

RFP-DOT-XX/XX-XXXX
**ROAD RANGERS SERVICE PATROL
HIGHWAY ASSISTANCE SERVICES
SCOPE OF SERVICES
(REV. 01-28-05)**

I. OBJECTIVE:

The Florida Department of Transportation desires to provide free Highway Assistance Services during incidents to reduce delay and improve safety for the motoring public and responders.

II. SERVICES TO BE PROVIDED BY CONTRACTOR:

This contract consists of providing Road Ranger service patrol vehicles with qualified operators as outlined in Section VII of this Scope of Services and a variety of free motorist services and related activities to be accomplished during patrol. Wrecker services will be provided by notifying Florida Highway Patrol of the need for their rotation wrecker service or towing service, as requested by the disabled motorist. **IN NO EVENT SHALL THE CONTRACTOR OR THE ROAD RANGER SERVICE VEHICLE OPERATOR PROVIDE OR RECOMMEND ANY TOWING, REPAIR SERVICE OR FACILITY TO THE DISABLED MOTORIST. IF THE MOTORIST REQUESTS THE ASSISTANCE OF A MOTOR CLUB, THE OPERATOR WILL ASSIST THE MOTORIST WITH THE CELLULAR PHONE CALL.**

III. DEFINITION OF TERMS:

- A. **DEPARTMENT:** Florida Department of Transportation
- B. **FHP:** Florida Highway Patrol
- C. **CONTRACTOR:** The individual, partnership, corporation, or business entity engaged for hire.
- D. **ROAD RANGER VEHICLE OPERATOR:** A hired driver or employee of the Contractor duly licensed and trained by the Contractor as driver operator of Contractors vehicles.

IV. GENERAL CONTRACT REQUIREMENTS:

- A. Road Ranger Service Patrol Sectors

1. Road Ranger Service Patrol Vehicles shall operate in designated Patrol Sectors as determined by the Department, which may vary based on need. Road Ranger Service Vehicles will normally enter and exit at the nearest interchange, rest area, or designated paved crossovers. Crossing the median will be allowed in emergency situations as defined by the Department. The Service Patrol Vehicles shall continuously patrol their respective sectors in continuous loops.
 2. At any time during the contract's terms, the Department reserves the right to adjust Patrol Sector locations to better accommodate demand for the Service. The DEPARTMENT will advise the Contractor of any required adjustment to a Sector location in writing 48 hours prior to the effective date of adjustment. Adjustments to Sector locations will not change the overall limits over which the Contractor is to provide service under this contract.
- B. Instances in which a Road Ranger Service Patrol Vehicle may leave a Patrol Sector
- Service Patrol Vehicles shall not leave their designated patrol sectors except:
- a. For mechanical failure of the Road Ranger Service Patrol Vehicle. In this instance a backup vehicle shall be put into service.
 - b. To replenish fuel at the nearest facility.
 - c. In response to an order from Law Enforcement Officer or Fire Department Official, or at the direction of the Department.
 - d. To assist another sector as authorized by the supervisor and approved by the Department.
 - e. To bypass traffic congestion to reach an incident or lane blockage.
- C. Road Ranger Service Patrol Activities Near End of Patrol Shift
- When a Road Ranger Service Patrol Vehicle Operator receives a request for service or assistance from either the Department or a Law Enforcement Officer near the end of the Operator's shift, the Operator shall respond. The required services shall be made prior to making shift change.
- D. Inspection and Maintenance of Road Ranger Service Patrol Vehicles
- The Service Patrol Vehicles shall be kept neat and clean, and shall be maintained in good condition. The operator must comply with the Department's smoking policy Topic No. 001-010-015.

All Road Ranger Service Patrol Vehicles and their associated equipment, accessories and parts shall be subject to periodic inspection by the Department. Unsafe, poorly maintained Vehicles, or improperly equipped Vehicles, as determined by the Department, shall be removed from service. The Contractor shall immediately replace Vehicle(s) removed from service.

E. F.H.P. Towing Service Rotation System

If a motorist does not request a specified towing service, repair facility, or individuals to assist them, the Service Patrol Vehicles Operator will contact the F.H.P. and request that towing service be provided through the F.H.P. towing service rotation system.

F. Contractors Qualifications

The Contractor bidding on this contract must have a minimum of two (2) years experience in providing minor Vehicle Repair Service and/or providing wrecker service. Documentation must be provided at time of submittal of proposals.

G Contractor Requirements

The Contractor/Representative shall attend all meetings required by the Department.

V. **ROAD RANGER SERVICE PATROL VEHICLE EQUIPMENT, ACCESSORIES, PARTS, AND COMMUNICATIONS EQUIPMENT REQUIREMENTS:**

A. Road Ranger Service Patrol Vehicle Requirements

1. Each Road Ranger Service Patrol Vehicle must be at a minimum a full size pickup truck, 1/2 ton extended cab 4 door, long bed, trailer towing equipment with minimum capacity of 3,000 pounds, and capable of carrying the equipment specified in this contract. Each vehicle must have seat belts for passengers on both the front and rear benches, be no older than three (3) years and in good condition. Each Road Ranger Service Patrol Vehicle shall be painted white and shall have the following identification markings on each door; Department furnished 11-inch diameter FDOT LOGO, 2. Department furnished 8" x 9" Sunguide LOGO, 3. FREE SERVICE BY FDOT painted in 2-inch black letters below the logo. No reference to the Contractor's Company name or logo shall be placed on the Road Ranger Service Patrol Vehicle. The Department shall approve the design of all identification markings. All identification markings shall be maintained in a clean and readable condition throughout this contract. The Service Patrol Vehicles will have the appropriate conspicuity marking. The conspicuity marking consists of a single 2 inch wide, red/white strip of reflective tape applied so as to cause the limits of the truck from any angle to be visible at night when illuminated by oncoming traffic. The tape should be applied at a minimum height of 4 feet, but may vary

according truck or body configuration. On the rear of the vehicle the tape will be applied to the upper portion of the bumper. Gaps in the tape where members protrude or the configuration does not lend itself to tape application will be normal. THESE VEHICLES ARE TO BE USED TO PROVIDE THE SERVICES CONTAINED HEREIN; RESTRICTED FOR DEPARTMENT OFFICIAL USE ONLY. THEY ARE NOT TO BE USED FOR PERSONAL OR OTHER BUSINESS OF THE CONTRACTOR OR OTHERS. COVERING DEPARTMENT IDENTIFICATION MARKING SHALL BE PROHIBITED.

2. Prior to the initial patrol the Contractor and the Department will inspect each patrol vehicle and its associated equipment, accessories and parts to ensure they meet all specifications and requirements contained herein. The Contractor will perform similar inspections throughout the term of this contract. The Department may inspect the Contractor's vehicles at any time and may place these vehicles out of service for failure to meet the requirements of this contract. Any deficiencies noted during these inspections will be corrected prior to the deficient vehicle being used on a service patrol. The Contractor will fully document all inspections and provide copies to the Department on a monthly basis.
3. Each Service Patrol Vehicle shall be equipped, at a minimum, with the following:
 - (1) Two (2) towing straps rated at 3,000 pounds minimum.
 - (2) Rubber face push bumper.
 - (3) Spot light and rear work lights.
 - (4) Power outlets ("hot boxes" or equivalent), front and rear-mounted, with outlets compatible to 12 volt booster cables.
 - (5) Two (2) heavy duty, 750 CCA (Cold Cranking AMP) (Minimum) Batteries.
 - (6) Suitable cab lighting.
 - (7) Department approved arrow board. This unit shall be mounted above the cab and roof mounted halogen light bar and pivot into place as needed.
 - (8) A roof mounted Halogen light bar utilizing white and amber colors.
 - (9) Each Service Patrol Vehicle will, at a minimum, have a toolbox containing:

- a. Screwdrivers:
 - Standard 1/8, 3/16, 1/4, 5/16 (1 each)
 - Phillips head #1 and #2 (1 each)
 - Star Driver (1 set)
- b. Needle nose pliers (1 pair)
- c. Adjustable rib joint pliers, 2-inch minimum capacity (1 pair)
- d. Adjustable wrenches:
 - 8 inch (1 each)
 - 12 inch (1 each)
- e. 5 pound hammer (1 each)
- f. Rubber mallet (1 each)
- g. Electrical tape (20 yards)
- h. Duct tape (20 yards)
- i. Tire pressure gauge (1 each)
- j. Mechanic's wire (25 ft roll)
- k. Bolt cutters – 24” or larger (1 pair)
- l. Wire cutting pliers (1 pair)
- m. Complete set of open end and box wrenches (both metric and standard)

- (10) Diesel fuel (minimum 10 gallons) - In approved fuel containers.
- (11) Unleaded gasoline (minimum 10 gallons) - In approved fuel containers.
- (12) First aid kit (First Responder Kit, fully stocked) (1 each)
- (13) Fire extinguisher, 5-pound Dry Chemical ABC (2 each) - Meeting all safety requirements, if seal is broken unit shall be tested, resealed and certified.
- (14) Pry bar, minimum 36 inches in length (1 each)

- (15) Radiator water (10 gallons)
- (16) 4 inch x 6 inch x 12 inch wood blocks (2 each)
- (17) 24 inch wide street broom (1) each
- (18) Shovel
 - Square-end (1 each)
 - Round-end (1 each)
- (19) Highway wet flares, 30 minute burn (24 each)
- (20) Cones, meeting the requirements of the Department Design Standard, Index 600 (15 each)
- (21) Hydraulic floor jack, 2-ton (1 each)
- (22) Lug wrenches (metric and standard) to fit all vehicles, one each.
- (23) Air operated impact wrench with sockets to fit all vehicles (metric and standard), one each.
- (24) Air compressor, 125-psi capacity, capable of inflating tires of vehicles and operating impact wrench, (one each).
- (25) Large flashlight and spare batteries (1 set)
- (26) Booster cables, 3-gauge copper wire with heavy-duty clamps and one end adapted to Vehicle's power outlets, minimum 25 feet in length (1 set)
- (27) Funnel, multi-purpose, flexible spout (2 each)
- (28) Trash can, 5 gallon (1 each)
- (29) 5-gallon absorbent material for liquid spills equivalent to or exceeding the brand name "Speedy Dry". (2 each)
- (30) Cooler for bottle water (1 each)
- (31) Drinking water in individual factory sealed bottles, minimum of twelve 16 oz., chilled (bottles)
- (32) Trailer hitch with 1 and 7/8" ball and 2" ball

B. Communications Equipment Requirements

The Road Ranger Service Patrol Vehicle shall be equipped with communication equipment using a communication provider that is best able to provide constant communication and adequate service for the area covered by this contract.

1. Radios

Each Road Ranger Service Patrol Vehicle shall be equipped with licensed radios to enable their Operators to communicate with all other Service Patrol Vehicles. All radio equipment shall be supplied and maintained by the Contractor. The Contractor shall obtain and maintain all necessary licenses.

2. Cellular telephones Each Road Ranger Service Patrol Vehicle shall be equipped with an operable cellular mobile telephone. The cellular telephones shall be capable of communicating with the F.H.P., the Contractor's office and Department on call staff from all points on the service route. The cellular phones are also to be available for all motorist service contacts. The Contractor shall be responsible for all costs associated with the cellular telephones throughout the term of this contract. The Contractor shall obtain and maintain all necessary licenses.

3. Public Address System

Each Road Ranger Service Patrol Vehicle shall be equipped with an external speaker and public address system, 100 watts minimum.

4. Pagers

Each service patrol vehicle shall be equipped with an alphanumeric pager.

VI. Road Ranger Service Patrol Vehicle Operator's Duties and Responsibilities:

A. The Road Ranger Service Patrol Vehicle Operator shall perform the following duties within their specified times and locations of operation:

1. Road Ranger Duties

- a. Continuously patrol the designated area seeking disabled vehicles, stranded motorists, debris in the roadway, spilled loads, vehicle crashes, obstructions to traffic, dead animals and other potential hazards, etc. and assist incident responders with traffic control.
- b. The Department has installed a Motorist Aid Call Box System to aid stranded motorists. This system has monitoring capabilities at the F.H.P. Station. If aid or service is requested through this system the F.H.P. will notify the Road Ranger Service Patrol Vehicle Operator through cellular

telephone service and/or pager. The Road Ranger Service Patrol Vehicle Operator shall respond immediately and provide assistance as soon as possible from the time the call is received.

2. Clearing, Clean up and Communication

- a. Clear lanes of all disabled vehicles encountered in the Service Patrol Sector. It is the Contractors responsibility to remove small non-hazardous debris from the roadway and paved shoulder area and place in areas designated by the Department. Immediately notify the Department's Contract Project Manager of any hazardous waste spill. The Road Ranger Service Patrol operator will notify the Department of any debris or obstructions on the roadway or paved shoulder area too large for the Road Ranger Service Patrol operator to remove.
- b. Call the following parties where appropriate:
 - (1) The F.H.P. for incident Management of crashes, emergencies, and other law enforcement situations, or for rotation towing of Vehicles.
 - (2) Notify F.H.P. and Local Fire Departments for vehicle crashes, medical emergencies and verified fires.
 - (3) The F.H.P. and Department's Contract Project Manager for large spilled loads or large debris, or in other situations as appropriate management.

3. Assistance to Motorists

- a. The Road Ranger Service Patrol Vehicle Operators shall provide a free service, which includes prompt, courteous and skillful assistance to motorists as follows:
 - (1) Move the disabled vehicle from traffic lanes.
 - (2) Change flat tires.
 - (3) Provide jump-starts.
 - (4) Provide fuel to motorist enabling them to reach the closest fueling location. Provide water, etc. when necessary.
 - (5) Assist motorist with mechanical failures and perform minor repairs where feasible if they can be remedied quickly (maximum 15 minutes).

- b. The Contractor or Road Ranger Service Patrol Vehicle Operators shall not charge any fees, accept any gratuities, recommend secondary towing service, or recommend repair/body shops. Violation of this requirement shall constitute grounds for immediate removal of employee and/or cancellation of this contract.

- 4. Advice to Motorists
 - a. Motorists shall initially be advised, prior to providing services, that moving, fueling, servicing their vehicle or calling a towing service is being provided free of charge as a courtesy by the Department and that the Road Ranger Service Patrol Vehicle Operator may attempt minor repairs not to exceed approximately fifteen (15) minutes, once the vehicle is cleared from travel lanes and should repairs not prove feasible or solve the problem, the motorist shall be allowed up to three (3) telephone calls of three (3) minutes duration each, using the Road Ranger Service Patrol Vehicle's cellular telephone to make arrangements for further service, towing, or transportation. The motorist must pay all cost for further service, towing or transportation. **IN NO EVENT SHALL THE CONTRACTOR OR THE PATROL SERVICE VEHICLE OPERATOR PROVIDE OR RECOMMEND ANY TOWING, REPAIR SERVICE OR FACILITY TO THE DISABLED MOTORIST. IF THE MOTORIST REQUESTS THE ASSISTANCE OF A MOTOR CLUB, THE OPERATOR WILL ASSIST THE MOTORIST WITH THE CELLULAR PHONE CALL.**

- 5. Disabled Vehicles
 - a. Disabled Vehicles shall be removed from the travel lanes, with the least delay practicable, by moving them to the shoulder area. Vehicles that are disabled due to lack of fuel shall be provided with a minimum amount of proper fuel to reach the closest fueling location. If the Vehicle is not then able to continue under its own power, the Road Ranger Service Patrol Vehicle Operator shall contact the F.H.P. for rotation towing service, or towing service as requested by the motorist. Rotation towing service or other towing service requested by the motorist shall be at the disabled motorist's expense.

 - b. Should a motorist refuse to allow a disabled or damaged vehicle to be cleared of the travel lanes, the Road Ranger Service Patrol Vehicle Operator will contact the F.H.P. for assistance and remain on the scene until F.H. P. personnel arrive. The Road Ranger Service Patrol Vehicle Operator shall not attempt to move such disabled vehicles until directed to do so by the F.H.P.

- c. All disabled or damaged vehicles that are relocated shall be parked with the wheels turned away from the roadway and the parking brake set if possible.

6. Abandoned Vehicles

- a. When an abandoned vehicle is observed over an eight (8) hour shift, the Road Ranger Service Patrol Vehicle Operator shall contact the F.H.P. to advise them of the vehicle's location, make, color, body type, license plate number and whether or not it is impeding traffic.
- b. If the abandoned vehicle is impeding traffic, or is considered to be a potential safety hazard, the Road Ranger Service Patrol Vehicle Operator shall contact the F. H. P. for assistance to move the abandoned vehicle to the shoulder.

7. Crashes

- a. The Road Ranger Service Patrol Vehicle Operator shall call for Law Enforcement, Fire and emergency medical service assistance as necessary at crash/incident scenes and remain at such scenes until the appropriate assistance arrives. The Service Patrol Vehicle Operator shall follow all directions of Law Enforcement personnel.
- b. The Road Ranger Service Patrol Vehicle Operator shall protect crash/incident scenes by setting highway flares, cones, flagging, and/or flashing amber/white lights, arrow board, and assisting in traffic control. The Road Ranger Service Patrol operator will have current certification for having completed the Intermediate Maintenance of Traffic training, Traffic Incident Management, Cardiopulmonary Resuscitation (CPR) and First Aid.

8. Assistance to Law Enforcement Personnel

The Road Ranger Service Patrol Vehicle Operator shall render assistance to Law Enforcement Personnel when requested. Service Patrol Vehicle Operators shall follow the instruction of, and obey the orders of, Law Enforcement Personnel.

9. Moving Disabled Vehicles from Traffic Lanes

The Road Ranger Service Patrol Vehicle Operator shall use an appropriate method of moving disabled or damaged vehicles from the traffic lanes. The Operator shall use all safety precautions and procedures considered appropriate. Vehicles disabled or damaged due to crashes shall not be moved except when directed by law enforcement officials.

10. Transporting People

The Contractor should make every effort so that the disabled motorist and passengers are not left stranded. If vehicle assistance or towing services cannot be obtained, rather than leave people stranded, the operator should transport them to the nearest facility with available communications within the physical limits of this contract. It is the intent of this contract to make every effort not to leave disabled vehicle operators and passengers stranded on the roadway. Report hitch hikers to F.H.P.

11. Animals

Dead animals shall be removed from the roadway and paved shoulder and placed on the grass or behind guardrail and the Department notified.

12. Florida Department of Transportation Notice/Questionnaire/Response Form

The Road Ranger Service Patrol Operator shall provide the Department's postage paid Questionnaire to every individual receiving assistance from the Contractor.

VII. Road Ranger Service Patrol Vehicle Operator Requirements:

Road Ranger Service Patrol Vehicle Operators shall be licensed in accordance with the Florida Motor Vehicle Code, be 18 years of age, have a safe driving record and no criminal record. It is the Contractor's responsibility to ensure that the Road Ranger Service Patrol Vehicle Operators are properly licensed at all times. The Contractor must provide a criminal history record check, conducted by the Florida Department of Law Enforcement, to the Department for each employee (operator) when hired.

The Contractor shall provide proof, by a licensed medical practitioner or technician that all operators are drug free (in accordance with Section 112.0455, Florida Statutes) prior to beginning operations, and every six (6) months thereafter.

Road Ranger Operators shall be competent in the tasks of operating the service patrol vehicle and providing safe and proper discharge of the service responsibilities outlined herein. The Contractor shall provide resumes of the proposed Operators for approval by the Department prior to assigning Operators to Service Patrol Vehicles. The resume must show adequate mechanical background to perform the required vehicle repairs. The Department reserves the right to reject vehicle operators, for just cause, prior to being assigned duties. The Department also reserves the right to require removal of any employee from this contract who cannot perform the duties or becomes a discredit to the Department.

The Road Ranger Operators shall exercise good sound judgment in carrying out their duties and conduct themselves in such a manner that will reflect favorably upon the Department. Operators shall:

1. Wear clean uniforms at the start of each shift. White shirts with collars and dark trousers (can be with or without jacket, no jeans or cutoffs).
2. Be well groomed.
3. Wear clearly visible embroidered names reflecting their first and last name. The Department will determine all additional emblems, patches, and logos.
4. Be courteous at all times.
5. All Road Ranger Operators shall have picture ID's.

Road Ranger Service Patrol Vehicle Operators shall follow the following safety rules and general regulations. The Operators shall:

1. Conform to the latest Department Conduct Standards Rules and the Ethical Conduct Rules. **A copy will be furnished to the Contractor and if required, to each Road Ranger Vehicle Operator.**
2. Inspect assigned Service Patrol Vehicles at the beginning of each shift, and take action as necessary to ensure that they are in compliance with all specifications and requirements of this contract.
3. Keep all communications radios and monitors 'on' and the volume 'up.'
4. Remain on their assigned Patrol Sector and depart from the Patrol Sector only as described in this contract.
5. Obey all traffic laws.
6. Exercise caution and safety at all times.
7. Use extreme caution in moving all disabled vehicles.
8. Not carry firearms or other weapons either on their persons or in the Service patrol Vehicle.
9. Use flashing light bars in conformance with the Florida Motor Vehicle Code and only in the following circumstances:
 - a. When merging or exiting from traffic lanes to an incident site.

- b. To warn traffic when performing services specified herein.
10. Wear a reflective orange vest/garment at all times while outside the Service Patrol Vehicle.

VIII. Road Ranger Service Patrol Vehicle Operation Logs:

Road Ranger Service Patrol Vehicle Operators shall maintain “Service Patrol Logs” which shall be completed daily and made available to the Department at all times. The Department shall approve the forms used.

Road Ranger Service Patrol Logs shall reflect:

1. The date of the log entry.
2. The following times (using military time):
 - a. The time when the Service Patrol Vehicle Operator was advised of a given incident.
 - b. The time of arrival of the Service Patrol Vehicle at a given incident.
 - c. The time of departure of the Service Patrol Vehicle from the scene of a given incident.
3. The nature each incident, such as debris removal, injured or dead animal, stalled vehicles, crashes, etc.
4. Whether the incident was detected by normal Patrol activity or in response to a dispatcher’s call.
5. The incident location and approximate distance to a mile post or call box number, the lane(s) in which the incident was located, and the direction of travel of the lanes.
6. Where applicable, the following information shall be recorded.
 - a. The vehicle's make, model, body type, and license plate number.
 - b. The nature of the problem.
 - c. The disabled vehicle driver's license number.
 - d. The type of assistance provided by the Road Ranger Service Patrol.
 - e. Any damage evident before, and after, pulling or pushing the vehicle.

- f. A questionnaire concerning the Road Ranger service shall be given to the disabled vehicle's driver.
7. If additional assistance was required.
8. Weather conditions.
9. The Service Patrol Operator's name and vehicle tag number.
10. Service Patrol Vehicle odometer reading at beginning and ending of each shift.
11. Other Pertinent Information or comments.

IX. Provision for Penalty or Default Due to Non-Performance:

If at any time a Road Ranger Service Patrol Vehicle and Operator are unavailable for routine sector patrol the Contractor shall be assessed a penalty of \$100.00 per hour, or portion thereof, for each hour service is not provided. Such penalty charges will be deducted from invoiced amounts otherwise due the Contractor or billed by the Department to the Contractor as determined by the Department.

It is recognized that the following list of infractions will be construed by the Department as non-performance and shall carry an immediate reduction in payment as listed below:

1. Truck not properly equipped or maintained - \$50.00 per occurrence/per day.
2. No cellular telephone or inoperative telephone - \$100.00 per occurrence/per day.
3. No Alpha/Numeric pagers - \$100.00 per occurrence/per day.
4. Sleeping on Duty - \$100.00 per occurrence/per day.
5. Incomplete Motorist Aid Service Logs - \$50.00 per occurrence/per day.
6. Improper uniforms - \$50.00 per occurrence/per day.
7. Crossing of medians, except as defined in Section IV (A) 1 General Contract Requirement - \$50.00 per occurrence.
8. Non-compliance of Department Conduct Standard Rules, latest edition and/or Ethical Conduct Rules latest edition - \$50.00 per occurrence/per day.
9. Use of the vehicle for personal or other business of the contractor or other - \$500.00 per occurrence.
10. Covering Department identification marking - \$500.00 per occurrence.

The reduction in payment as described will continue to be applied daily until the Contractor complies with the terms and conditions of the contract.

It shall be the Contractor's responsibility to notify the Department's Contract Project Manager when in compliance. Application of this non-compliance reduction in payment will not waive the Department's right to terminate the Agreement in the interest of the Department.

X. Contract Invoicing:

The Contractor shall submit monthly invoices in a format acceptable to the Department. The Contractor will include all Service Patrol Operation Log material, as described above, relevant to the period associated with a given invoice, or as requested by the Department. The Department may withhold some or all of the payment for a given invoice if, in the Department's judgment, the Contractor has not fulfilled all requirements of this contract during the invoicing period. The Department will document the amount of and reason(s) for invoice payment to be withheld. The Department will determine whether withheld payment will be deleted from the total contract amount or provided to the Contractor as part of another contract invoice. The Department will notify the Contractor, in writing, of its intent to withhold all or part of an invoiced payment within 5 days of receipt of the affected invoice.