any of the services we offer.*** Additionally, AutoBase is the only company that has successfully integrated a contract workforce working alongside state employees in a state run program.

AutoBase has been a pioneer in the evolution of Safety Service Patrols and traffic incident management, continually bringing innovative ideas and the latest in technological advancements to the program; many developed exclusively by AutoBase. AutoBase also builds every vehicle in their fleet with safety in mind, not only for the Operator, but for the motoring public as well. We strive to make every vehicle we build to be the safest, most environmentally friendly vehicle on the roadway, from lighting, to reflective chevron graphics, to roll-up compartment doors, fuel saving measures, advanced AVL technology. Our core competencies of Communication, Coordination, and Cooperation in Traffic Incident Management protocols are recognized throughout the nation.

AutoBase understands that this Request for Quotation’s goal is for a private proposer to provide Statewide Courtesy Patrol Program services on behalf of the West Virginia Division of Highways, on designated routes at specified times, as described in the RFQ solicitation. AutoBase will provide patrol and dispatch/telecommunications Program operations in the areas covered in the Solicitation, the ultimate scope of which is to promote an “***Open Roads Policy***” for the ***quick clearance*** for safety and mobility of vehicles, cargo and debris from the roadway, providing safety on the interstate, congestion relief, highway assistance to motorists and their vehicles, and to assist all responding agencies in safely returning traffic flow to the roadway to help mitigate delays and to increase the safety of emergency responders. Such relief entails responding to mechanically disabled vehicles, accidents, incidents, lost motorists, sick or injured motorists, pedestrians/animals in the roadway, providing traffic control for scene stabilization, delivering initial maintenance response, communicating with a dedicated, experienced telecommunications /Traffic Management Center, WVDOH and Law Enforcement to relay information on incidents and resources needed to appropriately respond.

AutoBase’s approach is simple, to represent the interests of the state of West Virginia while maintaining responder and motorist safety, quick clearance of incidents, along with detailed telecommunications, GPS infrastructure monitoring and performance metrics. AutoBase draws upon its corporate-wide experience, insight on industry trends, and state of the art solutions to deliver our clients a very dynamic approach to safety service patrols. We understand what it takes to successfully operate safety service patrols and incident management, to ultimately provide an “Open Roads Policy” for safe, efficient travel along West Virginia roadways.

Our Program operators will be the Agency's eyes on the road. Their quick notification to the TMC and resolution of concerns by opening the lanes of travel will help to keep traveling motorists safe. AutoBase also understands that the ability to have a Program operator manage an incident scene with minimal assistance allows Agency personnel to handle other roadway incidents without extended delays, reducing traffic congestion and maximizing efficiency on the roadway.

In all matters pertaining to Program services, AutoBase is responsible for insuring full compliance with all laws, rules and regulations. AutoBase Inc. has been providing traffic incident management services since 2003; and is intimately familiar with federal directives and guidelines. Additionally, an operator is required to perform these services in accordance with all requirements as specified in the request for solicitation. AutoBase successfully integrates with all contractors and agencies to ensure program goals are met. This synergy allows for better communications with staff and Agency Program Managers during day-to-day operations as well as during severe incidents/emergency situations/extreme weather conditions.

AutoBase's Executive staff has over 40 years in the Traffic Incident Management, Automotive Repair, Insurance Appraisal, and Fleet Management Industries. For the last 18 years, our combined staff have created a company that truly has decades of experience on both sides of the safety service patrol/traffic incident management industry. Our senior management staff personally trains and manages all field supervisors in the art and science of traffic incident management, fleet maintenance, and service management. We presently operate over 170 patrol vehicles in 7 states. Our approach is simple; we have responsive senior management, the highest quality vehicles and equipment, along with the latest in communications, GPS, and video technology.

Our company has a successful history of implementing innovative public/private partnerships. These partnerships generate new, recurring revenue for the public sector in order to sustain and strengthen safety programs and policies objectives. Our highly trained and certified staff, operational excellence, technological expertise and sound financial record has developed and operated multiple traffic incident management programs across the nation. AutoBase has successfully met all project schedules, project start dates, and budgeted costs in every contract it has ever been awarded.

In a time when the public sector is under extreme fiscal pressures, making it challenging to maintain even vital services such as safety patrols, AutoBase Inc. actively seeks out partnerships between the public sector and private companies to operate such programs. AutoBase currently operates under Sponsorship Agreements with the Maine Transportation Authority and the Maryland State Highway Administration (MDSHA) in the Baltimore/Washington DC areas. This service essentially operates under a public/private partnership model whereby the private sector pays the public sector to maintain and often improve programs at risk for reduction or elimination. Additionally, safety patrol services provided by AutoBase to the Florida, New York, Ohio, and Pennsylvania Departments of Transportation are underwritten by a sponsor and all service vehicles prominently display the sponsorship logos.

In addition to well-established patrol routes, AutoBase is experienced in upstart programs, including recent new program start-ups in Maine, Florida Dept. of Transportation (FDOT) District Three, and the Veteran's Expressway/SunCoast Parkway/Toll 589 for Florida's Turnpike Enterprise, implementing these programs from the ground up, utilizing our vast experience to lend additional value added options and insights into the daily operations and the program's overall success. We have also started several state-wide Safety Service Patrol Programs in a short time frame; for the State of Ohio, AutoBase was able to procure, build out and deliver 24 fully functioning patrol vehicles along with a staff of fully trained patrol operators within a four month window.

Vice President Joseph LaBella Jr. will serve as the Project Manager, bringing expert knowledge and experience to the West Virginia Statewide Courtesy Patrol Program. Mr. LaBella's experience includes being the Project Director for the Florida Turnpike Enterprise along the entire Turnpike and ancillary roadways, FDOT District Four's Severe Incident Response Vehicle (SIRV) Program, and Safety Service

Patrol Programs in the States of Kentucky, Ohio and New York. He is a subject-matter presenter at TIMs conferences and Task Force meetings across the nation.

Lauren Cloude, Human Resources Director, utilizes best practices to search for the highest caliber of Program operators that our clients have come to expect. AutoBase always take the necessary time to ensure our applicants fully meet or exceed the requirements of the position.

Six AutoBase Managers are certified Traffic Incident Management Responder trainers. They will ensure Program operators are trained to provide the safest environment to the travelling public, police and emergency personnel on the roadways. The AutoBase Project Manager will meet with the Agency on policy regarding incident management, traffic control, disabled vehicle removal, state damage reporting, transport procedures, hazmat and debris removal. Based on those discussions, our training program will be tailored to ensure complete compliance with your required protocols and procedures. AutoBase is proud of the fact that we have incurred *no serious injuries or loss of life* throughout our history of providing traffic incident management services, due in part to our rigorous, comprehensive on-going safety training and performance monitoring.

AutoBase Management routinely participates in and are program presenters at local, regional and state Traffic Incident Management Conferences and Task Force meetings across the nation. As subject matter experts in the field of safety service patrols, AutoBase shares its innovative designs, techniques and experiences all in an effort to improve the traffic incident management programs nation-wide.

Performance measurement and analysis are critical elements of a successful Program. Performance measurement and analysis is a powerful tool for optimizing routes and schedules, validating management decisions, and identifying and preparing for seasonal changes and special events, which often have a dramatic effect on the roadways. Performance measurement is also critical for demonstrating the value of the program to the State of West Virginia and the public.

Every project that AutoBase operates relies on performance measurement and analysis to ensure quality of service and to identify opportunities for improvement. Using appropriate performance measures, analysis, and reporting, AutoBase will provide Agency Program managers direct visibility into the program so that they can monitor the program's effectiveness and benefits to the traveling public. Reviews of performance measures such as assist rates and traffic volume patterns are valuable for gauging adjustments for seasonal changes or special events, including road work and severe weather.

AutoBase offers a state of the art technology environment to ensure accurate reporting and complete transparency for Program operations. We have created a software program, single-point of access for our management team and WVDOH to monitor the daily activities of the Program operators in real time and to retrieve the necessary performance data to monitor the success of the program. This software system allows Agency Managers to see incidents as they occur, allowing the TMC to capture crucial data as the event is unfolding. This system also allows instant access to daily, monthly, quarterly and yearly reporting on program performance metrics. Streamlined video from cameras located in patrol vehicles allows management to view incident scenes in real time. This technology also allows for viewing and reporting of damage to State property, enabling recovery of costs by the state of West Virginia.

AutoBase plans to pair our innovative, proprietary software reporting technology with our state of the art assets, along with our history of providing motorist assistance and traffic incident management across the country to serve to needs of West Virginia's Statewide Courtesy Patrol Program and the motoring public. AutoBase traffic incident management operators are embraced by Local Law Enforcement, Emergency Operators and State Police because of their ability to coordinate the transition from a Major Incident to "All Lanes Open" in a timely manner. From providing a safe environment for emergency responders and injured motorists, to safely relocating accident vehicles cleared by State Police, to orchestrating the opening of the lanes of travel reducing secondary concerns.

2. Management Plan

a. Goals and Objectives

AutoBase's overall understanding of the services to be provided has its foundation in excellent hands-on management principles, selecting the most qualified individuals and proving them with intense training, and selecting the best equipment in the performance of services. Our close working relationships with seven states' Department of Transportation agencies over the past eighteen years indicates our commitment to the highest quality service expected by both the Agency and the motoring public.

AutoBase will achieve the following goals and objectives:

- Ensure the needs of the Agency for qualified, well-trained Program personnel are met.
- Provide appropriate training for all personnel, both pre-deployment and on an ongoing basis.
- Obtain detailed documentation and reporting to ensure full compliance with all applicable laws and regulations.
- Provide incident management and motorist assistance services. Assisting law enforcement and other agencies, as needed or requested.
- Taking actions to maintain and improve safe and efficient flow of traffic; safety and expeditiously removing debris and non-hazardous spills from the highway; identifying, verifying and reporting State property damage.
- Establish collaborative relationships between the Agency, AutoBase and the traffic incident management industry.

1) Administration and Management

AutoBase's approach is simple, to represent the interests of West Virginia while maintaining responder and motorist safety, quick clearance of incidents, along with detailed performance metrics. AutoBase draws upon its corporate-wide experience, insight on industry trends, and state of the art solutions to deliver our clients a very dynamic approach to safety service patrols. We understand what it takes to successfully operate traffic incident management programs, to ultimately provide an "Open Roads Policy" for safe, efficient travel along West Virginia's roadway.

AutoBase successfully integrates with all contractors and agencies to ensure program goals are met and exceeded. This synergy allows for better communications with staff and Project Managers during day-to-day operations as well as during severe incidents/emergency situations/extreme weather conditions.

2) Description of Organization

The AutoBase Management Team brings to West Virginia a dynamic, diverse group with decades of experience on both sides of the safety service patrol business. What unites our team is a passion for excellence, an in-depth understanding of risks that organizations face in our global environment, and a commitment to outstanding service. We are committed to providing well-equipped, highly trained personnel, as well as a responsive management team that any business can trust.

Since our inception, we have provided our clients with exceptional service at a cost-effective price. Our success lies in our employees who are carefully screened, highly trained and intensively supervised by the AutoBase management team. Our adept leadership brings many years of professional experience to provide services that meet and exceed an organization's needs.

AutoBase's Quality Assurance and Quality Control programs are in place to better serve the needs of our clients. Our company leverages 21st Century technology to enhance performance, respond to unique issues and give you access to data immediately; GPS, live video communications, smart phone and mobile applications and much more mean you can access reports, review detailed information and track driver activity. As part of our Continuous Quality Improvement initiative, we explore the latest approaches to improving procedures, data collection and meeting client needs and then update and incorporate the best new processes to provide outstanding service.

3) Organizational Structure

AutoBase's success is based on management's hands-on instruction and experience starting with an experienced President, Vice Presidents, Program/Project Managers and Supervisors. AutoBase management staff are well versed in every facet and detail of service patrol operations, from build out of vehicles, training of employees, job performance, personnel issues.

AutoBase will provide on-site program management support to the Program. Off-site support at AutoBase's executive offices provides senior management, accounting and human resource support.

AutoBase has designated Joseph LaBella Jr. as the Project Manager for this project. Mr. LaBella is an experienced Project Manager, bringing expert knowledge and practical start-up experience several large-scale traffic incident management programs. He has successfully implemented numerous traffic incident management contracts, including the Road Ranger Safety Service Patrol for the Florida's Turnpike Enterprise--the entire main turnpike and ancillary roads, including the Veteran's Expressway/Suncoast Parkway/Toll 589, consisting of a mixed fleet of more than fifty (50) tow vehicles, incident response vehicles, and flat bed vehicles, FDOT District Four's Districtwide Severe Incident Response Vehicle (SIRV) Program, 10 Incident Response Vehicles, program start-up within 3 months of contract signing, the ODOT Freeway Safety Service Patrol Program, which covers the entire state of Ohio; 28 FSP vehicles, 7,200 monthly patrol hours and 60 FSP operators, and the Kentucky Transportation Cabinet/Northrop Grumman TRIMARC Program.

4) Management Style

AutoBase's management style has been developed and refined over the last eighteen years to be the nation's leading safety service patrol contractor for Public Agencies and private contractors. We are proactive in communicating with our customers; understand the need to be at the forefront of the latest in technology and equipment used in the day-to-day operations. The entire AutoBase management staff are on call 24 hours a day. Managers attend and make presentations at monthly and quarterly state briefings, task force meetings, training sessions, TIMS conferences. We develop and maintain excellent working relationships with all area law enforcement agencies. Our Program operators exude a professional image to the travelling public, providing efficient, reliable prompt service while always being neatly groomed and wearing the appropriate uniform and identification credentials. We leverage our national experience to bring best practices, lessons learned, and emerging technology to the project to facilitate innovation.

5) Cost Control Methodologies

AutoBase's success is built around providing excellent service at a reasonable price, thereby saving State Agencies and taxpayers' money. We are a very responsive company, with a low overhead structure. With this, our proposal balances adding value to our clients and the public with a cost conscious management style.

AutoBase utilizes internal cost-control software, which monitors budgets, estimates-to-completion and other accounting information. This software allows AutoBase to monitor projected versus actual costs, estimated versus actual operator hours, fixed costs including vehicle and equipment costs, variable costs including consumables, repair estimates, fuel fluctuations, real estate taxes, insurance, etc.

Our excellent credit history and Dun and Bradstreet rating enables AutoBase to receive preferred pricing on most of the equipment and supplies utilized. Additionally, due to our high volume purchasing across seven states, we are able to negotiate with our vendors for the best possible rates available.

AutoBase will provide detailed monthly invoicing that tracks labor and any line item category expense item. Supplemental invoice data will be provided to give the Agency Contract Manager a breakdown of the budgeted amount versus the invoiced amount. When spending reaches the 75% threshold during any contract year, the AutoBase Program Manager will review the remaining time left on the budget cycle and advise the Contract Manager as to whether there is any issue prior to the end of the contract year.

Our proprietary application monitors mileage and gas performance. All our Smart Phones are equipped with the "Gas Buddy" application, monitoring fuel prices throughout the service area. By utilizing our proprietary maintenance database and adhering to our preventative maintenance schedules allow our service vehicles a minimum five year or 300,000 mile lifespan.

6) Reliability of Services

AutoBase managers and supervisors perform internal quality control over all vehicles, equipment and operators as standard operating procedure, but management also conducts random quality control inspections of all vehicles, equipment and personnel as well. This includes:

- Adherence to training policies
- Operator appearance/conduct
- Operator safe driving practices
- Vehicle safety inspection
- Vehicle appearance and decaling
- Vehicle maintenance
- Vehicle supplies and equipment
- Documentation/paperwork
- Six-month, and random drug testing to ensue adherence to the ***Drug-Free Workplace and Testing Policy***

Random inspections will be performed throughout the length of the contract by AutoBase Program Management and executive staff. These inspections will be in addition to the regular quality assurance inspections performed weekly by the supervisory and operations staff.

In order to perform the required services, each Program Operator will be responsible for ensuring that their vehicle and equipment is in good working order and that they are equipped with all the necessary supplies and materials. Additionally, at the beginning of each shift, each Program Operator will be required to complete a detailed checklist of all equipment and materials. The operator must provide this checklist to the supervisor daily to ensure the vehicle is in compliance with the scope of services.

To maintain a safe work environment, AutoBase expects all Program operators to be reliable and to be punctual in reporting for schedule work. Absenteeism and tardiness place a burden on other employees. Poor attendance and tardiness are disruptive. Either may lead to disciplinary action, up to an including termination of employment. AutoBase has a **ZERO tolerance** policy for any Program operator action that puts WVDOH in a negative light.

7) Schedule Adherence

The scheduling of Program shifts will be done one month in advance by the program manager and supervisor, and will be distributed to the operators via e-mail and is posted in all patrol vehicles. AutoBase policy requires a minimum 8 hours advance notice if an operator is unable to report for a scheduled shift. Shifts will be designed with an emphasis on reducing the possibility of operator fatigue.

AutoBase covers the significance of staffing and attendance in pre-deployment and recurrent training. Our absentee policy requires all employees to call a minimum of 8 hours in advance for absence due to illness or personal emergencies. The Program operator calls and reports to the regional supervisor to ensure adequate time to substitute a qualified operator. In conjunction with AutoBase's personal time off policy, all employees are required to submit written requests two weeks in advance for use of personal time off.

The AutoBase management team monitors both the patrol vehicle's video and GPS system to ensure patrol operators are on time and vigilant while on patrol on each route.

8) Coordination and Communications

AutoBase will maintain a constant dialog with Agency Managers throughout the program. This important communication method allows us to troubleshoot issues, make immediate improvements and assures WVDOH that we are representing their interests at all times. AutoBase proposes to have the Program Manager complete weekly follow-ups and meetings with the proper Agency Managers. This will allow for any and all concerns to be handled in a fast, expeditious manner. AutoBase will also attend all local TIMs meetings, where we will network with all first responder agencies, to insure traffic incidents are managed correctly.

AutoBase believes open lines of communication are critical for the program to be successful. Management staff is available 24-hours a day. Communication lines include, telephone, radio, e-mail, GPS and AutoBase's proprietary software reporting system. This reporting software allows information to be relayed in real time to West Virginia TMC detailing the nature and type of incident, type of vehicle involved, safety of the motoring public, hazardous conditions, other comments and if additional assistance needs to be deployed.

Interaction with the motoring public will be a daily occurrence; as part of the training program AutoBase employees will receive guidelines for motorist assistance. This training will focus on ethics, behavior, safety and appearance.

9) Safety and Training

At AutoBase, training is taken very seriously, both during the implementation period and continuous on-going training of our operators. We place a strong emphasis on safety intended to protect both our clients and our employees. A formal Safety Program that meets Federal, State, OSHA, EPA, Bureau of Workers' Compensation, and other regulatory requirements, in addition to being an effective mechanism for ensuring the physical well-being of assigned Program personnel and the protection of property, has become a part of every AutoBase contract services program. Improper, careless, negligent, destructive, or unsafe use and operation by a Program Operator can result in disciplinary action, up to an including termination of employment.

AutoBase is proud of the fact that we have incurred *no serious injuries or loss of life* throughout our history of providing safety service patrols, due in part to our rigorous, comprehensive on-going safety training and performance monitoring

AutoBase has a Safety Committee which meets to review, revise and implement safety procedures. The objectives of this Committee are **SMART**: **S**pecific, **M**easurable, **A**ttainable, **R**ealistic, and **T**ime-limited. AutoBase Safety Committee chairperson also sends out a weekly "Safety Tip" to all managers and supervisors to review with their staff. The benefits of a Safety Committee are many; realization of a reduction on workers' compensation costs, creating policies and procedures resulting in fewer incidents and the creation of a safer work environment through reduced incidents. Included in our Safety Committee functions are hazard detection and inspection methods, accident and incident investigation techniques, basic awareness of drug and alcohol abuse/addiction.

10) Quality Management Plan

AutoBase's Quality Assurance and Quality Control programs are in place to better serve the needs of our clients. Our company leverages 21st Century technology to enhance performance, respond to unique issues and give you access to data immediately; GPS, live video communications, lap top, smart phone and mobile applications and much more mean you can access reports, review detailed information and track driver activity. As part of our Continuous Quality Improvement initiative, we explore the latest approaches to improving procedures, data collection and meeting client needs and then update and incorporate the best new processes to provide outstanding service.

AutoBase Inc. has a quality control plan in place utilized nationally throughout all of our contracts. This plan includes:

- Employment – Employee Manual
- Retention of Staff
- Environmental, Safety and Health
- Training of Program Operators
- Employee Standards and Appearance
- Coordination and Communication
- Record-keeping and Reporting

The successful business operation and reputation of AutoBase Inc. is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

AutoBase Inc. has an Employee Manual that each employee receives upon appointment. This manual clearly defines all benefits offered to the employee, as well as employee responsibilities and disciplinary procedures. AutoBase has a **zero-tolerance** policy for any actions by operators that can disrupt or negatively affect the Program.

b. Identification of Key Personnel

AutoBase's success is based on management's hands-on instruction and expertise, starting with an experienced President, Vice Presidents, Program/Project Managers and Supervisors. AutoBase management staff are well versed in every facet and detail of service patrol operations, from build out of vehicles, training of employees, job performance, personnel issues.

Our management structure involves another of its attributes: a system of simple, direct, and straightforward lines of authority and communication between various project personnel and levels. This results in close management and supervision; key ingredients in the success of any labor-intensive task, as well as short, direct spans of administrative control.

A brief overview of AutoBase's Management Team/Executive Management staff:

Donna LaBella, President:

- Certified MBE/WBE/SBA, over eighteen (18) years hands-on experience in managing Traffic Incident Management Programs. Personally manages all contracts; a portfolio over \$24 million dollars per year.
- Highly motivated, results-oriented and decisive Administrator and leader with a focused approach to developing and integrating strategies to steer and achieve organizational objectives.

- Expertise in legal analysis, human resource management, vendor and contract management, program analysis and reporting, project management, organizational design and development, and policy analysis. Certified Department of Homeland Security E-Verify Program Administrator.
- Worked in the legal field for over fifteen years, providing guidance to Federal Administrative Law Judges on the most complex cases where analysis of pertinent issues and interpretation of the provisions of the laws, regulations, rulings, precedents, policies, procedures and guidelines relative to the cases were necessary.
- Lends her vast organizational skills derived from her legal education to the day-to-day operations of the company. Estimates costs and prepares bid proposals; sets and adheres to mandatory timelines.
- Leadership role in areas of invoicing, budgeting, workplace safety, task management and overall contract management, ensuring transparency and complete cost accountability.
- Recognized for her integrity, honesty, flexibility, resilience, decisiveness and outstanding problem-solving competencies.
- Experienced in leading functional teams and managing change to achieve quantifiable results. Leads cross-departmental executive teams to brainstorm areas of business process improvements, as well as to gain critical buy-in for project initiatives. Skilled trainer, mentor and coach.

Peter Scotti, Executive Vice President:

- Licensed NY State, Connecticut and Pennsylvania Automotive Insurance Appraiser, with over 40 years in the auto repair and maintenance field. Provides incident response operations with years of experience in light repairs, vehicle maintenance and customer service.
- Over eighteen year's hands-on experience in Traffic Incident Management Programs, including the build-out of incident response/safety service patrol vehicles.
 - Estimates costs; research and oversees contract specifications in the building of vehicles; monitors and tracks all maintenance, repairs and servicing of the Service Patrol vehicles. Insures compliance with contract specifications for vehicle tools and supplies requirements.
 - Liaise between NYSDOT, FDOT, Kentucky, MDSHA, ODOT and PennDOT supervisors regarding truck maintenance issues.
 - I-Car Certified in Collision, Plastics, Air Bag/ABS Brake and Aluminum Repair

Joseph LaBella, General Manager:

- Expert in the field of Traffic Incident Management, with over 25 years of hands-on experience in providing fully functional patrol vehicles and coverage throughout the nation.
- Involved with the NYSDOT Highway Emergency Local Patrol (HELP) program since the first HELP truck was introduced in New York State in 1994.
- More than thirty three years experience in the service industry; 11 years in the Aviation field, 22 years in the Commercial field. Experienced in Transportation Management, Traffic Incident Management (both control center and patrol operations), Airport Terminal and Cargo operations, Airport Transportation Shuttles, Crisis Management, and Risk Management.
- Facilities Security Officer for the United States Department of Defense since 1987.

- Monitors day-to-day operations to insure compliance with contract specifications and are problem free. Oversees program requirements, truck operations, employee training and scheduling and overall contract compliance. Supervises field operations, hiring and firing of staff, purchasing of equipment and supplies.
- Manages all marketing and sales, including Program Sponsor advertising campaigns.
- Exemplary strategic leadership and management skills. Excellent communication and interpersonal skills. Effectively manages multi-tasks under time constraints.
- Worked with the law enforcement community for more than three decades and is recognized as a leader in promoting information-sharing partnerships between law enforcement and the private sector.
- Dedicated to community service, he is an elected Trustee for the Massapequa Board of Education, one of the largest school districts in New York.

Joseph LaBella Jr., Vice President of Operations:

- Project Manager for the Northrop Grumman TRIMARC Program, Florida Turnpike Enterprise, NYSDOT, and ODOT Freeway Service Patrol contracts; all contracts started on or before scheduled date.
- Mr. LaBella has successfully implemented numerous contracts, including Safety Service Patrols for:
 - The Florida's Turnpike Enterprise on the entire 320+ mile Mainline and on the Veteran's Expressway/Suncoast Parkway/Toll 589, which includes more than 56 vehicles and 100 staff members
 - The Districtwide Severe Incident Response Vehicle (SIRV) Services for FDOT District Four, General and Express Lane Corridors in Broward, Palm Beach, Martin, St. Lucie and Indian River counties, within a three month window, with 10 vehicles and 22 staff members
 - Ohio (ODOT) Freeway Service Patrol Program, which covers the entire state of Ohio; 28 FSP vehicles, over 7,200 monthly patrol hours and more than 60 FSP drivers.
- Extensive experience in Traffic Incident Management and Safety Service Patrol operations and National Incident Management Systems. Provides training in traffic incident management (TIM) practices to various disciplines throughout the states AutoBase operates in.
- New Job start coordinator for all traffic incident management programs, including training and testing driver's proficiency and providing corrective action as necessary. Provides quality control and random inspections of all vehicles, equipment, and employee performance throughout the nation.
- Communicates with client regarding critical issues, and provides comprehensive, detailed reports for review. Meets monthly with all AutoBase clients to ensure highest satisfaction rate.
- Maintains, enhances, and presents performance metrics and key performance indicators that uncover areas of opportunity and risk, as well as cost/time efficiencies, leading to more cost-effective decision making.
- Routinely provides presentations at local and regional TIMs meetings; recognized as an expert in the field of safety service patrols. Presents on new and informative Traffic Incident Management topics from a national perspective

- Designs, develops, updates, and delivers comprehensive training on policies and procedures. Successfully implemented initial and recurrent training programs across the seven states AutoBase provides service in.
- Certified Trainer, National Traffic Incident Management Responder (SHRP 2) Course.
- Licensed New York State Automotive Damage Adjuster. Platinum I-Car Certified.
- Federal Aviation Administration Certified Air Traffic Controller.
- Graduated with High Honors from Molloy College, New York with a degree in Criminal Justice

Mr. LaBella's course work includes:

- SHRP 2 National Traffic Incident Responder Trainer Program Certification
- FHWA National Highway Institute National Traffic Incident Management Responder Courses
- FEMA/NIMS Certifications ICS-100, ICS-200, ICS-700, ICS-701, ICS-702, ICS-800
- I – Car Auto Damage Appraiser Certificate (Platinum Level)
- NYS Licensed Auto Damage Adjustor
- Federal Aviation Administration Air Traffic Controller Certification
- US Dept of Homeland Security/Ohio Dept. of Transportation:
 - Advanced Awareness and Detection of Human Trafficking
 - Advanced Awareness and Detection of Drug Trafficking
- Responder Safety Learning Network Training :
 - Advance Warning
 - N.U.G. for Traffic Incident Management
 - High Visibility Innovations
 - Blocking Procedures at Roadway Incidents
 - Scene Control
 - Traffic Incident management procedures
 - Emergency light Awareness.
- HazMat Awareness and Response Training
- Firefighting and Fire Extinguisher Handling
- Animal Control
- NFPA-Electric Vehicle Safety for Emergency Responders Training
- Quarterly refresher training courses completed through respondersafety.org/FEMA.gov.

Mario Doyle, CPP, Director of Special Operations

- Project Manager for local, regional, national and global command/control centers for governmental authorities, public utilities, pharmaceutical, financial and commercial organizations.
- Mario has also served as a senior executive with national and regional security firms, developing a broad range of experience in control center management, contract management, protection services, investigations, security operations, compliance, quality assurance and crisis management. He is a Board Certified Protection Professional (CPP).
- Works with the law enforcement community for more than two decades and is recognized as a leader in promoting information-sharing partnerships between law enforcement and the private sector.

- In addition to his professional responsibilities, Mario has been appointed by the Police Commissioner to serve as the Director for the Nassau County Police Department's - Law Enforcement Exploring program, Police Foundation and Police Reserves programs.
- He also serves in a leadership capacity with ASIS International and currently serves as the Chairman of the Board for the Associated Licensed Detectives of New York State (ALDONYS).

David Snee, Regional Vice President:

- Project Manager for the FDOT District Three Road Ranger Safety Patrol, MDSHA Safety Service Patrols and PennDOT Expressway Service Patrol contracts.
- Accomplished safety and incident professional with 26 years of proven executive level guidance and team leadership and development. Provides traffic incident management and scene safety training to incident response operators, including hands-on vehicle recovery and relocation exercises.
- Works to promote "Open Roads" Policies and quick clearance concepts throughout the states he manages. Works alongside Maryland State Highway Administration to establish Incident Management policies and procedures.
- Experienced in the evaluation of partnerships and advancement concepts based on performance.
- Respected technical advisor in interagency relationship management.
- Effective in managing Traffic Incident Management programs for several states' Department of Transportation.
- Commissioned by the State of Maryland Defense Force in 1993 and acted as a Military Police Officer 1994-96 before the Defense Force mission transitioned to Search and Rescue.
- Has managed transportation teams for the Port Authority of New York and Federal Express.
- Provides reliable management of traffic incident management, security, and medical and transportation teams to State, Federal and private sectors.
- Certified Trainer, National Traffic Incident Management Responder Course.
- Certified National Tow and Recovery Operator/Trainer.

Mr. Snee's course work includes:

- SHRP 2 National Traffic Incident Responder Trainer Program Certification
- FHWA National Highway Institute National Traffic Incident Management Courses
- FEMA/NIMS Certifications ICS-100, ICS-200, ICS-700, ICS-701, ICS-702, ICS-800
- Nationally Certified Tow Operator
- Temporary Traffic Control Manager's Training
- CPR/AED/Advanced First Aid
- Advanced MOT Training
- Department of Homeland Security Community Emergency Response Team Training
- Responder Safety Learning Network Training :
 - Advance Warning
 - High Visibility Innovations
 - Blocking Procedures at Roadway Incidents
 - Scene Control
 - Traffic Incident Management procedures

- Emergency light Awareness
- Move It or Work It
- HazMat Awareness and Response Training
- Firefighting and Fire Extinguisher Handling
- NFPA-Electric Vehicle Safety for Emergency Responders Training

Steve Corbin, Florida Operations Manager:

- Over thirty-seven years Traffic Incident Management experience working for FDOT and the Florida Highway Patrol.
- Former Traffic Incident Management Coordinator for FDOT District Three
- Over 30 Years as a State Trooper, Training Officer and Manager for the Florida Highway Patrol
- Member, Domestic Security Task Force, Florida
- FDOT Road Ranger Project Manager; led, directed and controlled the Road Ranger Safety Patrols and RISC contracts. Utilized FDOT standards, manuals, guidelines and current practices daily
- As a representative of FDOT, initiated and held Traffic Incident Management meetings with stakeholders. Represented FDOT at press events including Florida Highway Patrol initiatives.
- Works with the Florida Highway Patrol and develops positive relationships with partners in overall mission
- Responds to and reviews major incidents for MOT/MUTCD rules and safety and adherence to best practices related to Traffic Incident Management. Reviews and obtains all RISC related documents and crash reports from the Florida Highway Patrol
- Review of necessary equipment that may be required to make Road Ranger and TMC operators job more task oriented, Radios and FHP CAD System
- State Law Enforcement Radio System (SLERS) Administrator for FDOT
- Prepares and maintains TIM resources and training materials to keep TIM members aware of current and future trends
- Stays current on NOAA and surrounding weather to be proactive in Traffic Incident Management and Emergency Operations
- Utilizes concepts, terminology and principles to develop plans and implementation process for incident management
- Analyzes data that is garnered from performance metrics to develop future plans and directives
- Law Enforcement Trainer, high risk topics in law enforcement, for more than 20 years, including:
 - Domestic Terrorism
 - Amber Alerts
 - Silver Alerts
 - Blue Alerts
 - Domestic Violence
 - Suicide Prevention
- Certified Contract Manager, Advanced MOT Certified, SHRP 2 Instructor

Jonathan Wilkes, Manager, FDOT SIRV Program and District Three Road Ranger Program

- Program Manager for the FDOT District Four SIRV Program, FDOT District Three Road Ranger Service Patrol Contract; contracts are currently underway. SLERS certified.
- Assisted Project Manager for the PennDOT contract. Provided hands-on daily supervision of all PennDOT operators and maintenance operations for a fleet of 15 Ford Super Duty Tow Vehicles
- Experienced in operations, maintenance, incident management, first response, planning and construction involving roadway systems.
- Awarded the Florida Transportation Secretary's Challenge Coin, in recognition of those who have demonstrated innovation, efficiency and exceptionalism. This Challenge Coin, which is only periodically awarded, symbolizes the Secretary's recognition of those who helped to further FDOT's reputation as a National leader in Transportation.
- Coordinates purchases of all supplies for the Florida Road Ranger Safety Service Patrol contracts
- Communicates with client regarding critical issues, and provides comprehensive, detailed reports for review. Attends all monthly Regional and State-Wide TIMS and Task Force meetings.
- Over twenty years' experience as an OSHA Compliance Officer
- Active DOD Secret Security Clearance

Mr. Wilkes's coursework includes:

- SHRP 2 National Traffic Incident Responder Trainer Program Certification
- FHWA National Highway Institute National Traffic Incident Management Courses
- FEMA/NIMS Certifications ICS-100, ICS-200, ICS-700, ICS-701, ICS-702
- Wreck master Level 2, 3 Certifications
- Advanced, Intermediate Maintenance of Traffic (TTC/MOT) Certified Trainer
- ATSSA Florida Advanced TTC
- SLERS FDOT Certified
- HAZCOM Train the Trainer
- OSHA 10 Hour Construction Certification
- OSHA Certified Construction Safety Trainer
- OSHA General Industry Safety Trainer
- NSC CPR/AED/Advanced First Aid Instructor
- Chemical, Biological and Nuclear Detection Training
- Temporary Traffic Control Traffic Manager
- Alternative Fuel Vehicles (Electric, Hybrid, Hydrogen Fuel Cell, Gas Powered LPG, CNG, LNG)
- Responder Safety Learning Network Training :
 - Advance Warning
 - High Visibility Innovations
 - Blocking Procedures at Roadway Incidents
 - Scene Control
 - Traffic Incident Management procedures
 - Emergency light Awareness
 - Move It or Work It
- Firefighting and Fire Extinguisher Handling

Lauren Cloude, Human Resources Manager

- Hiring Manager; screens all applications, conducts extensive background investigations of all applicants. Certified Federal E-Verify compliance officer.
- Coordinates on-boarding process, including recruitment, interviews, preparing new hire packages, new hire orientation, training, material preparation, performance reviews and terminations.
- Compliance officer for all workers compensation, unemployment, and income garnishments. Monitors all human resource issues for over 145 employees. Oversees employee 401K plans.
- Oversees employee health benefits plans. Provides new enrollment applications, benefits assistance. Prepares yearly benefits plan summary to all employees.
- Graduate, Drexel University in Pennsylvania; Major in Business Management, minor in Legal Studies.

c. Experience and Performance

AutoBase Inc. is a certified Women-Owned Business Enterprise (WBE) registered to do business in the states of Connecticut, Florida, Georgia, Kentucky, Maine, Maryland, Massachusetts, New York, Ohio, Pennsylvania, Virginia and West Virginia, providing safety service patrols and traffic incident management services. AutoBase Senior Management has been involved in Traffic Incident Management Programs since 1994. Yearly, AutoBase president Donna LaBella renews with Ford Trucks a line of credit, which allows for immediate purchase and delivery of patrol vehicles. AutoBase's line of credit for 2018 is \$4 million.

1) AutoBase Patrol Operations

AutoBase operates custom-built patrol trucks daily, significantly decreasing motorist delay and increasing motorist safety. Our patrols provide emergency motorist assistance, monitor highway conditions and manage traffic at incident scenes. This includes "relocating" disabled or damaged vehicles from the travel portion of the roadway to a safer location so that traffic flow is not impeded and providing emergency roadside service to disabled vehicles on high volume roadways. AutoBase patrol trucks ensure the smooth flow of traffic throughout some of the nation's busiest roadways, by the rapid removal of vehicles from the travel lanes that are disabled due to minor accidents or mechanical failure.

- **New York State Department of Transportation, Highway Emergency Local Patrol (HELP) program, 2003-present:**
- **New York Albany Region (2003-2013, 2017 - present)**
 - 120 directional miles of highway patrolled daily
 - 5 Ford F250 Trucks in operation, 8 hours daily
 - Presidential Motorcade presence
- **New York Hudson Valley Region (2008 to present)**
 - 352 city/urban/rural miles patrolled daily
 - 20 Ford F250 Trucks in operation, 8 hours daily
- **New York Long Island Region (2013 to present)**
 - 75 directional miles of highway patrolled daily
 - 9 Ford F250 Trucks in operation, 8 hours daily
- **New York Buffalo Region (2017 to present)**
 - 50 directional miles of highway patrolled daily



- 6 Ford F250 Trucks in operation, 8 hours daily
- **Baltimore/Washington DC Area (2012-present)**
 - I-95 Corridor, one of the busiest in the Nation
 - 4 Ford F250 Trucks in operation, 16 hrs daily
 - Successful integration of contractor program with State Program (Maryland CHART Program)
- **Philadelphia, PA Region (2014-present)**
 - 15 Trucks in operation, 8-16 hours daily
 - Custom-built Ford F350 Tow trucks
 - Approximately 2,100 patrol hours per month
- **Ohio Statewide Operations (ODOT) (2014-present)**
 - Throughout entire state, patrolling heavily travelled roadways
 - 28 Ford F250 Trucks/ Wreckers in operation, minimum 7,200 hours per month
 - Over 190,000 assists since November 2014
- **Kentucky (2015-Present)**
 - Northrop Grumman, TRIMARC Program
 - Louisville and Northern Kentucky regions
 - Approximately 800 patrol hours per month
- **Florida FDOT District Three (2015-present)**
 - 4 Ford F250 Trucks, across 160 centerline miles
 - Ride-Along with Transportation Secretary
 - Secretary of Transportation's Challenge Coin recipient
- **Maine (2016-present)**
 - Portland, Maine area
- **Florida Turnpike (2017-present)**
 - Suncoast Veterans Highway (589) – 55 miles
 - Major Express Lanes Expansion in 2018
 - 9 Tow Vehicles, Severe Incident Response Vehicles, Flat Bed tow Vehicles
- **Florida District Four (2017-present)**
 - Districtwide Severe Incident Response Vehicle Program (SIRV)
 - Immediate Presence at all Level 3 Incidents, 24 hours a day, 7 days a week
 - Ten (10) Severe Incident Response Vehicles
 - Develop training module/train Road Ranger and TMC personnel
 - Serve as FDOT Incident Command Station
 - Conduct severe incident debriefings
 - Quality of Service audits, vehicle and personnel Inspections for the Road Ranger Service Patrol



- **Ohio Turnpike (October 2017-present)**
 - Milepost 64 to milepost 126
 - Continuous Coverage 7 days per week
- **Florida Turnpike (February 2018-present)**
 - Entire mainline and secondary roadways
 - Over 350 miles Patrolled
 - 46 Tow Vehicles, Severe Incident Response Vehicles, Flat Bed Tow Vehicles



2) Sampling of Services Performed:

- Traffic Incident Management
- Express Lane Coverage
- Severe Incident Response Services
- Full Highway Closures
- Full Ramp Closures
- Scene Protection
- Motor Vehicle accident resolution
- CPR/First Aid assistance
- Unattended vehicle resolution
- Removal of disabled vehicle from roadway
- Removal of debris from roadway
- Quick temporary repair of disabled vehicles, including, but not limited to:
 - Changing a Tire
 - Jump start a battery
 - Provide coolant for a radiator
 - Provide a maximum of two gallons of gasoline
 - Minor repairs-subject to a 15 minute time frame
- Provide motorists with directions or alternate routes
- Provide a cell phone for the public to make a local call
- Assist emergency service personnel with incident management



3) Telecommunication/Dispatch Operations

AutoBase, Inc. through our affiliate DSS, employs dispatchers with government communication experience and military veterans with similar experience.

By way of example, below you will find brief descriptions of how our teams handle dispatch assignments for various governmental and commercial clients.

- **Mizuho Americas (March 2012-Present)**

- Mizuho Americas, a major international bank with large facilities in both New York and New Jersey
- Operators/officers man control room functions for each building
- Handle command center monitoring and dispatching for personnel across the United States – 24/7/365 - different time zones, different, different issues

- **Public Service Enterprise Group (January 2013-Present)**

- Public Service Enterprise Group (PSEG), the managing organization for electric power to all of Long Island (approximately 2.5 million customers)
- Command Center responsibility for monitoring hundreds of critical infrastructure locations and dispatching personnel and equipment across Long Island.
- This assignment came as PSEG was about to institute a new high-technology, fully computerized dispatch center to replace an older facility. The team worked in tandem with the original dispatch center, shadowing their activity and working through methods for improved and faster response.
- Of note, the new center receives input from PSEG management, law enforcement, camera systems, customers, and FRES (Fire, Rescue, and Emergency Services) centers covering the 140 mile length of LI, its roadways and communities. All the input has to be addressed and acted on appropriately in real time.

- **Intralogic Solutions (July 2016-Present)**

- Intralogic Solutions, a major electronic security provider.
- Dispatchers monitor school districts, government facilities and commercial entities.
- We provide:
 - Remote Alarm Verification
 - Remote Entry/Exit Management
 - 24/7 Incident Verification and Live Reporting
 - Remote Patrol
 - Remote Perimeter Protection
 - Remote Employee Escort services to multiple governmental and commercial clients.

4) Sampling of Services Performed

Our dispatchers are trained in the following areas to be able to assist our governmental and commercial clients:

- Answer incoming emergency and non-emergency calls from law enforcement, fire, and emergency medical services and obtain required information for a safe, efficient emergency response of all required public safety agencies.
- Operate multiple line telephone systems, interview the callers to determine the exact nature of the call, obtain all information needed, and then must quickly and accurately classify the call and determine the priority and type(s) of response required.
- Quickly and accurately enter all information regarding the incident(s) into the dispatch database.
- Operate all radio consoles and ancillary equipment providing appropriate command, control and support information to public safety responders.
- Dispatch law enforcement and fire personnel in adherence with established policies and procedures.
- Track and document status of personnel and equipment.
- Must enter accurate and timely information from telephone, radio, text, and various modern communications technology that is received at an exceptional skill level into the database.
- Provide self-help pre-arrival instructions to callers with established priority dispatch protocols.
- Answer non-emergency and administrative calls for service, obtains pertinent information from the caller and respond to requests for information, or make referrals as appropriate.
- Perform records and information access on a variety of highly secure databases, both internal and external.
- Deal appropriately with clients who may be angry, upset, and/or distraught utilizing conflict resolution skills, tact, and empathy.
- Maintain various electronic and manual files, logs, forms and dispatch related information.



3. Technical Plan

AutoBase has reviewed the Request for Quotation from multiple perspectives, including operational, quality, account management, and pricing, among other considerations. AutoBase will have no difficulty whatsoever in providing the needed services as specified in the RFQ.

AutoBase shall be in full compliance with all applicable state and local laws and rules. AutoBase has been in continuous operation since its establishment in 2000, providing similar roadside assistance/safety service patrols in seven states with over 175 vehicles.

a. Technical Approach

AutoBase Inc. proposes to collaborate with WVDOH to preserve, uphold and enrich the program. The joint mission with WVDOH will be to promote, support and enhance public safety, health and well-being of motorists on West Virginia's roadways.

- AutoBase will provide an experienced Project Manager. The Project Manager will provide daily over-sight and guidance to the designated AutoBase Program Manager/Supervisory personnel.
- A Team of professional Program Operators. To the extent possible, these Operators will have had prior experience in emergency response, fire and rescue, security, police work, telecommunications/dispatch operations. All prospective Program Operators will undergo an extensive background check, including verification of employment references, motor vehicle report to ensure a safe driving record, criminal record check, drug and alcohol testing and Federal E-Verify screening.
- AutoBase Program Operators will be responsible for fully functional Program coverage over established routes in communication with and under the direct control of the Agency during established contract hours, and will conform to all rules, regulations, policies and contractual obligations set forth by Agency Program Managers.
- AutoBase Dispatch Centers will have dedicated, experienced staff members and telecommunications and GPS infrastructure to communicate, monitor and dispatch all patrol units statewide.
- AutoBase Program Operations will conform to all required graphics and decals on the patrol vehicles, lettering and logos on Program Operator uniforms, requirements to provide motorists receiving assistance, comment cards and other distributions.
- AutoBase's hourly Program Contract rate, as specified in the Price Proposal portion of this RFQ, includes:
 - Primary and auxiliary equipment
 - Highly Competitive Wages
 - Comprehensive Employee Benefits Package
 - Training
 - Routine vehicle maintenance
 - Uniforms

b. Service Patrol Vehicle Equipment

1) Equipment

AutoBase utilizes an extensive list of tools in the providing of Safety Service Patrols. These are all key elements of a Program vehicle. These tools expedite the assist and ensure driver safety. AutoBase will

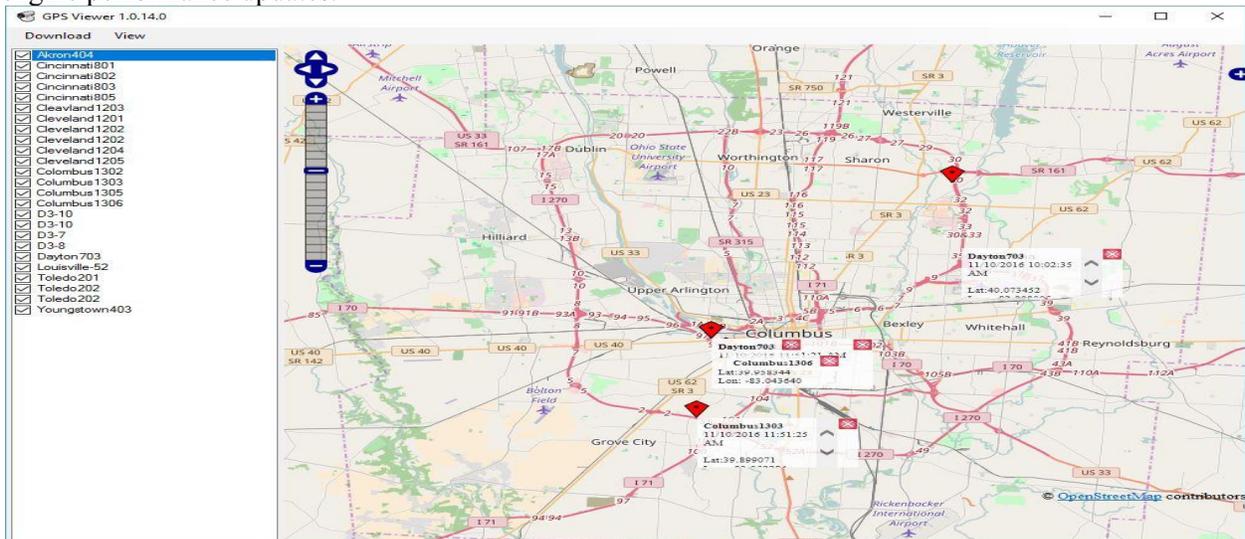
provide all tools and equipment listed in the Request for Quotation, **Section 4.1.4.4**, as well as additional tools and equipment that we feel are necessary in the efficient and safe performance of the Program driver.

2) GPS/Video Camera System

Every Program vehicle will have a Camera system. Safety Track is an advanced vehicle video surveillance system with integrated satellite navigation, real-time video streaming, vehicle sensor reporting and a range of software tools that convey high-resolution real-time video and two-way audio across digital networks to control centers or anywhere an internet connection can be made. This is a two (2)-camera system, with up to four (4) camera views and the optional ability to have pan, tilt and zoom capabilities, and on-board Wi-Fi. Streamlined video from cameras located in patrol vehicles allows management to view incident scenes in real time. The cameras are positioned to show views from both the front and rear of the Program vehicle.



AutoBase offers a state of the art technology environment to ensure accurate reporting and complete transparency for Program operations. The system is installed to a vehicle that facilitates improved management and control of human and other resources. This system allows you to manage video and other data from any computer or mobile device; data streams securely transmitted via satellite, hi-resolution multi-camera video, GPS navigation, traffic sensing and route management, clear 2-way audio communication. You can view information such as real-time location and route updates and periodic engine performance updates.





Remote vehicle diagnostics is also provided, allowing AutoBase managers to proactively address vehicle problems before they create operational issues. This helps to reduce down time of trucks, improve longevity of the patrol vehicles and boost reliability of performance. Reports can be generated that include location of Program vehicles, fuel usage and miles per gallon, speed violations and stop detail and idle time. Tracking the speed of a Program vehicle is important not only from a safety standpoint, but also improves fuel efficiency and minimizes impact to the environment by lowering emissions.

3) Maintenance Program

In an effort to ensure a long lasting and well-maintained fleet, AutoBase has created its own proprietary Fleet Maintenance Database. All Program vehicles will have a regimented maintenance program, and a database is maintained to include preventative maintenance services, such as fluid changes, tune-ups, wheel alignments, tire rotation, inspections, etc. The database also tracks the maintenance schedule for the required accessories and parts associated with each service patrol vehicle, such as fire extinguishers, flashlights, air compressor, etc.

AutoBase's proprietary maintenance database is compiled of all maintenance and costing performed on each vehicle within the Program fleet. AutoBase Operations has a system in place which updates the fleet maintenance database records, on a week by week basis. The AutoBase Program Manager's responsibility is to review the database and maintain vehicles as per the Preventive Maintenance schedule that is in place. As the Database allows us to track maintenance, it also allows us to create performance metrics. This enables us to anticipate part failures and breakdowns before they occur.

With the vehicle manufacturer's recommended preventive maintenance schedules, in combination with our own AutoBase Fleet Maintenance Database, we are able to efficiently maintain vehicles with minimal breakdowns by completing preventive maintenance prior to part failures. This allows for consistent route coverage and safe vehicles for drivers to operate.



c. Training Plan

All initial, refresher and advanced training is accomplished by utilizing the AutoBase Training Manual, and certified trainers. All Program operators will receive periodic training to maintain and improve the skills necessary for optimal job performance. All training is documented by the trainer and entered into the employee's file by our Human Resources department.

AutoBase invests in the training of our personnel, supported by a "hands-on" Executive Management Team and corporate support staff. AutoBase has developed and copyrighted a comprehensive training program for all traffic incident response personnel. FSP trainees will receive a minimum of **40 hours** of classroom instruction and an additional **40 hours** of hands-on practical instruction utilizing AutoBase Program equipment. Interaction with the motoring public will be a daily occurrence; as part of the training program AutoBase employees will receive guidelines for motorist assistance. This training will focus on ethics, behavior, safety and appearance.

AutoBase has developed and copyrighted an intensive, comprehensive Program Operator Training Plan, which includes testing upon completion of each chapter, utilized across all the states we provide service in. Classroom training consists of lesson objectives, power point and video presentations.

AutoBase Program operators are expected to hold themselves up to a very high standard. It is essential that every one representing AutoBase has strong moral qualities and ethical standards. At the core of our operation is the need for Employees to have solid character which is defined as having integrity and doing the "right thing" at all times. Due to the critical nature of incident response, every employee must operate every day, every shift, and every call in this manner.

In addition to classroom training, all Program Operators will be required to perform a minimum of **forty (40) hours** of "ride along" with AutoBase trainers before being placed into service as a Program operator.

- Hands-on training will be conducted by certified SHRP2/TIMS Instructors
- Federal Highway Administration SHRP2 Incident Responder Training.
- National Incident Management Systems 100, 200 and 700 levels
- AES Certification in Basic Mechanics (or equivalent)
- National Traffic Incident Management Responder courses, completed through the National Highway Institute (web-based) certificate.
- Advanced Life Saving, Adult and Pediatric CPR/AED First Aid.
- Advanced training in Awareness Levels of Human Trafficking and Drug Trafficking
- WVDT Training
- Amber, Silver, Blue Alert Training
- HazMat Response Training
- Firefighting and Fire Extinguisher Handling
- AVL System Operation
- Radio Usage and Maintenance
- Safe and effective use of push bumper
- Pulling vehicles with a tow strap
- Uprighting Cars, safely and quickly
- Animal Control
- NFPA Responding to Hybrid/Electric Vehicle Incidents
- NFPA Responding to Fuel Cell Incidents
- NFPA Responding to Gaseous Fueled Incidents
- Quarterly refresher training courses completed through respondersafety.org/FEMA.gov.
- The Field Operators Guide for Safety/Service Patrols is

"I was recently made aware of your (SSPO Dennis Vargas) efforts to stop a wrong-way driver on I-287 in Hudson Valley. By using your emergency lights and placing your vehicle in the path of this wrong-way driver, you were able to stop him and saved an untold number of lives...Your efforts go way beyond just doing your job. Your efforts are nothing short of heroic.
Matthew Driscoll, NYSDOT Commissioner

routinely utilized in all AutoBase training sessions.

AutoBase will ensure that all Program operators complete the requisite training to ensure the skills necessary to execute their duties safely and efficiently. Operators will not be assigned independent Program duties until all required training is complete and certified by the trainers.

1) Advanced Training

In conjunction with the Department of Homeland Security and Ohio State Police, all AutoBase employees have been trained in:

- **Advanced Awareness and Detection of Human Trafficking**
- **Advanced Awareness and Detection of Drug Trafficking**

AutoBase is the first Safety Service Provider to have such advanced training.

Additional Advanced Program Training includes:

- Contra Flow – for Hurricane Evacuation
- Crisis Introduction (Suicide Prevention)
- Guard Rail Cables
- Alzheimer's/Silver Alert
- Law Enforcement Officer Liaison
- Emergency Evacuation Training

d. Traffic Incident Management



To address the needs of Traffic Incident Management, AutoBase participates in, and supports Traffic Incident Management conferences and meetings in every state and district that we operate. We develop true partnerships with state and local police, fire, emergency medical service, hazardous material and medical examiner field operatives. When AutoBase trainers schedule Traffic Incident Management Training, SHRP 2 and Traffic Accident Progression classes, we invite these organizations to send their new members and volunteers to attend and participate in our classes. The relationships forged in the classroom between these organizations perform with maximum efficiency on the roadways. The result ensures quick identification of roadway concerns, flooding, traffic hazards and incidents.

AutoBase follows FEMA/FHWA Emergency Operations protocol when developing their Incident Response Plans and partners with their DOT contract representatives to ensure every aspect of the contract requirements have been met or exceeded. Depending on the severity of the incident, a different incident response may be necessary and there will be a variation in the response method. AutoBase Incident Response Plans will address how to handle major incidents, intermediate incidents and minor incidents, which may include, but are not limited to, incidents such as stalled vehicles, debris, roadwork, congestion, fire/HAZMAT, motor vehicle accidents, medivacs, disabled motor vehicles, etc.

AutoBase Supervisors will ensure that the established guidelines and protocols for incident management are strictly followed. AutoBase's goal is to provide the safest work environment not only for Program operators, but for all incident responders.



e. Quick Clearance

Quick Clearance is very important within AutoBase operations. AutoBase's management team clearly understands the importance of and fiscal responsibility associated with keeping all lanes open. AutoBase will develop partnerships with multiple agencies such as DOT, Law enforcement, Fire, EMS and towing and recovery services. By developing working partnerships with each, allows safe and efficient practices to expedite the removal of vehicles, cargo and debris on the roadways. This will be done in an efficient manner to safely return traffic flow to an orderly manner following an incident. It is known that traffic incidents cause congestion delays, which results in billions of dollars lost annually. Inefficient traffic incident management can cause the responders and motorists to be needlessly killed and/or injured. Roadways will be cleared as soon as possible in the most professional, safe and efficient manner.

Program Operators will be properly trained and equipped to address quick clearance concerns using AutoBase trained best practices. The use and concept of traffic cones, road flares, advance warning signs, proper usage of arrow boards, emergency lights, vehicle spacing, wheel pitch, proper radio communication and windshield size ups are some of the items that will be used and addressed during roadway incidents.

Besides some of these operational concepts, AutoBase will always ensure that properly maintained trucks and equipment are always available. AutoBase's high standards on equipment, training and operational guidelines will give operators all the tools needed to efficiently complete all tasks at hand. This will allow for the safe and efficient operations for quick clearance of roadway incidents and debris.

f. Safety Program and Protocol

AutoBase has a concise, documented policy that establishes safety and health as a core value that is equally important as service and quality, and is communicated to all employees by senior management. Senior management establishes safety and health program goals, and regularly evaluates and communicates the company's safety performance. Safety and health responsibilities are assigned to OSHA trained personnel and are specifically addressed with each employee. All managers and supervisors conduct scheduled and random safety inspections, safety briefings, safety training and opportunities are provided for employees to participate in the safety process through safety committee meetings.

Employees are encouraged to promptly report any safety and/or health hazards to their supervisors. In the event an employee suffers an injury, AutoBase has a clear and efficient process for reporting an injury, obtaining medical treatment, and filing a claim. We have also developed policies and procedures for bringing an injured worker back to work in a safe and timely manner. Our health insurance carrier, which coverage is available to all employees at a low, affordable cost and subsidized by AutoBase, provides many resources for health maintenance and health improvement.

g. Community Service

AutoBase will supply a patrol operator and vehicle, at Agency or local community organization's request, to community service programs, including but not limited to, safety related and other and educational events throughout the entire contract period. Events may include:

- Seatbelt and child safety seat checks
- "Safety Breaks" at highway rest areas or Service Plazas during peak travel days
- Teenage driver safety events at local high schools
- Take your kids to work day

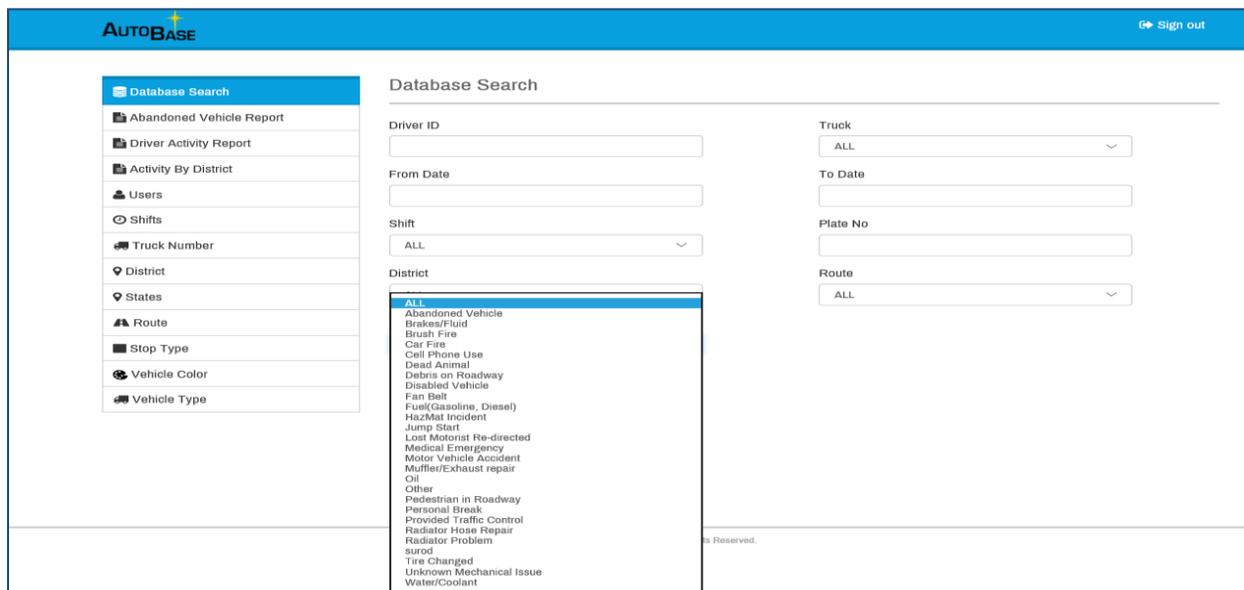


- State and County Fairs
- Local Community Parades
- Career Day at local Technical Schools and Community Colleges

h. Proprietary Software

AutoBase has developed an innovative software solution to provide real-time updates and reporting of incidents. AutoBase utilizes this Smartphone app to monitor daily incidents and activities for our fleet of vehicles. This modern iPhone and Android App uses an intuitive interface that allows operators to input their shift activity information such as; Driver ID, location, nature of call, resolution, and images for immediate data capture to our servers. This powerful tool makes driver data instantly available to AutoBase and West Virginia in clear, easily generated web based reports anytime, anywhere.

It is easy and intuitive to create users, setup shifts and input routes. Then, just enter incident information and helpful reports are automatically generated. The phone data is secure and stored offline on secure servers. Management can look at driver's stats, route incident location, time per stop, type of stop, etc.



Core functions include a real-time data entry system, which allow web based admin users to view current and past incidents being completed by Program operators after incidents occur. It allows for a paperless user friendly system to be used by the drivers of safety service patrols. Not only does it provide data collection but is also creates a GPS location for the incident by recording the latitude and longitude coordinates.

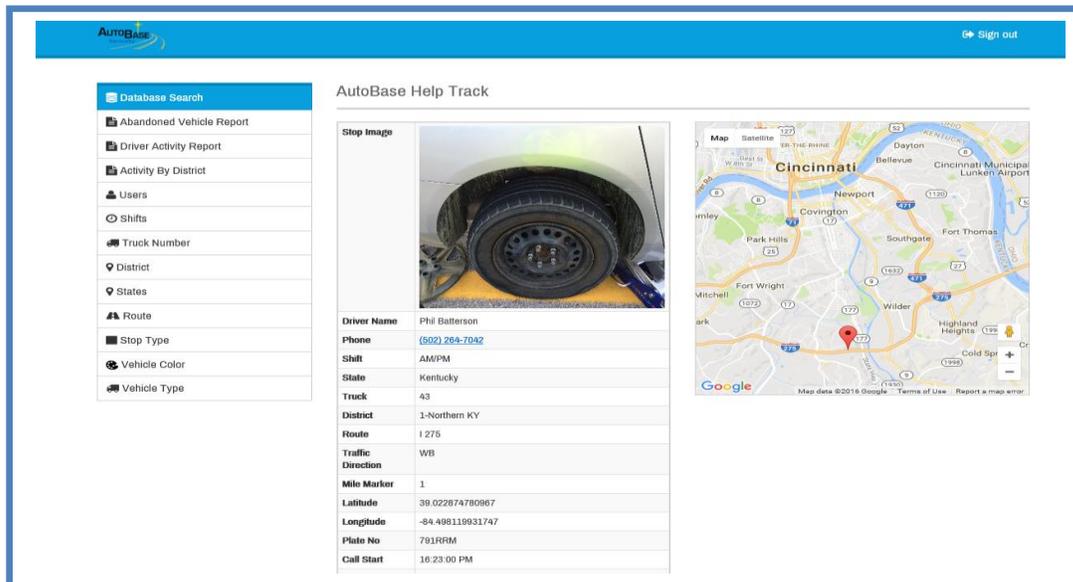
This proprietary system allows Program Staff to see reports of incidents as they occur. This software solution captures crucial data to allow AutoBase and West Virginia to determine and monitor the overall effectiveness of the Program, as well as collect detailed data to generate statistical reports. The Smartphone app allows the Program Operator to send incident information to the dispatch center/TMC without returning to the Program vehicle, considerably speeding the flow of pertinent information.

AutoBase program performance measurement tracking, analysis and reporting utilizing the AutoBase smart phone application include:

- Number of Program Operator responses, by operator
- Operator incident response time
- Average total incident response time for the reporting period

- Average incident clearance time
- Lane closure numbers and times
- Number of incidents by Zone or milepost
- GPS mapping of Operator responses
- Peak incident time trends, by Zone or milepost
- Type of incidents, by Level, by Zone or milepost
- Streamlined video of incident scene

By utilizing smart phones with video and picture capabilities, AutoBase Program operators can capture incident scenes, motorist vehicle damage as well as reporting damage to State property, such as guard rails, signage, etc., enabling the state to pursue motorist reimbursement.



Driver Name	Phil Balterson
Phone	(502) 264-7042
Shift	AM/PM
State	Kentucky
Truck	43
District	1-Northern KY
Route	1275
Traffic Direction	WB
Mile Marker	1
Latitude	39.022874780967
Longitude	-84.488119931747
Plate No	781RRM
Call Start	10:23:00 PM

i. Performance Metrics

An important function of performance measurement, analysis and reporting is to provide support data needed to justify the program. Showing the number of assists and the responses of those assisted are helpful in strengthening the value and need for the Program. Just important as the quantity of assists are the quality of the service provided.

Key metrics, AutoBase feels, are necessary to the success of the program. In ensuring that the FSP program is overwhelmingly successful, AutoBase will access and provide performance metrics and statistical charts on a month to month basis to the Agency. Our approach is to ensure all data collected is compiled and analyzed for review through statistical spreadsheets and charts. AutoBase submits performance metrics for many of its safety service patrol contracts. What enables us to do this is our proprietary AutoBase Highway Incident software application, which allows the company's patrol operators to log incident information on the interstate, where applicable, through a smart phone/tablet device. All data is collected and compiled into a Microsoft excel spreadsheet in real time. Our approach would be to compile statistics on a month-to-month basis, create and submit in PDF or other document format key performance measurements.

By logging information about assists, route coverage, vehicle performance and analyzing with other data, such as traffic volumes and comment card results, program managers can identify a wide-variety of potential improvements that increase some aspect of program effectiveness. Routes and schedules can be periodically reviewed and recommendations made for adjustments.

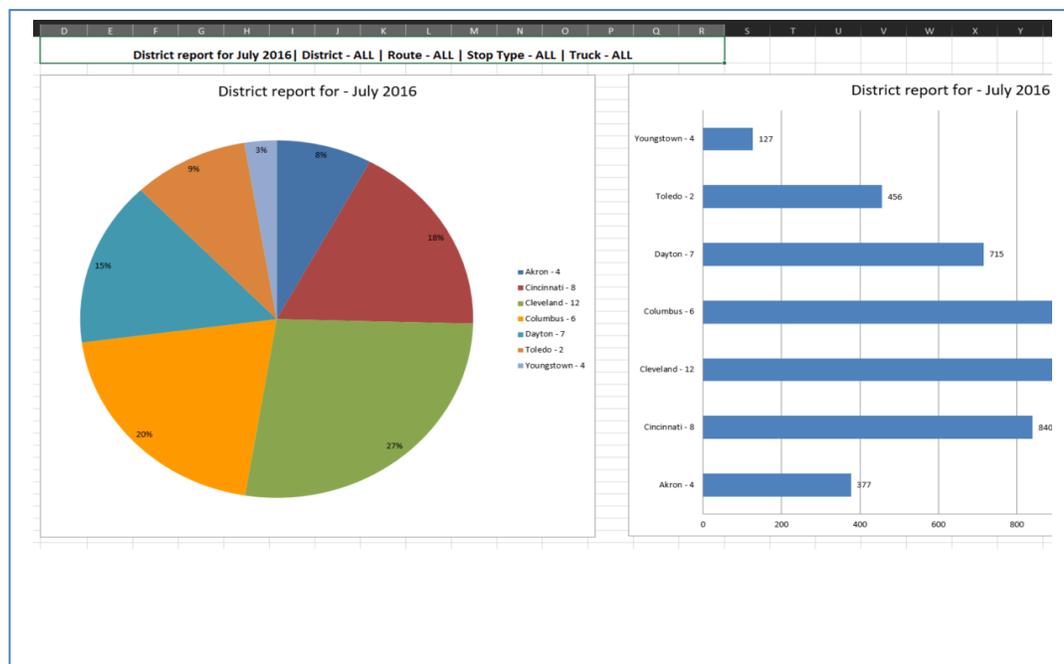
Our approach to measuring performance and monitoring the program includes data collection, processing, analysis, dissemination, and reporting. We will achieve improved outputs and outcomes by aligning performance objectives with strategic goals, and we will measure performance against the objectives. In order to monitor, support, and when needed, augment the program, visibility into program performance is needed. Using performance measures, analysis, and reporting, provides the data necessary to demonstrate program effectiveness and benefits to the traveling public. Reviews of performance measures such as assist rates and traffic volume patterns are valuable for gauging adjustments for seasonal changes or special events, including road work and severe weather.

Some examples of key performance measurements in which AutoBase would create data charts and reports would include:

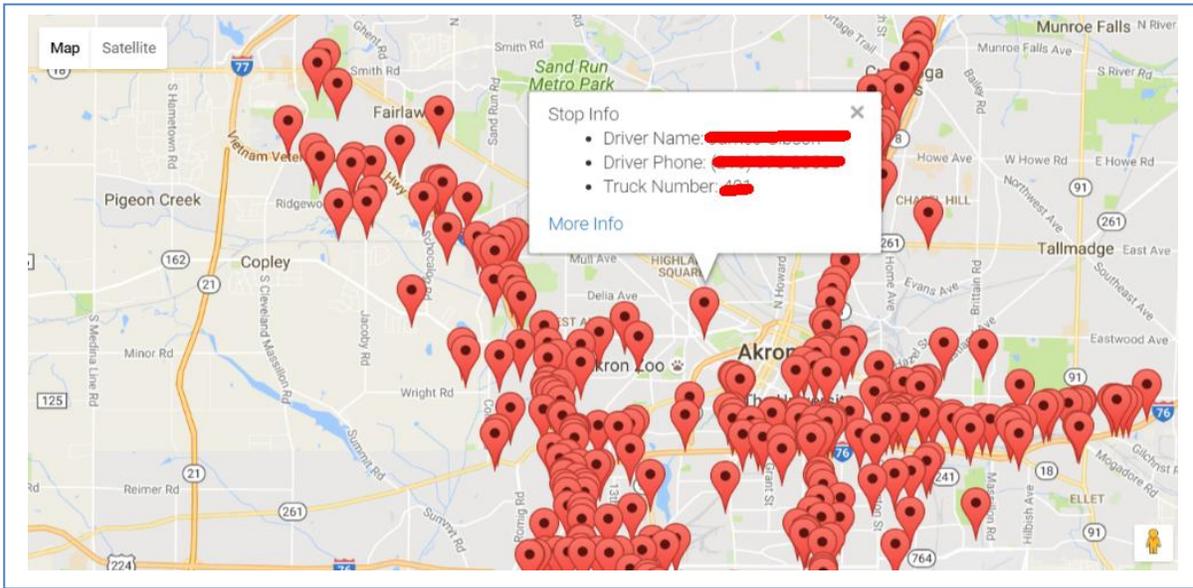
- Heat maps of most active areas based upon incidents
- Total incidents year to date
- Most frequent incident type
- Number of accident related responses
- Most active area of the roadway based upon incidents
- Average duration of time per incident
- Most active time during the day of reported assists
- Disabled vehicle assist type
- Number of assists per driver

AutoBase will deliver real time information and reports to the Agency utilizing data visualization tools. This includes near real-time status as well as weekly, monthly, quarterly and annual reporting on performance measures in electronic and paper format.

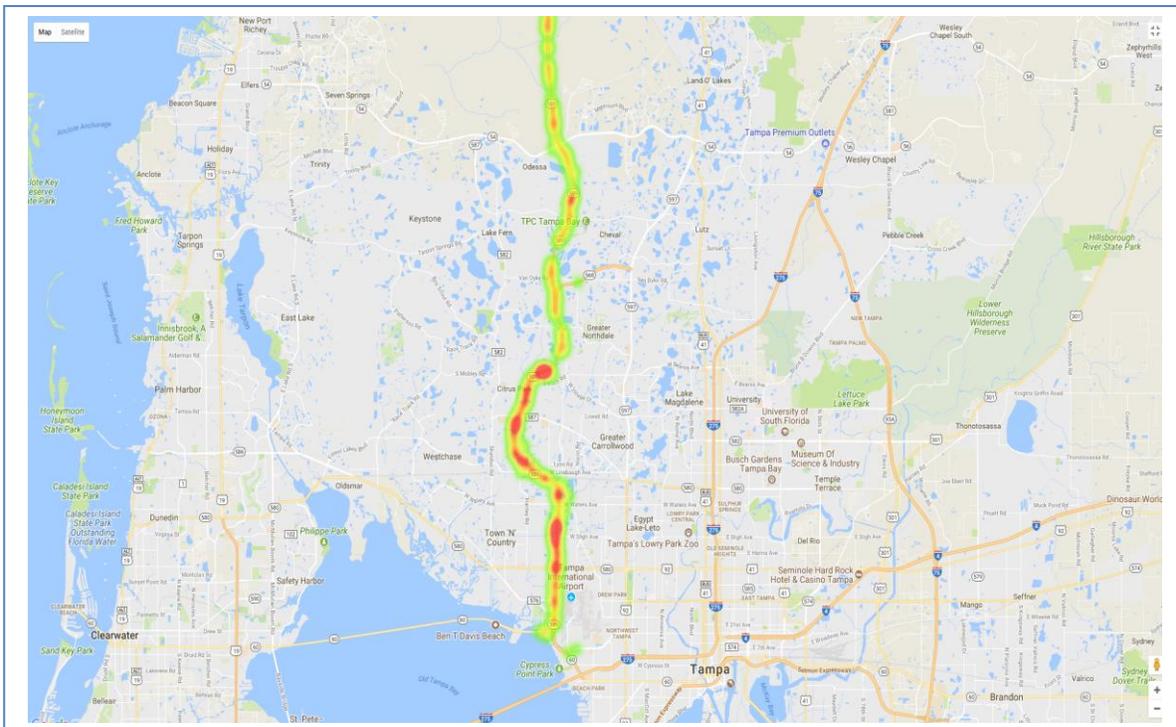
District Stats:



Google Maps:



Heat maps are data visualization tools that enable West Virginia to see incident locations. Heat maps are used to map traffic incidents to determine if certain locations are more susceptible to experiencing incidents.



4. Work Plan

Services to be provided include patrolling on designated West Virginia roadways:

- Detecting, verifying, reporting and providing all necessary assistance with traffic incidents to insure safe, quick clearance.
- Rendering assistance to motorists as directed by appropriate supervisor, law enforcement agencies, or as provided for in the Guidelines.
- Assisting law enforcement agencies, Fire Rescue/EMS, and other agencies as needed or requested.
- Safely and expeditiously removing debris and minor non-hazardous spills from the highway, or assisting removing vehicles or other incidents.
- Taking actions to maintain and/or improve safe and efficient flow of traffic.
- Dedicated, experienced dispatch staff and telecommunications and GPS infrastructure to communicate, monitor and dispatch all patrol units statewide.
- Communicate with supervisory staff, TMC and statewide Law Enforcement agencies and 911 emergency centers.
- Daily monitoring of intelligent transportation systems devices.
- Establish, publish and maintain a statewide Program toll-free number, staffed 16 hours a day, 7 days a week.
- Identifying, verifying and reporting property damage to infrastructure

a. Staffing Plan and Hiring Protocols

In each area where AutoBase operates, there are challenges in establishing and growing a labor force that meets our criteria. Individuals must be knowledgeable about modern vehicles and their operation, capable of making basic repairs, fully familiar with local roadways as well as major thoroughfares, aware of the typical hazards and seasonal issues occurring in the terrain, be fluent in traffic incident management (TIMs) procedures and have the customer service approach that is a hallmark of our company.

AutoBase is committed to equal opportunity employment practices. As a certified Woman Owned Business Enterprise (WBE), AutoBase seeks to ensure diversity in our workforce. AutoBase Human Resources Manager advertises our openings in publications and on web-based job boards as well as on the AutoBase website, www.autobasecorp.com, where everyone has access to the information. AutoBase is proud to have over 245 safety patrol operators across seven (7) states, should a fully trained, seasoned employee request to transfer to a new location.

Do not be fooled by our competitors! A key factor in selecting AutoBase is that the project is staffed by actual career-minded AutoBase employees. We do not subcontract, broker, or use employment agencies in any of our contracts.

Our managerial team has established a recruiting program that reaches into communities we serve to attract the best, most capable individuals for our organization. In addition to web-based job boards and publications, AutoBase managers will work with:

- Current Program Employees
- Current/retired Law Enforcement and Fire Rescue Personnel
- Military and Veterans Organizations
- Local Employment Offices
- West Virginia area TIMs chapters
- Local Community Colleges and training academies that focus on automotive technology, traffic incident management and service management.

b. Program Candidates

AutoBase will conduct a thorough screening of each potential operator to determine his or her knowledge and capabilities to perform the required duties of a Program driver/dispatch operator. Random drug and alcohol testing will be conducted on all employees during their entire tenure with AutoBase. All candidates for employment will be at least 18 years of age, (21 for patrol drivers), hold a current valid driver's license, hold a current CPR/First Aid certification, successfully complete all training courses and have the appropriate requisite background necessary for the position. AutoBase believes that the number of years of driving experience should be at a minimum of three years prior to an offer of employment. This minimum provides us with a level of driving maturity in our candidates necessary to complete the duties of a Program driver effectively in real life conditions.

Minimum qualifications are set to ensure a high level of service representative of West Virginia. At a minimum, these include:

- Minimum age of 21 years old
- Valid Driver's License, be licensed to drive the assigned vehicle in accordance with DMV Codes
- Safe Driving Record; No license suspension for a minimum of 5 years
- Be Drug Free
- Legal Resident of the United States (Federal E-Verify compliant)
- Fluency in reading and writing English
- Basic knowledge of Traffic Incident Management Procedures
- Minimum of 2 years experience/training in automotive mechanics
- Basic knowledge of report writing and incident reporting
- Advanced CPR/AED First Aid Training (to be provided by AutoBase)

Prior to an offer of employment, all prospective candidates will undergo:

- Extensive background check, including verification of references
- Motor vehicle report to ensure a "Safe Driving Record" (every 180 days)
- Criminal Record check
- Drug and alcohol testing
- E-Verify compliance

AutoBase performs pre-employment and random drug screening on all employees at local medical centers. These screenings are to verify negative and positive consumption for any illegal substances.

c. Area of Coverage, Hours of Operation

Just as important as Program hiring and training, are the understanding of nuisances on the areas to be patrolled and ensuring that Program personnel are aware of the characteristics of each roadway. Shifts will be assigned as to not over tax the driver. Unless there is an emergency situation, shifts will not be unduly long as to cause driver fatigue.

AutoBase will provide continuous patrolling on designated roadways as per the Solicitation, Information Attachment Form B, West Virginia Routes Covered:

- 16 hours a day, 3:00 pm through 7:00 am, 7 days a week daily.
- Agency Designated Roadways, each route approximately 50 mile, one-way sections

d. Daily Inspection/Reporting Requirements

In addition to Agency required forms, AutoBase Program operators utilize several forms in reporting their daily activities. The daily driver log sheet contains the date, time, vehicle license plate number, and comments. Another form utilized by AutoBase Program operators is an interactive Traffic and Incident Management System Service Log. This form is extremely detailed oriented, giving patrol date and time, location, incident description, vehicle information, vehicle problem, lane description, safety patrol driver action taken, and day of week, weather conditions and dispatched by. Data from this log is compiled and monthly statistical data reports are provided.

The pre-operation Vehicle Checklist includes all vehicle and equipment necessary in the performance of duties as well as the daily starting vehicle mileage. In order to perform the required services, each Patrol operator will be responsible for ensuring that their vehicle and equipment is in good working order and that they are equipped with all the necessary supplies and materials.

Prior to each shift, the Program vehicle operator will conduct a “pre-shift inspection” of the vehicle, utilizing AutoBase’s pre-shift inspection check list. This sheet ensures that the vehicle is free of physical problems and has all of the required tools and supplies to operate. Included on this checklist is a list of all required tool and supplies that are required on the service patrol vehicle, as well as:

- Visible damage to exterior of Vehicle
- All lights in working Order
- All communication equipment in working order
- Foul Weather Gear on Vehicle
- Mileage at shift start/shift end

The operator must provide this checklist to the supervisor daily to ensure the vehicle is in compliance with the scope of services.

e. Safety Logs

AutoBase Management, Safety Manager, and Field Supervisors will perform random field audits and audits of vehicles with respect to condition and availability of required equipment and supplies. These findings will be entered into the AutoBase Fleet Management Database for analysis.

f. Environmental, Safety and Health

AutoBase has a concise, documented policy that establishes safety and health as a core value that is equally important as service and quality, and is communicated to all employees by senior management. Senior management establishes safety and health program goals, and regularly evaluates and communicates the company’s safety performance. Safety and health responsibilities are assigned to OSHA trained personnel and are specifically addressed with each employee. All managers and supervisors conduct scheduled and random safety inspections, safety briefings, safety training and opportunities are provided for employees to participate in the safety process through safety committee meetings.

We place a strong emphasis on safety intended to protect both our clients and our employees. A formal Safety Program that meets OSHA, EPA, and other regulatory requirements (in addition to being an effective mechanism for ensuring the physical well-being of assigned Program personnel and the protection of property) has become a part of every AutoBase contract services program.

Employees are encouraged to promptly report any safety and/or health hazards to their supervisors. In the event an employee suffers an injury, AutoBase has a clear and efficient process for reporting an injury, obtaining medical treatment, and filing a claim. We have also developed policies and procedures for bringing an injured worker back to work in a safe and timely manner. Our health insurance carrier, which coverage is available to all employees at a low, affordable cost and subsidized by AutoBase, provides many resources for health maintenance and health improvement.

AutoBase is proud of the fact they we have incurred no serious injury or loss of life throughout our history of providing safety service patrols. This is due in part to our comprehensive, on-going safety training and performance monitoring by management.

g. Employee Standards and Appearance/Uniforms

All assigned personnel will meet the Standards of Conduct and Appearance guidelines as outlined in the RFQ. All Program personnel assigned to this Contract must report for duty wearing a complete uniform and remain uniformed for the duration of their work shift. Uniforms must be clean and neat.

All Program operators will be outfitted in identical uniforms, and will be provided multiple sets of uniforms, conforming to West Virginia specifications. Dispatch/telecommunication operators will be provided identical business attire. Program identification will be worn at all times while on duty. Patrol Uniforms shall be reflectorized and meet ANSI/SEA 107-1999 American National Standard for High Visibility Safety Apparel. Protective boots will be worn. A hard hat will be worn at all times during assists. Uniforms will consist of long sleeve and short sleeve shirts, vests, summer/winter jackets, rain gear, reflective pants, hart hats, steel tipped boots, work gloves, etc.

h. Salary Administration

At AutoBase, we pride ourselves in offering our staff highly competitive wage and benefits package. Employees are paid on a weekly basis, with their pay being directly deposited into their designated account each Friday.

The salary administration program at AutoBase Inc. was created to achieve consistent pay practices, comply with federal and state laws, mirror our commitment to Equal Employment Opportunity, and offer competitive salaries within our labor market. Because recruiting and retaining talented employees is critical to our success, AutoBase Inc. is committed to paying its employees equitable wages that reflect the requirements and responsibilities of their positions and are comparable to the pay received by similarly situated employees in other organizations in the area.

Compensation for every position is determined by several factors, including job analysis and evaluation, the essential duties and responsibilities of the job, and salary survey data on pay practices of other employers. Several State contracts set the salary requirements required to be paid by the Corporation. AutoBase periodically reviews its salary administration program and restructures it as necessary. Incentive bonuses may be awarded depending on the overall profitability of AutoBase Inc. and based on each employee's individual contributions to the organization.

i. Retention of Staff

AutoBase's highly competitive wage and benefits package reflects a projected 15% turnover rate. Historically, AutoBase has seen a low turnover rate, in part due to the hourly wage and benefits package offered to its employees.

It is corporate policy for AutoBase to maintain positive employee retention rates. This is accomplished through the implementation of an ongoing program and corresponding investment in employee recognition and development, including advanced training and monetary awards for outstanding service.

We offer our employees:

- Health Benefits
- 401K Retirement Plan
- Life Insurance
- Tuition Reimbursement
- Personal Time Off
- Performance Incentives
- Professional appearance representative of Northrop Grumman
- Year-End Bonus
- Direct Deposit
-

AutoBase is committed to:

- Advanced hiring practices
- Employees first, who in turn serve our customers and communities
- Personal and professional integrity
- Career growth and promotion opportunities
- Continuous quality improvement
- Responsible and profitable growth

Non-negotiable traits of all AutoBase employees are:

- Integrity
- Honesty
- Loyalty
- Ethical
- Service-oriented
- Professional
- Team Players

j. Developmental Issues and Resolutions

AutoBase understands the Agency's needs for a proposer to address developmental issues and resolutions in providing outstanding Program services to both the Agency and the motoring public. Our experience in providing safety service patrols and traffic incident management across seven states has equipped us with extensive knowledge on how to develop a program, whether starting at an initial level from the ground up or transferred from an incumbent provider. Below we have listed some issues we feel are important and resolutions for each:

1) Transition of Services from Incumbent Contractor:

After a rigorous bidding process that ultimately results in savings to the State of West Virginia, WVDOH will be in the process of transitioning from an incumbent contractor. This process raises many issues, including staffing the new contract and establishing a working relationship with a new Project and Program Manager. AutoBase has performed all these tasks on multiple occasions in seven states without impacting any implementation or transition schedule.

AutoBase senior management team clearly understands the need for the transition from your current contractor to AutoBase to be seamless. We begin by meeting with our assigned contract and program manager and reviewing expectations and identifying dates for completion prior to contract start. (Following National Program Management Professional PMP Guidelines) Then, we relocate a seasoned, proven and AutoBase tested manager that understands our hiring practices, training procedures and best

practices into the project area to manage the day-to-day operations for the Agency as only a seasoned professional can.

Upon award, we plan to open positions available to all existing Program operators, both dispatch and patrol, as well as new candidates, extensively screen all applicants, and train those selected.

We have already contacted all of our vendors/suppliers and have financial lines of credit in place. All of these activities will contribute to a smooth transition.

2) Training of Program Operators During Implementation Phase:

AutoBase has a training plan in place to have the existing Program operators that have been retained from the incumbent contractor, as well as newly hired operators, trained prior to contract start date.

We plan to train in shifts to accommodate drivers that are transitioning from the incumbent contractor to AutoBase. AutoBase has utilized this method in the hiring of incumbent contractor employees in several of the states we operate in. AutoBase trained transitioning contractor employees during split shift down time and prior to/after shift. This schedule was extremely effective and enabled the outgoing contractor to continue to provide uninterrupted service through the contract end date.

k. Workforce Management Plan

In each area where AutoBase operates, there are challenges in establishing and growing a labor force that meets our criteria. Individuals must be knowledgeable about modern vehicles and their operation, capable of making basic repairs, fully familiar with local roadways as well as major thoroughfares, aware of the typical hazards and seasonal issues occurring in the terrain and have the customer service approach that is a hallmark of our company.

As a WBE, we seek to ensure diversity in our workforce. We advertise our openings in publications and on web-based job boards as well as our website where everyone has access to the information.

Our managerial team, focused on the demands of our clients, establishes a recruiting program that reaches into communities we serve to attract the best, most capable individuals for our organization.

We do presentations for technical centers; provide information sheets for distribution through community centers, libraries and religious centers.

We seek out talented people; looking for employees who are available right away and then we focus attention on informing people about future opportunities, perhaps inspiring some to continue with their education and training.

Over the 24-year period that the AutoBase management team has been delivering Traffic Incident Management services, this approach to providing opportunity, reinforcing training, and delivering outstanding contract services, has led to our receiving thousands of positive comments from different people we've assisted on any given day. Moreover, we also receive positive feedback from our clients who have kept renewing contracts over the decades.

l. Contract Performance References

Michael Washburn
Incident Management Program Manager
Florida's Turnpike Enterprise
Mile Post 65, Turnpike Operations Center
Pompano Beach, FL 33069
954-934-1621
Michael.washburn@dot.state.fl.us

William Reynolds
ITS Traffic Incident Management Coordinator
Florida Department of Transportation
1074 Highway 90
Chipley, FL 32428
850-330-1782
william.reynolds@dot.state.fl.us

Jim Hilbert
TMC Program Manager
Florida Turnpike Enterprise
Mile Post 263, Bldg 5317, Florida's Turnpike
Ocoee, FL 34761
407-264-3312
jim.hilbert@dot.state.fl.us

Matthew Elliott, Traffic Control Specialist
PennDOT Engineering District 6
Regional Traffic Management Center
7000 Geerdes Boulevard
King of Prussia, PA 19406
610-205-6934
maelliott@pa.gov

John MacAdam
Ohio Department of Transportation
DOT Traffic Operations
1980 West Broad Street
Columbus, OH 43224
614-752-9695
John.macadam@dot.ohio.gov

Rebecca Gibson
New York State Dept. of Transportation
50 Wolf Road
POD 5-3
Albany, NY 12232
518-391-4565
rebecca.gibson@dot.ny.gov

Scott Yinger, Operations Manager
Maryland State Highway Administration
Office of CHART and ITS
7491 Connelly Drive
Hanover, MD 21076
410-582-5605
syinger@sha.state.md.us

Tim Emington
Operations Manager, TRIMARC
Northrop Grumman Corporation
901 West Main Street
Louisville, KY 40202
502-587-6624
tim.emington@ngc.com

m. Corporate Information

DUNS Number: 80-573-7371 **Federal EIN Number:** 11-3538017

AutoBase is a Corporation formed in February, 2000 in the State of New York.

Women Owned Business Enterprise (WBE) Certification, File ID#54227

1) Financial References

Lewis Moore
Tri-Star Ford
4548 E. Pleasant Valley Blvd
Tyrone, PA 16686
814-935-8060

Corrine Newman
Bridgehampton National Bank
630 Montauk Highway
Shirley, NY 11967
631-281-1245

Ben DiVenti
DiVenti and Lee CPA's PC
67 Grand Avenue
Massapequa, NY 11758
516-384-1115

2) Financial Plan

AutoBase President, Donna LaBella, has a \$4 million dollar Line of Credit with Ford Motor Company, and a \$1 million dollar line of credit with Volvo/Mack for the immediate purchase of equipment, and an open line of credit with Bridgehampton National Bank, in the amount of \$750,000 for payroll costs.

n. Legal Actions:

None.

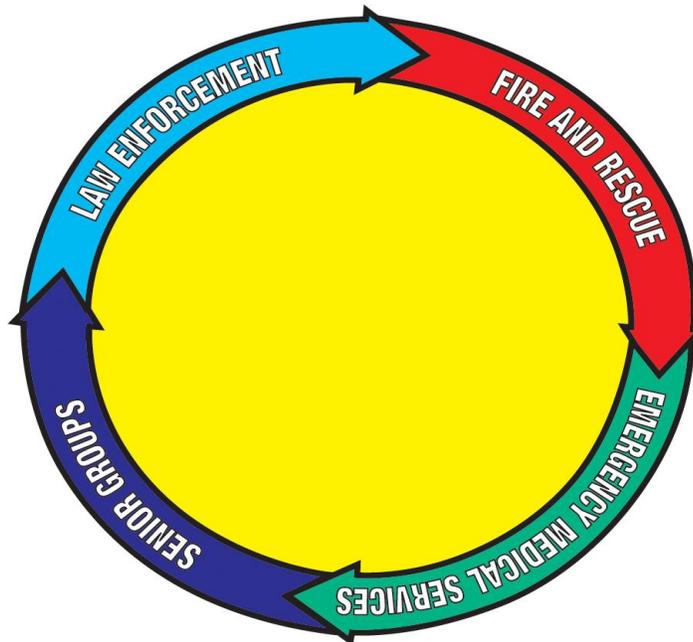
o. Exceptions/Deviations:

None. AutoBase Management has thoroughly reviewed all information related to this RFQ, and confirms that it understands and agrees to the RFQ requirements and is prepared to enter into discussions and negotiations in good faith with West Virginia as required to finalize the contract.

p. Project Manager Contact Information

AutoBase has designated **Joseph LaBella Jr.** as the Project Manager for this project.

Joseph LaBella Jr.
Vice President of Operations
joea@autobasecorp.com
516-395-6247-cellular
877-642-5780-main office



To give real service, you must add something which cannot be bought or measured with money, and that is sincerity and integrity.”

– Donald S. Adams

West Virginia Ethics Commission
Disclosure of Interested Parties to Contracts

(Required by W. Va. Code § 6D-1-2)

Contracting Business Entity: Autobase Inc. Address: 326 Bayview Avenue

Amityville, NY 11701

Authorized Agent: Donna Labella

Address: 326 Bayview Ave. Amityville NY

Contract Number: _____

Contract Description: Statewide Courtesy Patrol Program

Governmental agency awarding contract: West Virginia Division of Highways

Check here if this is a Supplemental Disclosure

List the Names of Interested Parties to the contract which are known or reasonably anticipated by the contracting business entity for each category below (attach additional pages if necessary):

1. Subcontractors or other entities performing work or service under the Contract

Check here if none, otherwise list entity/individual names below.

2. Any person or entity who owns 25% or more of contracting entity (not applicable to publicly traded entities)

Check here if none, otherwise list entity/individual names below.

Donna Labella 51%
Peter Scotti 49%

3. Any person or entity that facilitated, or negotiated the terms of, the applicable contract (excluding legal services related to the negotiation or drafting of the applicable contract)

Check here if none, otherwise list entity/individual names below.

Signature: Donna Labella

Date Signed: March 15, 2018

Notary Verification

State of New York, County of Nassau:

I, Donna Labella, the authorized agent of the contracting business entity listed above, being duly sworn, acknowledge that the Disclosure herein is being made under oath and under the penalty of perjury.

Taken, sworn to and subscribed before me this 15th day of March, 2018

Lauren Cloude
Notary Public's Signature

To be completed by State Agency:
Date Received by State Agency: _____
Date submitted to Ethics Commission: _____
Governmental agency submitting Disclosure: _____

LAUREN CLOUDE
NOTARY PUBLIC, STATE OF NEW YORK
Registration No. 01CL6355339
Qualified in Nassau County
Commission Expires March 6, 2021

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: AutoBase Inc. Donna Labella, President

Authorized Signature: Donna Labella Date: March 15, 2018

State of New York

County of Nassau, to-wit:

Taken, subscribed, and sworn to before me this 15th day of March, 2018

My Commission expires March 6, 2021

AFFIX SEAL HERE

NOTARY PUBLIC Lauren Cloude

LAUREN CLOUDE
NOTARY PUBLIC, STATE OF NEW YORK
Registration No. 01CL6355339
Qualified in Nassau County
Commission Expires March 6, 2021

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ 0803 DOT1800000057

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input checked="" type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

AutoBase Inc.
Company
Donna Fabella
Authorized Signature
March 15, 2018
Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

State of West Virginia
VENDOR PREFERENCE CERTIFICATE

Certification and application is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Vendor Preference, if applicable.

1. **Application is made for 2.5% vendor preference for the reason checked:**
Bidder is an individual resident vendor and has resided continuously in West Virginia, or bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia, for four (4) years immediately preceding the date of this certification; or,
 Bidder is a resident vendor partnership, association, or corporation with at least eighty percent of ownership interest of bidder held by another entity that meets the applicable four year residency requirement; or,
 Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. **Application is made for 2.5% vendor preference for the reason checked:**
Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. **Application is made for 2.5% vendor preference for the reason checked:**
Bidder is a nonresident vendor that employs a minimum of one hundred state residents, or a nonresident vendor which has an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia and employs a minimum of one hundred state residents, and for purposes of producing or distributing the commodities or completing the project which is the subject of the bidder's bid and continuously over the entire term of the project, on average at least seventy-five percent of the bidder's employees or the bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years and the vendor's bid; or,
4. **Application is made for 5% vendor preference for the reason checked:**
Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**
Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**
Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.
7. **Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with *West Virginia Code* §5A-3-59 and *West Virginia Code of State Rules*.**
Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) rescind the contract or purchase order; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: Autobase Inc.

Signed: Wanda J. Bella

Date: March 15, 2018

Title: President

*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Donna Labella, President
(Name, Title)
Donna Labella, President
(Printed Name and Title)
326 Bayview Avenue, Amityville, NY 11701
(Address)
877-642-5780, 631-532-5544
(Phone Number) / (Fax Number)
donna@autobasecorp.com
(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

AutoBase Inc.
(Company)
Donna Labella, President
(Authorized Signature) (Representative Name, Title)
Donna Labella, President
(Printed Name and Title of Authorized Representative)
March 15, 2018
(Date)
877-642-5780 / FAX-631-532-5540
(Phone Number) (Fax Number)