Request for Qualifications
FY2026
Transportation Planning Studies

Response Due: October 1, 2025 (12 noon.)
Screened Firms Notified: October 8, 2025
Consultant Interviews: October 20, 21, 2025

The South Central Regional Council of Governments (SCRCOG) seeks the services of one or more consultants for the following transportation planning studies:

- Wallingford Route 5 Intersection Study
- Guilford Route 1 Corridor Study
- Multitown Pavement Management Study

A proposed scope of work for each project is included in Attachment A. In their response to the RFQ, consultants should feel free to propose any modification or additional data collection that they feel would provide beneficial information to SCRCOG.

Funding for these studies was approved by the Council as a component of its FY 2026 and FY 2027 Unified Planning Work Program (UPWP) and will be provided through grants from the U.S. Department of Transportation, Federal Highway Administration, and Connecticut Department of Transportation.

The SCRCOG UPWP funding tables include a preliminary funding amount for each named study. Actual consultant fees will be negotiated based on the finalized project scope.

The FY 2026 and FY 2027 SCRCOG UPWP is available for review at www.scrcog.org.

All terms and conditions included in the Agreement between SCRCOG and CTDOT shall be applicable to each of the studies listed and undertaken in this Request for Qualifications (RFQ). No agreement for this work shall be executed until all approvals and funding are in place.

Consultants are invited to respond to any of the studies individually, or to propose a team to respond to as many of these projects as they are qualified for.

Please fill out the response sheet on the following page and attach it to the inside front cover of your qualifications to indicate which of these projects you intend to respond to and to identify your designated contact person.

The consultant selection and contracting process will comply with applicable Connecticut DOT guidelines including “Consultant Selection, Negotiation and Contract Monitoring Procedures for Municipal Administered Project” (as updated).

The firm of _____ is responding to the SCRCOG RFQ as the prime consultant and wishes to be considered for the following projects as listed in the RFQ package:

Wallingford Route 5 Intersection Study	___ qualifications included	___ not responding.
Guilford Route 1 Corridor Study	___ qualifications included	___ not responding
Multitown Pavement Management Study	___ qualifications included	___ not responding

Designated Contact Person:

Please include name, title, office address, telephone, fax, and email.

Qualifications Statement

To assist the Selection Committee in its review of multiple proposals, we request that interested firms provide a qualifications statement based upon the following format and incorporating the four identified sections. Please note that responses beyond 35 pages (exclusive of Federal Standard Form SF 330) will not be accepted.

Section I – Firm Introduction

- Provide an introduction to your firm, indicating the primary office location for the performance of this project, the type of firm, and areas of specialization. This section should also identify the proposed Project Director, as well as the subconsultant or associated firms who will participate in your project team(s). Provide a contact person for the Consultant interview with phone, and email.
- Briefly summarize the most relevant qualifications, specialized capabilities and any other significant information relating to the composition of your team.
- This section should not exceed three (3) pages.

Section II – Firm Experience

- Past successful project experience will be a key selection factor. This section should specifically identify experience in similar studies, and work with SCRCOG, other metropolitan planning organizations, or other regional planning agencies. Please also identify any innovative or creative approaches that have been advanced in the areas of public outreach; community-oriented problem identification; corridor, bicycle and pedestrian studies; and context sensitive design.
- A detailed project approach is not required in this submission; however, summary information relating to the approach used in similar studies may be provided as an indication of your overall qualifications.
- This section should not exceed fifteen (15) pages in length, including any supporting information or project descriptions. Supporting material for each individual study should not exceed three (3) pages per assignment.

Section III – Project Team Qualifications

- Identify a Project Director who will serve as the primary contact for SCRCOG staff and will direct overall consultant efforts and allocation of resources. A no more than two (2) page resume for the Project Director should be included.
- You may provide up to twelve (12) resumes total for those key staff members (including both prime consultant and subconsultant staff) who will perform leading roles within each study effort. Up to three (3) additional resumes may be included to identify specialized staff members who will be available as a resource to the project team. Resumes for key staff should be in a one page format and should identify years of experience, years with the current firm, and specific roles and assignments for the study.
- An organizational chart should also be provided indicating the structure of the project team and a Project Manager for each assignment. This chart may include an identification of additional supporting staff, as appropriate. Staff members may serve in a supporting role for more than one assignment, but each study should have a designated Project Manager.
- The Project Manager and team leaders for each study must be current full-time employees of either the prime consultant or their respective subconsultant firms.

Section IV - Federal SF 330

- The submission must include a Standard Form SF 330 (only for the prime consultant).

Additional General Requirements

Joint ventures and team arrangements are encouraged as appropriate to provide specialized expertise to the study teams for each assignment. A ten percent (10%) DBE (Disadvantaged Business Enterprise) participation is required for this assignment. DBE firms are strongly encouraged to respond as prime consultant or to play a significant role within the consultant team. Prime consultants should make every effort to utilize the services of qualified DBE firms recognized by the Connecticut Department of Transportation.

Please submit to James Rode, SCRCOG Director of Transportation Planning, by October 1, 2025 (12 noon local time), five copies of your qualifications statements, not to exceed 35 pages exclusive of Standard Form SF 330, along with an electronic version in PDF format capable of being emailed to the Selection Committee. Please feel free to contact James Rode, *Director of Transportation Planning*, with any questions or requests for clarification relative to this RFQ.

Consultant Selection Procedures and Schedule

Following receipt of qualifications statements, the consultant responses will be screened by a committee and prospective firms will be interviewed in accordance with SCRCOG Consultant Selection Requirements. Prospective firms will be contacted by October 8, 2025 to set up interviews which will be conducted on October 20, 21, 2025

Once the Selection Committee has completed their review and made their recommendations. The list of selected firms will be shared with RFQ respondents and must be approved by CTDOT and SCRCOG policy board before any agreements can be entered into.

Development of the Final Scope and Consultant Fee

A Scoping Meeting will be scheduled with the selected consultants for each study to finalize the project scope and timeline. At this meeting consultants should feel free to propose any modification or additional data collection that they feel would provide beneficial information to the project.

The fee for consultant services is contracted on a lump sum per task basis and will be negotiated with the selected firm based on the finalized project scope. Budget tables included in the UPWP, may be updated based on the final agreement

Consultant agreements will be approved by Federal Highway Administration (FHWA), Connecticut Department of Transportation, and SCRCOG.

Attachment A

- Wallingford Route 5 Intersection Study
- Guilford Route 1 Corridor Study
- Multitown Pavement Management Study

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Wallingford Route 5 Intersection Study

Description

The current configuration of Route 15 on/off ramps at Route 5 and Yale Avenue has been in operation and has experienced significant levels of congestion for decades. Prior attempts to pursue improvements at this interchange by the Town and CTDOT proved unsuccessful.

This study will develop a plan of conceptual improvement recommendations and strategies that will address identified transportation system needs and deficiencies associated with the Route 5 and Yale Avenue intersection and Route 15 interchanges in Wallingford. Community and stakeholder involvement will be required for the overall study process and neighborhood impacts and issues will be key considerations in development of the proposed intersection reconfiguration.

Study Area

The study area encompasses the Interchange 66 on/off ramps to/from the northbound and southbound Wilbur Cross Parkway (Route 15), US Route 5 between the intersections with CT Route 68 and the site driveway to BJ's Wholesale, and Yale Avenue between the intersection with US Route 5 and site driveway for 950 Yale Avenue.

Objectives:

Wallingford has received numerous requests from residents to investigate the intersection and make safety improvements. This area has been studied several times, and a number of alternatives have been developed . This study will reevaluate those alternatives using updated traffic data, to identify a preferred alternative.

Scope Of Services

The following Scope of Services describes the tasks that will be completed by the Consultant to develop a plan of conceptual improvement recommendations and strategies that will address identified transportation system needs and deficiencies associated with the Route 5 and Yale Avenue intersection and Route 15 interchanges in Wallingford. Community and stakeholder involvement will be required for the overall study process and neighborhood impacts and issues will be key considerations in development of the proposed intersection reconfiguration.

For the purposes of defining this Scope of Services, the study area encompasses the Interchange 66 on/off ramps to/from the northbound and southbound Wilbur Cross Parkway (Route 15), US Route 5 between the intersections with CT Route 68 and the site driveway to BJ's Wholesale, and Yale Avenue between the intersection with US Route 5 and site driveway for 950 Yale Avenue. The area was previously studied in 2006 through a U.S. Route 5 Planning/Preliminary Design Study sponsored by SCRCOG and CTDOT. The Study included four conceptual alternatives. This study will reevaluate those alternatives using updated traffic data, to identify a preferred alternative.

1.0. Project Organization and Public Involvement

The Consultant will organize and assemble a project team to complete the services required for this project. A project manager will also be assigned to coordinate and communicate with SCRCOG, CTDOT, Town of Wallingford and identified project stakeholders to solicit input on the existing operational characteristics of the study area and to review the proposed reconfiguration concepts. It is assumed that a technical advisory committee, including the Town of Wallingford and CTDOT representatives, will be formed by SCRCOG to work with the Consultant. The Consultant will be responsible for coordinating advisory committee and public information meetings, as detailed below. The Consultant will be responsible for summarizing the transactions and determinations of each meeting in a Report of Meeting. The Report of Meeting will be circulated among meeting attendees. The Consultant will be responsible for presentation materials for the meetings.

1.1. Kickoff Meeting

The Consultant will attend one (1) kickoff meeting to discuss the project. Available datasets, public involvement, available information on planned developments or roadway improvements, record roadway and utility mapping, and the final study products will be discussed.

1.2. Coordination Meetings

During the study, it may be necessary to correspond with SCRCOG and the Town at different stages of the project. Coordination will also be needed with CTDOT, especially to ascertain the future plans for

Interchange 66 of Route 15. For the purposes of this scope, a total of two (2) such coordination meetings are assumed.

1.3. Advisory Committee Meeting

The Consultant will conduct three (3) technical advisory committee meetings with SCRCOG, CTDOT and the Town of Wallingford to discuss the study goals and objectives.

1.4. Public Information Meeting

The Consultant will conduct two (2) Public Participation Meetings. It is assumed both meetings will be held as Hybrid meetings with opportunities to participate both in-person and virtually. The Consultant will coordinate with SCRCOG and the town to provide notice of these meetings to the public.

Meeting #1 will be to introduce the study, present the 4 proposed interchange realignments included in the 2006 report, and gather input from the public on existing conditions and other potential ideas that may not have been considered previously.

Meeting #2 will be to review the draft study, share the public feedback that was received, and present the preferred intersection reconfiguration with the public for comment.

2.0. Data Collection and Review of Existing Information

The Consultant will compile available data on the study area from SCRCOG, CTDOT and the Town of Wallingford to better understand the constraints and opportunities for the interchange realignment.

2.1. Traffic Counts and Speed Data

The Consultant will perform turning movement counts (TMCs) at the intersection of Route 5 and Yale Avenue and Route 15 interchanges for a 12-hour period during a typical weekday and Saturday.

The Consultant will collect Automatic Traffic Recorder (ATR) counts at each of the four (4) intersection approaches to determine the traffic volumes, vehicle classification, and speed data over a 72-hour period. The ATR counts will be performed concurrently with the intersection turning movement counts.

2.2 Crash Data

The Consultant will summarize the most recent five (5) years of available crash data records for the study area. Data will be supplemented with data from the UConn Crash Data Repository. The crash data will be summarized in tabular form and analyzed to determine the crash trends and potential safety improvements that can be incorporated into the conceptual designs. A collision diagram will be developed to illustrate crash clusters and identify contributing factors.

2.3 Near-Miss Analysis

The Consultant will review 12 hours of turning movement count data at the intersection of Yale Avenue and Route 5 over one weekday to quantify the number of near misses at the intersection. The data will be used to evaluate the frequency of near misses and to identify the potential contributing factors to near-miss incidents.

2.4 Site Visit

The Consultant will visit the Site to observe existing traffic operations and record pertinent features. It is anticipated that two (2) site visits will be required, for collecting information on existing conditions and to review the feasibility of the proposed conceptual alternatives.

2.4 Base Mapping

The Consultant will compile a base map at a scale of 1"=100' or as otherwise determined, depicting relevant existing features. Available information including Town GIS, aerial photographs and LIDAR information will be utilized.

3.0. Existing Conditions Technical Memorandum

3.1. Traffic Analysis

The Consultant will utilize collected traffic counts and available information to establish current traffic volumes during the weekday AM and PM peak hours. The Consultant will prepare capacity analyses for the existing conditions for the intersections mentioned previously, using Synchro 9.0 for arterial roadways and HCS for Route 15 mainline, ramp junctions and weaving segments.

3.2. Technical Memorandum

The Consultant will prepare a technical memorandum describing the current traffic operating conditions within the study area. Diagrams showing existing traffic movements at the studied intersections will be prepared. Traffic analysis results will be tabulated and presented as part of the memorandum.

4.0. Development of Study Alternatives

In 2006, SCRCOG and CTDOT sponsored a U.S. Route 5 Planning/Preliminary Design Study. Part of the study included offering four improvement options for the Route 15 interchange 66 configurations. The Consultant will review and evaluate the proposed options, existing conditions, input from SCRCOG, CTDOT, Town of Wallingford and local stakeholders to evaluate the proposed options. Additionally, a Future No-Build Alternative should be included.

4.1. Future No-Build Alternative

The Consultant will project existing traffic volumes to a future Horizon Year, with due consideration to large under-utilized parcels along Route 5. Detailed diagrams will be developed to represent future No-Build condition traffic volumes. The study intersections will be analyzed using future No-Build traffic volumes and Synchro 9.0 software. Detailed traffic volume figures for the Future No-Build Alternative will be prepared.

4.2. Future Short-term Build Alternative

The Consultant will analyze Alternative D provided in the 2006 report. The Consultant will perform a detailed investigation of the effectiveness and impacts of this preferred option. The analysis will include:

- Challenges and opportunities the proposed configuration presents;
- A traffic signal warrant analysis for the proposed interchange ramp and Yale Avenue intersection
- Redistributed traffic volumes for the alternative
- Capacity Analysis of the study intersections

The findings will be presented to the advisory committee for discussion and comments.

The Consultant will prepare 1" =40' scale full-size plans showing alignments, profiles, typical sections and critical cross-sections for the Alternative.

5.0. Preparation of Draft Report

The Consultant will prepare a draft report, containing the following:

- Written summary of the existing conditions and the conceptual alternative
- 11x17 plans for the conceptual alternative
- Preliminary cost estimate using CTDOT Cost Estimating Guidelines.
- Qualitative assessment of Right-of-Way and possible environmental impacts.
- Study Area photographs
- Report of Meetings from public information meetings

The report will be submitted to SCRCOG, Town of Wallingford and CTDOT for review.

6.0. Research Funding Opportunity – Additional Co-ordination with CTDOT

The Consultant will research available funding sources and assess eligibility of this project. Coordination and correspondence with CTDOT staff are anticipated for this task. For scoping purposes two (2) such meetings with CTDOT are assumed. A separate report detailing the results of this research will be prepared and presented to SCRCOG and the Town of Wallingford.

7.0. Preparation of Final Report

The Consultant will review and respond to comments from SCRCOG, Town and CTDOT and finalize the draft report.

Specifically, the final report would consist of the following:

- An executive summary
- Alignments, profiles, typical sections and critical cross-sections for proposed reconfiguration
- Implementation plan
- Final cost estimate

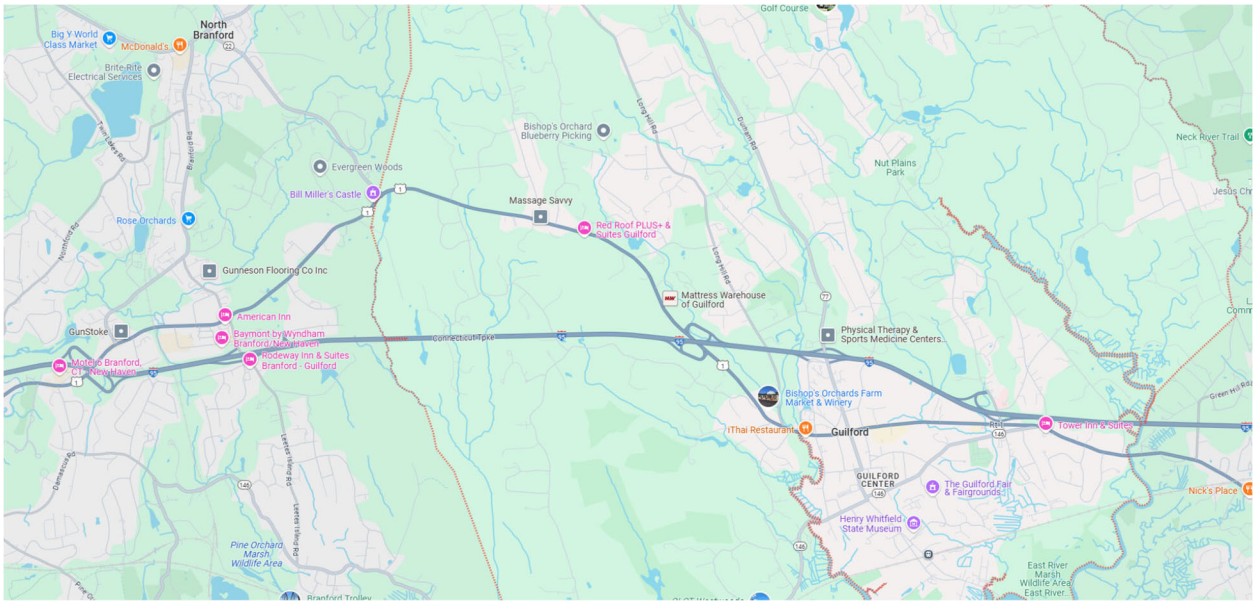
Guilford Route 1 Corridor Study

Description

This study will develop a comprehensive set of conceptual improvement recommendations and land use strategies to address transportation, economic development, housing, and land use conditions along the Route 1 corridor in Guilford. The study area encompasses Route 1 from the Branford town line to the Madison town line. The study will evaluate existing conditions and future opportunities through a robust community and stakeholder engagement process and incorporate a multi-modal, context-sensitive planning approach.

Study Area

The study area encompasses Route 1 from the Branford town line to the Madison town line.



Objectives:

The goal of the study is to assess traffic and transportation conditions and present future pathways to improve safety, mobility, and enhance commercial and economic development.

SCOPE OF SERVICES

1.0. Project Organization and Public Involvement

The Consultant will organize and assemble a project team to complete the services required for this project. A project manager will also be assigned to coordinate and communicate with SCRCOG, CTDOT, Town of Guilford and identified project stakeholders to solicit input on the existing operational characteristics of the study area. It is assumed that a technical advisory committee, including the Town of Guilford and CTDOT representatives, will be formed by SCRCOG to work with the Consultant. The Consultant will be responsible for coordinating the advisory committee and public information meetings, as detailed below. The Consultant will be responsible for summarizing the transactions and determinations of each meeting in a Report of Meeting. The Report of Meeting will be circulated among meeting attendees. The Consultant will be responsible for presentation materials for the meetings.

1.1. Kickoff Meeting

The Consultant will attend one (1) kickoff meeting to discuss the project. Available datasets, public involvement, available information on planned developments or roadway improvements, record roadway and utility mapping, and the final study products will be discussed.

1.2. Technical Advisory Committee Meetings

The Consultant will conduct three (3) technical advisory committee meetings with SCRCOG, CTDOT and the Town of Guilford to discuss the study goals and objectives.

1.3. Public Information Meetings

The Consultant will conduct two (2) Public Participation Meetings. It is assumed both meetings will be held as Hybrid meetings with opportunities to participate both in-person and virtually. The Consultant will coordinate with SCRCOG and the town to provide notice of these meetings to the public.

Meeting #1: Introduce the study, present initial findings on existing conditions, and solicit input on needs and priorities.

Meeting #2: Present draft recommendations, including land use, transportation, and housing strategies, and solicit feedback on the preferred alternative.

2.0. Data Collection and Existing Conditions Analysis

The Consultant will collect and synthesize available data from SCRCOG, CTDOT, the Town of Guilford, and review existing reports from the town ,including the Plan of Conservation and Development, the Route 1 West and Route 1 East Corridor Studies, and the Guilford Safe Streets Plan.

2.1. Traffic Counts and Speed Data

The Consultant will perform turning movement counts (TMCs) at intersections along the corridor for a 12-hour period during a typical weekday and Saturday.
The Consultant will collect Automatic Traffic Recorder (ATR) counts to determine the traffic volumes, vehicle classification, and speed data over a 72-hour period. The ATR counts will be performed concurrently with the intersection turning movement counts.

2.2. Crash Data

The Consultant will summarize the most recent five (5) years of available crash data records for the study area. Data will be supplemented with data from the UConn Crash Data Repository. The crash data will be summarized in tabular form and analyzed to determine the crash trends and potential safety improvements that can be incorporated into the conceptual designs.

2.3. Site Visit

The Consultant will visit the Site to observe existing traffic operations and record pertinent features. It is anticipated that two (2) site visits will be required, for collecting information on existing conditions and to review the feasibility of the proposed conceptual alternatives.

2.4. Base Mapping

The Consultant will compile a base map at a scale of 1”=100’ or as otherwise determined, depicting relevant existing features. Available information including Town GIS, aerial photographs and LIDAR information will be utilized.

2.5. Land Use and Zoning

Compile a zoning and land use inventory, highlighting ownership patterns, constraints, and recent zoning changes in the CMDA.

2.6. Housing Profile

Analyze the corridor’s housing stock, including type, affordability, condition, and density, using the Affordable Housing Profile.

2.7. Commercial Real Estate Audit

Document current commercial uses, tenant mix, vacancy rates, available square footage, and lease rates (if obtainable).

3.0. Future Conditions and Scenario Analysis

The Consultant will evaluate potential future conditions along the Route 1 corridor, accounting for land use, transportation, environmental, and economic trends. The Consultant will prepare a development report using the following components for an existing conditions report to inform a Guilford Route 1 Master Development Plan Study.

3.1. Traffic Forecasting and Mode Share

Develop forecasted traffic volumes and identify potential congestion points. Evaluate changes in mode share, considering future pedestrian, bicycle, and transit demand. Include traffic study data from recently submitted and/or approved proposed development plans. Include traffic calming and inclusion of street trees and landscaping recommendations for the corridor and design standards for consideration.

3.2. Land Development Scenarios

Evaluate how zoning, regulatory changes, and market forces could impact land use patterns. Scenarios will consider potential buildout conditions under current and proposed zoning, including the CMDA.

3.3. Housing Demand Forecast

Project future housing needs, with emphasis on affordable, mixed-use, and senior housing options.

3.4. Transit Capacity Assessment

Assess existing transit services and identify opportunities for capacity expansion or service enhancement.

3.5. Climate and Resilience

Analyze potential climate vulnerabilities including floodplain areas, drainage constraints, and long-term climate resilience strategies.

3.6. Redevelopment and Adaptive Reuse Potential

Identify underutilized or vacant sites suitable for adaptive reuse or infill development.

3.7. Infrastructure Constraints

Document existing infrastructure constraints that may limit business expansion or redevelopment.

3.8. Business and Investment Recommendations

Develop strategies to support small business growth, enhance mixed-use opportunities, and attract targeted commercial development.

4.0. Concept Development and Alternatives

Based on findings from previous tasks, the Consultant will develop up to three (3) conceptual alternatives focused on enhancing multimodal safety, corridor functionality, and land use compatibility. Plans will be prepared at a scale of 1" = 40', showing alignments, typical sections, and potential property or environmental impacts.

Concepts will explore:

- Reconfigurations of key intersections and signal coordination
- Streetscape and pedestrian safety improvements
- Integration of bike infrastructure and transit access
- Land use and zoning changes to promote walkable mixed-use nodes

5.0. Preferred Alternative and Conceptual Design Plan

A preferred concept will be selected based on stakeholder feedback. The Consultant will prepare:

- Conceptual design drawings
- Centerline profiles and up to two (2) critical cross-sections
- Identification of property, utility, and environmental impacts
- A planning-level cost estimate using CTDOT guidelines

Drawings and cost estimates will be submitted to SCRCOG and the Town for review (one round of comments is assumed). Up to four (4) plan sheets will be included.

6.0. Draft and Final Study Report

The Consultant will prepare a Draft Study Report summarizing all data collection, analyses, and recommendations. One round of comments will be incorporated into a Final Study Report. The final report will be submitted to SCRCOG, the Town of Guilford, and CTDOT.

Multitown Pavement Management Study for the Towns of Orange, Woodbridge, and Bethany

This study will conduct a comprehensive road condition survey of all local roads in the towns of Orange, Woodbridge, and Bethany utilizing automated scanning technologies. The objective is to evaluate each road segment's condition and assign a condition rating, recommend an appropriate pavement management strategy, and estimate associated maintenance costs.

The primary goal of the study is to provide the towns with a cost-effective Pavement Asset Management Plan (PAMP). This plan is essential to maximize the effectiveness of pavement management funds, improve the overall condition of the local road network, and reduce long-term maintenance costs. By improving road conditions, the towns will also enhance roadway safety for all users.

Core Objectives

1. **Optimize Resource Allocation and Investment Decisions**
   This study will analyze the condition of the pavement network to prioritize maintenance and rehabilitation activities. The goal is to select the most cost-effective strategies that yield the greatest return on investment. The resulting data will support long-term budget planning and provide justification for future funding allocations.
2. **Enhance Road Functionality**
   By maintaining roads at target performance levels, the towns can ensure a smoother and safer driving experience for residents and reduce exposure to liability risks. Improved road quality directly contributes to overall community satisfaction and safety.
3. **Extend Pavement Lifespan and Minimize Costs**
   Preventive maintenance will be emphasized to slow the rate of deterioration on roads in good condition, helping to extend service life and defer costly reconstruction. Proactive management will also reduce the need for emergency repairs and the associated disruptions.
4. **Improve Efficiency and Communication**
   The study will provide a standardized method for monitoring pavement conditions and planning maintenance activities. This systematic process will improve decision-making efficiency and enhance communication between departments and stakeholders involved in infrastructure planning and maintenance.

Scope of Work

Task 1: System Update and Database Configuration

- Review and update existing pavement management system software and tools.
- Configure the database to align with current inventory, segment definitions, and performance criteria.
- Integrate available historical data for consistency and trend analysis.

Task 2: Field Collection Program

- Conduct field surveys to gather up-to-date pavement condition data (e.g., roughness, cracking, rutting).
- Utilize appropriate technologies (e.g., visual inspection, automated collection systems) for accuracy and efficiency.
- Ensure geo-referenced data aligns with system database requirements.

Task 3: Pavement Condition Analysis

- Analyze collected field data to assess pavement condition and identify deficiencies.
- Calculate key performance indicators such as PCI (Pavement Condition Index) or IRI (International Roughness Index).
- Develop deterioration models and identify trends based on pavement type, traffic load, and age.

Task 4: Capital Improvement Planning Development

- Prioritize pavement maintenance and rehabilitation projects based on condition, cost-effectiveness, and available funding.
- Develop multi-year capital improvement plans that optimize network performance.
- Conduct life-cycle cost analysis to support decision-making and long-term investment strategies.

Task 5: System Deployment and Support Services

- Deploy the updated pavement management system, including dashboards and reporting tools.
- Provide training and technical support to municipal staff for ongoing system use and data input.
- Offer continued support services for maintenance, troubleshooting, and future upgrades.