



**TURBO
IMAGES**

Vehicle Graphics Experts

RFP # 2025-079

**Vehicle Wrapping, Decals, and
Related Signage Services**

**North Central Texas Council of
Governments (“NCTCOG”)**

June 18, 2025

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INTRODUCTION

Turbo Images was founded in 1993, and we are incorporated in the state of Delaware. We have proudly established ourselves as a **leader** in the graphics market offering a **comprehensive one-stop shop**. With over three decades of experience and a track record of wrapping approximately **130,000 vehicles**, we bring unmatched expertise, innovation, and commitment to excellence. Our **client success in Texas** includes Capital Metropolitan (CapMET) in Austin, Dallas Area Rapid Transit (DART), Spartan Transit in Levelland, City of Lubbock, University of Texas A&M, the sporting event March Madness in Houston and many others.

We are pleased to present our **compliant and matching response** to provide and install vehicle wraps, window graphics, custom exhibit & display signage, cling/adhesive/magnetic decals, and other related types of signage. We are very well placed to serve to the members of its TXShare Cooperative Purchasing Program (“TXShare”) with **all** requested services:

- A **one-stop shop** of comprehensive offerings for all categories listed in Exhibit 1 including trusted advice and guidance on best vinyl selection
- **National coverage** of and for all areas listed in Exhibit 3 including whole of Texas and non-continental states and territories
- Turbo Group of companies offer exciting future possibilities for strategically using vinyl material in various applications.
- **“Right-sized”** having a scalable resource base that comprises 120 staff plus 150+ installers across North America (including a network in Texas) delivering quality of service on an as-needed basis for municipalities, counties, school districts and other government agencies
- To deliver best-in-class client support services we will provide a **multi-functional team of veteran professionals** to execute the rebranding project. These key personnel are totally committed and have played a critical role in the successful project described herein.
- To accommodate growth and expansion during 2020 we invested over \$2M in state-of-the-art film **manufacturer-approved eco-friendly HP latex printing technology** in compliance with ISO14001 guidelines
- We are a **3M Platinum Certified Supplier and Installer**. Arlon is the equivalent provider of 3M. This provides unique benefit and advantages in terms of value for money, assurance of stable supply, future-proofing and continuous development. This elite certification governs our company-wide systems and processes
- Aligned to standards for **G7 Master Facility Color space** for compliance with warranty standards and maximizing the longevity of fleet graphics.
- **Award-winning** in-house design capability to create the wraps

THANK YOU FOR CONSIDERING TURBO

CONFIRMATIONS FOR TECHNICAL PROPOSAL

5.1 TECHNICAL SPECIFICATIONS

Vendors understand that there is no specific work to be ordered at this time. The awarded contract(s) will be for work to be determined in the future on an as-needed basis by one or more members of the TXShare cooperative that choose to utilize the contract(s) awarded.

The Contractor shall furnish all labor, tools, equipment, materials, and supplies required to effectively perform the services in accordance with the specifications described herein. All travel time or mileage is the responsibility of the Contractor unless explicitly stated otherwise in your proposal.

The goods and services to be provided include:

- Design
- Printing
- Installation
- Maintenance

Read and understood. Confirmed as compliant with all above aspects.

IMPORTANT: In your proposal, please provide a detailed narrative describing your product/service and address the following items as may be applicable and number your responses correspondingly:

Confirmed as detailed below.

- Vehicle wraps, as requested, shall be Arlon SLX Cast Wrap Vinyl with Arlon 3270 Gloss Laminate or equivalent.

Yes, confirmed - Turbo have established premium partnerships with vinyl manufacturers to offer high-performance vehicle wrap systems.

We are a 3M Platinum Certified Supplier and Installer. Arlon is the equivalent provider of 3M. This provides unique benefit and advantages in terms of value for money, assurance of stable supply, future-proofing and continuous development.

This particular product is a business-as-usual service offering. For example, we are currently using Arlon branded vinyl in our fleetwide wrapping project for Spartan Transit in Levelland, TX.

- Cut Vehicle Graphics, as requested, shall be 3M IJ40 with 3M 8518 Gloss Laminate or equivalent.

Yes, confirmed our factor over die / kiss cut lettering on the specify material. This also is a business-as-usual service offering especially popular for window graphics.

- Color of material requested shall vary and may include PMS 533 or equivalent. Other colors may be requested. The Customer reserves the right to change or modify its logo design at any time.

Yes, confirmed please note our earlier statement about G7 color matching capability. This also is a business-as-usual service offering. Also, we are able to match paint colors to provide a color match where fleet consistency is key. For example, in our recent project for CapMet in Austin, we rebranded 80 buses to have the same vinyl color as the new painted buses.

- Installation shall take place at various Customer locations or at Contractor's location based on Customer needs or complication of installation. Customer shall have final determination of location for installation.

To meet and exceed all requirements we offer a comprehensive range of services from on client services, at factory / dealership, or rental garage premises in the same location to minimize transportation time and liabilities for the Member.

In your proposal, please describe how your solution meets or exceeds each of the following:

5.1.1 Material Quality: High-quality wraps and signage are typically made from premium vinyl, such as those from 3M or Avery Dennison that offer excellent durability, UV protection, and vibrant colors. The Vendor should use a variety of materials depending upon the requirements of the Customer such as acrylics, coroplast or corrugated plastic panels, PVC Sheets among others. The material used not only depends on aesthetics but also durability and cost factors. Describe your product line here.

Yes, **all of the above** to meet the varying factors such as aesthetics, thickness, durability and cost. As previously stated, we offer high-performance vehicle wrap systems via our premium partnerships with vinyl manufacturers.

This is to assure our seven-year warranty, the most comprehensive in the industry for protection against graphic failure.

Explain the variety options available and quality of the products offered.

Yes, **all of the above**, to meet all needs we offer a comprehensive range of premium materials, typically 3M and Arlon as previously stated. This is to assure our seven-year warranty, the most comprehensive in the industry for protection against graphic failure.

5.1.2 Adhesive Technology: Advanced adhesives ensure a strong bond to the vehicle's surface, reducing the risk of peeling or bubbling, and allow for clean removal without leaving residue. Explain your adhesive technology.

We understand the critical importance for this requirement for example working with clients to leverage the full benefit of **Arlon's FLITE Technology** in which the adhesive "floats" lightly over the surface when first applied, meaning the film can slide and reposition without sticking aggressively. The adhesive only fully activates when pressure is applied, allowing for fine adjustments. Once applied with a squeegee or roller, it creates a strong, long-term bond.

Typically, for the Texan climate we use 3M Comply which includes as standard an adhesive layer. We strictly adhere to vinyl manufacturer's guidelines, as noted we are a 3M Platinum Certified Supplier and Installer as evidenced below.

Commercial Solutions Division

March 25th, 2025

3M Canada Company

P.O. Box 5757, London, ON N6A

4T1 1-800-364-3577

Dear Sir/Madam,



Please accept this formal letter in support of the above bid submitted by our business partner Turbo Images. The contractor Turbo Images are an elite fabricator that have been a 3M Select Graphic Platinum Provider since 2012.

This is the highest level of recognition that requires companies to have made a significant investment that demonstrates their commitment to the graphics industry. As a 3M Platinum supplier carrying a current 3M MCS Print Certification, Turbo Images is an authorized 3M Certified Graphics Installation Company. To achieve this elite status, Turbo Images have satisfied the following criteria:

- Offers 3M™ MCS™ Warranty, the most comprehensive warranty in the industry
- Ability to execute large scale campaigns by offering national coverage
- Consistently advocates and promotes the 3M brands and products
- Certified and acknowledged by an accredited 3rd party Association
- In-house professional graphics design ability
- Applications installed by a recognized 3M Preferred Installer

We hope that this letter provides you with the assurance to proceed to notification of award. If not, please do not hesitate to contact me directly if you require further verification of this status.

Regards,

Marjolaine Coutu

Our tailor-made solutions meet client needs. Our team of professionals takes care of all the logistics, ensuring the manufacture and the delivery of the equipment as well as the availability of our installers in order to respond quickly to client needs.

Checklist Summary

- Pre-project measurement sizing to confirm the design templates
- Apply vinyl according to the approved design and positioning
- Use appropriate methods (squeegees, heat, adhesives remover, scraping tools) to prevent damage to the surface
- Double-check firmly adhered, no air bubbles or wrinkles
- Proof of industry certifications provided in this response
- Robust working methods strictly adhere to industry standards, best practice and the latest Vinyl Manufacturer's Guidelines.
- Turbo relies on a vast North American network of 150+ certified installers who are trained to meet our highest standards of quality and professionalism
- Rigorous installer supervisions, inspections and approval processes

Inspection And Approval Processes

We inspect all vehicles to ensure the branding is properly applied with no visible defects. The key safeguards are in our robust pre-and post-installation processes which include installation inspection and client approval of a signed form, as shown on the next page.

The figure shows two inspection sheets side-by-side. The left sheet is titled 'PRE-INSTALLATION VEHICLE INSPECTION SHEET' and the right sheet is titled 'POST-INSTALLATION VEHICLE INSPECTION SHEET'. Both sheets contain a checklist of steps to be followed during the installation process. The left sheet includes a section for the installer to sign and date, and a section for the client to sign and date. The right sheet includes a section for the installer to sign and date, and a section for the client to sign and date. Both sheets also feature images of buses with various branding designs.

Figure: Inspection Sheets

Avoiding Installation Failure

We enjoy normalized statistics for installation performance of ~95%. We have provided copies of pre-installation and post-installation forms, this inspection regime being one of our primary safeguards against installation failure. All installation processes are performed in accordance with the current **Vinyl Manufacturer's Technical Bulletins**.

Scheduling

As stated herein, Turbo will assign a project manager to oversee the coordination and execution for the Member. One key aspect of our efficiency is the **vehicle rotation** that we will carefully plan and execute to avoid out-of-service downtime.

Uneven Surface

We use a primer for vinyl for best wrap adhesion.

Improper Washing

Should any quality issue arise under warranty, a corrective plan of action will be prescribed to properly analyze and address the issue in a timely manner. As improper washing of vehicles is the most common cause of quality-related issues Turbo ensures and provides all customers with proper washing instructions and guidelines. This issue will be covered in the Proactive Maintenance Plan we will develop for the Member.

Best in Class Project Management

Turbo manages all contracts from contract initiation to production planning, shipping and installation via a Project Manager. Turbo Images also has a defined issue escalation process where the management contact (Marie-Ève Morin) works to solve any open customer issues within 24 hours so that orders can be fulfilled completely and without delay. Turbo's most important attribute in managing difficulties is communication and we are committed to be clear, open, timely and transparent in our customer communication so we can jointly solve any issue that may arise in our contract.

5.1.3 Protective Coatings: Explain the quality of your wrap such as protective coatings that provide UV protection and scratch resistance and help to maintain the wrap's appearance over time.

Compliant. We provide high-performance vehicle wrap systems such as Arlon's vehicle wrap films, which when paired with Arlon 3270 Gloss or 3210 Overlaminate, are designed to deliver long-lasting visual quality and surface protection.

This includes UV inhibitors that block damaging ultraviolet light, preventing fading of colors, degradation of vinyl and premature cracking or brittleness. The overlaminate provides a hard, clear surface layer that resists light scratches, scuff marks and general road wear. Gloss laminates (like 3270) also improve the appearance of colors, making them richer and more vibrant.

To help to maintain the wrap's appearance over time, a recent typical offer for the Texan climate is described below.

Production process and material:

- Digital print on 3M Premium opaque film IJ180CV3-10 with hard laminate 8519 or equivalent film/hard laminate e.g. Arlon SLX Cast Wrap Vinyl with Arlon 3270 Gloss Laminate
- Digital print on 3M perforated film IJ67 with hard laminate 8914 or equivalent film/hard laminate

This premium vinyl material includes both UV protection and scratch resistance as standard.

5.1.4 Thickness and Flexibility: Thicker vinyl wraps are more durable and less prone to damage. Flexibility is crucial for conforming to complex surfaces and ensuring smooth application.

Read and understood, there is a valid technical comparison which is summarized below.

Property	Cast Vinyl	Calendared Vinyl
Flexibility	Very high – conforms to curves	Limited – best on flat/simple surfaces
Thickness	Thinner (e.g., ~2 mils)	Thicker (e.g., ~3–4 mils)
Durability	7–10 years (with laminate)	3–6 years
Shrinkage	Minimal (<0.02 in)	Higher over time
Surface Conformability	Excellent – deep curves, rivets, etc.	Poor – may wrinkle or lift
Cost	Higher	Lower
Use Case	Vehicle wraps, complex shapes	Signs, decals, flat panels

Figure: Thickness and Flexibility

Yes, thickness and flexibility are two core performance metrics for vinyl vehicle wraps. Thicker wraps can resist light scratches, abrasion, and minor impacts better. However, too much thickness can reduce flexibility, so wrap films must balance durability and conformability.

To help to maintain the wrap's appearance over time, our standard offer for the Texan climate is a 2 mil cast film with laminate with a warranty of at least five years.

For example, Arlon SLX Cast Wrap Vinyl has a face film thickness of ~2 mils (50 microns), before lamination. After applying 3270 Gloss Overlaminate (about 1.3–1.5 mils, or ~35 microns), total thickness becomes ~3.3–3.5 mils.

Arlon SLX is a cast vinyl, which means it's manufactured in a way that creates superior dimensional stability and flexibility. It can conform to complex curves, rivets, and deep recesses without lifting, wrinkling, or cracking.

For many reasons, Arlon's SLX with 3270 laminate is optimal, thin enough to flex and conform, thick enough (with laminate) for durability and UV/scratch resistance.

Explain how your product compares.

See above technical comparison. We offer a choice, and will always recommend the optimum material for substrate, warranty and expected duration.

5.1.5 Vehicle wraps, as requested, shall be Arlon SLX Cast Wrap Vinyl with Arlon 3270 Gloss Laminate or equivalent. Do you provide this product or what equivalent do you offer instead?

Yes confirmed, also we offer the Members a choice of 3M Premium opaque film IJ180CV3-10 with hard laminate 8519 depending upon requirements. We will offer the Member trusted advice and guidance on the best choice of vinyl material for their individual needs.

5.1.6 Cut Vehicle Graphics, as requested, shall be 3M IJ40 with 3M 8518 Gloss Laminate or equivalent. Do you provide this product or what equivalent do you offer instead?

Yes, confirmed as compliant. This is an intermediate calendered vinyl film system used for short- to mid-term signage, partial wraps, or flat/curved surfaces.

The equivalent we also offer is Arlon DPF 4600GLX / DPF 4600G with Series 3420 Gloss Overlaminate (calendered) for a match in class. We will offer the Member trusted advice and guidance on the best choice of vinyl material for their individual needs.

5.1.7 Installation Expertise: Professional installation by certified installers ensures that the wrap is applied correctly, avoiding imperfections and ensuring longevity.

We strictly adhere to vinyl manufacturer's guidelines, as previously noted we are a 3M Platinum Certified Supplier and Installer. Arlon is the equivalent provider of 3M.

Can your installers handle multiple layers on intricate designs?

Yes confirmed, we often use second layer for items such as Unit Numbers and complex logos and design components for flexibility to make it easier for installers to position during installation rather than embedding into a wide format design. The example below is an intricate design for Park City, Utah.



Can you provide installation services at both Customer's location and at Contractor's location?

Yes, both (and more) confirmed as compliant. To meet and exceed all requirements we offer a comprehensive range of services from on client services, at factory / dealership, or rental garage premises in the same location to minimize transportation time and liabilities for the Member.

5.1.8 Warranty: Reputable wrap providers offer warranties on both materials and workmanship. Explain your warranty in detail. You may add a link to the copy of the written warranty.

Confirmed on both. As previously stated, we offer premium quality of product and service strictly according to Film Manufacturer's Guidelines, industry standards and best practices. Turbo We provide the most robust +/-7 warranty in the industry, protecting against fading and discolouration.

A key part of our value-added offering is comprehensive warranty: we provide the most robust warranty in the industry, protecting against fading and discoloration. For 3M we add two years to the vinyl manufacturer's standard five, for a total of seven years of coverage.

It should be noted that 3M do not warranty vertical surfaces or window perforated material which is supplied with a two year durability. The table below shows the warranty for the south-west desert area of the US covering the state of Texas.

3M Science. Applied to Life.		Colored Films Pigmented Opaque Films															
3M™ MCS™ Warranty		Warranty is stated in years for ZONE 3															
Please review the notes below the table and on the last page of this document. Product offering may vary from country to country. Local availability of selected graphics constructions should be clarified with your local 3M subsidiary.		Transportation Vehicle, Bus, Fleet Box, Trailer, Oil Tanker, Passenger Rail, Freight Train***				Exterior Exterior Sign				Interior Interior Sign				Watercraft Inland and Seagoing Watercrafts			
		Bare	F&T	Best	Special	Bare	F&T	Best	Special	Bare	F&T	Best	Special	Bare	F&T	Best	Special
100, 180****	White / Black	5	5	5	3	4	4	4	2	8	8	8	5	1	-	1	-
7125, 7725	Colors	4	4	4	3	3	3	3	2	8	8	8	5	1	-	1	-
	Transparent / Metallic / Custom	3	3	3	3	2	2	2	2	6	6	6	5	-	-	-	-
680, 680CR	All Colors	5	5	6/2	3	4	4	4	2	8	8	8	-	-	-	-	-
1080, 1380	All Colors**	2/1	2	3/2	-	-	-	-	-	8	8	8	-	1	-	1	-
2080	All Colors**	6/1	5	6/2	-	-	-	-	-	8	8	8	-	1	-	1	-
181	White/ Black	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Custom Color	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3552C, 3500C	White	1	-	-	-	1	-	-	-	2	-	-	-	-	-	-	-
1000, 1000LF	All Colors	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3470, 3475	White/ Black	2	-	-	-	2	-	-	-	6	-	-	-	-	-	-	-
	White/ Black	5	-	-	-	4	-	-	-	8	-	-	-	-	-	-	-
3650	Transparent/ Custom	3	-	-	-	2	-	-	-	6	-	-	-	-	-	-	-
3670LF	White	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	White/ Black	5	-	-	-	4	-	-	-	8	-	-	-	-	-	-	-
8000, 8000LF	Colors	4	-	-	-	3	-	-	-	8	-	-	-	-	-	-	-
3690, 3690C, 3690LF	All Colors	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3480	All Colors	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
7725SE-400	All Colors	-	-	-	-	0.5	-	-	-	6	-	-	-	-	-	-	-
#N/A		Good				Better				Best				Special			
100, 180, 7125, 7725	-	8518, 8519, 8520, 8588G, 8590M, 8900				8528, 8548G, 8549L, 8550M				*8991, 8993, *8995-124				*8991, 8993			
680, 680CR	-	8518, 8519, 8900 (but not textured)				8528, 8548L, 8548G				8528				-			
1080, 1380	-	8900				8528				-				-			
2080	-	8518, 8519, 8520, 8900				8528				-				-			
181	-	-				-				-				-			
3552, 3500C	-	-				-				-				-			
1000, 1000LF	-	-				-				-				-			
3470, 3475	-	-				-				-				-			
3650	-	-				-				-				-			
3670LF	-	-				-				-				-			
8000, 8000LF	-	-				-				-				-			
3690, 3690C, 3690LF	-	-				-				-				-			
3480	-	-				-				-				-			
7725SE-400	-	-				-				-				-			

All boxes with 1 number DO NOT have a non-vertical warranty. To find the best combination of protection and film for your graphic application including conformability, gloss, adhesion to substrate and

Figure: 3M Warranty

Please note that we have matched the three components on film, laminate and ink to deliver the most advanced 3M Matched Component System (MCS) warranty, the highest level of protection. The web links are below:

[Warranties | Arlon Graphics](#)

[Warranty Information | Graphics and Signage | 3M Canada](#)

5.1.9 Design Capabilities: Can your company handle intricate designs and multiple layers if needed?

Yes, confirmed both (as stated above), as stated above, we often use second layer for items such as Unit Numbers for flexibility to make it easier for installers to position during installation rather than embedding into a wide format design.

Specialty films may be required for effects like chrome delete or color-shift.

Yes, confirmed we are an elite market leader offering all these services. For an example, please see overleaf Coca-Cola Holiday Tour which won an innovative award from Coca-Cola. Also Smartbus, Detroit.

Provide some example photos of your work.

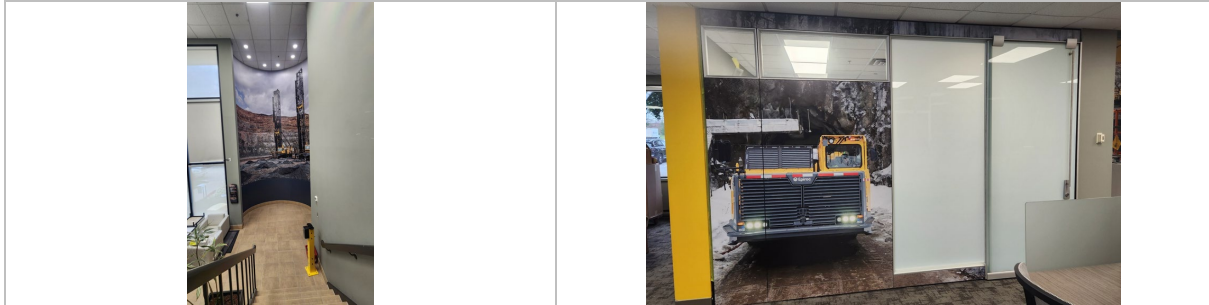


Example Work

From vehicle branding to office murals, we bring surfaces to life with stunning creative work. Pictured below is a recent project for Lion Force Transport headquarters in Mississauga where we provided design, supply and installation of window graphics for the newly designed office.



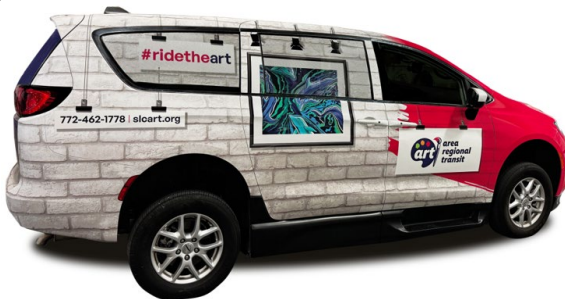
Our experienced team of strategists and designers works hand in hand with our customers to deliver designs that make a pop, high quality prints and top notch installations. The example below is shown below for Epiroc interior building project where we provided the design, supply and installation of multiple wall and window graphics.



Citibus, Lubbock



Concho Valley Transit, TX



County of St Lucie, FL



Pierce Transit, Washington State



March Madness, Houston, TX



University of Texas at Dallas Shuttle



Houston Metro Van Pool



Greyhound Dallas



Coca-Cola Holiday Tour which won an innovative award from Coca-Cola



Smartbus Detroit



Lion Force Transport Inc

5.1.10 Maintenance and Longevity: What are the maintenance requirements to keep the wrap looking fresh?

Turbo Images standard operating procedure includes customer instructions and guidelines for proper washing in accordance with 3M Instruction Bulletins

The key guideline is to avoid brush washing loose edges and avoid unnecessary scrubbing. 3M note that “Some cleaners may dull the substrate or leave contaminants on it. Cleaners with low solvent content may not remove the type of contaminants you have”.

Do you provide tips for proper care that can extend the wrap's lifespan?

The relevant points of the bulletin, paragraph 7 – Maintenance, pages 4 to 6 are as follows:

- Automatic brush washing may be used, but keep these two points in mind:
- Brushes can catch a loose edge of the graphic and cause further damage to the graphic.
- Brushes can dull the finish of the graphic.

5.1.11 Describe and clearly indicate any exceptions to the specifications or requirements found in this specification section.

None, not applicable we match all aspects of the specifications and requirements.

Window Graphics, Signage, and Decals

Key features that we seek to ensure getting the best quality and value are:

- Full Service: Offer comprehensive solutions from initial creative design to installation and maintenance, making them the go-to sign service provider for many organizations.

Yes confirmed, we offer a one-stop shop of comprehensive offerings for all categories listed in Exhibit 1. The key demonstrations of our broad capability are:

- Premium manufacturer partnerships
- Inhouse graphic design team
- 150+ qualified installers
- Dedicated project management

- Have designers that can help create visuals that will display brand messages effectively. Have the knowledge and resources to produce high quality custom signs tailored specifically to customer needs. Have printing technology that ensures vivid colors and sharp images that will stand out.

Yes confirmed. The Digital Design Proof is the core document that defines the technical specifications. These are carefully managed through modern software, version control, formal review and approval processes to ensure the continued integrity of the decal.

The proofs are handed by our inhouse design and spec teams, industry veterans that have created award-winning wraps and decals. A proof point is our success in the 3M – Private Motor Truck Council (PMTTC) of Canada Vehicle Graphics Design Award Co-sponsored by 3M Canada's Commercial Graphics Division.



Honourable Mention for Tractor Trailer with Veg Pak Produce Ltd	Honourable Mention for Straight Truck for The Farmer's Truck
	
Special Events/Promotional Award for Coca Cola Canada Bottling Ltd	Night Time Safety Award for Lion Force Transport Inc

Figure: PMTC Award Winning Designs

An example copy of the Digital Design Proof is shown. As shown above, it includes all necessary detail (measurements, PMS color codes etc.) to support formal peer review through to authorization and sign-off.

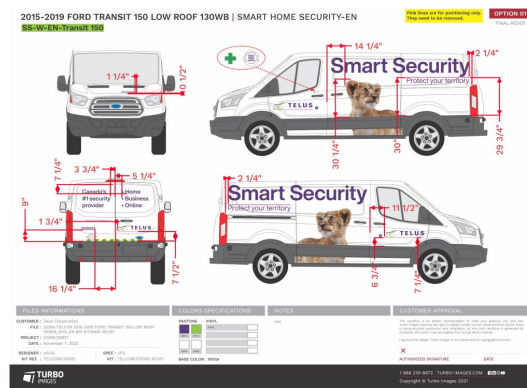


Figure: Design Adaptation

- Content Development – Staff will work customer with to create a targeted content strategy as well as to create engaging content for signage of all kinds.

Yes, confirmed as compliant, we have a comprehensive inhouse capability for content development. We will work collaboratively with the client to realize their vision for the graphics. As an example we refer to our Best Sign Company (BOSCI) award for a tribute to the late Koby Bryant.



- Graphic Design – Maintain staff that are graphic design experts with the ability to create impressive signs using state-of-the-art technology.

Yes confirmed as compliant, example evidence confirmed below.



Cathi Petagno • 1st
Senior Transit Program Specialist

1y ...

Sorry I missed seeing you all, we did win the 1st place FFTA 2023 award for marketing with this design!!



- Project Management – Have in-house experts to help customer manage signage project including the budget, design, production, delivery, and installation.

Our robust approach is a blended combination of best practice, industry standards and 3M MCS Guidelines. The planning and transition will be controlled by the sound principles of Project Management Professional (PMP), the de facto standard.

The lead for the transition (Steve Payne) is an active member of the Project Management Institute (PMI) who “own” the PMP standard. In accordance with best practice, we will adopt the following PMP techniques:

- Kick-off Meeting with the Stakeholders
- Gantt Chart style Project Plan

Andrée-Anne Labbé is the designated project manager (the customer service representative), she is an industry veteran with over five years of experience in this client-facing role, including many of the projects referenced herein. She will serve you as contract and account manager and be responsible for monitoring contract performance, project compliance, and customer satisfaction.

- Survey & Permitting – Have sign specialists to survey customer site, obtain permits, and ensure compliance with all local codes before installation.

Yes confirmed as compliant we will understand these pre-project activities for the client.

Please provide list of equipment utilized in the creation of decals. This list shall include at a minimum, the type of equipment used in the creation of decals, i.e. brand and model number and the age of equipment used.

We offer best in class wraps based upon 3M Premium material, sharp and vibrant 1200 DPI images on state-of-the-art HP latex printing technology

To accommodate growth and expansion during 2020 we invested over \$2M in state-of-the-art film manufacturer-approved eco-friendly HP latex 3000 printing technology in compliance with ISO14001 guidelines.



Three industrial strength Zund cutters with sheet capacity up to 60” wide. These units can cut over 1,500 sq. ft. per hour age, six years.

For each vehicle unique artwork will be prepared on Mac computers using Adobe Creative Suite Software. Vector-based EPS files & PDFs will be provided via Community Transit’s choice of Turbo Image’s FTP site, Community Transit’s FTP site or email. At the outset of a project, color files will be run and approved by Community Transit. These color references are then held on files and all future production is matched against these standards. Adobe Suite, CorelDraw, Flexi and ONYX Thrive are the software packages that we use.

As a Platinum Provider we are also a certified 3M Matched Component System (MCS) supplier. Our production platform, films, inks and UV laminate are matched in accordance with 3M process requirements. Our company is also aligned to the G7 Master Facility Colorspace standard, an industry-leading set of specifications for achieving gray balance.

- Shipping & Storage – Offer complete transportation and storage services for customer signage.

Confirmed as compliant, Turbo Images will provide the distributing and warehousing decals in house. Our primary facility offers ~1,000 sq/ft of storage space which is more than sufficient for the expected work-in-progress stock for the Member's signage.

We use UPS for courier delivery/shipping from our warehouse. The latter offers us a scalable capacity for nationwide, bulk shipping that we have seamlessly integrated with our core functions for warehouse and distribution. It should be noted that we can provide large deliveries on pallets (skids) as a decarbonization initiative.

- Sign Installation – Offer safe and proper installation of all Customer signage. Installation services may be at Customer location or at vendor's location.

Confirmed as compliant .To meet and exceed all requirements we offer a comprehensive range of services from on client services, at factory / dealership (for vehicles), or rental garage premises in the same location to minimize transportation time and liabilities for the Member.

- Customer Reviews and Testimonials: The references provided should include feedback from previous customers that demonstrate your company's reliability and quality of service.

Vehicle Graphics Reference #1

Client Name	University of New Hampshire
Contact Name	Beverly Cray, Manager - Transportation Services
Testimonial	"Your team was great to work with."
Contact Details	Phone: 603-862-1689, Email: Beverly.Cray@unh.edu
Period	November 2022 through June 2023
Short description	Nine vehicle wraps from the university fleet covering the substrate with regular opaque vinyl material and the windows with perforated vinyl material for see-through passenger visibility. comprising University 'general' and 'athletic' designs adaptation, production, installation, pre-project removal and post-project warranty

Also, we would like to share our current fleet-wide rebranding project with the **University of Buffalo**, NY which is shown below. Our scope of work includes adaptation of a University-branded design, removal of existing

graphics, production, near-site installation at their service provider's (MV Transit) location plus seven-year warranty.



Testimonial from Christopher Austin, Director, Parking & Transportation Services:



"The birds are looking great out there! You all are doing a great job and are fantastic to work with."

“Turbo Images did a great job designing, producing and installing outstanding wraps that vividly proclaim Pierce Transit’s commitment to a diversified and environmentally-responsible fleet. The process was organized and efficient, and handled expertly. Turbo was a great partner to us as we prepared to introduce these state-of-the-art buses to the people of our community.” – Michael Griffus, Pierce Transit CEO



Other requirements include:

All customer commissioned, or vendor created artwork for customer use shall become the property of the customer. The customer shall retain all rights to artwork created by or on behalf of the customer. Any applicable fees must be stated in the price list.

Confirmed as compliant.

In your proposal, please answer each of the following questions :

5.1.12 Material Quality: This is where you shall describe your product line. Describe the types of window graphics, sign products and decals you offer along with the variety of materials they can be made from.

Turbo are a “right-sized” company having a scalable resource base that comprises 120 staff as well as 150+ installers across North America delivering quality of service. We offer a one-stop shop offer for all aspects of the requirement, graphic projects for vehicles, buildings and equipment.

Our leadership in the North American fleet graphics market stems from rigorous specialization and a relentless focus on excellence.

Our services include:

- Award-winning design
- State-of-the-art production
- Comprehensive installation
- Personalized attention from industry experts

These elements work in unison to protect and maintain our clients' corporate images on the road.

We are a 3M Platinum Certified Supplier and Installer. Arlon is the equivalent provider of 3M. This provides unique benefit and advantages in terms of value for money, assurance of stable supply, future-proofing and continuous development. This elite certification governs our company-wide systems and processes.

The applications can be variously for branding or identification purposes, of special events, anniversaries, awards (see below employee of the year from Smartbus, Detroit) or marketing/advertising purchases.

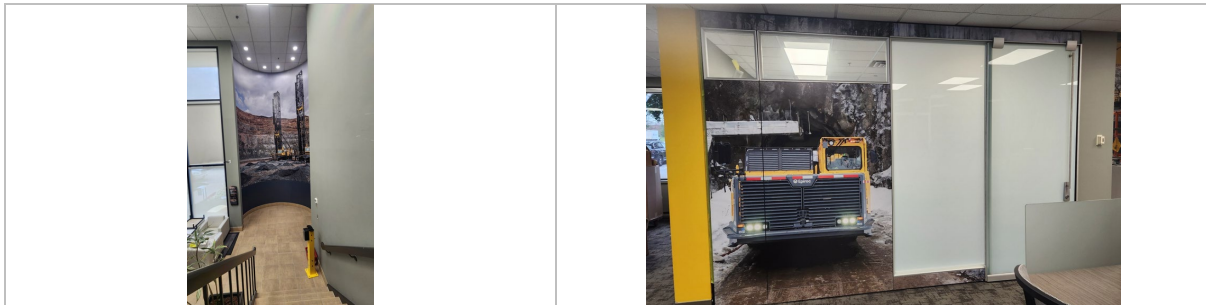


Example Work

From vehicle branding to office murals, we bring surfaces to life with stunning creative work. Pictured below is a recent project for Lion Force Transport headquarters in Mississauga where we provided design, supply and installation of window graphics for the newly designed office.



Our experienced team of strategists and designers works hand in hand with our customers to deliver designs that make a pop, high quality prints and top notch installations. The example below is shown below for Epiroc interior building project where we provided the design, supply and installation of multiple wall and window graphics.



	
March Madness, Houston, TX	University of Texas at Dallas Shuttle
	
Houston Metro Van Pool	Greyhound Dallas
	
Coca-Cola Holiday Tour which won an innovative award from Coca-Cola	 Lion Force Transport Inc

The Turbo Group of companies offer exciting future possibilities for strategically using vinyl material to communicate the Member brand - creative design, window and wall graphics. One-page summaries of our sister Lettrapub and Turbo Studio are also included in response for your referral. Please note that Turbo Studio has been provided creative graphic support for Purolator.

Our sister company **Turbo Studio** is a creative design agency specialized in large format design. As a professional graphic design firm, we form a comprehensive commercial and technical partnership with the client. Our multi-disciplinary teams cover design, account and project management covering all necessary roles and responsibilities in a robust project organization.

We are recognized as an award-winning graphics market leader in North America. Our company was a recent finalist for the Sign Company of the Year (SCOTY) 2020 award.

We received the 2020 Best of Canada's Sign Industry (BOCSI), a national sign industry award in the Vehicle Graphics Category for a wrap we developed for Speedy Transport. This recognition follows eight prizes from the 3M – Private Motor Truck Council (PMTTC) Vehicle Graphics Design Awards in multiple categories including Special Events, Human Interest, Night Safety, and others.

5.1.13 Design Capabilities: Explain your ability to offer custom design services to create unique and eye-catching graphics. Are you able to handle intricate designs and provide proofs?

Yes confirmed as compliant, all of the above. The proofs are handed by our inhouse design and spec teams, industry veterans that have created award-winning wraps and decals. A proof point is our success in the 3M – Private Motor Truck Council (PMTTC) of Canada Vehicle Graphics Design Award Co-sponsored by 3M Canada's Commercial Graphics Division.



Cathi Petagno • 1st
Senior Transit Program Specialist

1y ...

Sorry I missed seeing you all, we did win the 1st place FPTA 2023 award for marketing with this design!!



We often use second layer for items such as Unit Numbers and complex logos and design components for flexibility to make it easier for installers to position during installation rather than embedding into a wide format design. The example below is an intricate design for Park City, Utah.



For an example, please see below Coca-Cola Holiday Tour which won an innovative award from Coca-Cola. Also Smartbus, Detroit.



Coca-Cola Holiday Tour which won an innovative award from Coca-Cola



Smartbus Detroit



Lion Force Transport Inc

5.1.14 Installation Expertise: Do you have experienced installers who can apply the graphics without bubbles or misalignment?

Yes confirmed as compliant.

To **avoid graphic failure**, we strictly adhere to best practice, industry standards and current film manufacturer guidelines. Our **Turbo Methodology** has been continuously improved over three decades and provides a companywide process model for **our professional staff of 120**.

They are industry veterans with vast experience of meeting client requirements to budget, specification and quality in a controlled environment. Key personnel have a minimum of **5-year** experience in their proposed role for this contract.

We are a **3M Platinum Certified Supplier and Installer**. Arlon is the equivalent provider of 3M. This provides unique benefit and advantages in terms of value for money, assurance of stable supply, future-proofing and continuous development. This elite certification governs our company-wide systems and processes

Can you provide installation services at both the Customer's and at vendor's location?

Yes, both (and more) confirmed as compliant. To meet and exceed all requirements we offer a comprehensive range of services from on client services, at factory / dealership, or rental garage premises in the same location to minimize transportation time and liabilities for the Member.

5.1.15 Durability and UV Protection: Are your graphics durable and resistant to fading from UV exposure? Do you have protective coatings to enhance longevity and maintain vibrant colors?

Yes, compliant with all of the above. As previously stated, we offer high-performance vehicle wrap systems via our premium partnerships with vinyl manufacturers.

This is to assure our seven-year warranty, the most comprehensive in the industry for protection against graphic failure.

We will offer the Member trusted advice and guidance on the best choice of vinyl material for their individual needs.

As a Platinum Provider we are also a certified 3M Matched Component System (MCS) supplier. Our production platform, films, inks and UV laminate are matched in accordance with 3M process requirements. Our company is also aligned to the G7 Master Facility Colorspace standard, an industry-leading set of specifications for achieving gray balance.

Also, we are able to match paint colors to provide a color match where fleet consistency is key. For example, in our recent project for CapMet in Austin, we rebranded 80 buses to have the same vinyl color as the new painted buses.

5.1.16 Reflective Printable Vinyl Graphic Film for decals, characters and striping as requested shall be Oralite 5600 or equivalent. Do you provide this product or what equivalent do you offer instead?

Yes, confirmed as compliant, and we refer to our examples of providing reflective (night safety) as below.



Night Time Safety Award for Lion Force Transport Inc

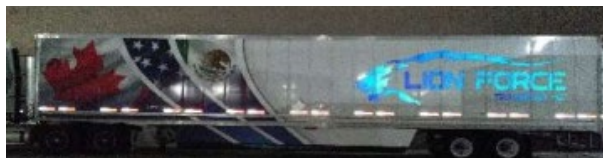
3M offers a wide range of reflective materials used across industries like transportation, safety, signage, and vehicle graphics. These materials vary based on retroreflective performance, application type, adhesive system, and compliance with regulations (like ASTM D4956, FRA 49 CFR 224, etc.).

Typically, we recommend 3M™ Scotchlite™ Reflective Graphic Film Series 680 which has the following characteristics:

- Flexible and conformable
- Excellent for vehicle graphics
- Up to 9-year durability
- Comes in multiple colors
- Printable

5.1.17 Reflective Cut Vinyl Graphic film for decals, characters and striping as requested shall be Oralite 5600 or equivalent. Do you provide this product or what equivalent do you offer instead?

Yes, confirmed as compliant, and we refer to our examples of providing reflective (night safety) as below.



Night Time Safety Award for Lion Force Transport Inc

3M offers a wide range of reflective materials used across industries like transportation, safety, signage, and vehicle graphics. These materials vary based on retroreflective performance, application type, adhesive system, and compliance with regulations (like ASTM D4956, FRA 49 CFR 224, etc.).

Typically, we recommend 3M™ Scotchlite™ Reflective Graphic Film Series 680 which has the following characteristics:

- Flexible and conformable
- Excellent for vehicle graphics
- Up to 9-year durability
- Comes in multiple colors
- Printable

5.1.18 Printable Cast Vinyl Graphic Film for decals, characters and striping as requested shall be Oracal 3551 RA or equivalent. Do you provide this product or what equivalent do you offer instead?

Yes, confirmed as compliant, and we refer to our examples of providing perforated (night safety) as below.



Typically, we offer the 3M equivalent of ORACAL 3551RA which is 3M™ IJ40-10R or IJ40-10C, depending on whether the Member needs the matching air-release features.

- 3M IJ40-10R is the best match if you need air release for easier installation, like ORACAL 3551RA.
- Both films are ideal for short- to mid-term graphics, vehicle decals, and fleet markings.
- If the Member is using IJ40-10 without R/C, note that it may lack air egress, making it closer to standard Oracal 3551 (without RA).

5.1.19 Overlaminates for decals, characters and striping as requested shall be fabricated using Oraguard 290 or equivalent when requested. Do you provide this product or what equivalent do you offer instead?

Yes confirmed as available. Typically, we offer the 3M equivalent of ORAGUARD 290 which is 3M™ Scotchcal™ 8518 Gloss Overlamine (or 8519 for matte). Both are premium cast overlaminates designed for high-performance vehicle wraps and long-term graphics.

5.1.20 Legal Compliance: Some areas have restrictions on the size and placement of decals to ensure visibility and safety. In your market area, are you aware of local laws regarding signage and graphics?

Yes confirmed as compliant with all aspects examples include:

- Not wrapping the driver's window to ensure full visibility
- Including DoT required information such as operator number etc. on the wrap
- Not offering window coverage in certain restricted states

5.1.21 Warranty and Maintenance: What are the maintenance requirements to keep the signage looking fresh? Do you provide tips for proper care that can extend the signage's lifespan?

Turbo Images standard operating procedure includes customer instructions and guidelines for proper washing in accordance with 3M Instruction Bulletins

The key guideline is to avoid brush washing loose edges and avoid unnecessary scrubbing. 3M note that "Some cleaners may dull the substrate or leave contaminants on it. Cleaners with low solvent content may not remove the type of contaminants you have".

Do you provide tips for proper care that can extend the wrap's lifespan?

The relevant points of the bulletin, paragraph 7 – Maintenance, pages 4 to 6 are as follows:

- Automatic brush washing may be used, but keep these two points in mind:
- Brushes can catch a loose edge of the graphic and cause further damage to the graphic.
- Brushes can dull the finish of the graphic.

5.1.22 Describe and clearly indicate any exceptions to this specification section.

None, not applicable.

COMPLIANT AND MATCHING RESPONSE

TAB A CERTIFICATE OF OFFEROR AND STATEMENT OF UNDERSTANDING

The initial submission pages of your proposal will consist of:

1. Vendor information and addenda acknowledgement (page 1 of this solicitation document)

Enclosed and uploaded to the portal.

2. A brief statement of the respondent's understanding of the work to be done or desired deliverables requested in the solicitation.

The purpose is for experienced vendors such as Turbo to serve TXShare members (municipalities, counties, school districts and other governmental agencies) with economical purchases to pursue their own needs via a master services agreement.

This MSA is a pre-approved purchasing route to provide and install vehicle wraps, window graphics, custom exhibit & display signage, cling/adhesive/magnetic decals, and other related types of signage.

We commit to work collaboratively with all parties in good spirits to ensure mutual benefit, respectful of the terms & conditions with compliant transaction handling.

It should be noted that this is a very specialist market with established industry standards, 3M manufacturer guidelines (highly relevant to protecting the warranty and avoiding graphic failure) and best practices.

At Turbo Images, our mission is to maintain our leadership position in the North American graphics market through rigorous specialization. Accordingly, we are dedicated to providing award-winning design, world-class production, comprehensive installation, and personalized service to protect and enhance our clients' corporate identities on the road and their buildings.

We are excited about the opportunity to partner with you and bring our expertise to this collaboration. With our proven methodology, cutting-edge solutions, and commitment to excellence, we are confident in our ability to exceed your expectations. Let us help you transform the member's fleet and buildings into a powerful, visually compelling asset for the community.

TAB B KEY PERSONNEL

Attach statements of qualifications or resumes for all key **managers, supervisors, and other team members** who will be involved in the management of the delivery of goods or services under this RFP.

We will assign a dedicated team of veteran professionals to deliver a responsive and high-quality service. All team members have relevant experience and skills necessary to perform the roles described herein. We have formed a robust staff plan to deliver the service and support all aspects of the scope of work. This is based upon our vast experience of multi-site projects and working for many years with comparable clients.

The full resources of the company will be committed to the success of the contract. A Turbo Team will be dedicated to the Members **with clear responsibilities for operational and compliance processes**. For constancy and continuity purposes, the Proposal Coordinator (Steve Payne) will lead the transition/set-up process, handing over to the Program Manager **Andrée-Anne Labbé** who will be the **single, main point of contact** for the Members.

Within the required timeframe she will act as the single point of contact with all parties via the MSA. Whereas Steve's ongoing involvement will be primarily with the Change Order Process, Continuous Improvements and Performance Measurement Administration and Reporting (KPIs and SLAs).

Name	Members Contract Role	Job Title
Steve Payne	Contract Administrator	Bids & Pursuit Manager
Teela Papierz	Installation Coordinator	Installation Team Leader, off-site
Francis Quirion	Management Contact	Installations Director
Andrée-Anne Labbé	Program Manager	Strategic Account Manager
Marie-Ève Morin	Management Contact	Customer Service Director
Michel Turcotte	Production/quality lead	Production Director
Tommy Bosa	Lead designer	Supervisor Graphics Department
Andrée-Anne Labbé	Ordering/shipping contact	Strategic Account Manager

Table 1: Roles and Responsibilities of Key Personnel

We will ensure competent backups are readily available for planned and unplanned absence with standard operating procedures in place.

SUMMARY OF ROLES, RELEVANT EXPERIENCE AND SKILLS

Andrée-Anne Labbé (Program Manager - single point of contact)

The main the Members' point of contact **Andrée-Anne Labbé** has a University Certificate of Administration.

She has worked with over fifty clients (concurrently, five to ten) across since joining Turbo in July 2017. This vast and varied experience includes comparable projects.

Acting in a leadership role as the main point of contact, she has established an excellent working relationship at all levels of the organization. Her duties include order placement, tracking and follow-up. She is an industry veteran with eight years of experience in fleet graphics covering all aspects of both account and project management disciplines.

Accordingly, Andrée-Anne has a perfect and complete understanding of how to control and manage production and installation orders through the Turbo Methodology, also how to set-up and support eProcurement.

She is an expert in customer service and is totally committed to our company values in terms of client first, positive attitude, determination, passion and her teamwork. Her broad technical skills include detailed operational planning, design adaptation, order handling, escalations, inventory management and is fully computer literate.

To exercise full control over the service, her broad role comprises ordering/shipping contract (e.g. ordering placement, tacking and follow-up, etc.), processing the requests and

She will lead and own the Administration and Issue Resolution, Ordering Type and Procurement Methods as well Inventory Management. Due to this vast experience and array of skills/competencies, she is ideally well placed to serve the Members.

Marie-Ève Morin (Management Contact)

Marie-Eve joined Turbo in June 2018 with a decade of experience as a dispatcher in the transportation industry. Her previous role was Manager of Operations (2008-2018).

During those seven years with Turbo, she has accumulated vast experience of fleet graphics by serving as account and project manager, customer service supervisor and now promoted to customer service director.

Example projects include the award of a fleetwide rebranding of ~3,000 vehicles in ~200 locations for TELUS Corporation. Also, she completed a major project valued \$1.2m USD for a major truck/trailer transportation provider which involved wrapping 492 trailers in seven weeks in twenty-eight different locations across Texas and Oklahoma.

Andrée-Anne reports to Marie-Eve who will serve as the **Management Contact**, being a point of oversight and escalation for the program. She will be directly available to the Members as needed.

Steve Payne (Contract Administrator)

With a thirty-year career, Steve joined Turbo in 2020 and has a compliance role, responsible for bidding and smooth transition to contracts. Compliant documentation duties include insurance, health and safety, registrations and all aspects of properly forming agreements through the change control processes etc.

His experience has included contract management responsibilities for comparable projects described above including continuing responsibilities throughout the project.

His Bachelor of Science degree includes Business Operations, Economics and Law. He is a certified Project Management Professional (PMP), current member of Project Management Institute and Proposal Management Professionals (APMP) Practitioner-certified Bid Specialist. The benefits of these accreditations are to ensure that the compliance processes will be conducted according to established best practice.

Michel Turcotte (Production/quality lead)

Michel is the Director of Production and has played a vital role in the company since joining in 1995. He has worked in virtually every manufacturing and installation capacity in the organization. Michel is a proven trainer and coach with expertise in Kanban Inventory management, Lean Manufacturing processes and 5S. Michel will take responsibility for Quality Assurance and Warranty Product Requirements, serving the Members as Production/quality lead (e.g. product samples and tests) via Andrée-Anne as the main point of contact.

His role is not only to supervise the production of the parts, but also to ensure that every piece of equipment is operating in peak condition by delivering parts of constant premium quality, responding exactly to our customer's expectations and delivered to them within their deadlines per requirements. He is of course supported by a team of well-trained supervisors that are also committed to quality performance and cohesion within the team.

Random tests are performed daily on different parts at different stages of production to guarantee the quality, consistency, compliance and color matching. Furthermore, no order is shipped without being completely revised to ensure we deliver the right order to the right customer, according to their unique technical specifications and according to their requirements.

Mylène Mathieu (CROSS-FUNCTIONAL SUPPORT AGENT)

Mylène joined Turbo in September 2016 and is our quality coordinator. She has vast experience of commercial vehicle branding having performed companywide activities including shipping, non-conforms, warranty claims as well as customer service and project management. She plays a full and active role in the management of customer service.

Francis Quirion (Quality Lead)

Francis joined Turbo 2.5 years ago and was promoted from Associate Director – Offsite Installations to Installation Director. Actively involved in the operation on a day-to-day basis, he is totally committed to our company values in terms of client first, cheerful outlook, determination, passion, and his commitment to teamwork. He chairs the internal operations meetings for installation which our team hold on a day-to-day basis for **monitoring and tracking purposes** including task reallocation, substitution, resource balancing and re-alignment during peak periods and managing urgent orders.

His broad technical skills include detailed operational planning, governance/oversight/regulation, escalations, installation management and is bilingual and fully computer literate.

He has run a continuous improvement program that has enhanced performance levels and customer satisfaction levels. One example is the creation of a secure SharePoint infrastructure for storing completion photos of wraps and decals.

Skilled in Bilingualism, Leadership, Microsoft Office, Microsoft Dynamics NAV, and Supply Chain Operations. Strong operations professional with a Bachelor of Business Administration - BBA focused on Finance, General from Bishop's University. He is the companywide process owner for installation including sub-processes such as vetting.

Teela Papierz (Support)

Installation Team Leader Teela Papierz has been a mainstay of the installation team for over four years. Also, she has a blended experience of serving as a Project Manager, providing a strong perspective on

operations. She has overseen subcontracts across North America. Teela has over a decade of hands-on experience in logistics, coordination, operations, reporting, rush/order handling and customer service. She is Bilingual and fully computer literate.

Tommy Bosa (Lead designer)

Tommy is the supervisor of our graphic design department. He is the leader for all creative initiatives at Turbo including advertising, marketing and client fleet branding such as prototypes, pilots and product development. Under the instruction of Andrée-Anne he will own all aspect of the Product Development requirements.

Juan Lopez, Installer

National Installations Supervisor Juan Lopez is a highly experienced installer and supervisor with over a decade of expertise in all aspects of Fleet Graphics. He has set up a team of installers in Salt Lake City as a part of the major project we are running for the Utah Transit Agency (UTA).

Keven Venne, Installer

Keven Venne, who has worked with Turbo for over five years and has advanced practical skills and an expert understanding of handling vinyl material.



Organization Chart

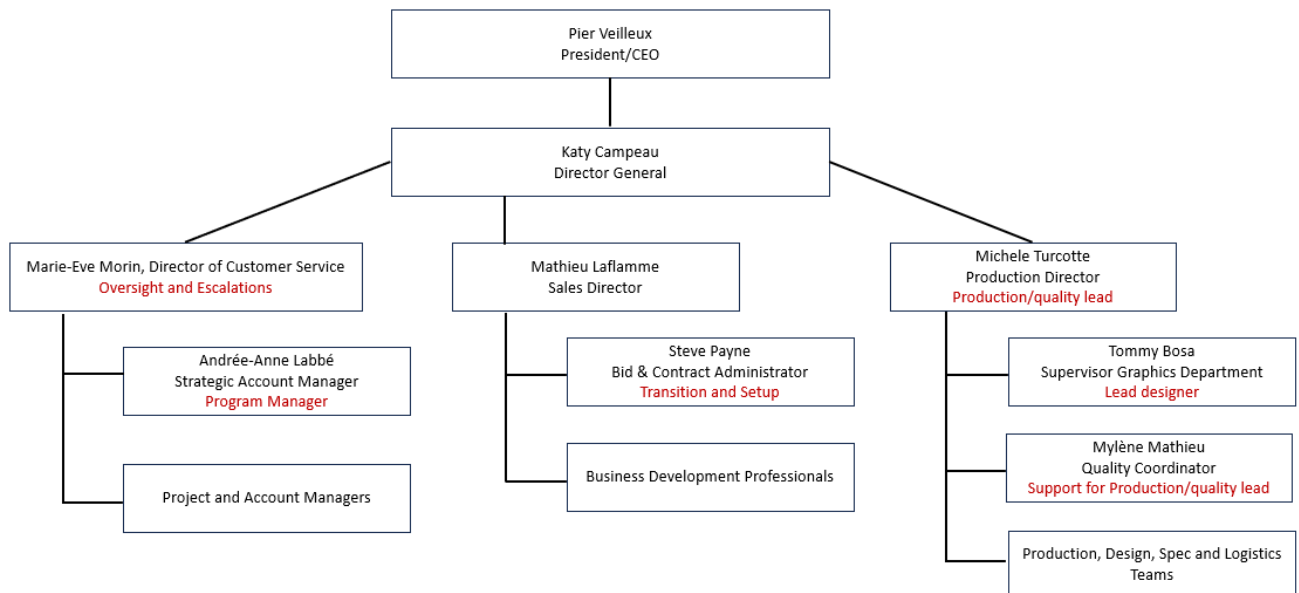


Figure 1: Organization Chart

Turbo Images supervision is of course under the leadership and direction of Pier Veilleux and General Manager Katy Campeau who can count on the support and professionalism of many key persons. It should be noted that Katy joined our organization in 2007 and is familiar with the detail of every aspect of the manufacturing and organization.

TAB C REFERENCES

Include at least four (4) recent references for customers (preferably public agencies) for whom you have provided services similar to those requested in this solicitation within the last five (5) years. Please include the organization's name (if applicable), contact person, phone number, and email address for each reference. NCTCOG reserves the right to contact or visit any of the respondent's current and/or past customers to evaluate the level of performance and customer satisfaction.

Reference #1 City of Lubbock, TX

- 23-17071-SB Vinyl Wrap Printing Installation and Removal for Citibus
- Rolling contract, May 2023, current and to date
- Design adaptation to fleet vehicles, installation and removal of multiple vehicles with advertising material in Texas



- Contact: Patrick Collins, Marketing & Business Development Manager
- 510 N Chadbourne St, San Angelo, TX 76903
- T: 806.775.3642 E : PatCollins@citibus.com

Reference #2 Concho Valley Transit, TX

- Contract Reference: Bus Wrap Production and Installation Services on Public Transportation Fleet Reference 24-Transit-R-0039
- One-off project, September through October 2024
- Design adaptation to fleet vehicles, installation of eight paratransit vehicles in Texas with production samples sent for on-site color-matching



- Contact: Jaylon Seales, Procurement Manager
- 510 N Chadbourne St, San Angelo, TX 76903
- T: (325) 944-9666 E : jaylon.seales@cvcog.org

Reference #3 County of St Lucie, FL

- Contact Reference: System Rebranding Bid No. 21-061
- Rolling contract based on state funding: September 2021 through to end of contract 31st May 2025
- Fleetwide wrapping of 30+ vehicles of multiple types and formats including fixed route, paratransits and VANS including creative design from conceptualization, design adaptation to fleet vehicles, installation and removal



- Contact: Adolfo Covelli, Transit Director
- 2300 Virginia Avenue, Fort Pierce, FL 34982
- T: 772-462-1798 E : Adolfo.Covelli@stlucieco.gov

Reference #4 Pierce Transit, Washington State

Contact Reference:

Six vehicle sub-fleet brand of six Gillig Battery Electric Buses which was featured in Metro Magazine. The scope included creative design, production and installation.



We have also provided decal kits and wraps, 9 x 40-foot 2023 GILLIG CNG Buses for new “Stream” high-capacity transit service, 16 x new SHUTTLE vehicles examples are shown below.



The latest project was completed in November 2025.

3701 96th St. SW, Lakewood, WA 98499

Contact: Kathy Walton, Marketing Supervisor

P: 253.581.8083 | C: 253.377.5857 E: kw Walton@piercettransit.org

Reference #5 Utah Transit Agency (UTA)

COMPANY NAME			
3600 S. 700 W. Building 8 Salt Lake City		UT	84119
STREET ADDRESS	CITY	STATE	ZIP
Kyle Stockley		801.287.3048(Office)	
Vehicle Support and Capital Program		801.913.4071(Mobile)	
Manager			
CONTACT PERSON		TELEPHONE NUMBER	
We have been awarded multi-year contracts to rebrand their fleet of 114 Siemens light rail vehicles (LRVs). This second contract is for 74 S70 LRVs. Our team in Salt Lake City, UT is installing the new sleeker vehicle wraps to match the red, white, and blue colors of UTA adding a vibrant finishing touch to this important LRV renovation project. This major project has actively involved members of their maintenance, operational and procurement teams. We have provided project and account management, installation, design, and production resources. The latest wraps are produced by our new investment in eco-friendly latex printing. We have provided an end-to end service including production, installation, and removal with a team of four installers on-site in Salt Lake City.			
SERVICES PROVIDED			



TAB D PROJECT-RELATED EXPERIENCE AND QUALIFICATIONS

TURBO METHODOLOGY

The key steps in our quality assured process are outlined below:

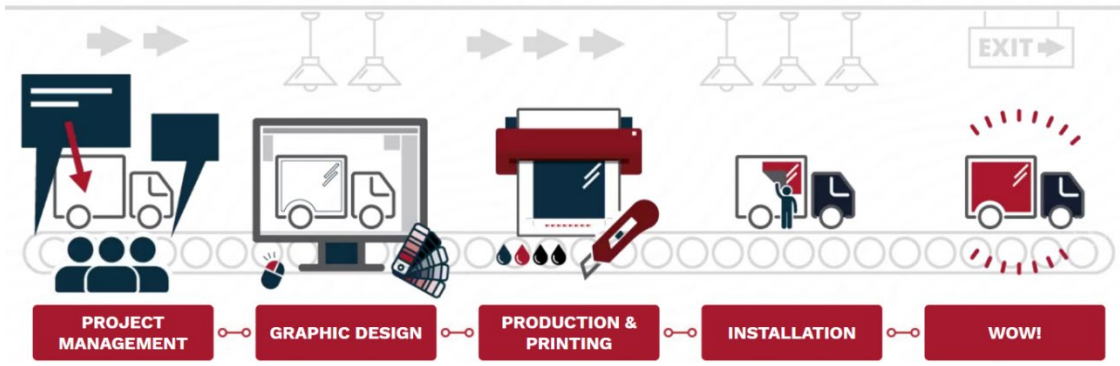


Figure: Turbo Methodology

To **avoid graphic failure**, we strictly adhere to best practice, industry standards and current film manufacturer guidelines. Our **Turbo Methodology** has been continuously improved over three decades and provides a companywide process model for **our professional staff of 120**.

They are industry veterans with vast experience of meeting client requirements to budget, specification and quality in a controlled environment. Key personnel have a minimum of **5-year** experience in their proposed role for this contract.

Their broad experience encompasses all aspects of material handling and working with maintenance, operations, graphic artists, contracts/procurement, fleet vehicle suppliers, client's nominated third party representatives etc. All functional disciplines operate as **"one team"** to deliver excellence.

We are fully committed to **eProcurement**. Our clients enjoy the benefit of online ordering of decals and wraps (both products and services) via our customer portal. **Turbo Online** is in widespread use by our valued clients. Each of the Purolator locations order online from a **web-based order guide** via our portal (Turbo Online).

WORLD CLASS PRODUCTION

We are a market leader in **fleet graphics** offering **both screen and digital printing** of **wraps, decals at 1,200 dots per inch (DPI)** for all the products identified in this RFP. We are competent in the handling and application of all vinyl requirements including vertically “kiss cut” backing material, also including roof top identifiers. As a **3M Platinum Certified Supplier and Installer**, also aligned to the standards for **G7 Master Facility Color space**, we have demonstrated the highest levels of quality and service in the industry. Turbo Images certifies that it has extensive experience with each of the product categories and its production facilities have been labeled “Best of Class” by 3M.

BEST IN CLASS MULTI-STEP FULFILMENT PROCESS

Our fundamental goal is always to “get it right, first time”. This is an ISO9001-aligned quality assured program in accordance with **industry standards, guidelines, and best practices** which is described below.

Step	Department	Deliverable	Quality Control and Acceptance Methodology
File Management	Graphic	Proof	Client approval
Specs	Pre-Press	Final technical blueprint; printable templates	Validation of parts to produce, images, colors, and other key elements
Pre-production	Production	Raw material	Inspection of vinyl film prior to print
Printing	Production	Printed vinyl	Colour verification
Lamination, Cutting and Peeling	Production	Laminated and cut vinyl	Proofing based on our standard of quality
Pre-Mask	Production	Ready-to-install vinyl	Individual labeling of each piece
Packing	Production	Ready to ship	Final visual inspection and parts validation per order
Shipping	Shipping	Documents	Tracking numbers and proof of delivery
Wrapping and Decaling	Installation	Completed vehicles	Pre- and post-installation sheets; inspection by client

Table: Work Plan - Production and Installation Process

As a result of our consistent and long-term client success, Turbo is a financially secure, viable contractor with sound credit rating, enjoying growth and expansion.

Proposals will be evaluated based on experience and qualifications in providing the requested goods/services.

Read and understood.

Since our founding in 1993, Turbo Images has proudly established itself as a market leader in fleet vehicle graphics. With over three decades of experience and a track record of wrapping approximately **130,000 vehicles**, we bring unmatched expertise, innovation, and commitment to excellence. Our achievements include earning the prestigious **3M Platinum Status** the highest accreditation in the industry a testament to our dedication to quality and reliability

We have vast experience of working with varying municipalities, counties, school districts and other government agencies this includes for example:

- City of Lubbock (Citibus)
- University of Texas at Dallas Shuttle
- Concho Valley Transit, San Angelo TX
- Capital Metropolitan (Cap) in Austin
- Temple Independent School District in Central Texas
- Houston METRO
- Dallas Area Rapid Transit (DART)
- University of Texas A&M

Also, we serve over **thirty transit agencies** across the United States.

- **Proterra Bus Wraps** for Dallas Area Regional Transit (DART), Stanislaus Area Regional Transit (StanRTA, CA), Santa Cruz METRO
- Partial wrap with window perforation for **thirty low-floor vehicles** for **Park City, Utah, Suburban Mobility Authority for Regional Transportation (SMART)** we are their exclusive fleet graphics provider.
- Huntsville, Alabama - 43 heavy duty transit and paratransit buses - full wraps
- Fleet-wide branding initiatives such as 55 buses for Capital Metropolitan (CapMet) in Austin, Texas
- \$2m 5-year project for **Utah Transit Authority** 93 light railway vehicles
- Fleet-wide system branding for **County of St Lucie**, Florida from cutaways to fixed route
- Six vehicle sub-fleet brand of 6 Gillig Battery Electric Buses for **Pierce Transit**, Washington State which was featured in Metro Magazine
- **Rebranding projects** for Cobb County, GA, Sacramento RTA, County of St Lucie, SARTA, Pierce Transit, WA and many others.

Provide a written response regarding the firm's and/or individual's ability to meet each requirement outlined in Section 5.2 of the Specifications. Number each of your answers to match those in Section 5.2. FAILURE TO DO SO MAY IMPACT YOUR SCORE.

Read and understood our responses are provided below.

TECHNICAL PROPOSAL

Please also refer to the sub-section CONFIRMATIONS FOR TECHNICAL PROPOSAL beginning on page 4.

This section should constitute the major portion of the submittal.

We are independently ranked as one of North America's largest and most successful providers with a professional workforce of ~120 staff. Since our founding in 1993, Turbo Images has proudly established itself as a **market leader in vinyl graphics**. With over three decades of experience and a track record of wrapping approximately 130,000 vehicles, we bring unmatched expertise, innovation, and commitment to excellence. **Vehicles** are our primary focus, we also offer **window/wall graphics**. Our achievements include earning the prestigious **3M Platinum Status** the highest accreditation in the industry a testament to our dedication to quality and reliability.



Guiding Principles of our compelling offer

- Tailoring the Turbo Methodology on a case-by-case basis according to the Member's individual needs
- Cross-contract compliance controls for price alignment, building out our existing capabilities, helping Members to collaborate where desired
- Leveraging existing assets such as our established a network for qualified, subcontract installers across the state including El Paso Graphics, J3 Industries (Frisco), Unity in Design (Rockwall), Texas Mobile Wraps (Lubbock) and Lone Star State of Mind (Houston).
- Although the intention is to avoid the Member having to run a separate solicitation / procurement exercise, we will provide the same feature set and level of value-added opportunities in terms of:
 - Trusted advice and guidance
 - Recommendation on optimum graphics
 - Options for pre-project activities samples, fleet assessments and site surveys
 - Design augmentation
 - Enablement for e-procurement

- Post-project options such as maintenance training, washing studies to ensure compliance with warranty guidelines via correct washing protocols
- Assignment of a dedicated Turbo team of veteran professionals with a main point of contact to ensure consistency and continuity of communication
- Sharing and collaboration of best practice, industry standards, lessons learnt to provide a 'best of all worlds' solution
- In accordance with best practice, we will adopt the following PMP techniques:
 - Kick-off Meeting with the Stakeholders
 - Gantt Chart style Project Plan
 - We will create a work back plan with the Member to ensure delivery for special occasions, press events etc.

Andrée-Anne Labbé is the designated project manager (the customer service representative), she is an industry veteran with over five years of experience in this client-facing role, including many of the projects referenced herein. She will serve you as contract and account manager and be responsible for monitoring contract performance, project compliance, and customer satisfaction.

Key Features and Competitive Advantages of the Proposed Solution

- **Market-leading experience** (our portfolio is enclosed)
 - Installed over 130,000 vehicles and completed multiple wall/window projects across North America including the Dallas/Forth Worth area
 - Fleet experience for governance bodies and agencies, a proof point evidencing excellence in design and creativity
 - We have the ability to provide installation services in the state.
 - Track record of achieving deadlines and delivering projects in this service context within the specified time frame, responsiveness and effective communication, as evidenced by the enclosed references
 - **Consistency and constancy** of a dedicated Turbo Team to support the requestor from written quotation for each project through to completion ensuring compliance with pre-negotiated order specifications, responsiveness and communication
- **3M Platinum Certification**, also aligned to the standards for **G7 Master Facility Color space**: Ensuring compliance with warranty standards and maximizing the longevity of your fleet graphics.
- **Unparalleled Print Quality**: Utilizing the highest-resolution technology at 1200 Dots-per-Inch (DPI), our prints deliver vivid, crisp graphics with **consistent colors, weather-resistant and UV protection** to match and enhance the appearance of the Member's fleet, enhancing the branding and visual presence.

- **Sustainability:** Our environmentally friendly latex production aligns with ISO14001 standards, demonstrating our commitment to sustainability.
- **Flawless Installation:** Professional installation quality minimizes risks of peeling and bubbling, preserving your investment for years to come.
- **Award-winning design expertise.** For wide-format printing, this is especially important for adherence to branding guidelines, the positioning of Member's logos and other branding assets in a compelling adaptation to the vehicles windows and contours while providing passenger visibility through the windows. We offer a full creative option (at least two rounds of revisions for all designs at no additional cost), alternatively Universities may provide their own designs. Samples and proofs are readily available.
- **Scalable, repeatable process** to effectively manage both large or complex orders and smaller, one-off orders, full vehicle wraps and smaller decals for various vehicle types
- **Comprehensive Warranty:** We provide the most robust seven-year warranty in the industry, weather-resistant, protecting against **fading and discoloration**.
- **Minimized Downtime:** Through meticulous planning and project management, we ensure seamless vehicle rotation to reduce operational disruption.
- **Quality Assurance:** Rigorous pre- and post-inspection protocols guarantee the highest standards of execution.
- **Innovative Online Solutions:** Turbo Online (TOL), our secure web-based platform, streamlines ordering replacement parts and enables full-service configurations for non-Turbo supplied parts. Available via browser or Smartphone for fleet managers to order "in the yard" during a maintenance job walk.
- **Collaborative Approach:** We prioritize understanding the client's unique goals and deliver customized solutions that align with your objectives. We work with on-campus, diverse businesses, local communities and other outreach opportunities (such as community artists) including special events and custom wraps

Respondent's proposal should detail their capabilities, knowledge and skills related to the desired deliverables and expectations as outlined in Section 5: Specifications and Exhibit 1.
--

Confirmed as compliant herein and below.

5.2 RELATED EXPERIENCE AND QUALIFICATIONS

Please address the following areas in your narrative.

5.2.1 How will your support team interface with Customer?

We will assign a dedicated team of veteran professionals to deliver a responsive and high-quality service. All team members have relevant experience and skills necessary to perform the roles described herein. We have formed a robust staff plan to deliver the service and support all aspects of the scope of work. This is based upon our vast experience of multi-site projects and working for many years with comparable clients.

The full resources of the company will be committed to the success of the contract. A Turbo Team will be dedicated to the Members **with clear responsibilities for operational and compliance processes**. For constancy and continuity purposes, the Proposal Coordinator (Steve Payne) will lead the transition/set-up process, handing over to the Program Manager **Andrée-Anne Labbé** who will be the **single, main point of contact** for the Members.

This team currently works with all of the above clients in the state of Texas. As previously stated, our client success in Texas includes Capital Metropolitan (CapMET) in Austin, Dallas Area Rapid Transit (DART), Spartan Transit in Levelland, City of Lubbock, University of Texas A&M, March Madness in Houston and many others.

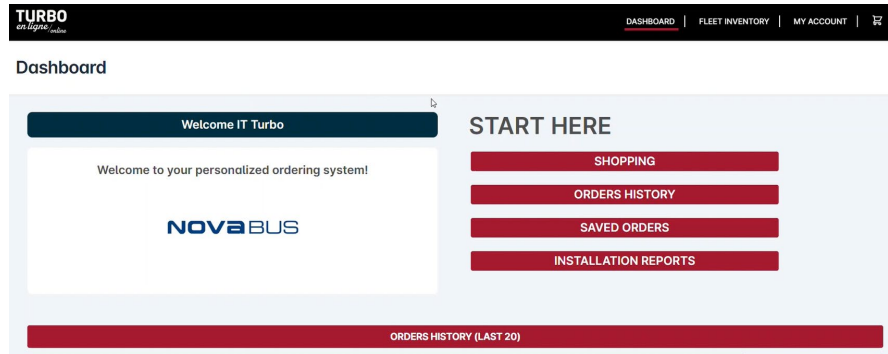
5.2.2 Are there any goods or services not outlined in the Scope of Work that you wish to offer?

We also offer the following value-added services:

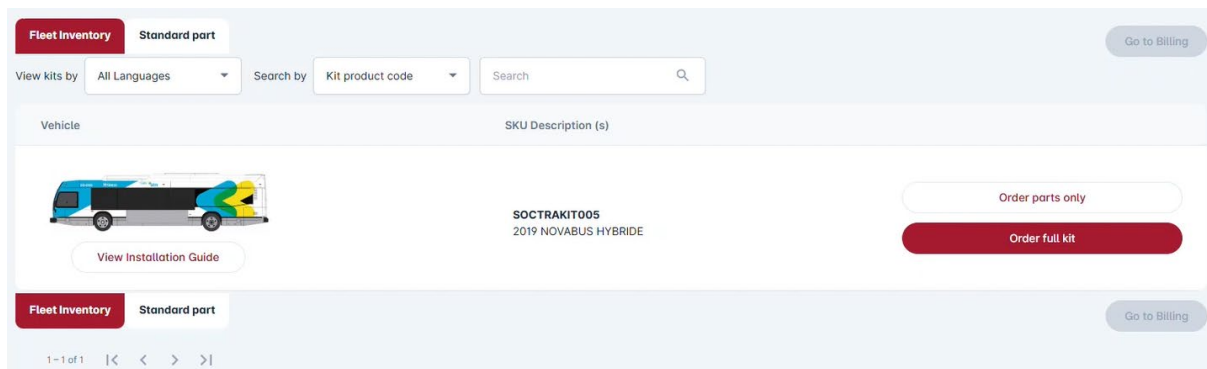
- Reflective material for night-safety
- Creative development of artwork(s) for example to celebrate special events, for custom requirements or custom products for marketing or advertising purposes
- Production Development, including introduction of future vinyl technologies
- Fleet assessments
- Volume will influence pricing for 1) "Produce and Ship", (2) Delayed Stocking Invoicing Program and (3) Pre-paid Stocking Invoicing Program.
- Enablement of e-procurement as shown below

Turbo Online

Turbo Images offers an exclusive 24/7 online ordering system that allows you to order lettering and fleet graphics, look up graphic layouts for your specific vehicles, or simply find a previous order or invoice.

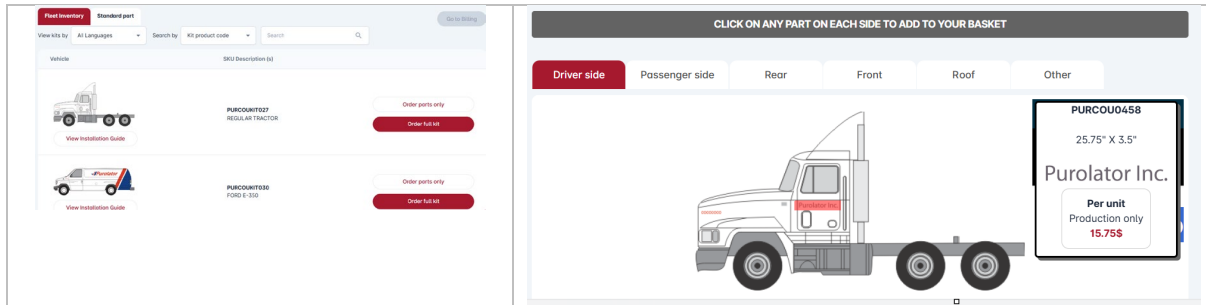


Turbo Online is in widespread use by our valued clients who are provided with the capability to order online from a **web-based order guide** via our portal (Turbo Online - TOL).



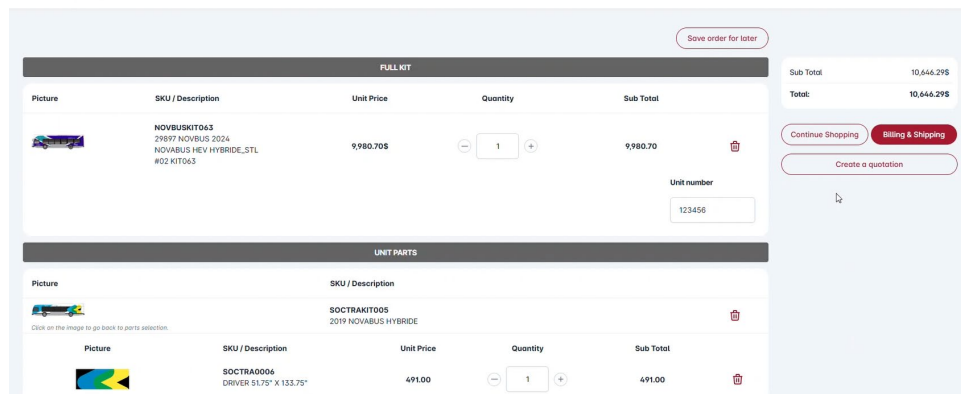
With TOL, real-time ordering, tracking and reporting is a click away. We will activate 24/7 e-procurement for the Member enabling purchasing at the provided price list against visual depiction of the kits and decals e.g. from the web-based guide.

A key benefit of this automation is to avoid the buyer having the inconvenience of issuing part codes which is time-consuming and presents a possible risk of human error by ordering the wrong part through mis-keying the part code.



To enable the web-based order guide, our client portal Turbo Online is seamlessly integrated with our Enterprise Resource Planning (ERP) system.

My Basket



Consequently, the enablement process is about minimal set-up complemented by training and support. During enablement we are happy to run test orders and other transitional activities prior to hand-over.

Our dedicated inventory management program combined with our online catalogue ordering tool exceeds our competitor's offerings in line with the most sophisticated fleet demands best practiced in North America. This is especially helpful for planned, also contingent unplanned repair, urgent or non-urgent, fleet needs across the nation, installed or not.

5.2.3 Describe your experience working with government agencies as customers.

We have vast experience of working with varying municipalities, counties, school districts and other government agencies this includes for example:

- City of Lubbock (Citibus)
- University of Texas at Dallas Shuttle
- Concho Valley Transit, San Angelo TX
- Capital Metropolitan (Cap) in Austin
- Temple Independent School District in Central Texas
- Houston METRO

- Dallas Area Rapid Transit (DART)
- University of Texas A&M

Also, we serve over **thirty transit agencies** across the United States.

- **Proterra Bus Wraps** for Dallas Area Regional Transit (DART), Stanislaus Area Regional Transit (StanRTA, CA), Santa Cruz METRO
- Partial wrap with window perforation for **thirty low-floor vehicles** for **Park City, Utah, Suburban Mobility Authority for Regional Transportation (SMART)** we are their exclusive fleet graphics provider.
- Huntsville, Alabama - 43 heavy duty transit and paratransit buses - full wraps
- Fleet-wide branding initiatives such as 55 buses for Capital Metropolitan (CapMet) in Austin, Texas
- \$2m 5-year project for **Utah Transit Authority** 93 light railway vehicles
- Fleet-wide system branding for **County of St Lucie**, Florida from cutaways to fixed route
- Six vehicle sub-fleet brand of 6 Gillig Battery Electric Buses for **Pierce Transit**, Washington State which was featured in Metro Magazine
- **Rebranding projects** for Cobb County, GA, Sacramento RTA, County of St Lucie, SARTA, Pierce Transit, WA and many others.

5.2.4 Are there any major requirements that cannot be met by your firm?

No, none not applicable we offer a one-stop shop for all requirements and specifications.

5.2.5 List the business location(s) out of which your firm's team members will work from. You are encouraged to provide options to cover other geographic areas besides the Dallas/Fort Worth area.

Turbo Images work on a national basis with a US base location in Jackman, Maine.

Over many years of business in Texas we have established a network for qualified, subcontract installers across the state including El Paso Graphics, J3 Industries (Frisco), Unity in Design (Rockwall), Texas Mobile Wraps (Lubbock) and Lone Star State of Mind (Houston).

Also we have a national US installation crew for example who worked on CapMet in Austin as well as the March Madness project in Houston.

We also refer to the multiple projects we have run over a decade for Dallas Area Rapid Transit (DART).

5.2.6 Provide a general overview of your company including its size, years in business, experience and major clients. How long have you been specifically in this type of business?

Since our founding in 1993, Turbo Images has proudly established itself as a market leader in fleet vehicle graphics. With over three decades of experience and a track record of wrapping approximately 130,000 vehicles, we bring unmatched expertise, innovation, and commitment to excellence. Our achievements include earning the prestigious 3M Platinum Status the highest accreditation in the industry a testament to our dedication to quality and reliability

This team currently works with all of the above clients in the state of Texas. As previously stated, our client success in Texas includes Capital Metropolitan (CapMET) in Austin, Dallas Area Rapid Transit (DART), Spartan Transit in Levelland, City of Lubbock, University of Texas A&M, March Madness in Houston and many others.

5.2.7 Describe your invoicing process. Payment terms? Is payment by credit card accepted?

30 days net, yes via check, credit card or automated clearing (ACH).

5.2.8 Include a list of similar contracts (five or so preferably) awarded within the last 5 years.

- City of Lubbock (Citibus)
- University of Texas at Dallas Shuttle
- Concho Valley Transit, San Angelo TX
- Capital Metropolitan (Cap) in Austin
- Temple Independent School District in Central Texas
- Houston METRO
- Dallas Area Rapid Transit (DART)
- University of Texas A&M

We serve over **thirty transit agencies** across the United States.

- **Proterra Bus Wraps** for Dallas Area Regional Transit (DART), Stanislaus Area Regional Transit (StanRTA, CA), Santa Cruz METRO
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- Six vehicle sub-fleet brand of 6 Gillig Battery Electric Buses for **Pierce Transit**, Washington State which was featured in Metro Magazine
- **Rebranding projects** for Cobb County, GA, Sacramento RTA, County of St Lucie, SARTA, Pierce Transit, WA and many others.

5.2.9 Identify any contracts within the past three years that have been terminated due to non-performance.

None, not applicable.

5.2.10 What sets your business apart from your competitors?

Our primary competitors rank among top five with Turbo. Among others, those are: Lowen Color Graphics and Vomela.

Turbo Images are well placed to provide the Members with a complete service:

- Proven experience delivering fleet graphics projects
- Extended seven-year warranty (two extra years on top of the 3M standard)
- Co-operation with OEM
- Innovation e.g. we won an award from Coca Cola Canada in the category of Innovation Excellence
- Premium Quality of Service as evidenced by our 3M Platinum Partner accreditation
- Flexibility
- Speed and agility
- Eco-friendly
- Creativity
- Modern IT Infrastructure

A proven specialist, our comprehensive in-house consultative disciplines and functions include project and site management, creative and design services, design adaptation, installation, removal (before and after), and lifecycle support including warranty and after-sales.

5.2.11 Who is your point of contact for sales?

Steve Payne Bids and Pursuits Manager T: (647) 206-0433 E: proposal@turbo-images.com

5.2.12 How long after an order does delivery/installation take?

Fifteen working days as standard, rush orders are also available. We will create a work back plan with the Member to ensure delivery for special occasions, press events etc.

5.2.13 What are some current issues that may affect your ability to meet demand?

None, we offer a scalable service, comprehensive resources with multiple supply routes for the primary materials.

5.2.14 Identify any subcontractors or third-party services that will be utilized in the performance of your contract.

Over many years of business in Texas we have established a network for qualified, subcontract installers across the state including El Paso Graphics, J3 Industries (Frisco), Unity in Design (Rockwall), Texas Mobile Wraps (Lubbock) and Lone Star State of Mind (Houston).

Also we have a national US installation crew for example who worked on CapMet in Austin as well as the March Madness project in Houston.

5.2.15 Provide any other additional information you feel is necessary that describes why your firm is the best choice.

Turbo Images are well placed to provide the Members with a complete service:

- Proven experience delivering fleet graphics projects
- Extended seven-year warranty (two extra years on top of the 3M standard)
- Co-operation with OEM
- Innovation e.g. we won an award from Coca Cola Canada in the category of Innovation Excellence
- Premium Quality of Service as evidenced by our 3M Platinum Partner accreditation
- Flexibility
- Speed and agility

- Eco-friendly
- Creativity
- Modern IT Infrastructure

A proven specialist, our comprehensive in-house consultative disciplines and functions include project and site management, creative and design services, design adaptation, installation, removal (before and after), and lifecycle support including warranty and after-sales.

5.2.16 Do you make any exception to the terms or conditions of this RFP document?

No, none, we accept the terms and conditions of this RFP.

If applicable, identify any subcontractors or third-party services that are utilized in the performance of fulfilling this RFP. Provide a general explanation and chart which specifies project leadership and reporting responsibilities, and how the team will interface with NCTCOG and Participating Entities' project management and team personnel.

Over many years of business in Texas we have established a network for qualified, subcontract installers across the state including El Paso Graphics, J3 Industries (Frisco), Unity in Design (Rockwall), Texas Mobile Wraps (Lubbock) and Lone Star State of Mind (Houston).

Also we have a national US installation crew for example who worked on CapMet in Austin as well as the March Madness project in Houston.

Vendor may propose any combination of categories. Responses are encouraged from vendors who can only provide a handful of products and services. Respondents are not expected to be able to provide the entirety of the desired goods requested in this RFP, though are welcome to if they are able!

All, we provide a "one stop shop" of comprehensive offerings for all categories listed in Exhibit 1.

To be under consideration for an award of a TXShare contract, you do not have to propose to service the entire State of Texas, nor do you have to propose to service all Fifty (50) States of the United States of America.

All we offer national coverage of and for all areas listed in Exhibit 3 including non-continental states and territories

The TXShare Cooperative Purchasing Program requests that respondents specify on the service area designation forms, and in their proposal, the service areas that they are willing and able to provide goods and services to. During the evaluation process, your responses to the service area designation forms will not be taken into consideration when determining the quality of your proposal.

Service area designation forms are found in Exhibit 3.

Completed as instructed.

Respondents should prepare a proposal that describes the products and services that they are proposing to provide. Proposals must demonstrate the respondents' capability to provide all or part of the requested services. A Respondent's proposal will be evaluated only for the products and services that they propose.

Read and understood, detailed herein.

NCTCOG reserves the right to select the proposal or proposals offering the most advantageous combination, with price and other evaluation criteria considered. Respondent should furnish pricing related to each item on which Respondent wishes to propose, and either leave the questions for other items unanswered (blank) or indicate "No Bid." The NCTCOG will consider items individually and make awards on each item independently.

Read and understood, detailed herein.

5.1 OTHER REQUIREMENTS

5.1.1 Objectives.

The Master Agreement awarded for TXShare may cover a variety of services. Each Customer that selects to utilize the Master Agreement will negotiate the specific services it needs into a Supplemental Agreement with a customized SOW for that Customer. All proposals must be made based on, and either meet or exceed, the requirements contained herein.

Read and understood, we meet and exceed all specifications and requirements.

5.1.2 Service Area.

In preparing a proposal, you will designate what geographic region(s) will be served. You must specify, on the service area designation forms included with their proposal, the service areas that they are willing and able to provide goods and services to. A vendor does not have to propose to service the entire State of Texas, nor have to propose to service all fifty (50) states, to be considered for an award of a TXShare contract.

Service area designation forms are found in Exhibit 3.

All we offer national coverage of and for all areas listed in Exhibit 3 including non-continental states and territories

5.1.3 Service Category Offer.

You should prepare a proposal that describes in detail the goods or services that you are proposing to provide. Proposals must demonstrate your capability to provide all or part of the requested services. A proposal will be evaluated only for the services it proposes.

All, we provide a “one stop shop” of comprehensive noofferings for all categories listed in Exhibit 1.

5.2 CONTRACT TYPE

If awarded, your proposal will result in a fixed price contract based on submitted pricing you propose. It is at your discretion to propose either unit pricing or a percentage discount off the list price for the goods or services you wish to offer. It is generally recommended that you propose a discount, however.

Read and understood.

By signing this proposal, you certify that you have obtained and will continue to maintain during the entire term of this contract, all permits, approvals, or licenses, necessary for lawful performance of its obligations under this contract.

Confirmed as compliant

5.3 CONTRACT TERM

A contract resulting from this RFP shall be effective for 24 months from the date of award. This contract will automatically renew for up to three (3) additional one-year periods, not to exceed five (5) years in total, unless earlier terminated as provided herein. NCTCOG reserves the right not to renew at its discretion.

Read and understood.

5.4 WARRANTY/GUARANTEE

Please state in your proposal what warranty or guarantee may apply to the goods or services you are proposing.

Confirmed on both. As previously stated, we offer premium quality of product and service strictly according to Film Manufacturer's Guidelines, industry standards and best practices. Turbo We provide the most robust +/-7 warranty in the industry, protecting against fading and discolouration.

A key part of our value-added offering is comprehensive warranty: we provide the most robust warranty in the industry, protecting against fading and discoloration. For 3M we add two years to the vinyl manufacturer's standard five, for a total of seven years of coverage.

It should be noted that 3M do not warranty vertical surfaces or window perforated material which is supplied with a two year durability. The table below shows the warranty for the south-west desert area of the US covering the state of Texas.

5.5 CATALOGS

Responding Offerors are requested to submit a proposal that will contain a schedule of goods or services line that would qualify under one or more of the Categories stated in Section 5.0 of these specifications. This schedule is commonly referred to as a "catalog".

Duly enclosed named TXShare Turbo Catalog attached to Exhibit 1.pdf

Catalogs contain a range of items that are published in either an electronic or hard copy form and are modified from time to time to reflect internal and external changes in the vendor's marketplace. It is at the vendor's discretion to propose any limitations of the goods or services offered. A good or service offered must be listed in the catalog to be eligible for sale through a Category of the awarded contract.

Read and understood.

Catalogs are to be submitted with the proposal and may be provided electronically using either a PDF document or web link. Use a spreadsheet or a searchable document containing the pricing information. A physically delivered hard copy of the catalog is NOT acceptable.

Read and understood.

Catalogs may be priced with a percentage discount or a fixed unit price. Pricing may be one or multiple tiers of varying discounts based on purchase quantity.

Read and understood.

5.6 QUALITY

It is expected that you have knowledge of all applicable industry standards, laws, and regulations and possess an ability to market and distribute the goods or services to members of the cooperative.

Confirmed as compliant.

5.7 NEW GOODS AND SERVICES

New goods and services may be added to the resulting contract(s) during the term of the contract by written amendment, to the extent that those goods or services are within the scope of this RFP and include, but will not be limited to, new services added to the manufacturer's list offerings, and services which reflect new technology and improved functionality. Service Categories or individual items of a fixed price nature are subject to review and approval of the NCTCOG before addition to the contract. Individual items added to catalog awards do not require prior approval of the NCTCOG.

Confirmed as compliant.

5.8 ALL OR NOTHING AWARD

"All or nothing" proposals are not acceptable and will be rejected. You must be willing to accept a partial award for any combination of the Categories proposed at the discretion of the NCTCOG.

The NCTCOG may award contracts to multiple Offerors supplying comparable goods or services, also known as a multiple award schedule, or award the contract to a single vendor. The NCTCOG's decision to make

multiple awards or a single award will be based upon its sole discretion regarding the type of award that provides best value.

Read and understood.

5.9 PRICING

When preparing your pricing offer, you should furnish it as a discount off of list price for each Category proposed and state “No Bid” for any Categories or sub-Categories you will not offer. NCTCOG will consider Categories individually and may make awards on each Category independently. NCTCOG reserves the right to select the proposal or proposals offering the most advantageous combination, with price and other evaluation criteria considered.

NOTE: The final negotiated discount will be incorporated into the Master Services Agreement with the awarded vendor(s). The discount pricing information provided in your proposal will be public information and will not be accepted marked as proprietary or confidential.

Read and understood.

5.9.1 Catalog Pricing

The pricing that may be proposed for your catalog should be a percentage discount off of your list price. Responding Offerors are requested to submit a proposal that will contain specific goods or services that would qualify under the Categories listed. A minimum percentage discount is to be stated for each Category. This is commonly referred to as “discount pricing”.

The catalog offering a percentage discount should identify which Category of goods or services are covered by the catalog and the corresponding minimum percentage discounts that apply. The discounts may be broken down by category and quantity, as well as by subcategory or tier (to the extent of the proposer’s choosing). The Proposer may be creative in the percentage tier discounts to the extent deemed appropriate.

A link to the schedule of list pricing for all catalog items must be provided with the initial contract during execution, and whenever the list pricing is updated. By providing the current list pricing, a potential Customer can determine the maximum cost for each item by multiplying the contractually awarded minimum percentage discount times the current published list price. The current published list price will be posted on the awarded Contractor’s landing page on the TXShare website.

Changes to a percentage discount catalog that adds, modify, or delete items during the term of the contract are allowed at any time and without prior approval by NCTCOG. However, the minimum percentage discount list price is fixed and may only change through execution of a contract amendment. The awarded Contractor however does have the option to allow a greater percentage discount when negotiating a purchase with the Customer.

A discount percentage off of list is considered to be a minimum discount, so the awarded Contractor is free to offer greater percentage discounts to a Customer as part of a purchase negotiation. A zero discount off catalog proposal is acceptable but may put the Contractor at a disadvantage when the Customer is comparing prices among competing Contractors. The Contractor may lower the unit price or increase the minimum discount percentage to be more competitive in a particular situation.

It is recommended that when offering a wide variety of goods and services you propose a catalog percentage discount for all items in that Category (except any specific items specifically stated as excluded). Discount pricing also negates the need to submit a request to amend unit prices every time there is a price increase for the good or service, as the contract will be awarded for the percentage discount and not for a specific unit price. Explain any special tiered pricing structure or if you offer volume discounts.

Any goods or services that are not specifically listed in the awarded Category catalog is ineligible to be sold under the contract except under Category "Optional Ancillary Goods and Services". These "goods or services not specifically listed" items, which are priced at a discount off list price, may be only sold in companion with other goods and services specifically stated in the catalog under one of the other Categories. Goods or services that are listed under any Category, including Optional Ancillary Goods and Services, may be sold as stand-alone items.

Note: As previously stated, percentage discounts from list price are allowed but a markup percentage from cost is not, as this method is not allowable for purchases made via Federal grant money. Prices stated as a markup from cost are a cause for the disqualification of those portions of your proposal.

Note: You may stipulate different discounts on different products or types of service (subcategories) within each Category, provided you clearly indicate how the different discounts apply to which goods or service subcategories.

Read and understood.

5.9.2 General Proposal Information

You must clearly identify which Category your pricing submittal applies to.

You have the option (but are not required) to propose ancillary optional goods or services. Examples are similar product lines, inside delivery, set up, installation, maintenance agreements, travel costs, and other similar goods and services that are not specifically covered by any of the other PRICING CATEGORIES listed in the RFP. Please provide adequate information explaining what the ancillary good or service consists of.

Any good and or service that your business sells and reasonably meets one of the category descriptions of this RFP, may be proposed. However, they all require pricing by discount from list in the proposal.

NOTE: Only goods or services categories that have pricing submitted in the proposal by percentage discount off of list are eligible for purchase through a contract award. You may propose discounts in a manner that works best for you to prepare your customized quotes to customers, but the discounts must be stated in such a manner that must be capable of audit by the customer.

- For example, when you propose a discount off list, then your current list price card for the items proposed must be made available so that the customer can calculate the contract price. Such would mean if you were proposing “10% discount off list price of work tables”, then you must provide with your proposal the current list price for work tables offered under the contract.

5.9.3 Exhibit 1 Categories Offered – All bidders must complete this form to indicate which categories they are offering in their proposal. Check the appropriate box. If you are offering an “Other Ancillary Good or Service”, you must list those goods and services under this Category in order for the goods or services to be considered for award. Failure by the responding vendor to submit the clarifications by the deadline requested may result in disqualification of the proposal.

Confirmed as compliant.

5.9.4 Exhibit 2 – Price List

FOR EVALUATION PURPOSES ONLY: Respondents shall submit a copy of, or a link to, their current published price list.

Confirmed as compliant.

5.9.5 Exhibit 4 – Sample Market Basket

A vendor submitting a proposal in response to this RFP may be requested to complete a Sample Market Basket Pricing Form - Exhibit 4 for this RFP package. The request will be made to provide supplemental information to the initial proposal that the vendor submitted. If used, the Exhibit 4 will be requested from the responding vendors during the evaluation phase.

Read and understood we will comply.

5.9.6 Price Escalation/De-escalation.

The unit pricing (or discount percentage) proposed by the Offeror shall be of a fixed price nature for the first six (6) months of the contract. Escalation requests may be made no more than every ninety (90) days and are subject to mutual written amendment to the contract between NCTCOG and the contractor. It is the responsibility of the contractor to petition NCTCOG changes to the pricing structure. The awarded contractor must provide upon request such supporting documentation as TXShare may require that justifies the requested price escalation.

A price change (based on the Bureau of Labor Statistics, Consumer Price Index escalation) may be considered. Price changes may not exceed the most recent 12-month CPI-U table. Request for increases must be submitted in writing for consideration. Should the price change be granted and the NCTCOG accepts, a written amendment will be executed.

Price decreases (or discount percentage increase) may be made at any time and without written agreement. Further, the awarded vendor may negotiate more favorable pricing terms with the individual customer based on quantity or other conditions of purchase without seeking approval from NCTCOG. Change to unit prices in a contract must be approved via mutual execution of an amendment to the contract. In the event of price decreases, an executed amendment is not required. If applicable, a copy of, or link to, the vendor's current pricelist should be submitted with the Proposal.

Confirmed as compliant. As noted, we have provided firm prices for 6 months. Typical annual prices increase are 3% to 5%.

5.9.7 Sales Tax & Freight.

Do not include sales tax in proposal pricing. Nearly all Customers will be tax exempt. Freight/shipping cost should be addressed in your pricing. There is full flexibility on the vendor's behalf as to whether these costs are included in the price, or an additional charge to be determined at the time of the negotiation between the Contractor and Customer. However, this must be stated up front at the time of the submission of the proposal. Failure to state the method in the proposal will result in a default assumption of "additional charge" for freight/shipping costs when evaluating the proposal.

Confirmed as compliant.

5.9.8 Orders for Work

The Customer and Contractor shall mutually establish understanding for what constitutes approval of a quote, the binding order for work, and any purchase order or other documentation that may be required before any work can proceed on any project.

Please understand that there is no specific project to be purchased at this time. This solicitation is for work to be determined in the future on an as-needed basis by the Customer. The work to be performed under this contract will be defined on a project-by-project basis through a supplemental order direct from the Customer.

Read and understood.

Turbo has a **laser focus** on Elevated Fleet Graphics (vehicle branding) delivering **turn-key projects** that promote North America's best-known fleets and brands on the road.

BACKGROUND, SIZE AND YEARS IN BUSINESS

Since our founding in **1993**, Turbo Images has proudly established itself as a **market leader** in **fleet vehicle graphics**.

We are independently ranked as one of North America's **largest and most successful providers**.

With a professional workforce of **~120 staff**, we are a medium size corporation operating across North America.



We are incorporated in the state of Delaware with a U.S. factory in Jackman, Maine.

With an annual production capacity of **~7.2m sq/ft** and a nationwide network of **~150+ qualified installers** we have the resource base necessary to deliver the largest and most complex projects in **"small enough to CARE, big enough to DELIVER"**



With **31 years** in business, we are financially sound with a healthy revenue position. Considered sound for business by our bankers for over a decade, we have a "least risk" credit rating with Dunn and Bradstreet. Consequently, we offer the City the benefit of a **near-zero risk of business failure**. Our local government has designated Turbo a "**High Impact Firm**", a benchmark of size, growth and mindset.



Turbo Images have **strong cash reserves and more than sufficient cashflow** both to deliver this project and to provide us with the short-term finances necessary to afford contingencies and countermeasures in the event of a disaster occurring.

For evidence of best practice, **we recently invested \$3m** in the latest eco-friendly technology in which latex acts as a carrier for color pigments ensuring your bus wraps will be durable, long-lasting, and eco-friendly. The **1200 dots-per-inch** is the highest density currently available to and ensures every printed detail is vivid and crisp, projecting the most enhanced branding, style, and personality of each & every customer.



Our high specification Hewlett Packard (HP) Latex 3600 Printer are **eco-friendly** and produce **premium quality wraps with vibrant colors**. Turbo is one of the few graphics companies with this upgraded production platform.



We operate an ISO9001/14001-aligned scalable business model that supports our solid commitment to the highest level of Print Quality Product, Adhesion, and Installation finish (**'right first time'**). Our normalized statistics for installation performance is typically 95% customer satisfaction levels.

A proven specialist, our comprehensive in-house consultative disciplines and functions include project and site management, creative and design services, design adaptation, installation, removal (before and after), and lifecycle support including warranty and after-sales.

For efficiency and to maximize the quality of the customer experience, we operate a cloud-based IT and communication infrastructure in accordance with Vendor Security Requirements.



Our capabilities include project management tools, ERP, CRM, and an IP telephony system we are currently implementing.

EXPERIENCE

Our company mission is to maintain our leadership position through rigorous specialization. We are dedicated to **protecting and enhancing our clients' corporate identities on the road.**

We offer a turnkey solution covering **all aspects** of the RFP scope of work:

- Award-winning design
- State-of-the-art production
- Comprehensive installation
- Personalized attention from industry experts

With a track record of wrapping approximately **130,000 vehicles**, we bring unmatched expertise, innovation, and commitment to excellence. This experience includes the **Gillig** and **Proterra** buses in the GTA Fleet.

One of our most prestigious clients is **Champion Coach** who are locally based in 145 Ben Hamby Lane Greenville SC, 29615, contact name Owner CEO Craig Dance T: 864-423-3000 E: craig@championcoach.com

EXPERIENCE (Example projects)

Our deep understanding of the American public transportation landscape allows us to tailor our services to meet your specific needs. We serve over **thirty transit agencies** across the United States.

- **Proterra Bus Wraps** for Dallas Area Regional Transit (DART), Stanislaus Area Regional Transit (StanRTA, CA), Santa Cruz METRO
- Partial wrap with window perforation for **thirty low-floor vehicles** for **Park City, Utah, Suburban Mobility Authority for Regional Transportation (SMART)** we are their exclusive fleet graphics provider.

- Huntsville, Alabama - 43 heavy duty transit and paratransit buses - full wraps
- Fleet-wide branding initiatives such as 55 buses for Capital Metropolitan (CapMet) in Austin, Texas
- \$2m 5-year project for **Utah Transit Authority** 93 light railway vehicles
- Fleet-wide system branding for **County of St Lucie**, Florida from cutaways to fixed route
- Six vehicle sub-fleet brand of 6 Gillig Battery Electric Buses for **Pierce Transit**, Washington State which was featured in Metro Magazine
- **Rebranding projects** for Cobb County, GA, Sacramento RTA, County of St Lucie, SARTA, Pierce Transit, WA and many others.

EXPERIENCE (SAMPLE WORK)

We offer an industry-leading, turnkey solution tailored specifically for public transportation vehicles. Our services combine cutting-edge technology, superior craftsmanship, and meticulous project management to deliver results that exceed expectations.

Proterra ZX5
Dallas Area
Regional Transit
(DART)



Alameda-
Contra Costa

Proterra 40'
For
Santa Cruz
Metro



Culver city

Nova bus



Also, we have received numerous design awards for example **Sign Company of the Year (SCOTY)**, **Best of Canada Sign Company (BOCSI)** and ranked in the **Top 350** Printing Impressions companies.

COMPANY CREDENTIALS

Our leadership stems from rigorous specialization and a relentless focus on excellence. These elements work in unison to protect and maintain our clients' corporate images on the road. Our achievements include earning the prestigious **3M Platinum Status** the highest accreditation in the industry a testament to our dedication to quality and reliability. We are also aligned to the standards for **G7 Master Facility Color space**, an industry-leading set of specifications for achieving gray balance. All partners must pass 3M's thorough auditing process to achieve this elite status and are recognized by 3M as leaders in the graphics industry.



- **Unparalleled Print Quality:** Utilizing the highest-resolution technology at 1200 Dots-per-Inch (DPI), our prints deliver vivid, crisp graphics with **consistent colors and UV protection** to match and enhance your fleet's appearance.
- **Sustainability:** Our environmentally friendly latex production aligns with ISO14001 standards, demonstrating our commitment to sustainability.
- **Flawless Installation:** Premium installation quality minimizes risks of peeling and bubbling, preserving your investment for years to come.
- **Comprehensive Warranty:** We provide the most robust warranty in the industry, protecting against fading and discoloration.
- **Minimized Downtime:** Through meticulous planning and project management, we ensure seamless vehicle rotation to reduce operational disruption.
- **Innovative Online Solutions:** Turbo Online (TOL), our secure web-based platform, streamlines ordering cement parts and enables full-service configurations for non-Turbo supplied parts.
- **Quality Assurance:** Rigorous pre- and post-inspection protocols guarantee the highest standards of execution.
- **Collaborative Approach:** We prioritize understanding your unique goals and deliver customized solutions that align with your objectives.

Due to the specialist nature of fleet graphics, transit agencies have accepted that Turbo “self-perform” without the use of any subcontractors which makes DBE/SBE “non applicable”. However, if DBE/SBE content is required, we have an existing process to match the States DBE/SBE register against the 3M US Installers Directory to find suitable matches.

Core Values



Positive Attitude:

Together, we learn, grow, and achieve great things



Client-First Approach:

As a family-focused company, we treat our clients as part of our extended family.



Determination:

We continuously strive for improvement in everything we do.



Passion:

Our success is driven by our unwavering dedication to fleet graphics.



Teamwork:

Mutual success is built through collaboration.

A TRUSTED PARTNER FOR YOUR PROJECT

Turbo Images is a North American corporation operating across the U.S. and Canada. We understand the specific requirements of public transportation systems in the United States, including adherence to federal and state regulations. With a team of approximately ~120 professionals and ~60,000 sq.ft. production and installation facility, our expertise, flexibility, and dedication to quality ensure the seamless delivery of your project, from removal and printing to the installation of stunning fleet graphics.

We have proudly partnered with numerous U.S.-based public transportation agencies, earning a reputation for reliability and excellence. Our deep understanding of the American public transportation landscape allows us to tailor our services to meet your specific needs.

- Comprehensive commercial and technical partnership
- Premium Quality of Product and Service strictly according to **Film Manufacturer’s Guidelines, industry standards and best practices.**
- Smooth onboarding with minimal transitional costs.
- A dedicated **Nationwide Project Manager** to ensure quality and on time performance.

- Value added partnership model under which we will share the best practices of our vast experience and leverage marketing opportunities.

Failure to provide written responses to items indicated in this section will be interpreted by NCTCOG as an ~~acknowledgment~~ by the firm to provide the requested product, service or function.

Read and understood, a matching and compliant response is provided herein.

PRICING

Respondents should furnish a proposal that specifies pricing discounts for the goods or services they offer. For more information, please refer to **Exhibit 1**. Points will be awarded on the basis of the overall cost effectiveness and clarity in identifying/explaining pricing discounts.

Enclosed herein.

It should be noted that this is a very specialist market with established industry standards, 3M manufacturer guidelines (highly relevant to protecting the warranty and avoiding graphic failure) and best practices.

For this reason pricing is provided on a case-by-case basis to take advantage of cost and time saving opportunities for the Member for example back-to-back installations in a single 'blitz' that optimizes print runs, reduces trip costs for the vendor, and where garage premises are need for off-site install, assist bulk/volume pricing discounts.

Required Attachments -

Please include signed copies of all ATTACHMENTS (beginning with ATTACHMENT I) included herein. All attachments must be submitted with the proposal, or the proposal may be disqualified as nonresponsive. If an attachment does not apply, please mark as "Not Applicable" and submit with the proposal.

Confirmed as enclosed in our online submission.





Turbo Images' client



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