

# Driving a Higher Standard

Bear Electrical Solutions LLC

April 29th 2025

**City of Covina** – Traffic Signal and  
Streetlight Maintenance Services

# TABLE OF CONTENTS



<u>Section</u>	<u>Page</u>
1. Information / Background on Bear	4
2. Key Personnel / Qualifications	6
3. Past Experience / References	13
4. Understanding of Scope of Services	14
5. Cost Proposal	20



April 28, 2025

Department of Public Works City of Covina  
c/o City of Covina City Clerk's Office  
125 E. College St.  
Covina, CA 91723

Attn: Michael Flores, Jr., Public Works Manager – Engineering & Capital Improvement

**RE: Traffic Signal and Streetlight Maintenance Services**

Dear Mr. Flores:

On behalf of Bear Electrical Solutions, LLC., it is with great pride that we submit our proposal to continue providing Traffic Signal and Street Light Maintenance Services for the City of Covina. Since January 1, 2018, it has been our privilege to serve the City as a trusted maintenance partner, successfully completing over 7,000 work orders across Covina's infrastructure network. Our proven performance, responsiveness, and commitment to excellence reflect a deep understanding of the City's standards, expectations, and dedication to public safety.

With nearly a decade of direct service to Covina, our team brings an unmatched familiarity with the City's traffic signal systems, flashing beacons, speed feedback signs, and street lighting assets. We understand not only the technical requirements of the job but also the critical importance of timely response, proactive maintenance, transparent communication, and detailed documentation — all of which help the City efficiently manage its public infrastructure while maximizing safety for residents and visitors.

Our proposal builds upon this successful foundation, offering the City a highly qualified team of IMSA-certified technicians, state-of-the-art equipment, and an operational approach specifically tailored to Covina's needs. We remain committed to upholding the highest standards of professionalism, quality, and responsiveness throughout the term of this new contract.

Thank you for the opportunity to continue supporting the City of Covina. We greatly value the trust you have placed in us and look forward to the possibility of extending our partnership. Should you have any questions or need any additional information during the evaluation process, please do not hesitate to contact me at 408-717-2448 or [rasuncion@bear-electrical.com](mailto:rasuncion@bear-electrical.com).

Regards,

**Bear Electrical Solutions, LLC**



Robert Asuncion, TE

Vice President

[rasuncion@bear-electrical.com](mailto:rasuncion@bear-electrical.com)

📍 Company HQ: 1252 State Street, PO Box 924, Alviso, CA 95002 (408) 449-5178

📍 Offices: Sacramento, CA & Anaheim, CA



# 1. INFORMATION / BACKGROUND ON BEAR

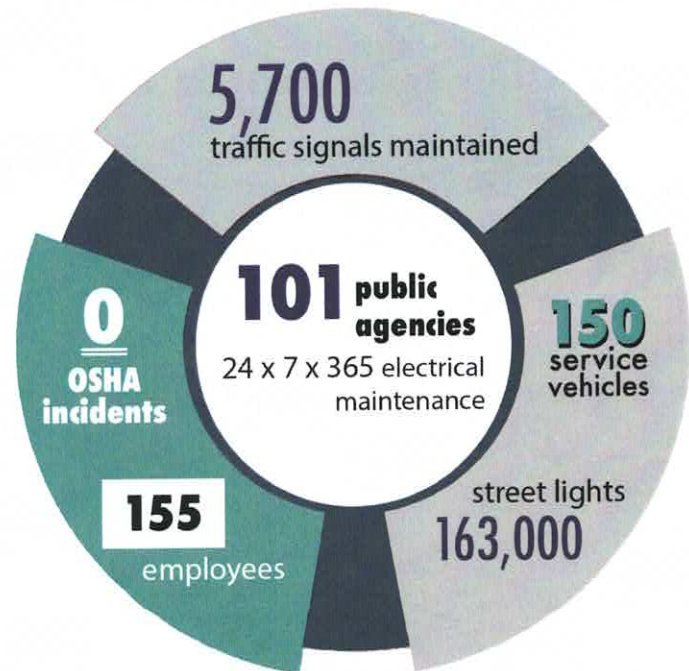


## About Bear

Bear Electrical Solutions, LLC. (Bear) is a privately-held limited liability company established in January 2013. Bear is a subsidiary of the holding company GreenArrow Inc.. GreenArrow Inc. employs over 500 employees and delivers transportation related electrical services across four states – California, Pennsylvania, Indiana, and Illinois.

Bear was founded with the singular purpose of becoming the trusted leader in transportation electrical. Our business has thrived and grown because of our ability to deliver the solutions that we promise, thus building confidence with our customers.

Today we are one of the few providers that can offer personalized and localized service, with the full-financial support and stability of a large corporation; the perfect combination for public agencies large and small.



## The Perfect Combination:

1

### Unlimited resources

Bear typically has on-hand the materials, equipment and personnel at one of our regional offices to support any size maintenance program. To help mitigate any risk for our agency customers, we also have access to unlimited capital through our larger holding company. Unlimited resources and powerful buying power have made Bear one of the most stable and viable long-term partners in the industry.

2

### Local support with autonomy

Our founders have 25+ years providing maintenance solutions to public agencies and understand that not all communities are the same, and not all maintenance programs are the same. Nor are the needs of a public agency 100% predictable or linear. We have structured our company into autonomous regional offices and people that can build personal relationships with our customers. We service each agency based on what our local employees know about their neighborhoods, and the needs of that community.

3

### Extending your team knowledge:

Our diverse team has the largest breadth of skills in the industry (from traffic engineers to financial experts and construction management). In addition, we work across our network of eighth offices in different states to ensure that we bring the latest trends and solutions to our customers. Our goal is to act as an extension of your team and help drive continuous improvement in your programs.

# 1. INFORMATION / BACKGROUND ON BEAR (CONT)



## About Bear (cont.)

### Industry Qualifications

Bear Electrical is qualified to meet and exceed the requirements outlined by the City of Covina.

- A** Class A – General Engineering
- C-10** Class C-10 – Electrical
- C-31** Class C-31 – Work Zone Traffic Control
- D-31** Class D-31 – Pole Installation and Maintenance

### Certifications and affiliations

- Signatory to the International Brotherhood of Electrical Workers (IBEW), Laborers, Low Voltage, and Operators Union(s)
- Department of Industrial Relations (DIR) Certified & Registered (#1000002158)
- Southern California Edison approved electrical contractor
- United Contractors Association Member (UCON)
- Maintenance Superintendant Association (MSA) Sponsor
- Orange County Traffic Engineers Council (OCTEC) Member / Sponsor
- Institute of Traffic Engineer (ITE) Member / Sponsor
- International Municipal Signal Association – various certifications (employee certifications)





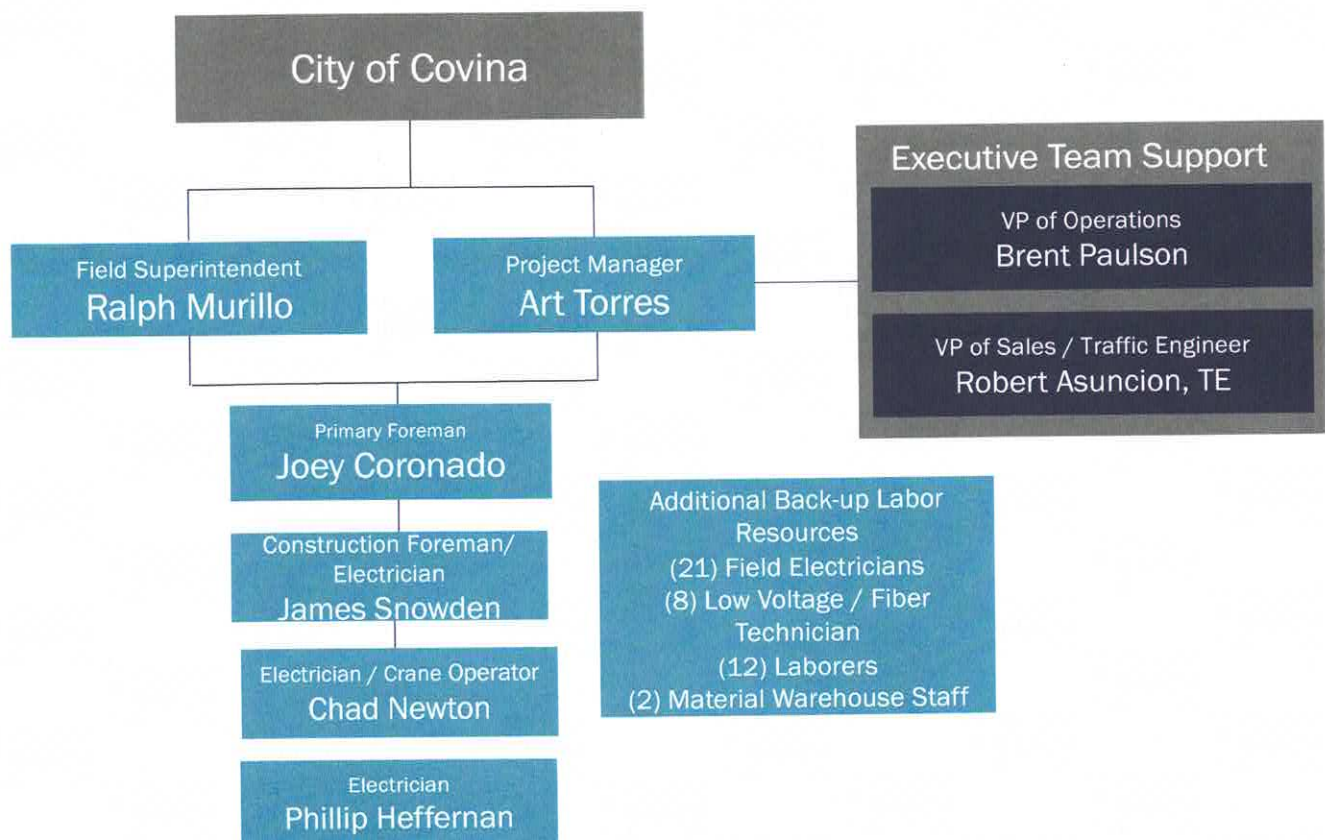
## 2. KEY PERSONNEL / QUALIFICATIONS



### Team & Experience

Our proposed project team has proudly served the City of Covina for the past seven years, successfully delivering the full range of services outlined in this RFP. Our team's core expertise includes routine traffic signal maintenance, emergency response, extraordinary repairs, DigAlert services, fiber optic system maintenance, and a variety of ad-hoc electrical projects in the public right-of-way.

We understand that a contract of this magnitude requires a core group of dedicated and experienced personnel. Having worked closely with the City over the years, we are also familiar with the natural fluctuations between routine and extraordinary maintenance demands. To effectively manage these peaks and valleys in workload, we have built a strong support team that stands ready to assist our dedicated project staff, ensuring seamless coverage and maintaining fast, reliable response times whenever additional capacity is needed.



## 2. KEY PERSONNEL / QUALIFICATIONS (CONT)



### Ralph Murillo



#### Regional Field Superintendent

Ralph brings over 30 years of progressive experience in the maintenance and electrical contracting industry, rising from field laborer to his current role as Field Superintendent. In this leadership position, he is responsible for managing daily schedules and coordinating field resources to ensure all tasks and work orders are executed efficiently and to specification. Ralph currently oversees operations for BEAR's Southern California office, where he leads multiple foreman electricians, supervises warehouse and materials personnel, and actively contributes to hands-on electrical fieldwork. His comprehensive knowledge, team leadership, and operational oversight are key to maintaining high performance and service standards across all projects.

#### Experience

##### Field Superintendent

**Bear Electrical Solutions, | 2016-present | Anaheim, CA**

Responsible for providing the proper resources to internal and external customers. Develops the work schedule and ensures it meets customers' expectations. Manages 14 field staff, including electricians and warehouse/laborers.

- Traffic Signal Maintenance, Emergency Response, Repair & Troubleshooting.
- New Signal Commissioning / ITS Deployment
- Responsible for hiring and training new employees.
- Repair and troubleshoot traffic signals and communication equipment.
- 24/7/365 On-Call duty response

##### Electrician

**Computer Services Co. | 1995-2016 | Baldwin Park, CA**

- Traffic Signal Maintenance
- Streetlight Maintenance
- Fiber Optic / Copper / Wireless Communication
- ITS Deployment
- Traffic Signal Upgrades/ Modifications

#### Certifications

IMSA - Work Zone Safety  
IMSA - Traffic Signals Field Electrician I/II/III  
IMSA Fiber Optic Technician  
OSHA 30 Certified

#### Licenses

General Electrician#141087

## 2. KEY PERSONNEL / QUALIFICATIONS (CONT)



### Art Torres



#### Account Manager and Designated Office Coordinator

As the designated Account Manager, Art will be the first point of contact for the City. Art can provide estimates and scheduling to the City. Art will communicate project expectations to BEAR staff for each on-call work order. Art will also perform project close-out procedures, including invoicing, warranty registration, and documentation.

#### Experience

##### Regional Project Manager

**Bear Electrical Solutions | 2016-present | Anaheim, CA**

- Account project management and designated office coordinator for agencies
- Review and prepare contract invoices for extraordinary and routine maintenance billings
- Prepares estimates and proposals to agencies for extraordinary work or ad-hoc electrical projects
- Provides communication and monthly status meetings with agencies regarding routine maintenance programs
- Reports to Vice President of Operations

##### Traffic Signal Electrician

**Computer Services Company | 2006-2016 | Baldwin Park, CA**

- Traffic signal construction and maintenance
- Trained new employees

#### Certifications

IMSA Work Zone  
IMSA Traffic Signal Level I  
IMSA Traffic Signal Level II  
IMSA Traffic Signal Level III

#### Licenses

NEC# 115259-G



## 2. KEY PERSONNEL / QUALIFICATIONS (CONT)



### Joey Coronado



#### Electrician Foreman

Joey has been in the traffic signal maintenance industry for over 25 years. Joey has worked on all aspects of traffic signal maintenance, from performing routine inspections, and 24/7/365 emergency response and repair to ITS and ATMS upgrades and repair. Joey's true passion in the maintenance business is troubleshooting malfunctions and problem-solving.

#### Experience

##### **Traffic Signal Electrician**

**Bear Electrical Solutions | 2019-present | Anaheim, CA**

- Lead traffic signal crews on special ITS, ATMS, Signal Upgrades, Repairs, or New Construction
- Fiber Optic, wireless, and copper interconnect troubleshooter.

##### **Traffic Signal Electrician**

**Computer Services Company | 1998-2019 | Baldwin Park, CA**

- Traffic signal construction and maintenance
- Trained new employees

#### Certifications

IMSA Work Zone  
IMSA Traffic Signal Level I  
IMSA Traffic Signal Level II  
IMSA Traffic Signal Level III



## 2. KEY PERSONNEL / QUALIFICATIONS (CONT)

# James Snowden

## Construction Foreman - Electrician

James Snowden will be designated construction foreman to lead construction activities for the City. Experienced in traffic signal and streetlight construction, James will coordinate construction work according to priorities and plans; allocating general and daily responsibilities as well as supervise and train workers. James will also ensure manpower and resources are properly assigned and adequate for safe and sustainable construction practices.

Experience

### Construction Foreman - Electrician

**Bear Electrical Solutions | 2022-present | Anaheim, CA**

- Troubleshoot and repair streetlights and traffic signals
- Supervise and train electricians and laborers
- Perform new construction activities including conduit, pullbox, wiring, foundation, and pole installations.
- Progress reports to management
- Monitor construction expenditures and ensure work remains within budget
- Crane Operator

### Electrician – Construction team

**ILB Electric | 2017-2022 | Corona, CA**

- Erect new traffic signals and streetlights from the ground up
- Auger and pour new foundations
- Remove old poles and foundations and install new in place
- Pull wire through conduits for signalized intersections.
- Supervised directional boring operations.
- Terminated conduits, installed new pullboxes, concrete restoration supervision of apprentices.

### Certifications

IMSA Work Zone  
IMSA Traffic Signal Level I / II  
OSHA 30  
EVITP Certified (Electrical Vehicle Infrastructure)  
Signal and Rigging Certified (Crane)

### Licenses

CA Electrician NEC# 166842





## 2. KEY PERSONNEL / QUALIFICATIONS (CONT)

# Phillip Heffernan

## Construction & Maintenance Electrician

Phillip is an experienced construction and maintenance electrician that will be assigned to work on construction-based work for the City. He specializes in traffic signal and streetlights installation, EV charging stations, communication infrastructure (fiber optic, networking cables), and other ITS infrastructure.

**Electrician**  
**Bear Electrical Solutions | 2023-present | Anaheim, CA**

- Construction, Installation, and Maintenance of Traffic Signals, Streetlights and Equipment
- Electric Vehicle Charging Station Maintenance and Installation
- Fiber Optic splicing, testing, and maintenance
- Communication configuration of network switches and devices for networks

**Electrical Instructor**  
**Orange County Electrical Training Trust | 2022-present | Santa Ana, CA**

- Instructs apprenticeship programs – Inside Wireman, Sound Installer, and Intelligent Traffic Systems
- Provides the necessary training for electrical student candidates to become journeyman level electricians.

**Electrician**  
**ILB Electric | 2016-2023 | Corona, CA**

- Traffic signal construction and maintenance
- Manage construction crews for streetlight, traffic signal projects

**Electrician**  
**Asplundh Construction | 2013-2015 | Buena Park, CA**

- Traffic signal construction and maintenance
- Manage construction crews for streetlight, traffic signal projects

### Certifications

IMSA Work Zone  
IMSA Traffic Signal Level I  
FOA Fiber Optic Technician  
ETA International Fiber Optic Technician  
Electric Vehicle Infrastructure 1 Certification  
OSHA 30 Certification  
Bucket Truck and Aerial Work certified

### Licenses

CA Licensed NEC# 170250-G



## 2. KEY PERSONNEL / QUALIFICATIONS (CONT)

### Chad Newton

#### Crane Operator / Electrician

Chad Newton is a highly experienced crane operator with over 5,000 hours of documented operating time across a wide range of construction and infrastructure projects. Known for his precision, safety-first mindset, and reliability in high-pressure environments, Chad consistently delivers efficient support for both planned and emergency operations. His expertise extends to rigging, load calculations, and coordinating with ground crews to ensure seamless and secure lifting operations. Chad also serves as on-call support for urgent or extraordinary work, demonstrating flexibility and commitment to project continuity.

Experience

#### Traffic Signal Technician / Crane Operator Bear Electrical Solutions | 2022-present | Anaheim, CA

- Traffic Signal Maintenance – Routine and Emergency Response Technician (Initial response and permanent repair)
- Traffic Signal infrastructure installation and repair (including conduits, pole foundations, TS gear, ITS)

#### Traffic Signal Electrician Yunex | 2011-2022 | Anaheim, CA

- Traffic signal construction and maintenance
- Crane Operator
- Emergency response and repair of traffic signals

#### Certifications

IMSA Work Zone  
IMSA Traffic Signal Level I/II  
National Commission for the Certification of Crane Operators (NCCCO)  
Flagger Certified  
OSHA 10

#### Licenses

Class A Drivers License  
Electrical IBEW Apprenticeship Graduate





### 3. PAST EXPERIENCE / REFERENCES

#### Representative Projects

Below is a list of current customers in the Southern California region to serve as references.

**Projects relating to Streetlighting System Maintenance including routine maintenance, meter pedestal upkeep, street lighting night surveys, extraordinary maintenance, and emergency services.**

Date Contract Completed	Name and Address Project	Client Contact	Description	Bear Project Manager
Ends 08/12/24 - in progress	City of Newport Beach 100 Civic Center Dr Newport Beach, CA	Casey Parks (949) 718-3477 or Brent Millard (949) 718-3422	Maintenance of over 6000 streetlights	Art Torres
Ends 08/12/24 - in progress	City of Fountain Valley 10200 Slater Avenue Fountain Valley, CA	Terri Phan (714) 593-4400x215	Maintenance of over 4000 streetlights	Art Torres

**Projects relating Traffic Signal System Maintenance including routine maintenance for signalized intersections, VDS, CCTV, RRFB and SFS. Work also includes extraordinary maintenance, emergency service and repair services.**

Ends 06/30/2024 - in progress	City of Laguna Niguel 30111 Crown Valley Parkway Laguna Niguel, CA	Edgar Abrenica (949) 362-4338 or Jeff Metz (949) 362-4337	Maintenance of 98 traffic signals, VDS, SFS.	Art Torres
Ends 06/30/26 - in progress	City of Aliso Viejo 12 Journey Aliso Viejo, CA	Shaun Pelletier (949) 245-2533	Maintenance of 57 traffic signals including SFS and RRFB.	Kyle Nasser-Reis

**Projects relating to Traffic Signal, Streetlight, and On-Call Construction of Electrical Projects including fiber optic communication work, signal upgrade projects, miscellaneous construction scope.**

Ends 09/30/23 - in progress	County of Orange 601 N. Ross St Santa Ana, CA	Tony Le (714) 245-4580	Maintenance of 137 signals, lighting, and JOC installation of signal upgrade (Newland and Hazard at Westminster, CA)	Art Torres
Ends 06/30/26 - in progress	City of Tustin 300 Centennial Wy Tustin CA	Jon Draugelis (714) 573-3164	Maintenance of 155 traffic signals, 6,000 streetlights, and Digalert services	Art Torres
Ends 06/30/23 - in progress	City of Lake Forest 2550 Commercentre Dr Lake Forest, CA	Tran Tran (949) 461-3485	Maintenance of 109 traffic signal, 707 streetlights, Fiber Optic system, Digalert services	Art Torres
Ends 06/30/23 - in progress	City of Mission Viejo 200 Civic Center Mission Viejo, CA	Brett Canedy (949) 470-8422	Maintenance of 117 traffic signals, lighting, and Fiber Optic Services, Digalert	Art Torres
Ends 06/30/27 - in progress	City of San Marcos 201 Mata Way San Marcos, CA	Dylan De Bie (760) 752-7550	Maintenance of 75 traffic signals, 10k streetlights, Fiber Optic system maintenance, Digalert services	Kyle Nasser-Reis

## 4. UNDERSTANDING OF SCOPE OF SERVICES



### Scope of Services

We have carefully reviewed the City of Covina's Request for Proposals (RFP) for Traffic Signal and Street Light Maintenance Services and fully understand the scope, objectives, and expectations outlined therein.

The City seeks a qualified and responsive contractor to perform **comprehensive maintenance, repair, and emergency response services** for a wide range of public infrastructure assets, including:

- 53 traffic signalized intersections,
- 30 flashing stop sign locations,
- 6 in-pavement flashing crosswalk lights,
- 8 solar speed feedback signs,
- 297 street lights,
- 216 decorative acorn street lights, and
- 333 parking lot lights.

The Scope of Services is divided into three primary service areas: **routine preventative maintenance, extraordinary maintenance, and emergency response services**. Additionally, all services must be performed in accordance with industry standards, including the **Greenbook Standard Specifications for Public Works Construction**, the **Caltrans Standard Specifications**, and the City's specific requirements.

#### Routine Preventative Maintenance

The contractor is responsible for conducting **monthly inspections and servicing** at each assigned location. Tasks include but are not limited to:

- Cleaning and maintaining traffic signal cabinets (interior and exterior),
- Verifying the proper operation of cabinet fans, thermostats, vents, conflict monitors, MMUs, detectors, and all related signal and lighting components,
- Confirming proper controller function and programming, including manual testing of vehicle and pedestrian phases,
- Maintaining intersection records and cabinet documentation,
- Inspecting and maintaining pedestrian push buttons, video detection systems, illuminated street name signs, loop detectors, signal heads, poles, mast arms, and controller cabinet hardware,
- Cleaning and realigning traffic signal lenses and video detection cameras annually,
- Performing monthly night patrols to inspect all street lights, parking lot lights, and safety lights, and promptly addressing any identified issues,
- Cleaning and maintaining solar speed feedback signs, including panels, batteries, cabinets, and verifying system timing.

The objective of the preventative maintenance program is to **identify and correct issues proactively** before failures occur, maximizing system uptime and ensuring public safety.

#### Extraordinary Maintenance

Extraordinary maintenance covers the **repair, replacement, or upgrade** of system components beyond the scope of routine maintenance. Examples include:

- Replacement of burned-out vehicle and pedestrian signal lamps (LED or incandescent),
- Installation of new detector loops,
- Replacement or painting of traffic signal heads, poles, mast arms, illuminated street signs, and safety light fixtures,
- Emergency knockdown response for poles and streetlights due to vehicular accidents or acts of nature,



## 4. UNDERSTANDING OF SCOPE OF SERVICES (CONT)



### Scope of Services (con't)

#### Extraordinary Maintenance (con't)

- Testing and certification of traffic signal controller cabinets,
- Furnishing and installing replacement components as needed to restore full operational capability.

All extraordinary maintenance must be pre-approved by the City unless the work is performed during emergency conditions where public safety is at immediate risk.

#### Emergency Response Services

The contractor must be prepared to provide **24/7/365 emergency call-out services**. Emergency response standards require:

- Responding to emergency calls within **45 minutes** of initial notification,
- Restoring traffic signal operations to a safe and operable condition immediately,
- Providing temporary traffic control devices such as portable stop signs and barricades if a signal outage occurs,
- Removing fallen poles, damaged equipment, and debris from the roadway to eliminate safety hazards,
- Coordinating with the Covina Police Department and the City Representative during emergency events,
- Submitting text and email notifications at both dispatch and job completion for emergency service calls.

Routine (non-emergency) maintenance calls must be responded to within **24 hours** unless otherwise directed by the City.

#### Recordkeeping and Reporting

The contractor is expected to maintain **detailed maintenance records** for each signalized intersection, flashing beacon, streetlight, and parking lot light location, including:

- Documentation of all inspections, repairs, and replacements,
- Maintenance logs initiated by the technician completing the work,
- Summarized monthly maintenance reports submitted with each invoice,
- Chronological records showing service dates, times, personnel, equipment used, and materials replaced.

All maintenance records shall remain the property of the City of Covina and shall be provided upon request or at contract termination.

#### Contractor Qualifications and Requirements

We recognize that the City requires the selected contractor to possess:

- A valid California Class "A" Contractor's License,
- IMSA Level II and Level III certified traffic signal technicians with a minimum of three years' experience,
- The ability to perform Underground Service Alert (USA) markings,
- Adequate insurance coverage including Commercial General Liability, Auto Liability, and Workers' Compensation,
- A demonstrated history of successful performance for municipal traffic signal maintenance contracts, including relevant references.

Additionally, the contractor must be fully equipped with service trucks, spare equipment, and sufficient field staff to perform preventative and extraordinary maintenance while meeting strict response time criteria for emergencies.

## 4. UNDERSTANDING OF SCOPE OF SERVICES (CONT)



### Scope of Services (con't)

#### Contract Term

The City intends to award an initial **three-year contract**, with two potential one-year extensions, contingent upon satisfactory performance. Prices shall remain firm for the initial three-year term, with the opportunity to request price adjustments prior to the optional extensions.

#### Our Commitment

We understand the City's priority is to ensure the **safety, functionality, and longevity** of its critical traffic and lighting infrastructure. Our firm is committed to delivering responsive, professional, and high-quality services that meet and exceed the City's expectations. Through proactive maintenance, reliable emergency response, detailed documentation, and strong partnership with City staff, we will support Covina's goals for operational excellence, public safety, and fiscal responsibility.



## 4. UNDERSTANDING OF SCOPE OF SERVICES (CONT)



### Method of Approach

An RFP cannot capture all the literal details and intricacies of a traffic signal maintenance program. Because of this, we understand that a successful electrical maintenance contractor needs to be flexible and adaptable to complete necessary tasks promptly. For the City of Covina we will accomplish this in three (3) ways.

#### 1. Communication



We understand that a maintenance business is a business built on trust and relationships. To build and maintain trust, continuous communication is paramount. This starts with assigning single points of contact in a qualified foreman electrician and project manager. Through these direct channels of communication, it's our standard practice to consistently communicate with each other in a collaborative manner. This allows for us to adapt our work schedule, backlog, and manpower allocation to the specific needs of the City. To assist with communication and transparency, we have developed an in-house web-based Maintenance Management System built on the salesforce platform. This, along with a well implemented communication and reporting plan allows us to provide real time updates on assigned tasks to our clients as well as meaningful reports.

#### 2. Allocation of Resources



Through our combined experience and statewide presence, we know what it takes to properly staff and manage a traffic signal maintenance contract. We also understand that our assigned workload may not always be linear due to the responsive nature of such contracts. With that in mind, we assembled a field team of over 100 electricians, fiber optic and low voltage technicians, operators, and laborers available to assist under the direct supervision of our foreman electrician. This allows for us to not only exceed response time expectations on a day-to-day basis, but also complete larger scopes and tasks in a timely manner as they may arise.

#### 3. Additional In-House Services



Through our experience servicing similarly positioned agencies, we understand that a maintenance program may evolve or expand at times to include signal upgrades, modifications, and installations. Over time, we have expanded our services to include the following to further support the needs of our existing maintenance clients. Over time, we have grown our maintenance business to capture the below mentioned scopes in-house. By performing these scopes of work in-house rather than subcontracting, it allows for us to have control of our schedule and meet the needs and expectations of our clients in a timely manner.

## 4. UNDERSTANDING OF SCOPE OF SERVICES (CONT)



### Communication and Reporting

We believe in leveraging technology to enhance our communication and provide an unparalleled customer experience. With that, we utilize a blend of automatically generated tasks in our maintenance management system accompanied by personal communication to ensure all stakeholders are informed on current status of work. Our intent is to work collaboratively to develop communication support channels that best suit the city's needs. Below is a communication and reporting plan that we recommend to meet the reporting requirements as outlined in the City of Covina RFP.



### Communication Support Plan

<u>Type</u>	<u>Responsibility</u>	<u>Description</u>
<i>Automatic Email Alerts</i>	Bear Salesforce CRM (to be provided at no additional cost)	Upon commencement of work, automatic email alerts are configured so stakeholders can be notified of work as its completed
<i>Emergency Work requiring immediate attention</i>	Bear Technician/Project Manager	For issues concerning public safety, we empower our technicians to communicate directly with our clients to resolve issues as quickly as possible. A brief follow-up with written communication on the subject matter will be communicated via email by the project manager
<i>Weekly Account Update</i>	Bear Project Manager	At the end of each week, the assigned project manager provides an update via email on completed work this week, proposed schedule for the following week, and status on all open work with action items for both Bear and the City
<i>Monthly Maintenance Meetings</i>	Bear Project Manager	Meet in person or virtually once per month with all project stakeholders to discuss status of project.
<i>Monthly Accounting Reports</i>	Bear Accounting Department	Our accounting department sends monthly invoicing summarizing all work performed during the previous month with costs broken down per work order. Along with this report, our accounting department also captures year-to-date expenditures and available contract balances. This allows both the City and Bear to manage the rate of expenditures and make educated decisions on how to best use available funding.

### Communication Feedback

One of the core values we built our business on is the notion of continuous improvement. This can only happen with open and honest feedback. We encourage all stakeholders to provide feedback and suggest any improvements or changes meet the needs of the City.



## 4. UNDERSTANDING OF SCOPE OF SERVICES (CONT)



As demonstrated through our strategic approach we prioritize swift and efficient response times, ensuring that any issues with traffic signals or any other equipment are addressed promptly to minimize disruptions to the flow of traffic and mitigate potential risks to public safety. By leveraging our maintenance management system, proactive maintenance strategies, and a highly skilled workforce, we are committed to exceeding the City's required response time as shown in the table below:

### Base Maintenance

Work Type	Contract Required Response Time	Bear Committed Response Time
Traffic Signal Maintenance	Monthly by end of month	Monthly – no less than 3 weeks from previous service
Emergency Response	1 Hour	Not greater than 1 hr-24/7/365
Night Checks	Monthly	Monthly
Standard High Priority Response	Same Day Response	Not greater than 4 hours
Standard Response	24 Hour Response	Same day response
As Required / Scheduled	5 Working Days	By end of work week



## 5. COST PROPOSAL



## COST PROPOSAL SCHEDULE "A"

### ROUTINE PREVENTATIVE MAINTENANCE SCHEDULE

<b>A. ROUTINE PREVENTATIVE MAINTENANCE ITEMS</b>					
ITEM NO.	CONTRACT ITEM DESCRIPTION	ESTIMATED QUANTITY	UNIT TYPE	UNIT PRICE	TOTAL PRICE
1.	Routine Preventative Maintenance of Traffic Signal and Safety Lighting System per intersection per month	53	EA.	\$ 70.00	\$ 3,710.00
2	Routine Preventative Maintenance of Flashing Stop Sign Locations	30	EA	\$ 25.00	\$ 750.00
3	Routine Preventative Maintenance of In-Pavement Flashing Crosswalk Lights	6	EA	\$ 35.00	\$ 210.00
4	Routine Preventative Maintenance of Solar Speed Feedback Signs	8	EA	\$ 35.00	\$ 280.00
5.	Routine Preventative Maintenance of Street Light per location per month	297	EA.	\$ 1.00	\$ 297.00
6.	Routine Preventative Maintenance of Acorn Light per location per month	216	EA.	\$ 1.00	\$ 216.00
7.	Routine Preventative Maintenance of Parking Lot Light per location per month	333	EA.	\$ 1.00	\$ 333.00
<b>Routine Preventative Maintenance Per Month</b> <b>(Total Items 1 through 7)</b>					<b>\$ 5,796.00</b>
<b>Annual Routine Preventative Maintenance:</b> <b>(Multiply Total Items 1 through 7 by 12 to convert to annual cost)</b>					<b>\$ 69,552.00</b>

**COST PROPOSAL SCHEDULE "B"****EXTRAORDINARY MAINTENANCE ITEMS****B. ESTIMATED ANNUAL EXTRAORDINARY MAINTENANCE ITEMS**

The following is the City's estimate of quantities for **EXTRAORDINARY MAINTENANCE** (Annual). Unit prices shall include all costs to complete the item of Services including labor, material, and equipment for Items 8 through 23.

ITEM NO.	CONTRACT ITEM DESCRIPTION	ESTIMATED QUANTITY	UNIT TYPE	UNIT PRICE	TOTAL PRICE
8.	Replacement of Safety Light Bulb (in-kind)	10	EA.	\$ 75.00	\$ 750.00
9.	Replacement of Safety Light Ballast	10	EA.	\$ 125.00	\$ 1,250.00
10.	Replacement of Safety Light Head (Complete)	5	EA.	\$ 770.00	\$ 3,850.00
11.	Installation of Loop Detector with Type "E" 6' diameter round traffic loop, including sawcut, lead-in cable, and splicing with hot-melt seal	10	EA.	\$ 650.00	\$ 6,500.00
12.	Replacement of existing 8" Ball (Green, Red, or Yellow) Vehicle Lamp Assembly with LED Type I Module	10	EA.	\$ 90.00	\$ 900.00
13.	Replacement of existing 12" Ball (Green, Red, or Yellow) Vehicle Lamp Assembly with LED Type I Module	20	EA.	\$ 130.00	\$ 2,600.00
14.	Replacement of existing 12" Arrow (Green, Red, or Yellow) Vehicle Lamp Assembly with LED Type I Module	10	EA.	\$ 130.00	\$ 1,300.00
15.	Replacement of existing Pedestrian Signal to include LED Module and Housing	10	EA.	\$ 375.00	\$ 3,750.00



16.	Replacement of existing PPB with new Polara BLD-3 Pedestrian Push Button	5	EA.	\$ 250.00	\$ 1,250.00
17.	Painting of Pedestrian Head and Framework	25	EA.	\$ 90.00	\$ 2,250.00
18.	Painting of Vehicle Signal head, Backplate, and Framework	25	EA.	\$ 150.00	\$ 3,750.00
19.	Painting of Pedestrian Push Button Assembly	10	EA.	\$ 50.00	\$ 500.00
20.	Complete Testing of Traffic Signal Controller Cabinet ( including all internal equipment and written certification)	1	EA.	\$ 1,250.00	\$ 1,250.00
21.	Replacement of Street Light Bulb (in-kind)	10	EA.	\$ 75.00	\$ 750.00
22.	Replacement of Street Light Ballast	10	EA.	\$ 125.00	\$ 1,250.00
23.	Replacement of Street Light Head (Complete)	5	EA.	\$ 770.00	\$ 3,850.00
<b>Estimated Annual Extraordinary Maintenance:</b> <b>(Total of Items 8 through 23)</b>					<b>\$ 35,750.00</b>
<b>Percentage increase for Items 8 through 23 if outside "Normal Working Hours"</b>					<b>65%</b>

## COST PROPOSAL SCHEDULE "C"

### LABOR

C. LABOR				
Hourly rates for employees listed in Items 24 through 28 (including Fringe Benefits), for all job classifications required for Extraordinary Maintenance and not items of Services described in Proposal Schedules A and B. <b>The labor cost set forth in items 24 through 28 shall <u>not</u> be added to the items listed in Proposal Schedules A and B.</b>				
ITEM NO.	TITLE	STRAIGHT TIME	OVERTIME	DOUBLETIME
24.	Superintendent	\$ <u>150.00</u> /hr.	\$ <u>190.00</u> /hr.	\$ <u>230.00</u> /hr.
25.	Engineering Technician	\$ <u>140.00</u> /hr.	\$ <u>180.00</u> /hr.	\$ <u>220.00</u> /hr.
26.	Laboratory Technician	\$ <u>140.00</u> /hr.	\$ <u>180.00</u> /hr.	\$ <u>220.00</u> /hr.
27.	Maintenance Technician	\$ <u>140.00</u> /hr.	\$ <u>180.00</u> /hr.	\$ <u>220.00</u> /hr.
28.	Street Light Maintenance Technician	\$ <u>140.00</u> /hr.	\$ <u>180.00</u> /hr.	\$ <u>220.00</u> /hr.

## COST PROPOSAL SCHEDULE "D"

### EQUIPMENT

D. EQUIPMENT		
Rates for types of equipment listed in Items 28 through 37 for all equipment required for Extraordinary Maintenance and not items of Services described in Proposal Schedules A and B. <b>The equipment cost set forth in items 28 through 37 shall <u>not</u> be added to the items listed in Proposal Schedules A and B.</b>		
ITEM NO.	TYPE OF EQUIPMENT	COST
29.	Service Truck	\$ <u>25.00</u> /hr.
30.	Service Ladder Truck	\$ <u>N/A</u> /hr.
31.	Boom Ladder Truck	\$ <u>45.00</u> /hr.
32.	Crane Truck	\$ <u>250.00</u> /hr.
33.	Jack Hammer/Compressor	\$ <u>30.00</u> /hr.
34.	Backhoe	\$ <u>250.00</u> /hr.
35.	Skip Loader	\$ <u>250.00</u> /hr.
36.	Dump Truck	\$ <u>150.00</u> /hr.
37.	Concrete Saw	\$ <u>25.00</u> /hr.
38.	Water Truck	\$ <u>25.00</u> /hr.



**COST PROPOSAL SCHEDULE "E"**

**OTHER SERVICES**

<b>E. OTHER SERVICES</b>		
ITEM NO.	TYPE OF EQUIPMENT	COST
E1	Underground Service Alert (USA) Markings	\$ <u>140.00</u> /Request

**TOTAL ANNUAL COST – PROPOSAL SCHEDULE A AND B**

<b>TOTAL COST</b>		
ITEM NO.	DESCRIPTION	COST
A.	Annual Routine Preventative Maintenance	\$ 69,552.00
B.	Estimated Annual Extraordinary Maintenance	\$ 35,750.00