



Reference Check Questionnaire for RFP 20-69 ATMS

Person(s) Conducting Reference Check: Nam Pham

Date / Time:
2/24/2020

Organization: DFW Airport

Contact Name: Richard Gurley

Contact Title: Airport Senior Project Manager

Contact Number / Email: 817-913-5388 / rgurley@dfwairport.com

Project Name: Airport ATMS, Cabinets, Video Detection, and Communication

Reason for selection or choice: Traffic Signal related work

Type of Services Used: Installation, maintenance, repair and Centracs system upkeep

Assessment of Service & Performance, was their approach reasonable and transparent? Yes fair no problems

Any Issues Encountered, Problems? Unseen Change Orders? If so, what resolutions were used? None, Vendor has performed beyond expectations

Level of Quality and Support: Excellent

Recommendations; Would you award to them again? Yes

Any other comments or concerns to address that was not yet covered? Honest, and reliable vendor



Reference Check Questionnaire for RFP 20-69 ATMS

Person(s) Conducting Reference Check: Todd Weinheimer, Juan Gutierrez

Date / Time: 1:00pm
2/21/2020

Organization: Missouri City, Texas

Contact Name: Kevin Cummings

Contact Title: Traffic Operations Manager

Contact Number / Email: 281-403-8593

Project Name: ITS Phase One and Phase Two Joint TX Dot Project

Reason for selection or choice: Product line that they were trying to develop looked more intriguing. Opticom and GPS pre-emption are working great together. Transitions smoothly. Cost was the best bang for the buck.

Type of Services Used: Older timeclocks in school zones, applied information clocks, using for remote notifications and better communications.

Assessment of Service & Performance, was their approach reasonable and transparent?: Great service, issues figured out immediately, good team, easy to work with

Any Issues Encountered, Problems? Unseen Change Orders? If so, what resolutions were used?: Some hardware issues, other than that no issues. All issues were resolved quickly.

Level of Quality and Support: Great support, do things right

Recommendations; Would you award to them again?: Yes

Any other comments or concerns to address that was not yet covered?: Highly recommend the applied products. Very happy with it.



Reference Check Questionnaire for RFP 20-69 ATMS

Person(s) Conducting Reference Check: Nam Pham

Date / Time:

2/24/2020

Organization: City of Wichita Falls

Contact Name: Doug Wooster

Contact Title: Traffic Engineering

Contact Number / Email: 940-636-1229/doug.wooster@wichitafallstx.gov

Project Name: To convert 100 intersections from radio (with Eagle controllers) to cellular, Centrac, Cobalt, and AI units. All intersections now have preemption.

Reason for selection or choice: Improvement in customer services. Paradigm helps you on the phone and sends tech to help the next day.

Type of Services Used: Preemption, 10 Year Connectivity Plan, Cellular based, AI Units

Assessment of Service & Performance, was their approach reasonable and transparent?: Helpful, quick turn-around within 24 hours, people on site next morning. Tech comes out on site; 10-year connectivity; maintenance. Most requests call Keith. No formal ticket system for request handling.

Any Issues Encountered, Problems? Unseen Change Orders? If so, what resolutions were used?: A minor issue with them repairing before sending you a quote.

Level of Quality and Support: Good, within 24 hours. Responsive.

Recommendations; Would you award to them again?: Yes. They are the best there is around here for what they do.

Any other comments or concerns to address that was not yet covered?: No concerns. Keith is responsive.