



Mountain Rides Transportation Authority  
PO Box 3091  
Ketchum, ID 83340  
Phone: 208-788-7433

# **REQUEST FOR PROPOSALS**

FOR

INTELLIGENT TRANSPORTATION SYSTEM

FOR FIXED ROUTE

RFP 2020-05-001

May 20, 2020

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## SECTION 1: SOLICITATION NOTICE

### 1.1 Notice

Notice is hereby given that Mountain Rides Transportation Authority (MRTA) has released Request for Proposals **RFP 2020-05-001** for a fully-featured, turn-key intelligent transportation system (ITS) that includes Computer Aided Dispatching/Automatic Vehicle Location (CAD/AVL), Digital Voice Annunciation System (DVAS), Mobile Data Terminals (MDT), Automatic Passenger Counting (APC), and real-time passenger information via wayside signage and web and mobile applications. Proposals are due at **noon MDT on June 19, 2020.**

### 1.2 Communications with MRTA

Upon release of this solicitation document, all communications concerning this procurement must be directed to:

Ben Varner  
Director, Transit Operations  
Mountain Rides Transportation Authority  
PO Box 3091, Ketchum, ID 83340  
[rfp@mountainrides.org](mailto:rfp@mountainrides.org)  
208-788-7433, ext. 105

### 1.3 Submission of Proposals

Proposals shall be prepared as described in Section 3 of this RFP.

Submissions shall be sent via email in PDF format to Ben Varner, Director, Transit Operations, at [rfp@mountainrides.org](mailto:rfp@mountainrides.org).

### 1.4 Schedule

RFP Issued: May 21, 2020

Pre-Bid Meeting (Virtual): May 28, 2020 noon MDT

Clarifications/Questions Due via email: June 5, 2020 5pm MDT

MRTA Responses to Clarifications/Questions: June 8, 2020 by 5pm MDT

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Proposals Due: June 19, 2020 noon MDT

Interviews/References (if necessary): June 22-26, 2020

Board of Directors Award: July 22, 2020

Notice to Proceed: July 23, 2020

### **1.5 Nonresponsive Submittals**

MRTA reserves the right to reject as non-responsive any submittal which is incomplete, obscure, or irregular, or from Offerors who have previously failed to perform properly, or to complete on time, contracts of any nature. MRTA reserves the right to reject any or all submittals, based on its discretion alone.

### **1.6 Late Submittals, Modifications of Submittals, and Withdrawals of Submittals**

A modification of a submittal already received will be considered only if the proposed modification is received prior to the established deadline. Any submittal or modification received after the exact time specified for receipt will be considered non-responsive.

The time of receipt at MRTA is the time-date stamped on the email, or other documentary evidence of receipt maintained by MRTA.

Submittals may be officially withdrawn from consideration only by a written request to MRTA's point of contact as identified in Section 1.3 prior to the response deadline.

No Offeror may withdraw its submittal after the time announced for submitting or before the award and execution of the contract, unless the award is delayed for a period exceeding ninety (90) days.

### **1.7 Pre-contractual Expenses**

MRTA will not be responsible for any expenses incurred in preparing, submitting, or negotiating this proposal, and such costs should not be included in the proposal.

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## 1.8 Pre-Bid Meeting

MRTA staff will be available to answer questions from offerors during a pre-bid meeting on **Thursday, May 28 from 12:00 PM to 1:00 PM MDT**. The meeting will be conducted only by video and telephone conference; a physical meeting location will not be provided. Questions, comments, and concerns can be submitted verbally by telephone or through the written chat feature of the conferencing software.

Participation in this meeting is optional.

The meeting can be accessed in the following ways:

**1. Computer or Mobile App (Video and/or Audio):**

Pre-Bid meeting for ITS RFP 2020-05-001

**Please join my meeting from your computer, tablet or smartphone.**

<https://global.gotomeeting.com/join/591327269>

**You can also dial in using your phone.**

United States: [+1 \(669\) 224-3412](tel:+16692243412)

**Access Code:** 591-327-269

New to GoToMeeting? Get the app now and be ready when your first meeting starts:

<https://global.gotomeeting.com/install/591327269>

**2. Phone Only:**

Dial: [+1 \(669\) 224-3412](tel:+16692243412)

Meeting ID: 591-327-269

## 1.9 Requests for Clarification or Approved Equals

All requests for clarifications, explanations, changes, substitutions, or approval of items equal to items with specified brand names must be submitted via email to the officer listed in Section 1.2 using the form in Exhibit A, and no later than the date listed in Section 1.4.

MRTA will provide a single written response to all properly submitted requests for clarification or approved equals as addendum on or before June 8, 2020. All addenda will be posted on the MRTA website at [mountainrides.org](http://mountainrides.org)

## 1.10 Acknowledgement of Addenda

Please send an email to [rfp@mountainrides.org](mailto:rfp@mountainrides.org) to state your interest in submitting a proposal and to receiving any issued Addenda.

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While MRTA will make efforts to provide addenda to all interested parties, it is the Offeror's responsibility to ensure that they have received and understand all addenda issued.

A completed 'Addendum Acknowledgement' form (Exhibit A) shall be included with all proposals.

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### **1.11 Protest Procedures (per MRTA Procurement Policy)**

1. Who May Protest or Appeal: Any document holder showing a substantial economic interest in the award of a contract under a procurement who claims to be aggrieved in connection with the solicitation or proposed award of a contract under this procurement may protest in accordance with the procedures set forth herein.
  2. Timing of Protest: If any participating bidder objects to such award, such bidder shall respond in writing to the notice from MRTA within seven (7) calendar days of the date of transmittal of the notice, setting forth in such response the express reason or reasons that the award decision of the Board of Directors is in error.
  3. Contents of Protest: A protest shall be in writing and shall include: (1) the procurement title and/or number under which the protest is made; (2) the name and address of the allegedly aggrieved party; (3) a detailed description of the specific grounds for the protest and all supporting documentation; and (4) the specific ruling or relief requested. The written protest shall be addressed to: MRTA, PO Box 3091, Ketchum ID 83340 and mailed postage pre-paid by US Mail, certified with return receipt.
  4. Protest Procedure: Upon receipt of a timely written protest, the MRTA procurement officer will consider the protest in accordance with established procedures and promptly issue a written decision stating the reasons for the action taken and informing the allegedly aggrieved person of his/her right to appeal the decision to the Executive Director.
  5. Appeal Procedure: The decision made by the MRTA procurement officer shall be final and conclusive unless a written appeal to the Executive Director is received within five (5) business days of written, email or facsimile transmittal to the protester. The written appeal must be mailed to MRTA postage pre-paid by US Mail, certified with return receipt. The Executive Director will consider the appeal and promptly issue a written decision, which shall be final and conclusive. A copy of the decision shall be (a) mailed by U.S. mail and (b) emailed or faxed to the allegedly aggrieved protester, and the FTA.
  6. Secondary Appeal Procedure: The decision made by the MRTA Executive Director shall be final and conclusive unless a written secondary appeal to the MRTA Board of Directors is received within five (5) business days of written, email or facsimile transmittal to the protester by the Executive Director. The written secondary appeal must be mailed to MRTA postage pre-paid by US Mail, certified with return receipt. Within ten (10) business days from receipt of the written secondary appeal, the MRTA Board of Directors shall notice a review hearing, such hearing to take place within twenty (20) days of said notice. Notice shall be furnished in writing to the protester, the MRTA Executive Director, and the MRTA procurement officer. The review hearing shall be held before at least a quorum of the MRTA Board of Directors. The MRTA Board of Directors will consider the secondary appeal, and information provided during the hearing and issue a written decision within thirty (30) days from the date of the hearing, which decision shall be final and conclusive. A copy of the decision shall be (a) mailed by U.S. mail and (b) emailed or faxed to the protester, and the FTA.
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7. Failure to Comply with Requirements: Failure of the protester to strictly comply with these protest and appeal requirements will render a protest or an appeal untimely or inadequate and may result in rejection by MRTA.

8. Deadlines for all purchases below \$100,000: A written protest in a purchase action valued below \$100,000 (whether based on the content of the procurement or otherwise) must be received by MRTA within the earlier of (a) 2 business days of the opening of bids or (b) the time the Contract is executed or performed.

9. Exhaustion of Administrative Remedies: A protester may not commence litigation prior to exhausting all administrative remedies. Failure to exhaust all administrative remedies shall constitute an absolute waiver of the Protester's right, if any, to commence litigation.

10. Commencement of Litigation: After the exhaustion of all administrative remedies, the Protester shall have ten business days in which to commence litigation. Failure to commence litigation within this limitation shall constitute an absolute waiver of the Protester's right, if any, to do so. MRTA may award and execute a Contract during this ten-day period in accordance with state law.

11. Protests at the FTA Level (For Federally-Funded Projects only): Protests made to the FTA will be limited to MRTA's failure to have or follow its protest procedures, MRTA's failure to review a complaint or protest, or violations of Federal law or regulation. Any protest to the FTA must be made in accordance with the following guidelines:

- a. A protest must be filed with the FTA no later than 5 working days after the protester learns or should have learned of an adverse decision by MRTA or other basis of appeal to FTA.
- b. A protest to FTA must be filed in accordance with FTA Circular 4220.1F, as amended.

#### **1.12 Disadvantaged Business Enterprise Participation**

The Disadvantaged Business Enterprise (DBE) requirements of 49 CFR Part 26 applies to this contract. The requirements of this contract are to encourage DBE participation and to report race neutral accomplishments semi-annually. No preference will be included in the submission evaluation, no minimum level of DBE participation shall be required as condition for receiving an award and submissions will not be rejected or considered non-responsive on that basis.

#### **1.13 Public Disclosure of Information**

All the information contained in the submittal is subject to the State of Idaho public disclosure laws. If an Offeror feels that any information is confidential or proprietary in nature, the Offeror must submit all such information in a separate sealed envelope prominently marked with the Offeror's name and "Exempt from Public Disclosure." MRTA shall not release or divulge such information to third parties without the consent of the Offeror unless required to do so by applicable law or order of a court of competent jurisdiction.

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MRTA assumes no responsibility or liability for any losses or damages which may result from the information contained in the submittal. Furthermore, it will be the responsibility of the Offeror to protect the confidentiality of any information submitted in the submittal, and the Offeror will assume all liability and responsibility for any information declared confidential and shall defend and hold MRTA harmless for any cost, penalties, and/or fees (including attorney fees) incurred in any action regarding the disclosure of said information.

#### **1.14 Federal Clauses and Requirements**

MRTA receives funding from the Federal Transit Administration to assist with transit operations and capital expenses. As such, third party contracts involving the use of federal funds are subject to applicable federal requirements. A full listing of these requirements can be found at [www.mountainrides.org/federalclauses](http://www.mountainrides.org/federalclauses)

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## SECTION 2: SCOPE OF WORK

### 2.1 Overview

MRTA is seeking proposals from qualified vendors to provide a comprehensive, turn-key intelligent transportation system (ITS) for a fixed-route fleet of 19 buses. The system must be reliable, expandable, and able to meet MRTA's current and future ITS requirements.

The ITS should include the following features:

- Fixed Route Scheduling (CAD) and Automatic Vehicle Location (AVL)
- Option to add Digital Voice Annunciation System (DVAS)
- Option to add Automatic Passenger Counting (APC)
- Mobile Data Terminals (MDTs)
- Reporting and analytics
- Real-time passenger information via wayside signage and mobile and web applications.

### 2.2 Agency Information and Current ITS Environment

MRTA currently operates a fleet of 19 fixed-route vehicles that includes 9 Gillig Low Floor, 2 New Flyer Excelsiors, 4 Cutaway-style buses of various manufacturers, 3 Optima Low Floors and 1 Sprinter. MRTA's current ITS environment consists of:

- Route Match CAD-AVL software
- Luminator and TwinVision headsigs (destination signs)
- Outside (contracted, call when needed) IT services performing under 200 hours per year.

### 2.3 System Requirements and Vendor Responsibilities

The ITS vendor will be expected to provide the following products and services:

- Administrative reporting tools including:
    - Customizable reports for specific time periods (annually, weekly, daily, hourly) and the ability to filter data by weekday service, Saturday or Sunday service, or all service days.
    - Ridership reports that can be aggregated by stop, route, or trip.
    - Ability to export reports in Excel, PDF, and GIS data formats.
  - Computer Aided Dispatching/Automatic Vehicle Location (CAD/AVL) system that includes:
    - A cloud-hosted platform with an intuitive, web-based user interface that displays, at a minimum, the following information:
      - Driver ID and vehicle ID
      - Work information (run, block, route, etc.)
      - Route and bus stop overlays on an easy-to-read map. Users should be able to view routes and stops individually or as an entire system or fleet
      - Vehicle location, direction of travel, speed, and status (on-time, late, early)
      - Vehicle health monitoring status and electric bus battery level indicator (preferable)
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- Real-time passenger load (preferable)
  - Display and management of vehicle events such as:
    - Service alerts and equipment failures
    - Operator log-on and log-off
    - Schedule deviations and off-route notifications (preferable)
  - A reporting module that includes the following reports and features:
    - Schedule adherence by route
    - Historic vehicle playback
    - On-time performance
    - Logged driver time
    - Arrival and departure times for any vehicle
    - CAD/AVL data should be available for at least 2 years
    - Reports should be exportable in standard formats, i.e. Excel, PDF, and/or GIS
  - Backend administrative tools that can be accessed from any location and at any time
  - The ability for MRTA staff to easily modify bus routes, stops, vehicle data, and schedules without having to contact the vendor
  - Easy and quick account creation and deletion. Unlimited accounts should be assigned different access levels i.e. administrator, dispatcher, and viewer at no extra cost.
  - The ability to set boundaries around fixed routes for off route notifications (geo-fencing) (preferable)
  - The ability for drivers to log in to any route in any vehicle at any time
  - Live bus tracking that updates no more than every three seconds while the vehicle is in operation
  - On-board hardware that is reliable, low-maintenance, and easy to update. Hardware that can be updated remotely is preferred. Hardware that can withstand very hot and very cold operating environments required.
  - Replacement or integration with digital wayside signage depending on the cost, and the ability to add additional wayside signs in the future
  - Accurate, real-time arrival predictions
  - The capability of offering a real-time transit data API and associated developer documentation
  - GTFS-RT data feed and static GTFS export capability
  - Two-way text communication through operator MDTs that include common, pre-defined phrases, quick yes/no driver responses, and priority level options (critical or standard). Text message function should be disabled while the bus is in motion (preferred option)
  - Option for voice over IP (VoIP) communication (preferable)
  - Mobile Data Terminals (MDTs) that include the following features:
    - Seamless functionality with CAD/AVL software and hardware
    - Unique driver login and route/block selection
    - An intuitive display that includes a route ladder of upcoming stops, next stop arrival times, turn-by-turn route navigation (preferred), and on-time performance
    - Covert emergency alerting with the ability to turn on a live audio stream with dispatch (preferred)
    - Durable design that is shock-proof, waterproof, and resists extreme temperatures, sunlight, vibration, and impact
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- Vendor-supplied docks that mount easily to the bus
    - Pre-trip inspection module (preferred)
  - Digital Voice Annunciation System (DVAS) that features (option to add in future preferred):
    - Automatic internal and external announcements that are triggered by bus location and user-defined GPS geofences
    - Web-based DVAS management platform that allows MRTA staff to configure when and where stop announcements occur and to program voice announcements phonetically using text-to-speech technology
    - Seamless integration with CAD/AVL system and interior bus LED signs
    - Americans With Disabilities Act (ADA) compliance
    - Ability to change announcement voices is preferred
  - Automatic Passenger Counting (APC) System that includes (option to add in future preferred):
    - Tracking of passenger boardings and alightings through sensors installed at the front and rear doors. Data should be recorded as a function of stops, routes, and runs
    - Highly accurate data collection that meets or exceeds FTA requirements, demonstrates the ability to discriminate between passengers and non-passengers, and detect double-backs, re-crossings, and sensor obstructions
    - Configurable to push real-time passenger load data to the CAD/AVL system and bus tracking applications
    - Assignment of data based on driver login and route selection
    - Error/failure log and the ability to adapt and manage outlying data due to routing changes, vehicle tradeouts, detours, etc.
    - Web-based APC reporting module that includes the following features:
      - Easy to use, straightforward user interface
      - Accurate reports that have been cleaned of all errant data
      - Ability to track and report on all current NTD data requirements including vehicle revenue miles (VRM), vehicle revenue hours (VRH), deadhead miles, deadhead hours, deadhead miles, unlinked passenger trips (UPT), and passenger miles travelled (PMT)
      - 1-click NTD reporting is preferred
      - Wheelchair lift and bicycle rack use reports is preferred
  - Web and Mobile Apps that feature:
    - Ability to use on Apple iOS, Android, and Windows operating systems with iPhone, Android, and mobile website apps offered free to the customer
    - Compatibility with standard browsers, i.e. Firefox, Chrome, Internet Explorer, Safari, and Android's native browser
    - Apps should display real-time bus locations, ETAs, bus stops, and routes on a familiar web map i.e. Google Maps, Mapbox, Apple Maps, etc. Routes should be able to be viewed individually or as the entire system
    - Input and display of route schedules
    - Embedded rider alerts and notifications
    - Integration with APCs to show passenger load and bike rack load information is preferred
    - Geolocation functionality – allow users to view their current location on a map
    - User-designated favorite routes and stops that can be easily accessed for fast display
    - Full ADA accessibility
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- Ability to upload and display custom bus icons
  - A flashing beacon display that riders can use to alert bus operators at night is preferred
  - Quick and easy data management and updates. Apps should be directly linked to CAD/AVL system so that only one set of data needs to be updated when changes are made to routes, stops, schedules, etc.
  - Option for SMS bus location messaging service (preferred)

The vendor's responsibilities during the initialization of ITS shall include, but are not limited to, the following:

- System engineering, design, installation, and when possible, integration with current MRTA components
  - Initialization of the ITS using existing vehicle information, route schedules, bus stop locations, ridership data, etc. Initialization using existing data shall be done in a way that does not compromise the integrity of the data. MRTA reserves the right to not import historic data and being anew with this ITS install.
  - The vendor shall supply all equipment needed to successfully implement a functioning ITS and documentation for all vendor-supplied hardware and software.
  - With future vehicle procurements, the vendor will work with vehicle manufacturers to ensure OEM integration of ITS equipment.
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## **2.4 System Installation and Deployment**

Proposals shall include a deployment schedule that outlines the number of weeks from Notice to Proceed to project completion and meets the following deployment requirements:

### Pilot Program

The project plan shall include a pilot installation on 2 buses within 30 days of Notice to Proceed as a precondition for full system deployment. MRTA will give the approval to move forward with full system installation only after a successful deployment of the pilot program.

The pilot installation shall observe the following schedule:

- Installation of ITS hardware and software within 30 days of Notice to Proceed
- A two-week test period to ensure full functionality of the system
- Two weeks to correct any issues with the system

### Full-System Implementation

- Removal of current ITS components and a fleet-wide installation of ITS hardware and software will occur no later than Sept. 30, 2020
- Following fleet-wide installation, the vendor will be given 30 days to test and troubleshoot the ITS and 45 days to fix any issues with the system

## **2.5 Training**

The vendor shall provide comprehensive, on-site training programs that prepares MRTA staff for the operation, administration, and troubleshooting of the ITS. Vendor trainings should include, at a minimum:

- CAD/AVL/APC system training
- Operator training
- Road supervisor training
- Reporting and analytics training
- Maintenance training

## **2.6 Warranty and Support**

The initial contract shall include a warranty of a minimum of one (1) year for all hardware and software beginning at final acceptance and pricing for the first five (5) years of maintenance and support. Additionally, the vendor shall provide service contract requirements and anticipated costs beyond the initial three (3) year contract.

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MRTA expects a high level of customer service and product support from the vendor and requires that any issues with the ITS be resolved in a timely fashion with minimal system downtime. The vendor's customer support should be available between the hours of 7AM to 7PM (MST), Monday through Friday, with access available on weekends. If hardware failures occur, replacement parts should be readily available and able to be obtained quickly.

The selected Vendor shall make parts and components available for repairs and replacements through the useful life benchmark of each bus the system is installed into.

## **2.6 Service Levels**

MRTA requires that the system and services provided by the vendor shall be available 99.9% of the time, excluding scheduled maintenance, and downtime resulting from outages of third-party connections or utilities. For each period of downtime lasting longer than 30 minutes, MRTA will request a credit or refund of 5% of the annual service fee, but not more than once per day. Downtime shall begin to accrue as soon as MRTA recognizes that downtime is taking place and will continue until the availability of the Services is restored. MRTA will notify the vendor within 24 hours from the time of downtime, and failure to provide such notice will forfeit the right to receive downtime credit.

# **SECTION 3: SUBMITTAL REQUIREMENTS**

## **3.1 Submittal Requirements**

To be considered for this project, vendors must have a proven track record of implementing comprehensive Intelligent Transportation Systems for small to medium-sized transit agencies. Vendors shall submit a proposal that includes the following information:

- A brief overview of the company including history and number of years in business
  - Qualifications and experience in implementing similar projects
  - A detailed work plan that outlines how the company plans to fulfill the scope of work and meet MRTA's ITS requirements
  - Description of all ITS hardware and software needed to fulfill the scope of work including anticipated integration capabilities
  - Anticipated timeline for the completion of all required work
  - List of exceptions to the requirements listed in the scope of work that cannot be met by the company
  - Key personnel who will be involved with the project
  - Three client references, including point of contact, agency name, address, and phone number
  - Documentation of any history of litigation associated with project performance and/or professional liability
  - Documentation of the firm's financial standing and insurance coverage
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### 3.2 Pricing

Pricing options should include:

- Hardware and software needed to fulfill the Scope of Work
- Installation and deployment of all equipment
- Subscription costs (annual service fees, maintenance fees, data management fees, or any other recurring costs) for the first five (5) years
- Recommended schedule for long-term hardware replacement
- Training and customer support
- Per-vehicle installation price for new vehicles added to the fleet within the next 5 years.

## SECTION 4: EVALUATION PROCESS AND AWARD

### 4.1 Evaluation Committee

Evaluations will be performed by a committee comprised of MRTA staff. The evaluation committee will evaluate and select the proposal that best addresses the requirements of the project, in accordance with the criteria stated herein. MRTA reserves the right to reject any or all submittals.

### 4.2 Evaluation Criteria

Each proposal will be evaluated based on the following factors:

Factor	Relative Weight
Responsiveness to technical specifications outlined in the Scope of Work, and vendor qualifications, experience, and references	Most important
Price	Very Important



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### **4.3 Selection Process**

The responses to this solicitation will be evaluated based on their ability to meet MRTA's needs. The responses will be evaluated according to the criteria above by the selection committee, and the selection committee will make a recommendation to the MRTA Board of Directors to authorize the Executive Director to execute a contract with the selected firm.

If agreement cannot be reached with the selected firm, MRTA will terminate negotiations with that firm and open negotiations with the next ranked firm. The compensation discussed with one firm will not be disclosed or discussed with another firm.

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## **Exhibit A:**

### **Required Forms and Certifications**

*For a proposal to be considered responsive, the following forms, certifications, and/or statements are to be executed and enclosed with each proposal. Proposals received without these forms/certifications completed will not be considered. Compliance with these requirements is mandatory for a contract award.*

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**Mountain Rides Transportation Authority**

## **ADDENDUM ACKNOWLEDGEMENT**

Proposer/Bidder acknowledges receipt of the following addenda which are attached to the proposal/bid:

Addendum No. \_\_\_\_\_ Date \_\_\_\_\_

Addendum No. \_\_\_\_\_ Date \_\_\_\_\_

Addendum No. \_\_\_\_\_ Date \_\_\_\_\_

Addendum No. \_\_\_\_\_ Date \_\_\_\_\_

Addendum No. \_\_\_\_\_ Date \_\_\_\_\_

Failure to acknowledge receipt of all addenda may cause the proposal to be considered non-responsive and omitted from consideration.

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## Request for Clarifications or Approved Equals

This form must be used to request clarifications, explanations, changes, substitutions, or approval of items equal to items with specified brand names and must be submitted to Ben Varner, [rfp@mountainrides.org](mailto:rfp@mountainrides.org) by June 5, 2020.

**Request #:**

**Proposer:**

**Solicitation:** RFP 2020-05-001

**Page:**

**Section:**

**Requested Change or Approved Equal:**

**Agency Response:**

☐ Accepted

☐ Rejected

Comments: