April 19, 2017
NVTA Agenda Item 11.1
Continued From: New
Action Requested: APPROVE

NAPA VALLEY TRANSPORTATION AUTHORITY
Board Agenda Letter

TO: Board of Directors

FROM: Kate Miller, Executive Director

REPORT BY: Antonio Onorato, Program Manager- Finance
(707) 259-8779 / Email: aonorato@nvta.ca.gov

SUBJECT: Approval of Professional Services Agreement No. 17-07 with DoubleMap, Incorporated for an Automated Dispatch System for the Vine Transit Community Shuttle Program

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RECOMMENDATION

That the Napa Valley Transportation Authority (NVTA) Board authorize the Executive Director to execute Professional Services Agreement No. 17-07 (Attachment 2) with DoubleMap Corporation to provide an Automated Dispatch System for a three (3) year total project cost not to exceed $150,665.

COMMITTEE RECOMMENDATION

None

EXECUTIVE SUMMARY

The existing dispatch service used by community shuttle passengers does not meet the current demands of a modern system. NVTA released a Request for Proposals for an Automated Demand-Response Dispatch Software System to alleviate high call volumes for the community shuttle programs in American Canyon, St. Helena, Yountville, and Calistoga. Two proposals were received with the bid from DoubleMap, Inc. considered the best value for NVTA's shuttle services.

PROCEDURAL REQUIREMENTS

1. Staff Report
2. Public Comment
3. Motion, Second, Discussion and Vote

FISCAL IMPACT

Is there a Fiscal Impact? Yes up to $150,665 for three (3) years of service. Transportation Development Act (TDA) Article 4 and Article 8 transit operating funds will be applied to this project.

The initial cost for project installation and program design is $13,260 with licensing an additional $41,236, and annual licensing fees for years two (2) and three (3) of $41,236 per year. Staff recommends that a contingency amount of 10% of the total cost be included in the contract to allow for minor variations within the project scope. Renewal of the service will be considered at the end of the three (3) year project period.

Year 1 start-up and recurring:	$54,496
Year 2 recurring:	$41,236
Year 3 recurring:	$41,236
Contingency:	$13,697
Total Three Year Project Budget:	$150,665

Is it currently budgeted? No. A budget adjustment and increase in the appropriation will be necessary for this project for FY 2017-18 of the contract period. The adjustment will be made as part the fourth quarter financial update and FY 2017-18 carryover adjustment.

Future fiscal impact: Yes. This is a three (3) year project.

Consequences if not approved: NVTA will continue to use the existing dispatch protocols which has shown to be insufficient to meet rider demands.

CEQA REQUIREMENTS

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (California Environmental Quality Act (CEQA) Guidelines) and therefore CEQA is not applicable.

BACKGROUND AND DISCUSSION

Request for Proposal (RFP) No. 2017-02 was issued on January 16, 2017 inviting bids from technology firms to design, install and maintain an Automated Demand-Response Dispatch Software System. The system will provide reliable demand response transit service, improve performance, relieve issues with high call volumes, and enhance the customer experience by improving access to accurate transit information. The software is accessible with a mobile application or desktop platform allowing passengers to call for a ride on a community shuttle, track shuttles in real-time and receive alerts when their ride has arrived at their requested stop. A call in system – either a dispatcher or interactive voice response (IVR) will be available. Individuals that do not have a mobile

device or computer. The solution can be fully automated requiring minimal human intervention. Implementation of the proposed system will increase the availability of more timely and accurate data necessary to enhance customer satisfaction and efficiently manage NVTA's growing demand response operations.

RFP 2017-02 was advertised on NVTA's website, NVTA's public information board at the Soscol Gateway Transit Center, the print edition of the Napa Valley Register on January, 18, 2017 and online classified views, the American Public Transportation Association's (APTA) Passenger Transport magazine, Publicpurchase.com, and direct emails to various vendors in the industry.

On February 16, 2017, the Authority received proposals from two (2) ITS vendors, DoubleMap Inc., RouteMatch Software, Inc., and "no-bid" response letter from TripSpark Technologies. The two (2) proposals were found to be responsive. NVTA held a pre-proposal conference on January 23, 2017 and interviews on March 14, 2017. The proposals were reviewed by a committee composed of the Transit Manager, Finance Manager, and two (2) Transit Planners. Proposals were scored based upon proposer qualifications and experience of project team, system functionality/technical solution, proposed methodology/approach to work, training and support, oral presentation, quality of written proposal, and cost/cost effectiveness. Reference checks were performed for the two (2) vendors and each was formally interviewed.

Staff recommends authorizing the Executive Director to execute Professional Services Agreement with DoubleMap, Inc., of Indianapolis, Indiana, for Automated Demand-Response Dispatch Software System, in the amount of $150,665 for a three year scope period.

SUPPORTING DOCUMENTS

Attachments: (1) Three Year DoubleMap Quote for TapRide Services
(2) Draft Professional Services Agreement No. 17-07

ATTACHMENT 1
NVTA Agemda Item 11.1
April 19, 2017

Quote - Confidential

429 North Pennsylvania Street, Suite 401
Indianapolis IN 46204

**Prices will remain firm for 60 days*

DATE: **4/3/2017**
TO: **NVTA**
Kate Miller
Napa, CA

TapRide					
TapRide Standard Package	**Optional**	**Term**	**Unit Cost**	**Quantity**	**Amount**
One-Time Costs					
Protective Lockbox		One-Time	$77.82	8	$622.56
Mounting Post		One-Time	$36.20	8	$289.60
Mobile Data Terminal (MDT)		One-Time	$313.54	8	$2,508.32
Mobile Data Terminal (MDT) Cabling		One-Time	$13.00	8	$104.00
Mobile Data Terminal (MDT) Programming		One-Time	$50.00	8	$400.00
GPS Antenna		One-Time	$60.90	8	$487.20
Hardware Installation		One-Time	$750.00	8	$6,000.00
Estimated Shipping		One-Time	$6.00	8	$48.00
Project Management, Maintenance, & Support		One-Time	$250.00	8	$2,000.00
System Training Workshop		One-Time	$100.00	8	$800.00
Total One-Time Costs					**$13,259.68**
Recurring Costs					
TapRide Standard Software Subscription		Recurring	$1,423.68	8	$11,389.46
TapRide Cloud		Recurring	$203.08	8	$1,624.62
Total Recurring Costs					**$13,014.07**
TapRide Standard Package Year 1 Total					**$26,273.75**
TapRide Premium Package	**Optional**	**Term**	**Unit Cost**	**Quantity**	**Amount**
Recurring Costs					
TapRide Premium Software Subscription		Recurring	$301.44	8	$2,411.52
Total Recurring Costs					**$2,411.52**
TapRide Premium Package Year 1 Total					**$2,411.52**
Total TapRide Costs					**$28,685.27**

**Agency is responsible for cell data and commercially available MDTs. Standard fee associated with each new vehicle.*

Plug-Ins	Optional	Term	Unit Cost	Quantity	Amount
Auto-Assignment	**Type**	**Term**	**Unit Cost**	**Quantity**	**Amount**
Recurring Costs					
Auto-Assignment Subscription		Recurring	$3,226.30	8	$25,810.40
Total Recurring Costs					**$25,810.40**
Auto-Assignment Year 1 Total					**$25,810.40**
Total Plug-Ins Costs					**$25,810.40**

Quote Summary	Term	Amount
TapRide Standard Package	*One-Time*	$13,259.68
	Recurring	$13,014.07
TapRide Premium Package	*Recurring*	$2,411.52
Plug-Ins	*One-Time*	
	Recurring	$25,810.40
Total	***One-Time***	**$13,259.68**
Total	***Recurring***	**$41,235.99**

Total for First Year	***$54,495.67***
Total for 3 Years	***$136,967.65***

****All applicable sales/use tax are additional**

Startup Payment Terms:

$4,640.89	Due at contract signing (35%)
$7,292.82	Due at delivery of products and services (55%)
$1,325.97	Due at system acceptance (10%)

NAPA VALLEY TRANSPORTATION AUTHORITY (NVTA)

AGREEMENT NO. 17-07

THIS AGREEMENT is made and entered into as of this day of , 2017, by and between the Napa Valley Transportation Authority, a joint powers agency under the laws of the State of California, hereinafter referred to as "NVTA", and DoubleMap,Inc. whose mailing address is 429 N. Pennsylvania Street, Suite 401, Indianapolis, IN 46204, hereinafter referred to as "CONTRACTOR";

RECITALS

WHEREAS, NVTA wishes to purchase and implement an Automated Demand-Response Dispatch Software system for its transit community shuttle program; and

WHEREAS, NVTA has authorized the NVTA Executive Director to enter into a contract for services at its April 19, 2017, meeting; and

WHEREAS, CONTRACTOR is willing and has been determined to be qualified to provide such specialized services to NVTA under the terms and conditions set forth herein;

TERMS

NOW, THEREFORE, NVTA hereby engages the services of CONTRACTOR, and CONTRACTOR agrees to serve NVTA in accordance with the terms and conditions set forth herein:

1. **Term of the Agreement.**

(a) The term of this Agreement shall commence on the date first above written and **shall expire on June 30, 2020** unless earlier terminated as provided herein, except that the obligations of the parties under "Insurance" and "Indemnification" shall continue in full force and effect after said expiration date or early termination in relation to acts or omissions occurring prior to such dates during the term of the Agreement, and the obligations of CONTRACTOR to NVTA shall also continue after said expiration date or early termination in relation to the obligations prescribed by "Confidentiality," "Taxes," and "Access to Records/Retention)".

(b) The term of the Agreement shall be to the date shown above with an option for two (2) one (1) year terms subject to review and recommendation of NVTA, and the satisfactory negotiation of terms.

2. **Scope of Services**. CONTRACTOR shall provide NVTA those services set forth in CONTRACTOR's proposal (EXHIBIT A), attached hereto and incorporated by reference herein. EXHIBIT A is provided solely to describe the services to be provided.

Any terms contained in EXHIBIT A that add to, vary or conflict with the terms of this Agreement are null and void.

3. **Compensation**.

(a) Rates. In consideration of CONTRACTOR's fulfillment of the promised work, NVTA shall pay CONTRACTOR annually at the rates set forth in EXHIBIT B, attached hereto and incorporated by reference herein.

(b) Expenses. Unless explicitly agreed in writing, no direct expenses, including travel or other expenses, will be reimbursed by NVTA.

(c) Maximum Amount. Notwithstanding subparagraphs (a) and (b), the maximum payments under this Agreement shall be a total of **$136,967.65** for professional services and expenses; provided, however, that such amounts shall not be construed as guaranteed sums, and compensation shall be based upon services actually rendered.

4. **Method of Payment**.

(a) Invoices. All payments for compensation shall be made only upon presentation by CONTRACTOR to NVTA of an itemized billing invoice in a form acceptable to the NVTA Manager of Finance which indicates, at a minimum, CONTRACTOR's name, address, Social Security or Taxpayer Identification Number, itemization of the hours worked or, where compensation is on a per-task basis, a description of the tasks completed during the billing period, the person(s) actually performing the services and the position(s) held by such person(s), and the approved hourly or task rate. CONTRACTOR shall submit invoices not more often than annually to NVTA Accounts Payable who, after review and approval as to form and content, shall submit the invoice to the NVTA Manager of Finance no later than fifteen (15) calendar days following receipt.

(b) Legal status. So that NVTA may properly comply with its reporting obligations under federal and state laws pertaining to taxation, if CONTRACTOR is or becomes a corporation during the term of this Agreement, proof that such status is currently recognized by and complies with the laws of both the state of incorporation or organization and the State of California, if different, shall be maintained on file with the Secretary of NVTA's Board of Directors at all times during the term of this Agreement in a form satisfactory to the NVTA Manager of Finance. Such proof shall include, but need not be limited to, a copy of any annual or other periodic filings or registrations required by the state of origin or California, the current address for service of process on the corporation or limited liability partnership, and the name of any agent designated for service of process by CONTRACTOR within the State of California.

5. **Independent Contractor**. CONTRACTOR shall perform this Agreement as an independent contractor. CONTRACTOR and the officers, agents and employees of CONTRACTOR are not, and shall not be deemed, NVTA employees for any purpose, including workers' compensation and employee benefits. CONTRACTOR shall, at

CONTRACTOR's own risk and expense, determine the method and manner by which duties imposed on CONTRACTOR by this Agreement shall be performed; provided, however, that NVTA may monitor the work performed by CONTRACTOR. NVTA shall not deduct or withhold any amounts whatsoever from the compensation paid to CONTRACTOR, including, but not limited to amounts required to be withheld for state and federal taxes. As between the parties to this Agreement, CONTRACTOR shall be solely responsible for all such payments.

6. **Specific Performance**. It is agreed that CONTRACTOR, including the agents or employees of CONTRACTOR, shall be the sole providers of the services required by this Agreement. Because the services to be performed by CONTRACTOR under the terms of this Agreement are of a special, unique, unusual, extraordinary, and intellectual or time-sensitive character which gives them a peculiar value, the loss of which cannot be reasonably or adequately compensated in damages in an action of law, NVTA, in addition to any other rights or remedies which NVTA may possess, shall be entitled to injunctive and other equitable relief to prevent a breach of this Agreement by CONTRACTOR.

7. **Insurance**. CONTRACTOR shall obtain and maintain in full force and effect throughout the term of this Agreement, and thereafter as to matters occurring during the term of this Agreement, the following insurance coverage:

(a) Workers' Compensation insurance. CONTRACTOR will provide workers' compensation insurance as required by law during the term of this Agreement, CONTRACTOR shall provide workers' compensation insurance for the performance of any of the CONTRACTOR's duties under this Agreement; including but not limited to, coverage for workers' compensation and employer's liability and a waiver of subrogation, and shall provide NVTA with certification of all such coverage's upon request by NVTA's Risk Manager.

(b) Liability insurance. CONTRACTOR shall obtain and maintain in full force and effect during the term of this Agreement the following liability insurance coverage's, issued by a company licensed (admitted) to transact business in the State of California and/or having a A.M. Best rating of A VII or better:

1. General Liability. Commercial general liability [CGL] insurance coverage (personal injury and property damage) of not less than ONE MILLION DOLLARS ($1,000,000) combined single limit per occurrence, covering liability or claims for any personal injury, including death, to any person and/or damage to the property of any person arising from the acts or omissions of CONTRACTOR or any officer, agent, or employee of CONTRACTOR under this Agreement.

2. Professional Liability/Errors and Omissions. Professional liability/errors and omissions insurance for all activities of CONTRACTOR arising out of or in connection with this Agreement in an amount not less than ONE MILLION DOLLARS ($1,000,000) per claim.

3. Comprehensive Automobile Liability Insurance. Comprehensive automobile liability insurance (Bodily Injury and Property Damage) on owned, hired, leased and non-owned vehicles used in conjunction with CONTRACTOR's business of not less than ONE MILLION DOLLARS ($1,000,000) combined single limit per occurrence.

(c) Certificates. All insurance coverage's referenced in 7(b), above, shall be evidenced by one or more certificates of coverage or, with the consent of NVTA's Risk Manager, demonstrated by other evidence of coverage acceptable to NVTA's Risk Manager, which shall be filed by CONTRACTOR with NVTA's Deputy Executive Director prior to commencement of performance of any of CONTRACTOR's duties; shall be kept current during the term of this Agreement; shall provide that NVTA shall be given no less than thirty (30) days prior written notice of any non-renewal, cancellation, other termination, or material change, except that only ten (10) days prior written notice shall be required where the cause of non-renewal or cancellation is non-payment of premium; and shall provide that the inclusion of more than one insured shall not operate to impair the rights of one insured against another insured, the coverage afforded applying as though separate policies had been issued to each insured, but the inclusion of more than one insured shall not operate to increase the limits of the company's liability. For the commercial general liability insurance coverage referenced in 7(b)(1) and, where the vehicles are covered by a commercial policy rather than a personal policy, for the comprehensive automobile liability insurance coverage referenced in 7(b)(3) CONTRACTOR shall also file with the evidence of coverage an endorsement from the insurance provider naming NVTA, its officers, employees, agents and volunteers as additional insureds and waiving subrogation, and the certificate or other evidence of coverage shall provide that if the same policy applies to activities of CONTRACTOR not covered by this Agreement then the limits in the applicable certificate relating to the additional insured coverage of NVTA shall pertain only to liability for activities of CONTRACTOR under this Agreement, and that the insurance provided is primary coverage to NVTA with respect to any insurance or self-insurance programs maintained by NVTA. The additional insured endorsements for the general liability coverage shall use Insurance Services Office (ISO) Form No. CG 20 09 11 85 or CG 20 10 11 85, or equivalent, including (if used together) CG 2010 10 01 and CG 2037 10 01; but shall not use the following forms: CG 20 10 10 93 or 03 94. Upon request by NVTA's Risk Manager, CONTRACTOR shall provide or arrange for the insurer to provide within thirty (30) days of the request, certified copies of the actual insurance policies or relevant portions thereof.

(d) Deductibles/Retentions. Any deductibles or self-insured retentions shall be declared to, and be subject to approval by, NVTA's Risk Manager, which approval shall not be denied unless the NVTA's Risk Manager determines that the deductibles or self-insured retentions are unreasonably large in relation to compensation payable under this Agreement and the risks of liability associated with the activities required of CONTRACTOR by this Agreement. At the option of and upon request by NVTA's Risk Manager if it is determined that such deductibles or retentions are unreasonably high,

either the insurer shall reduce or eliminate such deductibles or self-insurance retentions as respects NVTA, its officers, employees, agents and volunteers or CONTRACTOR shall procure a bond guaranteeing payment of losses and related investigations, claims administration and defense expenses.

8. **Hold Harmless/Defense/Indemnification**. To the fullest extent permitted by law, CONTRACTOR shall hold harmless, defend at its own expense, and indemnify NVTA and the officers, agents, employees and volunteers of NVTA from and against any and all liability, claims, losses, damages or expenses, including reasonable attorney's fees, for personal injury (including death) or damage to property, arising from all acts or omissions of CONTRACTOR or its officers, agents, employees, volunteers, contractors and subcontractors in rendering services under this Agreement, excluding, however, such liability, claims, losses, damages or expenses arising from the sole negligence or willful acts of NVTA or its officers, agents, employees, volunteers, or other contractors or their subcontractors. Each party shall notify the other party immediately in writing of any claim or damage related to activities performed under this Agreement. The parties shall cooperate with each other in the investigation and disposition of any claim arising out of the activities under this Agreement.

9. **Employee Character and Fitness**. CONTRACTOR accepts responsibility for determining and approving the character and fitness of its employees (including volunteers, agents or representatives) to provide the services required of CONTRACTOR under this Agreement, including completion of a satisfactory criminal/background check and period rechecks to the extent permitted by law. Notwithstanding anything to the contrary in this Paragraph, CONTRACTOR, shall hold NVTA and its officers, agents and employees harmless from any liability for injuries or damages resulting from a breach of this provision or CONTRACTOR's actions in this regard.

10. **Termination for Cause**. If either party shall fail to fulfill in a timely and proper manner that party's obligations under this Agreement or otherwise breach this Agreement and fail to cure such failure or breach within 20 days of receipt of written notice from the other party describing the nature of the breach, the non-defaulting party may, in addition to any other remedies it may have, terminate this Agreement by giving 10 days written notice to the defaulting party in the manner set forth in Paragraph 13 (Notices). NVTA hereby authorizes the NVTA Executive Director to make all decisions and take all actions required under this Paragraph to terminate the Agreement on behalf of NVTA for cause.

11. **Termination for Convenience**. This Agreement may be terminated by NVTA for any reason and at any time by giving no less than thirty (30) days written notice of such termination and specifying the effective date thereof. NVTA hereby authorizes the NVTA Executive Director to make all decisions and take all actions required under this Paragraph to terminate the Agreement on behalf of NVTA.

12. **Disposition of, Title to and Payment for Work upon Expiration or Termination**.

(a) Upon expiration of this Agreement or earlier termination of Agreement, all finished or unfinished documents and other materials, if any, and all rights therein shall become, at the option of NVTA, the property of and shall be promptly returned to NVTA, although CONTRACTOR may retain a copy of such work for its personal records only. Unless otherwise expressly provided in this Agreement, any copyrightable or patentable work created by CONTRACTOR under this Agreement shall be deemed a "work made for hire" for purposes of copyright or patent law and only NVTA shall be entitled to claim or apply for the copyright or patent thereof.

(b) CONTRACTOR shall be entitled to receive compensation for any satisfactory work completed prior to receipt of the notice of termination or commenced prior to receipt of the notice and completed satisfactorily prior to the effective date of the termination; except that CONTRACTOR shall not be relieved of liability to NVTA for damages sustained by NVTA by virtue of any breach of the Agreement by CONTRACTOR whether or not the Agreement expired or was otherwise terminated, and NVTA may withhold any payments not yet made to CONTRACTOR for purpose of setoff until such time as the exact amount of damages due to NVTA from CONTRACTOR is determined.

13. **No Waiver**. The waiver by either party of any breach or violation of any requirement of this Agreement shall not be deemed to be a waiver of any such breach in the future, or of the breach of any other requirement of this Agreement.

14. **Notices**. All notices required or authorized by this Agreement shall be in writing and shall be delivered in person or by deposit in the United States mail, by certified mail, postage prepaid, return receipt requested. Any mailed notice, demand, request, consent, approval or communication that either party desires to give the other party shall be addressed to the other party at the address set forth below. Either party may change its address by notifying the other party of the change of address. Any notice sent by mail in the manner prescribed by this paragraph shall be deemed to have been received on the date noted on the return receipt or five days following the date of deposit, whichever is earlier.

NVTA	CONTRACTOR
Kate Miller	Ilya Rekhter
Executive Director	CEO
625 Burnell Street	429 N. Pennsylvania Street, Suite 401
Napa, CA. 94559	Indianapolis, IN 46204

15. **Compliance with NVTA Policies on Waste, Harassment, Drug/Alcohol-Free Workplace, and Computer Use**. CONTRACTOR hereby agrees to comply, and require its employees and subcontractors to comply, with the following policies, copies of which are on file with the Board Secretary of NVTA and incorporated by reference

herein. CONTRACTOR also agrees that it shall not engage in any activities, or permit its officers, agents and employees to do so, during the performance of any of the services required under this Agreement, which would interfere with compliance or induce violation of these policies by NVTA employees or contractors.

(a) NVTA Policy for Maintaining a Harassment Free Work Environment effective June 18, 2008.

(b) NVTA Drug and Alcohol Policy adopted by resolution of the Board of Directors on July 25, 2008.

(c) Napa County Information Technology Use and Security Policy adopted by resolution of the Napa County Board of Supervisors on April 17, 2001. To this end, all employees and subcontractor's of CONTRACTOR whose performance of services under this Agreement requires access to any portion of the NVTA computer network shall sign and have on file with NVTA prior to receiving such access the certification attached to said Policy.

(d) NVTA System Safety Program Plan adopted by resolution of the Board of Directors on July 25, 2008.

16. **Confidentiality**. Confidential information is defined as all information disclosed to CONTRACTOR which relates to NVTA's past, present, and future activities, as well as activities under this Agreement. CONTRACTOR shall hold all such information as CONTRACTOR may receive, if any, in trust and confidence, except with the prior written approval of NVTA, expressed through its Executive Director. Upon cancellation or expiration of this Agreement, CONTRACTOR shall return to NVTA all written and descriptive matter which contains any such confidential information, except that CONTRACTOR may retain for its files a copy of CONTRACTOR's work product if such product has been made available to the public by NVTA.

17. **No Assignments or Subcontracts**.

(a) A consideration of this Agreement is the personal reputation of CONTRACTOR; therefore, CONTRACTOR shall not assign any interest in this Agreement or subcontract any of the services CONTRACTOR is to perform hereunder without the prior written consent of NVTA, which shall not be unreasonably withheld. The inability of the assignee to provide personnel equivalent in experience, expertise, and numbers to those provided by CONTRACTOR, or to perform any of the remaining services required under this Agreement within the same time frame required of CONTRACTOR shall be deemed to be reasonable grounds for NVTA to withhold its consent to assignment. For purposes of this subparagraph, the consent of NVTA may be given by its Executive Director.

(b) Effect of Change in Status. If CONTRACTOR changes its status during the term of this Agreement from or to that of a corporation, limited liability partnership, limited liability company, general partnership, or sole proprietorship, such change in

organizational status shall be viewed as an attempted assignment of this Agreement by CONTRACTOR. Failure of CONTRACTOR to obtain approval of such assignment under this Paragraph shall be viewed as a material breach of this Agreement.

18. **Amendment/Modification**. Except as specifically provided herein, this Agreement may be modified or amended only in writing signed by both Parties. In particular, only NVTA, through its Board of Directors in the form of an amendment of this Agreement, may authorize extra and/or changed work beyond the scope of services prescribed by EXHIBIT A. Failure of CONTRACTOR to secure such authorization in writing in advance of performing any of the extra or changed work shall constitute a waiver of any and all rights to adjustment in the contract price or contract time and no compensation shall be paid for such extra work.

19. **Interpretation; Venue**.

(a) Interpretation. The headings used herein are for reference only. The terms of the Agreement are set out in the text under the headings. This Agreement shall be governed by the laws of the State of California without regard to the choice of law or conflicts.

(b) Venue. This Agreement is made in Napa County, California. The venue for any legal action in state court filed by either party to this Agreement for the purpose of interpreting or enforcing any provision of this Agreement shall be in the Superior Court of California, County of Napa, a unified court. The venue for any legal action in federal court filed by either party to this Agreement for the purpose of interpreting or enforcing any provision of this Agreement lying within the jurisdiction of the federal courts shall be the Northern District of California. The appropriate venue for arbitration, mediation or similar legal proceedings under this Agreement shall be Napa County, California; however, nothing in this sentence shall obligate either party to submit to mediation or arbitration any dispute arising under this Agreement.

20. **Compliance with Laws**. CONTRACTOR shall observe and comply with all currently applicable Federal, State and local laws, ordinances, and codes, including but not limited to the Federal laws contained in Attachment 1, and as amended from time to time. Such laws shall include, but not be limited to, the following, except where prohibited by law:

(a) Non-Discrimination. During the performance of this Agreement, CONTRACTOR and its subcontractor's shall not deny the benefits thereof to any person on the basis of sex, race, color, ancestry, religion or religious creed, national origin or ethnic group identification, sexual orientation, marital status, age (over 40), mental disability, physical disability or medical condition (including cancer, HIV and AIDS), nor shall they discriminate unlawfully against any employee or applicant for employment because of sex, race, color, ancestry, religion or religious creed, national origin or ethnic group identification, sexual orientation, marital status, age (over 40), mental disability, physical disability or medical condition (including cancer, HIV and AIDS), or use of family care leave. CONTRACTOR shall ensure that the evaluation and treatment of

employees and applicants for employment are free of such discrimination or harassment. In addition to the foregoing general obligations, CONTRACTOR shall comply with the provisions of the Fair Employment and Housing Act (Government Code section 12900, et seq.), the regulations promulgated there under (Title 2, California Code of Regulations, section 7285.0, et seq.), the provisions of Article 9.5, Chapter 1, Part 1, Division 3, Title 2 of the Government Code (sections 11135-11139.5) and any state or local regulations adopted to implement any of the foregoing, as such statutes and regulations may be amended from time to time. To the extent this Agreement subcontracts to CONTRACTOR services or works required of NVTA by the State of California pursuant to Agreement between NVTA and the State, the applicable regulations of the Fair Employment and Housing Commission implementing Government Code section 12990 (a) through (f), set forth in Chapter 5 of Division 4 of Title 2 of the California Code of Regulations are expressly incorporated into this Agreement by reference and made a part hereof as if set forth in full, and CONTRACTOR and any of its subcontractor's shall give written notice of their obligations there under to labor organizations with which they have collective bargaining or other agreements.

(b) Documentation of Right to Work. CONTRACTOR agrees to abide by the requirements of the Immigration and Control Reform Act pertaining to assuring that all newly-hired employees of CONTRACTOR performing any services under this Agreement have a legal right to work in the United States of America, that all required documentation of such right to work is inspected, and that INS Form 1-9 (as it may be amended from time to time) is completed and on file for each employee. CONTRACTOR shall make the required documentation available upon request to NVTA for inspection.

(c) Inclusion in Subcontracts. To the extent any of the services required of CONTRACTOR under this Agreement are subcontracted to a third party; CONTRACTOR shall include all of the provisions of this Section, and any applicable Federal provisions contained in Attachment 1 in all such subcontracts as obligations of the subcontractor.

21. **Taxes**. CONTRACTOR agrees to file federal and state tax returns or applicable withholding documents and to pay all applicable taxes or make all required withholdings on amounts paid pursuant to this Agreement and shall be solely liable and responsible to make such withholdings and/or pay such taxes and other obligations including, without limitation, state and federal income and FICA taxes. CONTRACTOR agrees to indemnify and hold NVTA harmless from any liability it may incur to the United States or the State of California as a consequence of CONTRACTOR's failure to pay or withhold, when due, all such taxes and obligations. In the event that NVTA is audited for compliance regarding any withholding or other applicable taxes or amounts, CONTRACTOR agrees to furnish NVTA with proof of payment of taxes or withholdings on those earnings.

22. **Access to Records/Retention**. NVTA, any federal or state grantor agency funding all or part of the compensation payable hereunder, the State Controller, the Comptroller General of the United States, or the duly authorized representatives of any of the above, shall have access to any books, documents, papers and records of CONTRACTOR which are directly pertinent to the subject matter of this Agreement for the purpose of making audit, examination, excerpts and transcriptions. Except where longer retention is required by any federal or state law, CONTRACTOR shall maintain all required records for at least seven (7) years after NVTA makes final payment for any other work authorized hereunder and all pending matters are closed, whichever is later.

23. **Authority to Contract**. CONTRACTOR and NVTA each warrant hereby that they are legally permitted and otherwise have the authority to enter into and perform this Agreement.

24. **Conflict of Interest.**

(a) Covenant of No Undisclosed Conflict. The parties to the Agreement acknowledge that they are aware of the provisions of Government Code section 1090, et seq., and section 87100, et seq., relating to conflict of interest of public officers and employees. CONTRACTOR hereby covenants that it presently has no interest not disclosed to NVTA and shall not acquire any interest, direct or indirect, which would conflict in any material manner or degree with the performance of its services or confidentiality obligation hereunder, except as such as NVTA may consent to in writing prior to the acquisition by CONTRACTOR of such conflict. CONTRACTOR further warrants that it is unaware of any financial or economic interest of any public officer or employee of NVTA relating to this Agreement. CONTRACTOR agrees that if such financial interest does exist at the inception of this Agreement, NVTA may terminate this Agreement immediately upon giving written notice without further obligation by NVTA to CONTRACTOR under this Agreement.

(b) Statements of Economic Interest. CONTRACTOR acknowledges and understands that NVTA has developed and approved a Conflict of Interest Code as required by state law which requires CONTRACTOR to file with the Elections Division of the Napa County Assessor-Clerk Recorder “assuming office”, “annual”, and “leaving office” Statements of Economic Interest as a “consultant”, as defined in section 18701(a)(2) of Title 2 of the California Code of Regulations, unless the NVTA Executive Director has determined in writing that CONTRACTOR, although holding a “designated” position as a consultant, has been hired to perform a range of duties so limited in scope as to not be required to fully comply with such disclosure obligation. CONTRACTOR agrees to timely comply with all filing obligations for a consultant under NVTA’s Conflict of Interest Code unless such a determination is on file on the filing dates for each of the required Statements of Economic Interest.

25. **Non-Solicitation of Employees**. Each party agrees not to solicit for employment the employees of the other party who were directly involved in the performance of the services hereunder for the term of this Agreement and a period of six (6) months after termination of this Agreement except with the written permission of

the other party, except that nothing in this Paragraph shall preclude NVTA from publishing or otherwise distributing applications and information regarding NVTA job openings where such publication or distribution is directed to the general public.

26. **Third Party Beneficiaries**. Nothing contained in this Agreement shall be construed to create any rights in third parties and the parties do not intend to create such rights.

27. **Attorney's Fees**. In the event that either party commences legal action of any kind or character to either enforce the provisions of this Agreement or to obtain damages for breach thereof, the prevailing party in such litigation shall be entitled to all costs and reasonable attorney's fees incurred in connection with such action.

28. **Severability**. If any provision of this Agreement, or any portion thereof, is found by any court of competent jurisdiction to be unenforceable or invalid for any reason, such provision shall be severable and shall not in any way impair the enforceability of any other provision of this Agreement.

29. **Entirety of Contract**. This Agreement constitutes the entire agreement between the parties relating to the subject of this Agreement and supersedes all previous agreements, promises, representations, understandings and negotiations, whether written or oral, among the parties with respect to the subject matter hereof.

30. **Extensions Authorized.** The Executive Director is the delegated authority to execute amendments to extend the term of this Agreement, if needed from time to time.

IN WITNESS WHEREOF, this Agreement was executed by the parties hereto as of the date first above written.

"NVTA"	"CONTRACTOR" DoubleMap, Inc.
By: _____ KATE MILLER, Executive Director	By: _____ ILYA REKHTER, CEO
ATTEST:	
By: _____ KARALYN E. SANDERLIN, Board Secretary	By: _____ NAME, Position
Approved as to Form:	
By: _____ JENNIFER GORE, NVTA Counsel	

EXHIBIT A

SCOPE OF WORK

CONTRACTOR shall provide NVTA with the following services:

- *See attached* -

II. COMPLIANCE WITH GOVERNMENT CODE SECTION 7550. As required by Government Code section 7550, each document or report prepared by CONTRACTOR for or under the direction of NVTA pursuant to this Agreement shall contain the numbers and dollar amounts of the Agreement and all subcontracts under the Agreement relating to the preparation of the document or written report. The Agreement and subcontract dollar amounts shall be contained in a separate section of the document or written report. If multiple documents or written reports are the subject of the Agreement or subcontracts, the disclosure section may also contain a statement indicating that the total contract amount represents compensation for multiple documents or written report

DoubleMAP

Request For Proposal

Napa Valley Transportation Authority (NVTA)

Automated Demand-Response Dispatch Software System RFP NO. 2017-2

NAPA VALLEY TRANSPORTATION AUTHORITY

DoubleMap
429 N. Pennsylvania Street
Suite 401
Indianapolis, IN 46204

Transmittal Letter

Kate Miller
Executive Director
Napa Valley Transportation Authority
625 Burnell Street
Napa, CA 94559
RFP No. 2017-02

Thank you for evaluating DoubleMap's submission, we are fortunate to provide a response to the Request for Proposal for Napa Valley . DoubleMap recognizes that a significant amount of time was taken on the scope of this RFP. We understand the requirements outlined in the RFP and created this proposal with the purpose of reflecting why a unique firm, such as DoubleMap, is the best asset to accomplish your goals.

DoubleMap's commitment to Napa Valley's success not only ensures client happiness, but helps engender trust between two partners, rather than a vendor and a client. We take pride in, not only on building a strong relationship, but also providing a valuable return on investment to each of our clients.
Success stories:

- A client of DoubleMap had a tight timeline and needed to have an ITS solution live before students came back to school and DoubleMap was able to successfully implement a full ITS solution within 2 months of receiving the notice to proceed.
- A client wanted to digitally track how many riders were left behind at specific stops, so DoubleMap was able to create the Digital Passenger Counter to record this information to be downloaded via the reports on the admin page
- DoubleMap has created a solution to integrate CAD/AVL services and on-demand/dial-a-ride services under one platform for ease of use for the client and convenience for rider to interact with both services under the same platform.

DoubleMap was founded by a former Google Engineer who saw an opportunity within the Intelligent Transportation System (ITS) industry. Major public companies with rigid software developed in the early 1990s now face difficulty in modifying their solutions. Newer firms have made modest innovations, but none of been able to develop new products at the rapid pace of DoubleMap's development team. DoubleMap's ability to provide leading transit software while simultaneously limiting hardware and data costs, are the pillars of its success versus incumbents. DoubleMap knows that there are numerous competitors who offer basic products; however, listed below are some of the key factors that separate DoubleMap from the market. Please give strong consideration to these differentiators that make DoubleMap a good fit for Napa Valley.

- **Customer Support -** By using Trello, an online project management tool, clients are able to create and track the progress of any bug/feature requests.
- **Easy to Learn -** DoubleMap was founded by a former Google Engineer that has built DoubleMap with the ease of use of Google

- **Easy to Manage -** DoubleMap's route/stop creator allows clients to easily manage routes. Making it simple to make detour routes or create new ones from scratch.
- **Customizable MDT -** With solutions like DoubleMap's Digital Passenger Counter and Pre/Post Trip reporting DoubleMap is able to work with the client.

DoubleMap's ability to deliver on promises gave our clients confidence in replacing existing implementations, while DoubleMap's innovative drive has amassed over 100 clients on three separate continents - all within the past six years. These client successes, as well as client trust in DoubleMap to deliver where others have stumbled, offer a track record of excellence that can be expected if DoubleMap is selected as a partner. DoubleMap offers a dedicated point of contact and a team to support them, ensuring that if DoubleMap is selected, Napa Valley will have someone to call that they know, rather than a help number. We appreciate your time and hope that our proposal will convince you that DoubleMap is the right partner for the Napa Valley.

Best regards,

Ilya Rekhter
CEO, DoubleMap

Executive Summary

This section should be limited to a brief narrative highlighting and summarizing the proposal. The summary should clearly convey that the proposer understands the nature of the work and the general approach to be taken.

Thank you for evaluating TapRide's submission, we are fortunate to provide a response to the Request for Proposal for a University of Michigan. DoubleMap recognizes that a significant amount of time was taken on the scope of this RFP. We understand the requirements outlined in the RFP and created this proposal with the purpose of reflecting why a unique firm, such as TapRide, is the best asset to accomplish your goals.

DoubleMap confirms that the solution being provided is comprehensive and meets all requirements in proposal. Since DoubleMap has acquired TapRide, DoubleMap has worked to provide clients the ability to integrate both fixed-route and Safety systems into one location, allowing ease of use for the rider---DoubleMap is now able to offer that solution to University of Michigan.

In addition to TapRide's software, TapRide has taken great strides in our customer service since 2016. TapRide has doubled the support staff and uses a project management tool called Trello. Trello is a project management system, that allows users to provide feedback and see progress in real-time on each task. By using Trello, TapRide offers transparency on all client-provider communication.

Specifications and Requirements

Software hosting and app configuration

Software solution must be web-based turnkey solution for offering and managing on-demand ride requests

TapRide has designed the administrator platform to work on any office computer and display seamless vehicle locations on a map interface in real-time - additionally, all software is web-based, meaning that no software has to be loaded up on computers. The dashbo

Proposer Background and Experience

A minimum one page description of the proposer's background and relevant public sector representation experience. Include the name of the contact person, agency for whom the work was performed, telephone and fax numbers and the year in which the work was completed. References may or may not be contacted.

York Regional Transit

- Contact:
  - Igor Zaslavsky – Manager
  - Igor.Zaslavsky@york.ca

- Fleet Breakdown:
  - 15 buses

- Services Offered:
  - Computer Aided Dispatch/AVL/Real-Time Passenger Tools
  - Automatic Vehicle Location
  - Real-Time Passenger Tools
  - TapRide On-Demand System
  - TapRide Reporting Suite
  - DoubleMap Data Mining & Transit Analysis

- Current Status & and System Overview:

Currently DoubleMap is providing York with the TapRide solution for their last mile needs. DoubleMap and York partnered up March of 2016 and continue to grow into a great partnership for both sides--with the help of York TapRide has created additional features like fare collection and canned messaging.

Central Florida Regional Transportation Authority (LYNX)

- Contact:
  - Doug Jamison - Project Manager
  - (407) 254-6071 - DJamison@golynx.com
  - 455 N Garland Avenue, Suite 500, Orlando, FL, 32801
- Fleet Breakdown:
  - 14 vehicles
- Services Offered:

- FlexRide
- Computer Aided Dispatch
- Automatic Vehicle Location

Lynx selected DoubleMap, after 13+ years of trying to find a first/last mile solution to their fixed route system. DoubleMap has partnered with Lynx and has tailored our "Lynx Neighborlink" solution specifically to the public transit sector, providing an "Uber for transit", according to Lynx's CEO.

Tulane University

- Contact:
  - JC Paciera - TapRide Project Lead
  - (504) 234-0715
  - 6823 Saint Charles Avenue, New Orleans, LA 70118
- Fleet Breakdown:
  - 6 buses
- Services Offered:
  - TapRide On Demand system
  - TapRide Reporting Suite

Currently, DoubleMap is offering our on-demand TapRide solution to Tulane for the University's SafeRide program. Prior to the implementation of the TapRide solution, Tulane's SafeRide program was operated by a large staff of dispatchers having to answer calls, schedule rides for students and communicate with the drivers. After the successful implementation of the TapRide solution, Tulane's SafeRide program is completely automated, which has made the overall program more efficient, thus allowing for more rides to be requested and then executed on any given night.

Qualifications of Proposer

The proposer who is awarded the contract for this work will be required to comply with all applicable federal, state, regional and local requirements. This section should include a brief description of the proposer's qualifications and previous experience on similar or related engagements. In addition, the selected proposer will be required to provide the certification of eligibility that the proposer and /or any of its principals/employees has not been debarred or suspended from providing services paid for by the federal government prior to award. A successful proposer will be required to meet weekly with NVTA staff, prepare required reports, report information regarding the completion of all tasks in the work program, submit required work products by the required delivery dates and maintain records, accounts and books as necessary.

DoubleMap is able to comply with this requirement.

Examples of Public Sector Representation

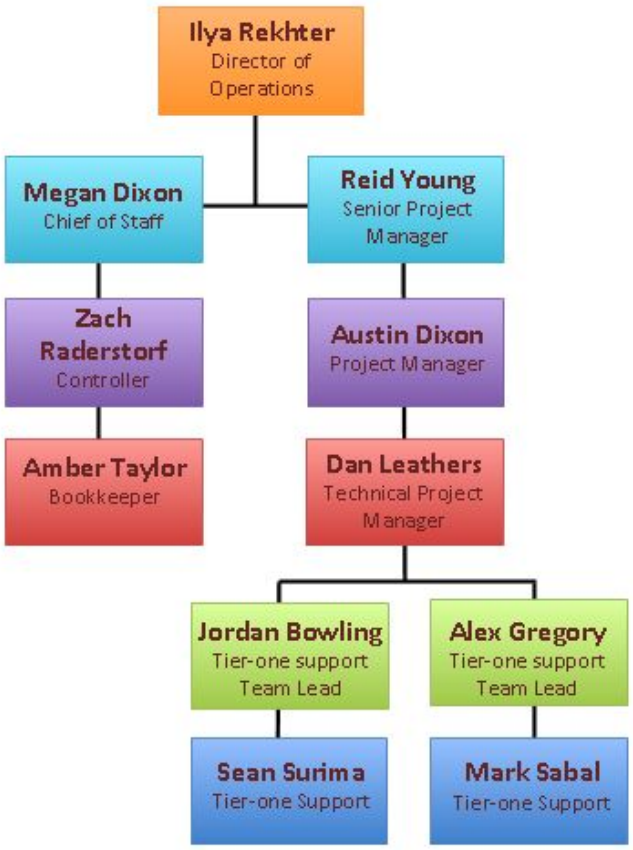
This part of the Proposal shall contain a description of matters where the proposer performed work for a public entity in California. The proposer shall relate how it perceives its role in carrying out the responsibilities required by this RFP. The proposer shall also provide examples of challenges encountered while representing public a public entity and discuss its approach in handling some of the specific challenges and opportunities it foresees in representing and advising a public agency.

Although Napa Valley would be TapRide's first public entity in California, DoubleMap as a whole has many CAD/AVL clients in the state of California. As with any project challenges will arise, knowing this DoubleMap relies heavily on communication and transparency. At all times during the project Napa Valley's dedicated Project Manager will be in constant communication and providing updates on current status of project and expected completion dates for each step of the implementation.

Staffing and Project Organization

This section should identify key personnel who will be assigned to work with the NVTA and their experience. List any present activities and job commitments and potential or real conflicts of interest.

DoubleMap has been in business since 2009. DoubleMap has 40 staff members, all involved in the deployment of the the Napa Valley project. There are other supporting members of the DoubleMap team who stay involved, however for brevity we chose to outline only the most prevalent members for the Napa Valley deployment team. All team members have been involved in the company for 3+ years. Key personnel for this project include Mr. Ilya Rekhter (CEO and Lead Project Manager), Mr. Eric Jiang (Lead Product Development), Mr. Reid Young (Lead Training Director), and Mr. Dan Leathers (Installation). DoubleMap has included relevant resumes below.



Mr. Rekhter is responsible for overseeing all aspects of operations for DM, including customer support during and post-system implementations. He has a diverse background in customer service, project management and finance. Prior to joining DM, Mr. Rekhter was an international strategy consultant at Abt Associates and Zanett. He has managed enterprise software implementations for government organizations in over 15 countries with specific focus on the remote management of site offices in pan-Africa. Mr. Rekhter has worked with Apple (Cupertino, CA), Columbia Transit (Columbia, MO), CityBus (Lafayette, IN), Bloomington Transit (Bloomington, IN), Lynx (Orlando, FL), Indiana University (Bloomington, IN) in a project management capacity to ensure custom features meet the organization's specific requests. Mr. Rekhter resides in Indianapolis, IN.

Mr. Dixon is responsible for overseeing all aspects of operational installments for DM, including customer support and training during and post-system implementations. He has a background rooted in both customer service and technical installations for DoubleMap. Mr. Dixon has overseen installations and on-going support/maintenance at DoubleMap sites including Rochester Public Transit (Rochester, MN), MARTA (San Bernardino, CA), Georgetown University (GUTS), Escambia County Area Transit (Pensacola, FL), ensuring on-site met the organization's' specific requests. Mr. Dixon resides in Indianapolis, IN.

Mr. Leathers is key in ensuring efficient operational installments for DM, along with Mr. Austin Dixon. He has a background rooted in technical installations for DoubleMap, and quality assurance. Mr. Leathers has reliably performed installations at DoubleMap sites including Columbia Transit (Columbia, MO), University of Alabama (Tuscaloosa, AL), Texas Stat University (San Marcos, TX), Bloomington Transit (Bloomington, IN), University of Michigan (Ann Arbor, MI), Stanford University Hospital, City of Beaumont (Beaumont Transit), and others.

Mr. Goens and Mr. Gregory manage all tier one support and ensure all issues are responded to within 0-3 hours of client submittal. Mr. Goens and Mr. Gregory are also responsible for all inventory and shipments to and from DoubleMap. This includes the shipping, receiving, re-stocking, and accountability of the inventory. Mr. Goensand Mr. Gregory have supported clients like Rochester Public Transit (Rochester, MN), Bloomington Transit (Bloomington, IN), Texas State University (San Marcos, TX), University of Cincinnati (Cincinnati, OH), and many others.

Mr. Sabal and Mr. Surima assist Mr. Goens and Mr. Gregory in handling customer issues. They assist with gathering customer information, performing troubleshooting, and identifying the problem. Tier 1 Support acts as the first layer of support for clients. It is Tier 1 Supports job to go through the Trello boards and respond to any client within 3 hours of their post. Mr. Sabal and Mr. Surima have supported clients like Rochester Public Transit (Rochester, MN), Bloomington Transit (Bloomington, IN), Texas State University (San Marcos, TX), University of Cincinnati (Cincinnati, OH), and many others.

Miss Dixon has worked with DoubleMap since 2012 and oversees day-to-day operations of the staff and projects. Megan also manages the Finance Team and handles any billing concern once escalated. Miss Dixon has had involvement with all of DoubleMap's clients--she has worked with some of our smallest and some or larger clients like Apple (Cupertino, CA), Lynx (Orlando, FL), The Walt Disney Company (Burbank, CA), and many others.

Mr. Raderstorf oversees all financial activities of the company and drives pricing strategies. Mr. Raderstorf manages all financial documents, invoices, and creates pricing templates. He also is responsible for internal cost accounting, project valuations, and inventory. Mr Raderstorf has worked with clients like Bloomington Transit (Bloomington, IN), Athens Transit (Athens, OH), Georgetown University (Washington, DC), Summit County (Frisco, CO), and many others.

Mrs. Taylor assists the controller, Mr. Raderstorf, with all finance related tasks. Ms. Taylor handles all bookkeeping related tasks, manages invoices and receipts, and works with clients to meet payment deadlines. Mrs. Taylor has worked clients like Columbus International Airport (Columbus, OH), Indiana University (Bloomington, IN), COMOConnect (Columbia, MO), and many others.

Resumes are available upon request. Both project manager and supervisory staff can be reached through our office line, 1 (855) 463-6655.

Required Qualifications

The NVTA seeks a motivated, skilled and enthusiastic professional team to be accountable and deliver innovative, high quality professional services. Proposers responding to this RFP will be expected to demonstrate that one or more team members have substantive practical experience and expertise in the following areas:

Work Experience

Minimum three (3) years recent experience in the areas discussed under Scope of Work, (see ATTACHMENT A). Please provide brief resume showing work history and similar or relevant assignments completed by each proposed proposer team member.

DoubleMap is able to comply with this requirement. Please refer to "References" for work history information.

Licensed

Proposer must be licensed by the State of California.

DoubleMap is able to comply with this requirement.

Legal Status in California

Proposer must not be the subject of disciplinary action by any State of California regulatory or licensing agency.

DoubleMap is able to comply with this requirement.

References

Please provide specific reference information on each of the areas listed above. The proposer will work under the direction of NVTA's Executive Director and any assigned NVTA Program Manager.

DoubleMap complies with these requirements. Please refer to "Reference" section

Core Requirements

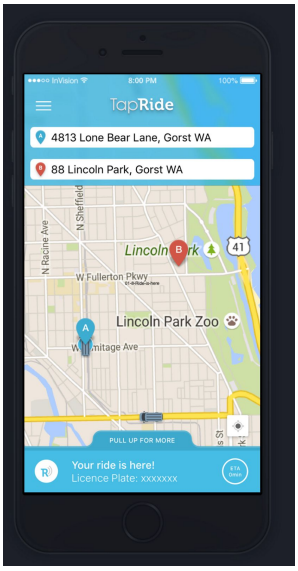
The scope of this project includes the installation of fully integrated on-board components. The following components were identified by NVTA as the most critical ITS technologies that would benefit NVTA and its customers. The complete list of ITS technologies to be deployed during the phase I implementation include:

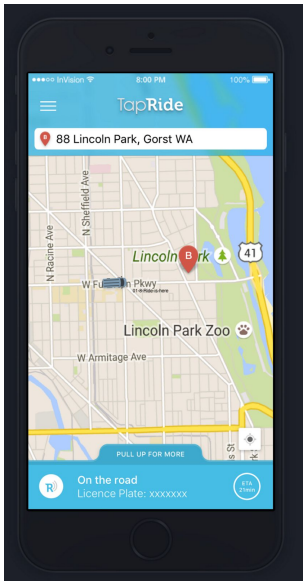
Automated Demand Response Scheduling Software

1. App, Web, and Interactive Voice Response (IVR)-based Automated Demand Response Scheduling Software.

The TapRide system can comply with this requirement. Once the passenger's ride has been received and accepted, the screen below will display the real time location of the car while the passenger is waiting. After the rider is picked up, the screen will continue to display the real time

location of the vehicle. This way, the passenger can see how far away they are from their destination. Examples are below of what the passenger would see.





Rider App

Passenger Website

Provide easy access of information for the public through web, mobile devices, phones, etc.

TapRide has designed the administrator platform to work on any office computer and display seamless vehicle locations on a map interface in real-time - additionally, all software is web-based, meaning that no software has to be loaded up on computers. The dashboard allows for unlimited users (licenses), unlimited edits/changes, and stop/geofence additions.

The TapRide system allows users to make a pickup request online, either through a computer or a mobile device. The TapRide application is accessible and free-to-download on both Apple and Android devices.

TapRidehas designed its mobile phone strategy around two pillars: 1) The mobile platform should provide riders with full access to every feature available in the laptop/desktop site, and 2) the TapRide system is accessible from a myriad array of phones/platforms in order to maximize the number of riders with access to real-time information.

TapRide transitioned the full functionality of a client website across all mobile platforms. This means that riders will see the exact same 1-2 second

GPS bus updates with smoothing algorithm, ETA prediction times to the next stop, notifications for "my stop", and announcements in a mobile format.

TapRide is able to meet these rigorous mobile platform requirement through the use of cross-platform technology listed above, but also provides native applications in order to provide a well-rounded offering.

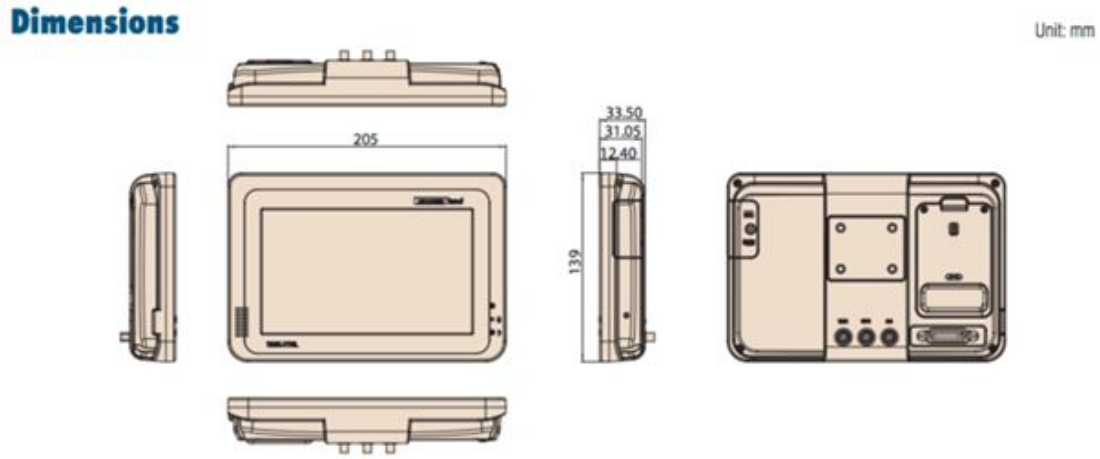
Conclusively, TapRide is able to offers solutions for iPhone and Android platforms to go along with web offerings for Windows Phone, Blackberry, and all other web-enabled phones.

Additionally, TapRide has been approved (and is currently included) in numerous city-backed mobile applications. The development and customization typically required to be integrated into municipal systems is extensive, so TapRide's experience in this area will provide an immediate impact towards a positive implementation and adoption rate.

Mobile Data Terminal

Integrated Data Terminals; Real-time Updates to Driver Manifests.

DoubleMap's primary piece of hardware, the Mobile Data Terminal (MDT) is utilized in each bus. Each component in DoubleMap's MDT offering has been used in hundreds of transit agencies, and comes from manufacturers who have been operating for 30+ years. Each MDT is ruggedized, with a protective case attached to the mount. Below is a simple overview of the technical specifications in the MDT:



Specifications

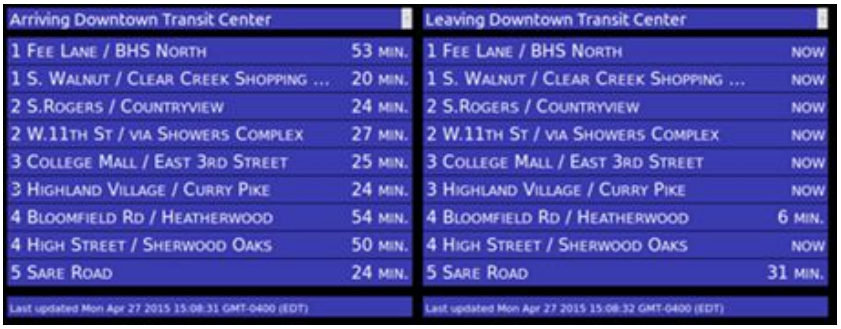
CPU	Processor	Freescale i.MX6D Dual Lite CPU 1.0 GHz processor
	RAM	1GB DDR3
OS		Android 4.4.2
Storage	eMMC	4GB on board
	SD Card	1 x push-push type MicroSD slot with cover
Display	Size	7" TFT LCD Panel
	Resolution	1024 x 600
	Luminance	500 nits
Touch screen	Type	Capacitive (Multiple Touch)
	Construction	G/F/F
	Thickness	1.2 mm
I/O	Standard I/O Port	1 x SIM Card slot, 1 x uSD Card, 1 x mini PCIe
	Extend I/O Port	Power Input 2 x 2-wire RS-232/1 x USB 2.0/6 x DI / 2 x DO 1 x CVBS In for rear view camera
RF	Wifi/Bluetooth	IEEE 802.111 b/g/n, BT2.0, BT4.0
	GPS	GPS_MAX-7Q
	WWAN	4G LTE (Cinterion® PLS8-E)
Mechaniacl	Dimension (W x D x H)	205 x 139 x 33.5 (mm)
	Weight	820g (incl. battery)
LED indicators		Yes
Power	Voltage input	Supports 12/24V car power system
	Battery pack	3.6V, 2400mAh
	Battery charging time	3hrs
	Battery Pack charging Temperature	0 to +40° C
Light Sensor		x 1
G-sensor		x 1
MIC		x 1
Speaker		2W x 1
Certification		CE, FCC, E-mark, CCC
Environment	Thermal	MIL STD-810G, Method 503.5, Procedure-I-C; -20° C~70° C SAE 1455 * IEC 60068-2-27 Testing procedures Ea: Shock Test
	Vibration/Shock	MIL STD-810G
	EMC	CE, FCC, CCC
	Safety	UL/cUL, CB
	Vehicle Regulation	E-Mark (E13) (12/24V System)
	RF Regulation	CE, FCC, CCC
	Operation	-10 to +70° C
	Storage	-20 to +70° C

MDT specifications

Rider Displays

Interactive rider displays at key locations that allows riders to schedule trips and track bus arrival time (10 locations have tentatively been identified). Dynamic automated routing of trips both before and on the day of service.

DoubleMap is able to disseminate real-time information through electronic displays, detailed below. DoubleMap's ETA system is built to show both inbound and outbound stop times along each route. Additionally, DoubleMap is able to provide clients with an Arrival/Departure board (shown below) that can be used at transfer centers or at any other highly trafficked rider areas.



Signs display ETAs along each route

DoubleMap provides both indoor and outdoor versions of LCD panel displays. The indoor versions are typically mounted inside of lobbies, cafeterias, restaurants, or reception areas. The outdoor versions are climate controlled and can be located anywhere that has an available power supply. Both versions can use standard Ethernet, WiFi, or cellular for data connectivity. Both versions also use standard 110/120 volt AC power.

LCD/LED Signage, installed at a client site

The DoubleMap LCD displays are capable of not only showing arrival/departure times for a given bus stop, but a live map showing the current positions of all of the vehicles on route. Signs can also be designed to show just the arrival/departure predictions. The layout, color scheme, and logos are all specific to the transit system. The DoubleMap LCD displays are available in 26”, 32”, 42”, and 52” versions for both the indoor and outdoor options.

DoubleMap can also provide just a webpage for display on existing LCD screens. This is a very economical way of providing real-time information to passengers if current LCD screens are already in place near bus stops.

In addition to LED signage, DoubleMap is able to provide changeable message LED signs (CMS) that are installed in bus shelters or transit terminals where passengers wait for their buses. These CMS signs display real-time bus arrival information and informational text messages via a wireless communications link to the proposed CMS software module.

DoubleMap’s software provide administrators with full control over the signs, including configuration, real-time updates, and health monitoring. In addition to showing time of day and

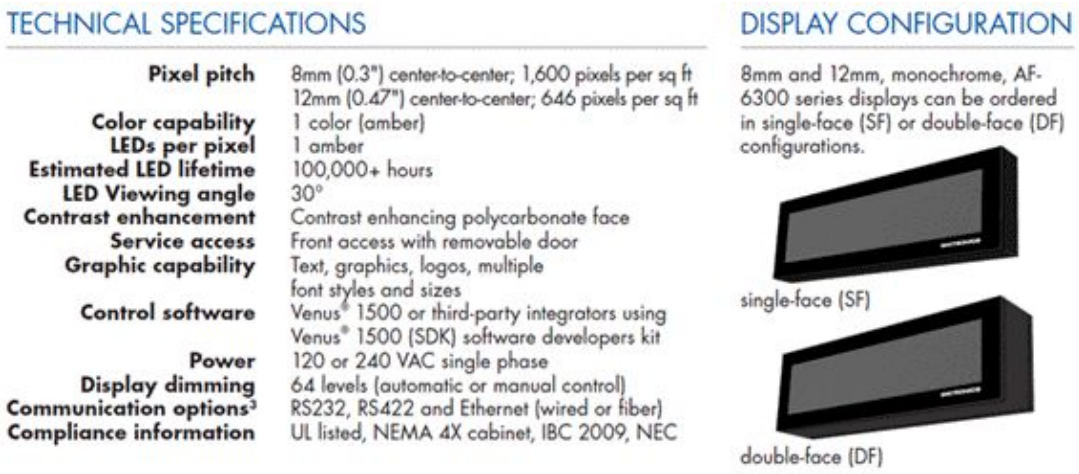
arrival time predictions, the signs provide the ability to display text messages generated by administrators, who are in turn able to view individual sign operational status through the DoubleMap administrative module.

The real-time prediction arrival/departure of the next vehicle is recalculated periodically for all bus stops and the updated information is broadcasted to the message signs. Prediction updates are sent at least every 60 seconds and the signs' internal logic continues to 'count down' from the most recent update. If more routes serve the bus stop than available lines on the sign, the sign will simply cycle through the routes with a different route displayed every 2 to 3 seconds.

Messages are displayed with route or station identifier and arrival/departure times are shown in minutes for the next two vehicles servicing the stop location. The agency name and the current time of day information are also interleaved among other general public announcement messages.

DoubleMap's LED signs can also be equipped with a passenger activated text-to-speech device, which converts the written text-to-speech for ADA accessibility requirements.

At bus stop locations served by multiple transit agencies, all agencies can be displayed and the system will indicate which routes are served by which agencies on the signs. Cost sharing agreements can make these signs even more affordable.



TECHNICAL SPECIFICATIONS

Pixel pitch	8mm (0.3") center-to-center; 1,600 pixels per sq ft 12mm (0.47") center-to-center; 646 pixels per sq ft
Color capability	1 color (amber)
LEDs per pixel	1 amber
Estimated LED lifetime	100,000+ hours
LED Viewing angle	30°
Contrast enhancement	Contrast enhancing polycarbonate face
Service access	Front access with removable door
Graphic capability	Text, graphics, logos, multiple font styles and sizes
Control software	Venus® 1500 or third-party integrators using Venus® 1500 (SDK) software developers kit
Power	120 or 240 VAC single phase
Display dimming	64 levels (automatic or manual control)
Communication options[3]	RS232, RS422 and Ethernet (wired or fiber)
Compliance information	UL listed, NEMA 4X cabinet, IBC 2009, NEC

DISPLAY CONFIGURATION

8mm and 12mm, monochrome, AF-6300 series displays can be ordered in single-face (SF) or double-face (DF) configurations.

LED technical specifications

Alerts

Automated Alerts system to immediately notify dispatcher of possible live service impacts.

DoubleMap complies with this requirement. TapRide is additionally able to offer a configurable suite of alerts for all administrators. These alerts can be configured for speeding infractions, vehicles leaving their route or going off-route, excess dwell times, and other determinants. Administrators can receive these alerts via email, text, and in the Administrative Dashboard itself, as seen on the right.

Auto-Assignment

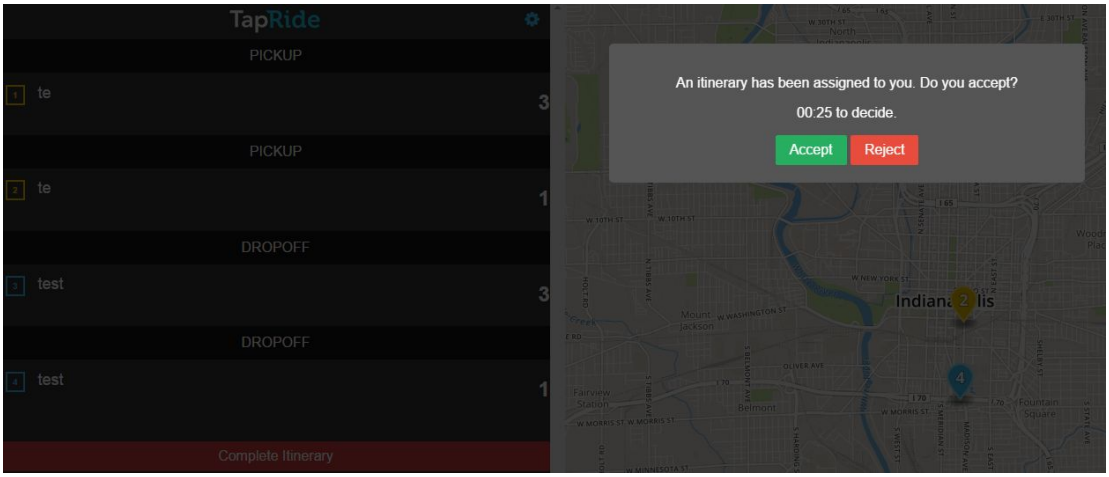
Ability to "trip chain" based on vehicles proximity to newly requested trips and direction of travel.

With TapRide's Auto-Assignment, TapRide is able to comply with this requirement.

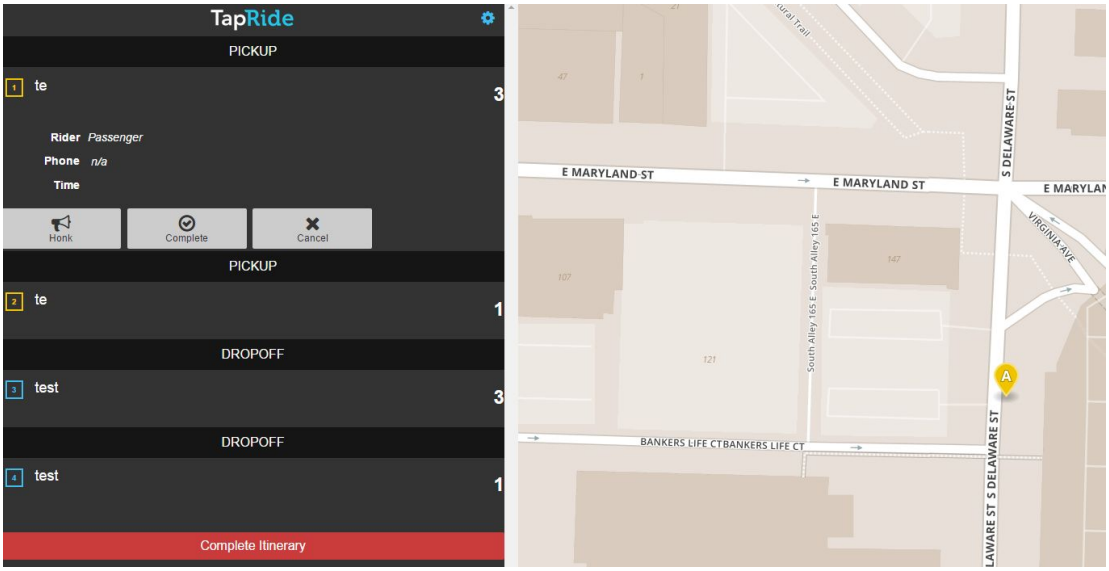
Auto Assignment solves the problem of driver's picking their own rides and merges rides that are within certain criteria. The system uses itineraries, where each leg of the itinerary is a pickup or dropoff location of the ride requests. Currently the system groups together up to a configurable amount of rides.

The server side has a background process that will automagically run within the sites operation hours. This process will group two rides together into one itinerary and then merge in more rides that match the criteria. The system will always pick the oldest ride first, find the closest driver then it will try to group it with another ride. When grouping with another ride the system takes into account the time it takes for the ride to be finished without a second ride, and the time it takes with the second ride combined. If combining the rides doesn't inconvenience either rider (the time it takes to pickup to dropoff the rider isn't 2 times the direct travel time) then it will group the rides together. The system will also find the optimal pickup/dropoff sequence to shorten the ride's travel time. It will only group rides that are within the passenger limit the client has designated.

The driver application has a pop-up that appears when an itinerary has been assigned to them. The drivers have 60 seconds to decide if they want to accept or reject the itinerary before it automatically rejects. The system will automatically reassign an itinerary to a different available driver If a driver rejects or the pop-up's time expires.



The itinerary will be displayed in the order of the fastest route. Upon selecting an item in the sidebar a list of options appear similar to the original driver layout. Drivers should complete each item as they are completed to keep track of the ride's progress. After the driver is done they have to press "Complete Itinerary" to finish the overall itinerary and to signal they are ready to be assigned a new itinerary.



In the driver's settings there are now two buttons, 'Pause adding new rides' and 'Show completed items.' The pause button will prevent new rides from being merged into the new itinerary which is useful if the driver is about to go on break and doesn't want anymore rides to be added to the itinerary. The 'Show completed items' button displays itinerary items that have been completed. This is useful in case a driver happens to complete a ride and needs to see the data for the ride.

An auto assignment algorithm will merge in new rides based on if the following criteria are met: 1) the new ride time until pickup is close to the average pickup time, 2) it is less than 1.5 times the geographical distance away from the sequential rides (the ride's drop off and/or pickup points that it will be merged in between), 3) the ride doesn't at any point exceed the maximum passenger limit, 4) the maximum uncompleted rides in the itinerary are less than the configurable variable, and 5) the merged in ride doesn't inconvenience any other rides in the itinerary by time (no rider's time from pickup to dropoff will become more than 2 times the direct time). The merge algorithm will merge in a ride anywhere in the itinerary except before the next item the driver is heading to.

The merging will happen every 45 seconds and the system will prioritize making new itineraries for drivers that have no itineraries prior to merging in new rides into existing itineraries.

ETAs

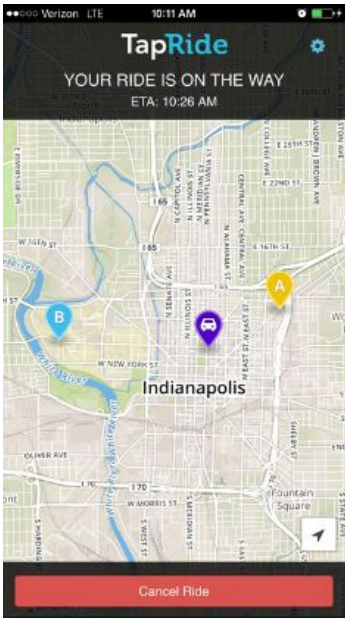
Predictive Arrival System.

Once a trip has been accepted, TapRide's Predictive Arrival System will inform the rider on when the vehicle will get there.

Vehicle Tracking

Live monitoring and notification of status of Will Call trips.

TapRide complies with this requirement.



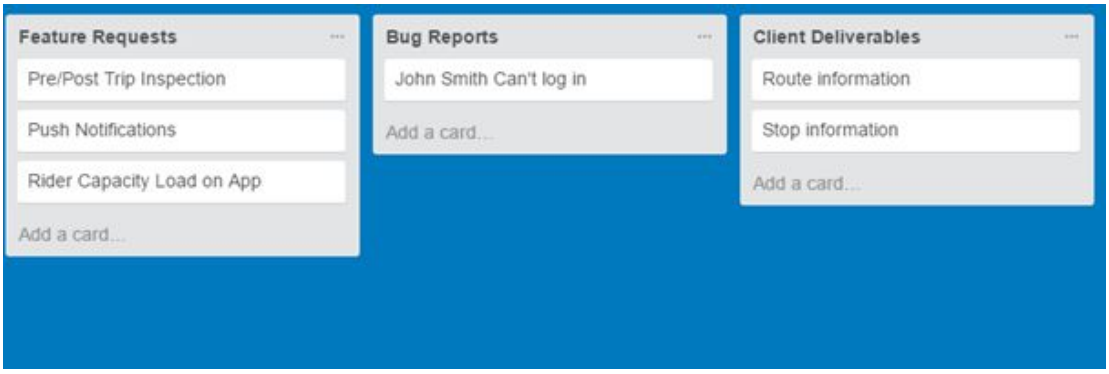
Rider Vehicle Tracking

Support

All-inclusive support and maintenance without increase in cost for the entire contract period.

TapRide also provides its customers with a 24/7 customer support portal called Trello that provides: articles with general information on all of our systems, wiring schematics, equipment pictures, equipment troubleshooting, and training videos.

Trello is a project management system, that allows users to provide feedback and see progress in real-time on each task. By using Trello, TapRide offers transparency on all client-provider communication.



The Trello project management system

If on-site support is needed, TapRide maintains relationships with contractors all over the country, and can have a technician on-site typically within 48hrs (depending on contractor's availability). Hardware support scenarios and policies are listed below. It is important to note that 90% of the

time, the most common cause of hardware failure is routine maintenance by mechanics inadvertently disconnecting or damaging wiring.

Issue	Resolution
Equipment Corrections (30 days or less after install)	Any equipment issue within 30 days of installation is completely covered by DoubleMap's warranting. This includes part replacements and on-site support if needed.
Equipment (more than 30 days after install	1. DoubleMap's techinical Support staff will run troubleshooting steps with your maintenance staff. 2. DoubleMap will support your maintenance staff to do on-site assessment and diagnostics. 3. If determined the device is at fault, DoubleMap will provide RMA # and have a replacement unit shipped.

Hardware Support Scenarios

Open API

Standards-based, open software API that provides NVTA a data stream from which additional interfaces can be developed.

DoubleMap will provide our open API documentation to the City free of cost.

Data Ownership

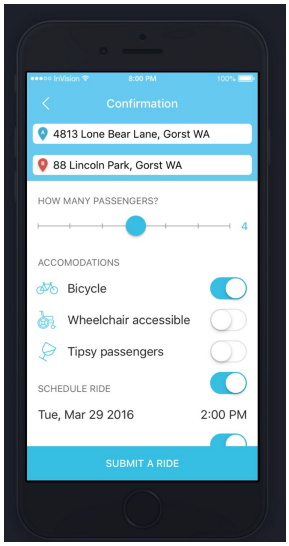
NVTA is to own all data at no additional cost.

DoubleMap complies with this requirement.

Ride Creation

Ability for software to create ride and user restrictions based upon trip purpose, trip origination, or trip destination.

TapRide allows the client to create and manage geofence locations AND determine what kind of ride restriction (if any) is needed in that geofence. When the rider requests a location outside the predetermined pickup or dropoff zone, a message will pop up. The rider will then be allowed to pick a new location inside the defined service area. The TapRide app also provides a selection screen allowing for passengers to request specific accessibilities. This selection screen appears before a ride request is made and before a ride request is scheduled. Passengers can select if they need bicycle, wheelchair, or alcohol related accommodations.



On-Board System Requirements

The Vendor should minimize proprietary hardware in favor of existing off-the-shelf hardware. If new or proprietary hardware must be provided to meet these requirements, the vendor shall indicate this in the proposal.

TapRide complies with this requirement. TapRide prefers consumer grade hardware to help minimize costs and shipment issues.

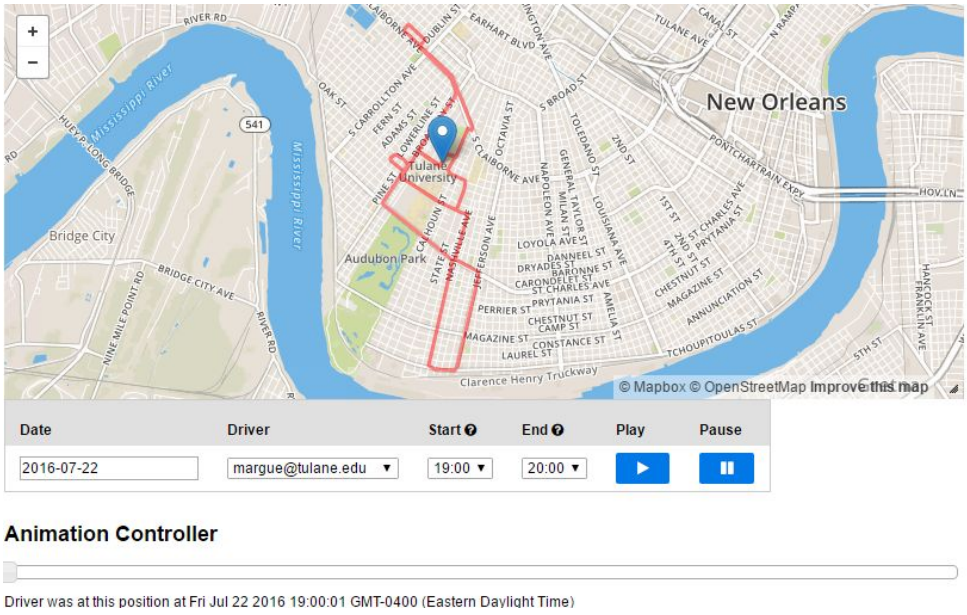
On-Board Mobile Data Terminal (MDT) Software

The MDT shall send a location report, indicating its current GPS location and mileage reading every 10 seconds or less.
TapRide complies with this requirement. TapRide's GPS location updates every 1-2 seconds.

History Tool

All transmitted data shall be stamped with following information: date and time, GPS location latitude and longitude, vehicle number, vehicle operator ID number.
TapRide's Driver History tool allows administrators and dispatchers to historically track where a specific driver was during a specific date/time. This feature acts as a "dvr-like" playbay that shows the driver moving along his/her path on the map.

This feature provides specific time frames so dispatchers/administrators knows exactly where the driver was.



Driver HIstory

Data Storage

The MDT shall store the most recent ten (10) minutes of GPS information, so that if the GPS receiver is not able to report the location, the last known location will remain available to be transmitted when the network reconnects.

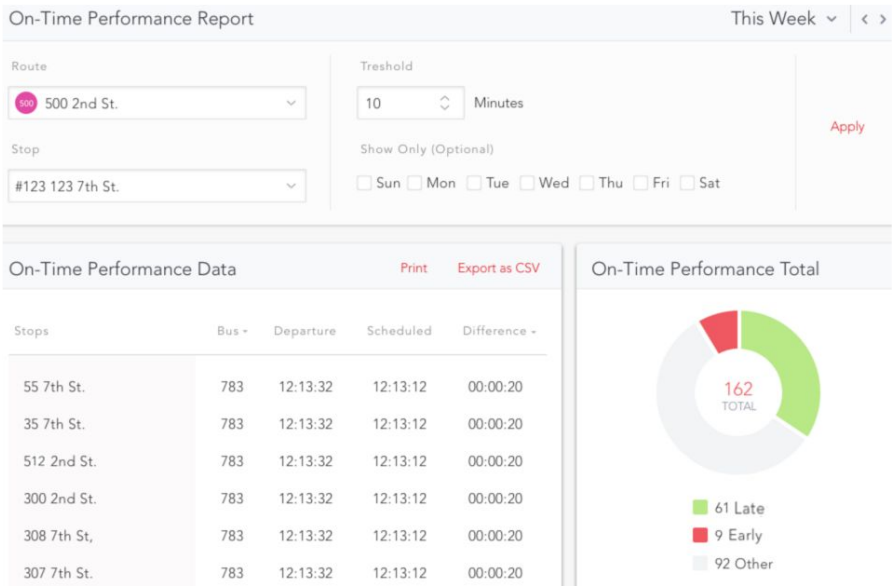
TapRide complies with this request. Prior to the MDT shutting down, if no data is able to be uploaded to the server it is stored locally on the MDT to be shared once the MDT is back online.

On-Time Performance

The MDT shall track on-time performance (demand response)

TapRide provides an interactive schedule adherence platform that utilizes real-time AVL information to relate overall system performance and schedule on-time adherence. The on-time performance tool is capable of producing reports based on full route or by individual stop/vehicle on the selected route or for the full fleet. This tool then allows administrators to select a date range and on-time threshold.

A screenshot of the report can be seen in the figure below. In this example, administrators are able to see the schedule adherence data along the Bio-Research route. The adherence threshold is set for 10 minutes early or late. In this case, there were several instances of buses being outside of the 10-minute adherence threshold. A pie chart provides a visual representation of all trips in the webview. Administrators are also able to download all of this information into a Excel spreadsheet file.



On-Time Performance Report

Drivers receive manifest updates as they are made (via integrated scheduling software)

After being assigned a ride by a dispatcher or accepting a ride themselves, divers will have a GPS turn-by-turn navigation system at their disposal. All the driver has to do is select the GPS option. Drivers can view not only the trips assigned to them, but also any available trips that need to be accepted. The driver can manage all of this while still viewing their map and GPS instructions. The merge algorithm will merge in a ride anywhere in the itinerary except before the next item the driver is heading to. The merging will happen every 45 seconds and the system will prioritize making new itineraries for drivers that have no itineraries prior to merging in new rides into existing itineraries.

Driver Reporting

MDT records the following, but not limited to:
- Arrival time at pick-up location
- Arrival time at destination
- Actual Pickup time
- Actual Pickup location
- Time and location of driver initiated pickup
- Departure time at pick or drop location
- Actual departure time
- Actual departure location
- Time and location of driver initiated drop-off
- Travel time (between pick-up location/destination)

TapRide is able to comply with this requirement through the reporting platform. TapRide reporting allows you to break down information from a bus to bus view or the entire fleet.

Ride Log

Request Time	Scheduled Time	Passengers	Pickup Zone	Dropoff Zone	Pickup (lat/lon)	Dropoff (lat/lon)	Cancel Time	Pickup Time	Dropoff Time
2017-02-13 00:12:22-0600		1	Parks Library, Ames, IA, USA	2229 Lincoln Way, Ames, IA, USA	42.0282645108, -93.6487269402	42.0235543402, -93.6453580856		2017-02-13 00:19:36-0600	2017-02-13 00:21:52-0600
2017-02-13 00:21:23-0600		1	120 Lynn Ave, Ames, IA, USA	110 University Village	42.0219602948, -93.6463773251	42.0401849145, -93.643155473		2017-02-13 01:03:40-0600	2017-02-13 01:20:01-0600
2017-02-13 00:27:12-0600		1	Maple Residence Hall, Ames, IA, USA	Froots, Ames, IA, USA	42.0236559593, -93.6387062073	42.0249311648, -93.6537694931	2017-02-13 01:02:23-0600		
2017-02-13 00:31:48-0600		1	ISU Bookstore, Ames, IA, USA	4020 Maricopa Dr	42.0232514747, -93.645658493	42.0083188364, -93.6715345665		2017-02-13 01:30:44-0600	2017-02-13 01:36:53-0600

Ride Log

Passenger Counting

Boarding / Alighting

TapRide able to comply with this requirement

Mileage

Estimated and verified Odometer readings

TapRide is able to comply with this requirement through the driver mileage report. This reports allows administrators to view mileage for all drivers over a specified time or just an individual driver.

Driver	Current Vehicle	License Plate	Distance (KM)	Distance (miles)	Time Driving
sayoung@iastate.edu	White Terrain 2	License Plate: 8213	114.23658194280411	70.98329915838214	6:3
hartwell@iastate.edu	White Impala	License Plate: 8061	96.75935511654045	60.123457248119855	23:59
cejensen@iastate.edu	White Terrain 1	License Plate: 8222	85.4921542037224	53.12234534972119	3:26
abaudler@iastate.edu			48.69739247414711	30.259147459053263	5:57
tedtown@iastate.edu			90.59384325717107	56.29238697855165	6:11

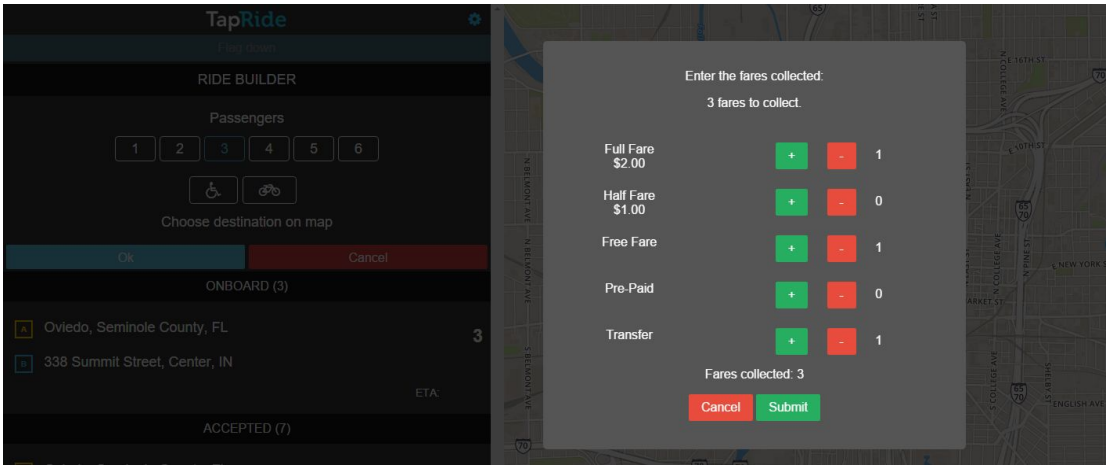
Ride Log

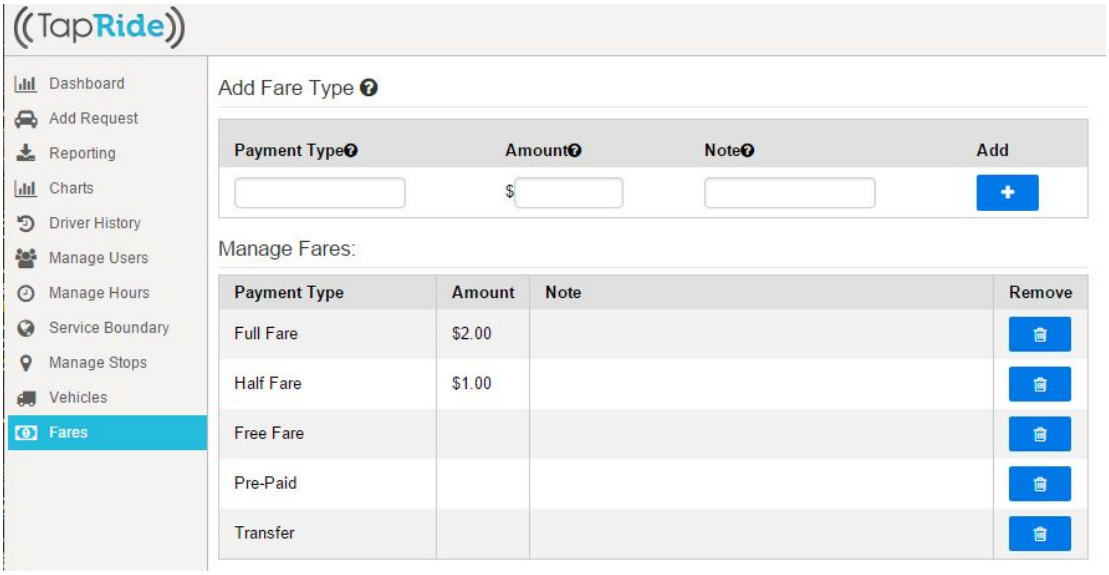
Fares

Payment Type

Configurable. For both AA and normal TapRide. Whenever a driver clicks 'Onboard', inputs a flag down ride, or completes a pickup itinerary item (same as 'Onboard'ing on normal TapRide) a Fare window will popup that asks the driver how many of each fare types the rider(s) has paid with. The fare types can be changed on the admin panel, in a new tab labeled 'Fares'. Also, there is a report for fares that lists the drivers and displays how many of each fare type they have received and if there are any cash type fares, how much money they have received.

The 'amount' field on the admin page should only be used when cash exchanges hands and it is used to account for how much cash the driver has received. This value is reflected in the reports on the admin panel. The 'notes' field is only displayed on the admin panel and not to the drivers.

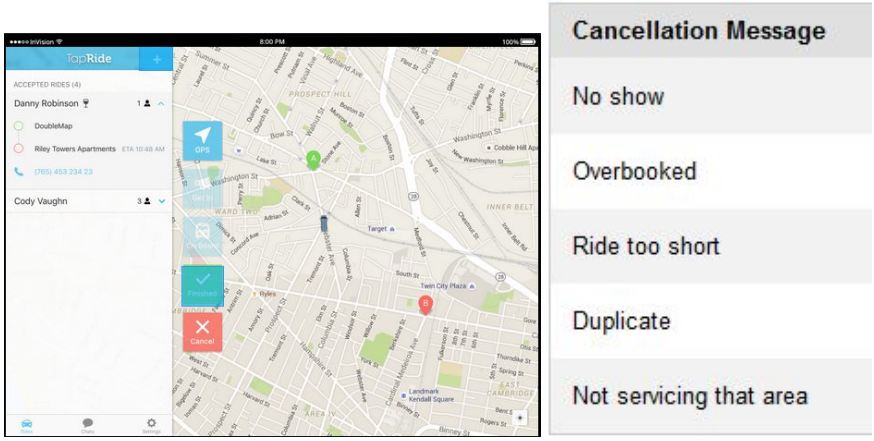




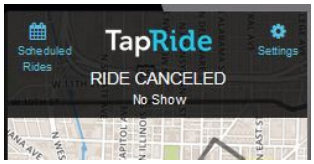
No Shows

Ability to request No Show and to log reason

Once the driver has accepted a ride, he has the option to cancel the ride. The driver will then be prompted with a selection screen on why the ride was cancelled. From there the driver can simply select "no show." If the ride was cancelled for another reason, the driver can send a different message as well.



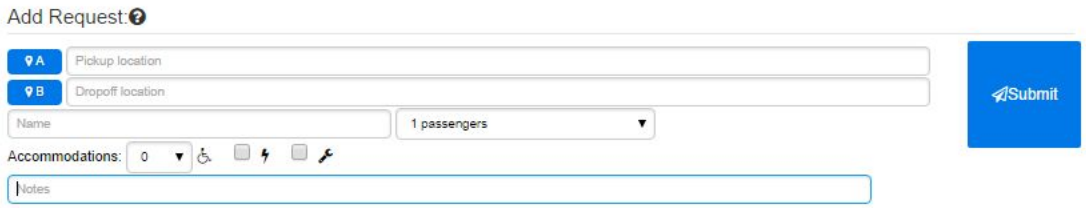
If a driver encounters a now show, they can cancel the ride and a message will be sent to the rider saying "no show" as shown below. The administrators can also customize specific driver cancellation messages to be sent to riders as well.



Rider Information

Display pertinent notes regarding passenger and/or location.

TapRide is able to comply with this requirement. When dispatchers add in ride requests not already enter in by riders, they are able to provide additional information to the driver such as specific accommodations needed (wheelchair accessible, bicycle, etc…).

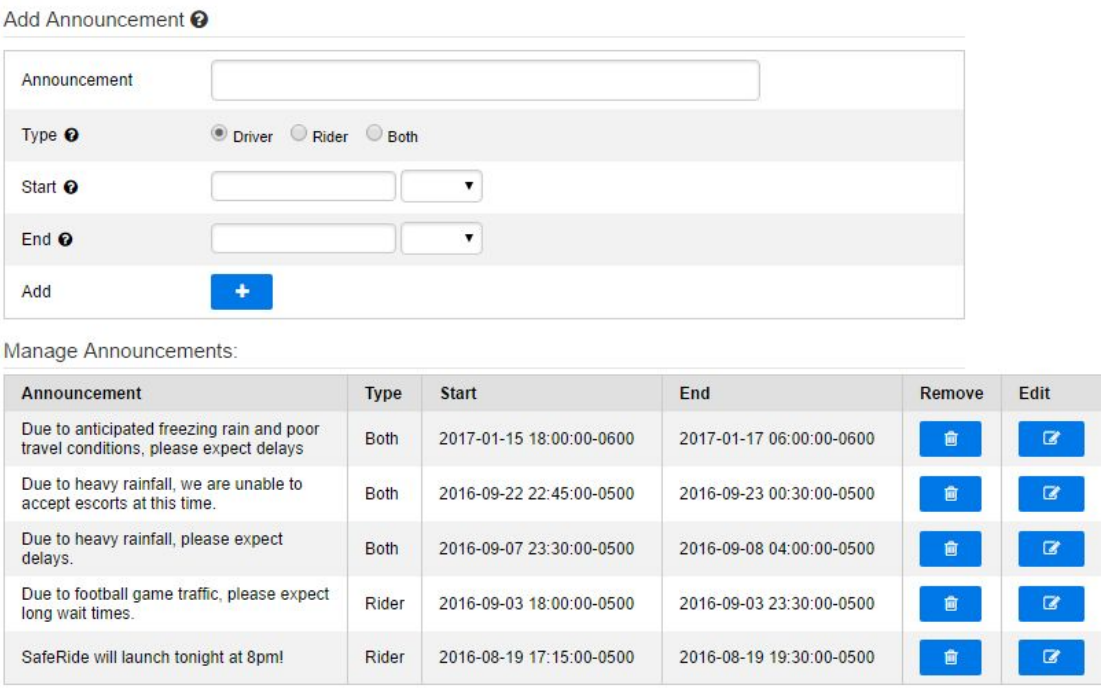


Rider Notes

Canned Messaging

Ability to send/receive canned/free formed messages when stationary

TapRide is able to comply with this requirement through the "Announcement" portal on the administrative page. Dispatchers are able to create messages that can be sent to drivers, passengers, or both. All viewable on the "Announcements" tab in the TapRide rider and driver application.



Announcement	Type	Start	End	Remove	Edit
Due to anticipated freezing rain and poor travel conditions, please expect delays	Both	2017-01-15 18:00:00-0600	2017-01-17 06:00:00-0600		
Due to heavy rainfall, we are unable to accept escorts at this time.	Both	2016-09-22 22:45:00-0500	2016-09-23 00:30:00-0500		
Due to heavy rainfall, please expect delays.	Both	2016-09-07 23:30:00-0500	2016-09-08 04:00:00-0500		
Due to football game traffic, please expect long wait times.	Rider	2016-09-03 18:00:00-0500	2016-09-03 23:30:00-0500		
SafeRide will launch tonight at 8pm!	Rider	2016-08-19 17:15:00-0500	2016-08-19 19:30:00-0500		

Rider and Driver Announcements

Passenger Counting

Signature Capture from Client and Additional Passengers (optional)

TapRide is able to comply with this requirement through the ride log.

Ride Log

Request Time	Scheduled Time	Passengers	Pickup Zone	Dropoff Zone	Pickup (lat/lon)	Dropoff (lat/lon)	Cancel Time	Pickup Time	Dropoff Time
2017-02-13 00:12:22-0600		1	Parks Library, Ames, IA, USA	2229 Lincoln Way, Ames, IA, USA	42.0282645108, -93.6487269402	42.0235543402, -93.6453580856		2017-02-13 00:19:36-0600	2017-02-13 00:21:52-0600
2017-02-13 00:21:23-0600		1	120 Lynn Ave, Ames, IA, USA	110 University Village	42.0219602948, -93.6463773251	42.0401849145, -93.643155473		2017-02-13 01:03:40-0600	2017-02-13 01:20:01-0600
2017-02-13 00:27:12-0600		1	Maple Residence Hall, Ames, IA, USA	Froots, Ames, IA, USA	42.0236559593, -93.6387062073	42.0249311648, -93.6537694931	2017-02-13 01:02:23-0600		
2017-02-13 00:31:48-0600		1	ISU Bookstore, Ames, IA, USA	4020 Maricopa Dr	42.0232514747, -93.645658493	42.0083188364, -93.6715345665		2017-02-13 01:30:44-0600	2017-02-13 01:36:53-0600

Ride Log

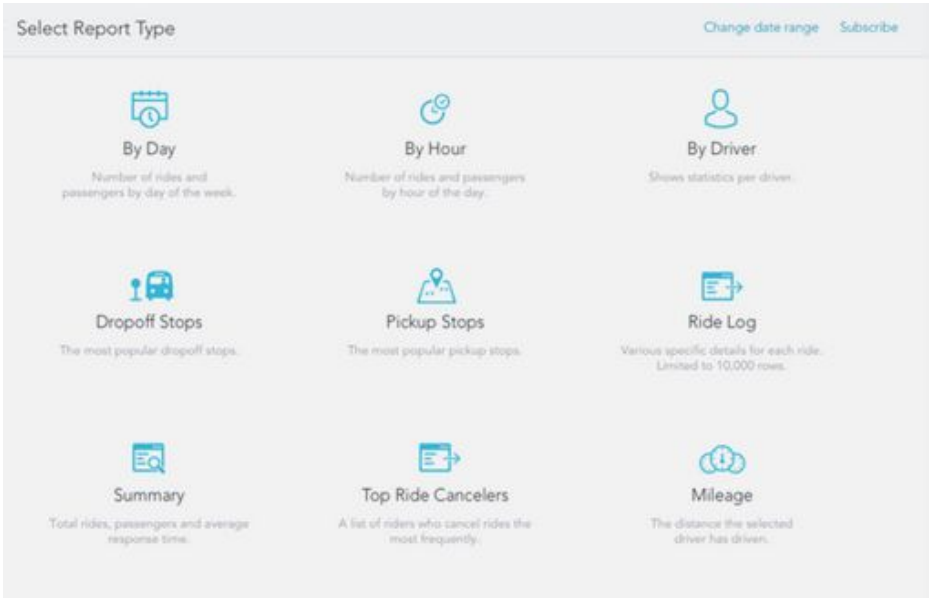
HIPAA Compliant

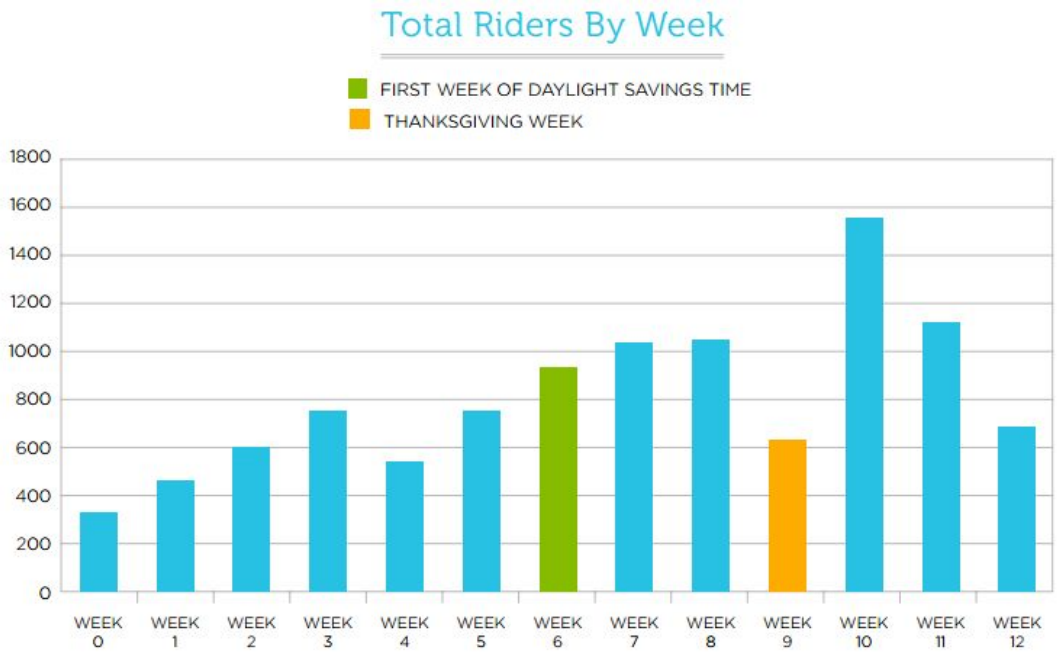
MDT Display must be HIPAA compliant

TapRide is able to comply with this requirement.

MDT Recording

TapRide Complies with these requirements. Below are some common reports requested. TapRide can customize the solution to run reports based on the client's requests.

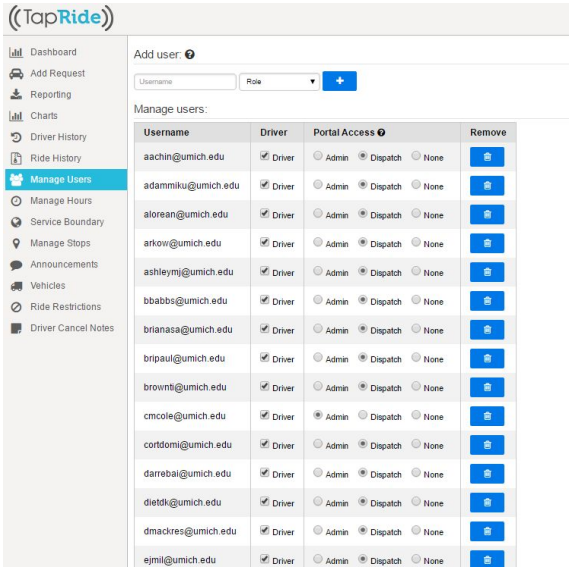




Back-office System Requirements

The successful vendor will supply a turn-key, hosted, cloud-based software solution that provides a single point of access for administrators. NVTA will access the system via a standard web browser; without the need for software to be installed locally. The web-based software shall provide a single portal from which all system features will be available such as – Supervisor Dashboards, Alerts, On Time Performance graphs, Run Status, Subscriptions, Trips, Archive Trips, etc. The web based software shall have additionally password secured areas with sub contents for detail management for Administration, Reports, Reservations and System Configuration. The system must allow for multiple user logins with tiered levels of accessibility.

TapRide complies with these requirements. TapRide is able to provide a turn-key and cloud hosted system.



Administrator Login

TapRide's administrative login page is required to access the dashboard where administrators can then create unlimited users (licenses), edits/changes, and stop geofence additions. Under the manage users tab, administrators can manage who is an admin, dispatcher, driver, or rider allowing each user to access a certain interface.

Data

The vendor shall import all existing data that resides in NVTA current software; NVTA will provide the successful vendor with access to a database backup for this purpose.

TapRide complies with these requirements. TapRide can work with all industry standard data, GTFS, CSV, etc...

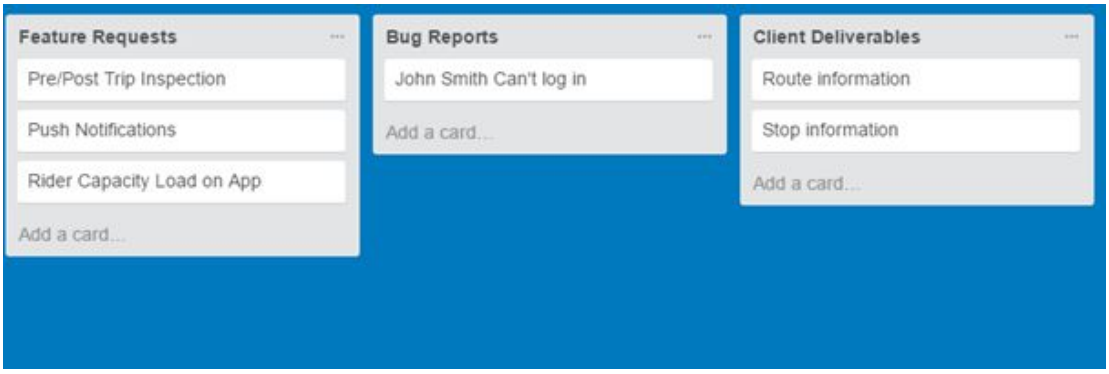
Technical Requirements

24/7 telephone support, call center located in the USA, all support, maintenance, updates, upgrades and mapping upgrades are to be provided for the term of the contract and be all inclusive with no increase in cost during the term of the contract.

Support

TapRide complies with these requirements. TapRide also provides its customers with a 24/7 customer support portal called Trello that provides: articles with general information on all of our systems, wiring schematics, equipment pictures, equipment troubleshooting, and training videos.

Trello is a project management system, that allows users to provide feedback and see progress in real-time on each task. By using Trello, TapRide offers transparency on all client-provider communication.



The Trello project management system

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Issue	Resolution
Equipment Corrections (30 days or less after install)	Any equipment issue within 30 days of installation is completely covered by DoubleMap's warranting. This includes part replacements and on-site support if needed.
Equipment (more than 30 days after install	1. DoubleMap's techinical Support staff will run troubleshooting steps with your maintenance staff. 2. DoubleMap will support your maintenance staff to do on-site assessment and diagnostics. 3. If determined the device is at fault, DoubleMap will provide RMA # and have a replacement unit shipped.

Hardware Support Scenarios

Warranty

First year maintenance shall be included in purchase price. Extended maintenance periods beyond the term of the contract shall be available upon request. Maintenance period will begin on first day of Go Live. Vendor shall include all support, maintenance, updates and upgrades as per the maintenance contract.

DoubleMap complies with these requirements. One year hardware warranty is included within this proposal. Customer service for all features (hardware, software, administrative use, driver use, troubleshooting) is included as a part of this proposal as well.

DoubleMap will take commercially reasonable measures to maximize the availability of the Service to Napa Valley and Napa Valley riders. From time to time, the Service will be intentionally unavailable for system maintenance. DoubleMap will give Napa Valley prior notice and will perform such work during off-peak times. DoubleMap historically performs at over 99.9% uptime.

Any hardware procured directly from DoubleMap includes a Limited Warranty for a period of one (1) year against defects in workmanship and material.

Services covered under DoubleMap's Limited Warranty exclude effort required to support the following hardware issues:

❖ Problems caused by failure of Customer's operations staff to follow instructions or corrective procedures provided by DoubleMap
❖ Hardware misuse, negligence, willful misconduct, tampering, accident, abuse, fire, flood, wind, earthquake, act of God or public enemy
❖ Upgrade of tracker and sign hardware
❖ On-site troubleshooting
❖ On-site repair of hardware
❖ Shipping costs for repair parts, including warranty repairs

In any case where malfunctioning Equipment falls under the DoubleMap Limited Warranty, the Equipment is deemed warranted against defects in workmanship and material, in the country to which DoubleMap ships the equipment, on a return-to-factory basis for a period of one year. Customer shall return the defective equipment in accordance with DoubleMap shipping instructions. DoubleMap's sole responsibility under this warranty shall be, at DoubleMap's option, to either repair or replace any component that fails during the warranty period during the warranty period because of a defect in workmanship and material. If DoubleMap determines that the equipment is not defective within the terms of the warranty, Customer shall pay DoubleMap all costs of handling, transportation and repairs at DoubleMap's then-prevailing rates.

SaaS considerations under DoubleMap Limited Warranty

System software is maintained and supported by DoubleMap IT staff and consists of internet-based Map displays, transit management reports, real-time passenger information, AVL and schedule integration, and XML transmission. DoubleMap support Services includes the following:

❖ System Administration of Servers and General Maintenance
❖ Maintaining a private network system to store, manage and protect Customer's AVL and related data
❖ Maintaining administrative software at a level of functionality that was established at the time the system was originally implemented for Customer
❖ Maintaining system uptime with minimal interruptions that may be caused by periodic scheduled backup or other unscheduled interruptions
❖ Working directly with wireless carriers to resolve data interruption issues originated by the carriers.

SaaS support covered under DoubleMap's Limited Warranty excludes effort required to support the following:

- Problems caused by failure of Customer's operations staff to follow instructions or corrective procedures caused by DoubleMap
- Customization of DoubleMap software and/or management reports designed and implemented exclusively and specifically based on customer requirements
- Maintenance for any third-party hardware and software purchased herein
- All costs associated with on-site support, including travel and living expenses as well as labor charges incurred by DoubleMap.

Project Tasks

This RFP covers all aspects of the Automated Demand-Response Dispatching Software System. The tasks to be performed under this contract are described below. The Contractor must be cognizant of multiple task dimensions in order to perform them completely, correctly, and meet NVTA expectations. Under this RFP, NVTA will require the following tasks to be completed under the project's Scope of Work:

1. Project Kickoff

2. System Design

3. Integration and Testing

4. System Integration and Test Review

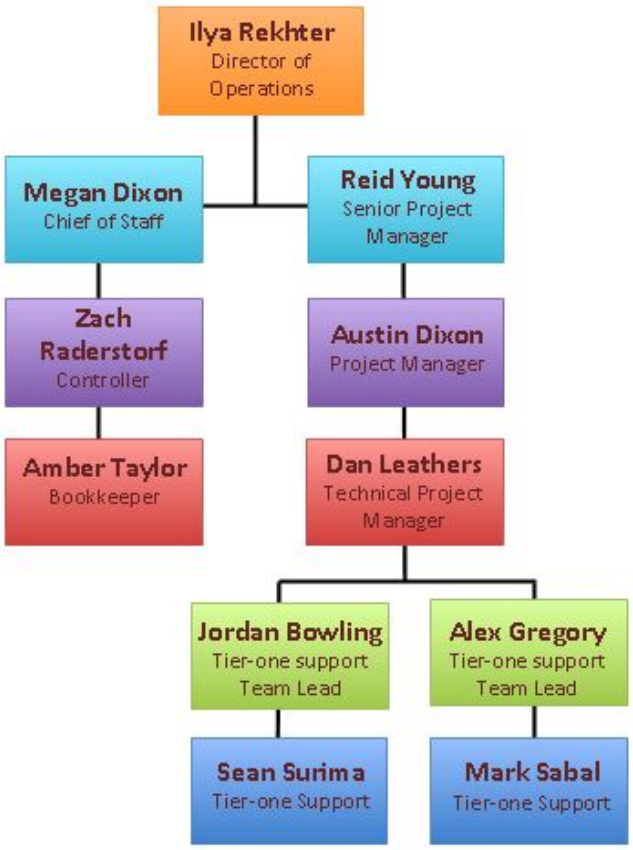
5. Installation, Implementation and Training

6. System Completion and Final Acceptance

Please refer to attachment A.

Project Management

Project management will be a key responsibility of the selected Contractor. The Contractor's Project Manager assigned to the NVTA project shall have the authority to make commitments and decisions that are binding, within the limits of the Agreement. NVTA will designate its Project Manager who will coordinate all NVTA project activities. All communications between NVTA and the Contractor shall be coordinated through their respective Project Managers.



Organization Chart

DoubleMap's key personnel for the City of Lubbock project has the experience and dedication necessary to fulfill its contractual obligations. There are over 40 staff members ready to support the City and Citibus as required. However, for the purposes of brevity, below are brief descriptions of each key personnel.

Ilya Rekhter — Director of Operations

Mr. Rekhter is responsible for overseeing all aspects of operations for DM, including customer support during and post-system implementations. He has a diverse background in customer service, project management and finance. Prior to joining DM, Mr. Rekhter was an international strategy consultant at Abt Associates and Zanett. He has managed enterprise software implementations for government organizations in over 15 countries with specific focus on the remote management of site offices in pan-Africa. Mr. Rekhter has worked with Apple (Cupertino, CA), Columbia Transit (Columbia, MO), CityBus (Lafayette, IN), Bloomington Transit (Bloomington, IN), Lynx (Orlando, FL), Indiana University (Bloomington, IN) in a project management capacity to ensure custom features meet the organization's specific requests. Mr. Rekhter resides in Indianapolis, IN.

Austin Dixon — Project Manager

Mr. Dixon is responsible for overseeing all aspects of operational installments for DM, including customer support and training during and post-system implementations. He has a background rooted in both customer service and technical installations for DoubleMap. Mr. Dixon has overseen installations and on-going support/maintenance at DoubleMap sites including Rochester Public Transit (Rochester, MN), MARTA (San Bernardino, CA), Georgetown University (GUTS), Escambia County Area Transit (Pensacola, FL), ensuring on-site met the organization's' specific requests. Mr. Dixon resides in Indianapolis, IN.

Dan Leathers — Technical Project Manager

Mr. Leathers is key in ensuring efficient operational installments for DM, along with Mr. Austin Dixon. He has a background rooted in technical installations for DoubleMap, and quality assurance. Mr. Leathers has reliably performed installations at DoubleMap sites including Columbia Transit (Columbia, MO), University of Alabama (Tuscaloosa, AL), Texas Stat University (San Marcos, TX), Bloomington Transit (Bloomington, IN), University of Michigan (Ann Arbor, MI), Stanford University Hospital, City of Beaumont (Beaumont Transit), and others.

Jordan Bowling and Alex Gregory _ Support Team Leads

Mr. Bowling and Mr. Gregory manage all tier one support and ensure all issues are responded to within 0-3 hours of client submittal. Mr. Bowling and Mr. Gregory are also responsible for all inventory and shipments to and from DoubleMap. This includes the shipping, receiving, re-stocking, and accountability of the inventory. Mr. Bowling and Mr. Gregory have supported clients like Rochester Public Transit (Rochester, MN), Bloomington Transit (Bloomington, IN), Texas State University (San Marcos, TX), University of Cincinnati (Cincinnati, OH), and many others.

Mark Sabal and Sean Surima — Tier-One Support

Mr. Sabal and Mr. Surima assist Mr. Bowling and Mr. Gregory in handling customer issues. They assist with gathering customer information, performing troubleshooting, and identifying the problem. Tier 1 Support acts as the first layer of support for clients. It is Tier 1 Supports job to go through the Trello boards and respond to any client within 3 hours of their post. Mr. Sabal and Mr. Surima have supported clients like Rochester Public Transit (Rochester, MN), Bloomington Transit (Bloomington, IN), Texas State University (San Marcos, TX), University of Cincinnati (Cincinnati, OH), and many others.

Megan Dixon _ Chief of Staff

Miss Dixon has worked with DoubleMap since 2012 and oversees day-to-day operations of the staff and projects. Megan also manages the Finance Team and handles any billing concern once escalated. Miss Dixon has had involvement with all of DoubleMap's clients--she has worked with some of our smallest and some or larger clients like Apple (Cupertino, CA), Lynx (Orlando, FL), The Walt Disney Company (Burbank, CA), and many others.

Zach Raderstorf _ Controller

Mr. Raderstorf oversees all financial activities of the company and drives pricing strategies. Mr. Raderstorf manages all financial documents, invoices, and creates pricing templates. He also is responsible for internal cost accounting, project valuations, and inventory. Mr Raderstorf has

worked with clients like Bloomington Transit (Bloomington, IN), Athens Transit (Athens, OH), Georgetown University (Washington, DC), Summit County (Frisco, CO), and many others.

Amber Taylor — Finance Assistant

Mrs. Taylor assists the controller, Mr. Raderstorf, with all finance related tasks. Ms. Taylor handles all bookkeeping related tasks, manages invoices and receipts, and works with clients to meet payment deadlines. Mrs. Taylor has worked clients like Columbus International Airport (Columbus, OH), Indiana University (Bloomington, IN), COMOConnect (Columbia, MO), and many others.

Resumes are available upon request. Both project manager and supervisory staff can be reached through our office line, 1 (855) 463-6655.

Training

The Contractor shall provide all training of NVTA and NVTA's bus operations contractor staff and any other Direct Access staff designated by NVTA and required for successful implementation and operation of the system. The length of sessions proposed per training type shall be adequate to cover the required material in sufficient depth for the trainees to perform their responsibilities on the Contractor's system. NVTA's training philosophy is a "train-the-trainer" concept with a maximum utilization of Contractor generated course materials. The Contractor shall provide a list of the types of training required, recommended courses, content, length, and proposed schedule as part for their response. Courses needed to address the following staff positions. These positions include but are not limited to:

Vehicle Operator Instruction

Dispatchers, Customer Service Representatives and Supervisors, Routers/Schedulers

Most drivers will have an identical user experience, so TapRide takes this time to ensure all drivers are aware of what input protocols are needed to have the system run smoothly. TapRide also covers relevant FAQs which TapRide has seen across the existing client base. This is proposed as a 1 hour training course for all drivers.

In-Vehicle Hardware Overview and Best Practices

Information Technology Staff

This course training revolves around Mobile Data Terminal operation for drivers as well as best practices to ensure minimal disruption of the system when in operation. We will also cover AVA and passenger counters, if those options are selected or added at a future date. For this module, TapRide actually provides this training during installation to ensure all maintenance staff and crew are best equipped to work with the system in the longer-term.

In-Vehicle Hardware Overview and Best Practices

This course training revolves around Mobile Data Terminal operation for drivers as well as best practices to ensure minimal disruption of the system when in operation. We will also cover AVA and passenger counters, if those options are selected or added at a future date. For this module, TapRide actually provides this training during installation to ensure all maintenance staff and crew are best equipped to work with the system in the longer-term.

Fixed Route Supervisor Training

Administrative Staff Management

Think of this as a "train-the-trainer" course. TapRide wants to ensure Napa Valley supervisors have full knowledge of the system to allow the drivers and other maintenance staff to succeed. This training is proposed as a 1-2 hour module and can accommodate for multiple attendees.

Manuals

The Contractor shall maximize its use of existing Computer Based Training courseware and MS PowerPoint to accommodate training. For each type of training, Contractor shall provide a Student Training Manual for each trainee (in both hard-copy and electronic format) and an Instructor Training Manual (in both hard-copy and electronic format) for use in providing equivalent training sessions in the future.

TapRide is able to comply with this requirement.

Training Recordings

The contractor shall video record all sessions and provide copies to NVTA. NVTA and Veolia will provide classroom space at their facility.

TapRide is able to provide both in-person training as well as webinar training. The following is a list of standard training courses that TapRide provides. Training is always specifically tailored to meet the needs of the clients, depending upon the options selected and the timeframe available for scheduled training.

Data Mining & Analysis Training

The focus of this course is to provide training on all back-end reporting and statistical tracking methods for Napa Valley's system. These metrics govern your daily operations as well as budget for future transit plans. This includes, but is not limited to:

- On-Time Performance Reporting
- Vehicle Mileage Analysis
- Off-Route Reporting
- Speeding Reports
- GTFS Exporting Package (for Google Transit/Trip Planning)
- Headway Analysis and Reporting

Finally, TapRide proposes a 1-hour training module for any/all administrative access users:

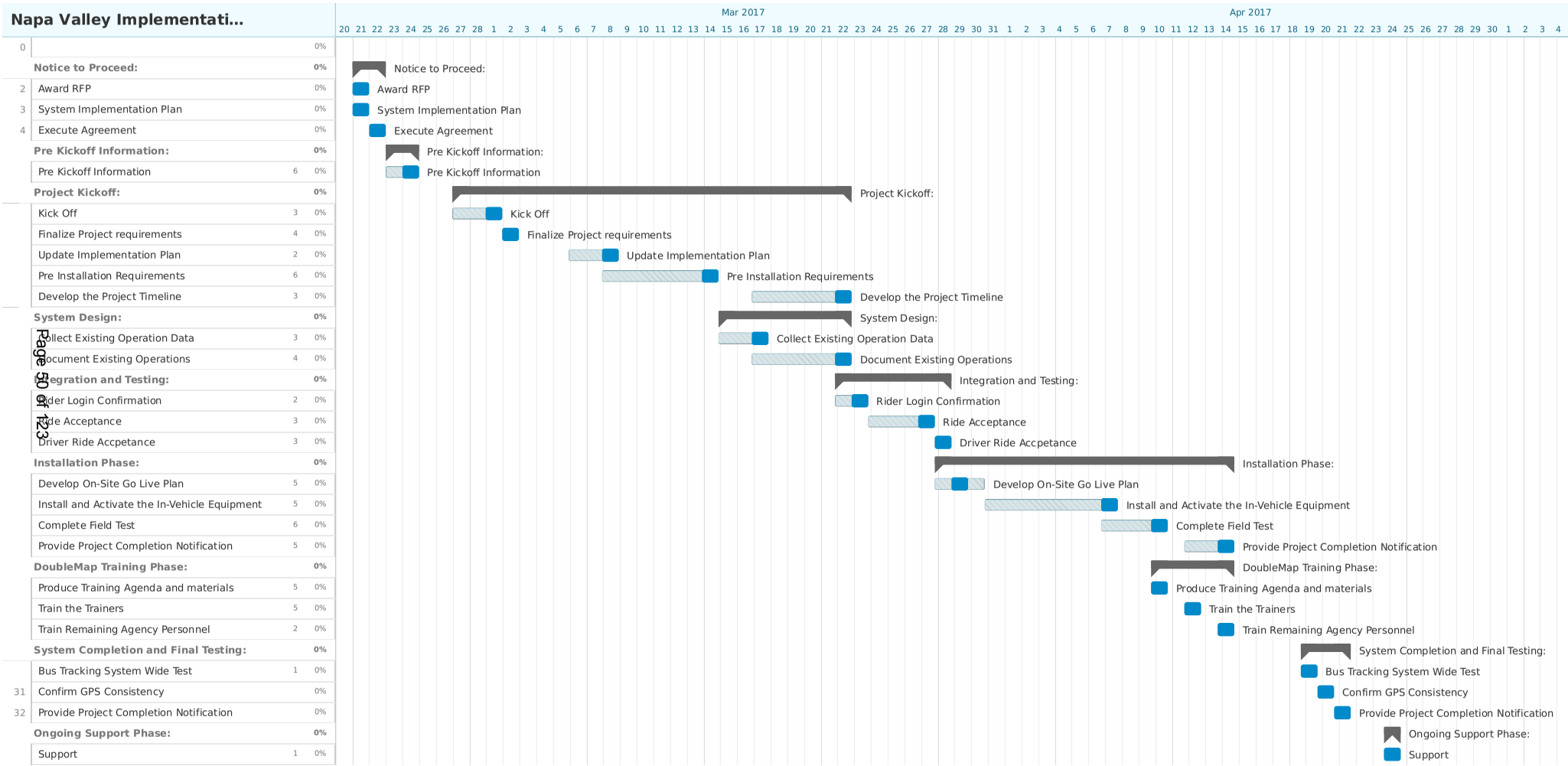
System Administration Training

This training covers all CAD/AVL components, all ASA access/tools, Google Transit administration, and any other proposed topics. This course is highly technical, and is proposed as a 1-hour training module for administrative access users.

Real-Time Passenger Information System Training

This training session ensures your supervisors understand how input data works through the CAD/AVL system to display real-time information to all passenger-facing websites, kiosks, LCDs,

iPhone/Android applications. For detours, system alerts, and on-demand changes -- Napa Valley staff can easily make changes and push out information to the public in real-time.


Napa Valley Implementati...
Mar 2017
Apr 2017
20 21 22 23 24 25 26 27 28 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 1 2 3 4
0
Notice to Proceed:
2 Award RFP
3 System Implementation Plan
4 Execute Agreement
Pre Kickoff Information:
Pre Kickoff Information 6
Project Kickoff:
Kick Off 3
Finalize Project requirements 4
Update Implementation Plan 2
Pre Installation Requirements 6
Develop the Project Timeline 3
System Design:
llect Existing Operation Data 3
ocument Existing Operations 4
egration and Testing:
der Login Confirmation 2
de Acceptance 3
Driver Ride Accpetance 3
Installation Phase:
Develop On-Site Go Live Plan 5
Install and Activate the In-Vehicle Equipment 5
Complete Field Test 6
Provide Project Completion Notification 5
DoubleMap Training Phase:
Produce Training Agenda and materials 5
Train the Trainers 5
Train Remaining Agency Personnel 2
System Completion and Final Testing:
Bus Tracking System Wide Test 1
31 Confirm GPS Consistency
32 Provide Project Completion Notification
Ongoing Support Phase:
Support 1
0%
Notice to Proceed:
Award RFP
System Implementation Plan
Execute Agreement
Pre Kickoff Information:
Pre Kickoff Information
Project Kickoff:
Kick Off
Finalize Project requirements
Update Implementation Plan
Pre Installation Requirements
Develop the Project Timeline
System Design:
Collect Existing Operation Data
Document Existing Operations
Integration and Testing:
Rider Login Confirmation
Ride Acceptance
Driver Ride Accpetance
Installation Phase:
Develop On-Site Go Live Plan
Install and Activate the In-Vehicle Equipment
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Produce Training Agenda and materials
Train the Trainers
Train Remaining Agency Personnel
System Completion and Final Testing:
Bus Tracking System Wide Test
Confirm GPS Consistency
Provide Project Completion Notification
Ongoing Support Phase:
Support

ATTACHMENT B

GENERAL INFORMATION FORM

(To be completed by the Proposer and placed at the front of the RFP)

Legal Name of Proposer **DoubleMap, Inc.** Date: **1/30/17**

Street Address: **429 N. Pennsylvania St. Suite 401** Telephone Number: **855-463-6655**

City/State/Zip: **Indianapolis, IN 46204** Proposer's Fax Number: **N/A**

NVTA DBE ☐ NVTA LBE ☐ DBE ☐ None ☑

Type of Organization: **S-Corporation**
(Corporation, LPA, Sole Proprietorship, Partnership, etc.)

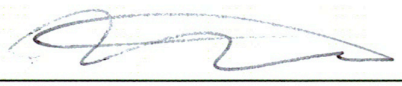
Business License (documented): Taxpayer ID Number (Federal): **45-3658717**

Name and Title of Manager: **Reid Young, Operations Manager**

Name, Title, e-mail address, and Phone Number of Person Correspondence should be directed to: **Ilya Rekhter, CEO - ilya@doublemap.com - 317-969-8910**

NVTA DBE ☐ DBE ☐ None ☑

Signature, Name and Title of Person Signing


, Ilya Rekhter, CEO

Attachment E-1 Local Agency Proposer DBE Information (Proposer Contracts)

NOTE: PLEASE REFER TO INSTRUCTIONS ON THE REVERSE SIDE OF THIS

AGENCY: DoubleMap, Inc. LOCATION: Napa Valley, California

PROJECT DESCRIPTION: Automated Demand Response Dispatch Software System

TOTAL CONTRACT AMOUNT: $ 0

PROPOSAL DATE: February 16, 2017

PROPOSER'S NAME: DoubleMap, Inc.

CONTRACT ITEM NO.	DESCRIPTION OR SERVICES TO BE SUBCONTRACTED	DBE Cert. No. AND EXPIRATION DATE	NAME OF DBEs (Must be certified on the date bids are opened - include DBE address and phone number)	PERCENTAGE OF DBE

For Local Agency to Complete:

Local Agency Contract Number: _____

Federal Aid Project Number: _____

Federal Share: _____

Contract Award Date: _____

Total Claimed Participation $_____ _____%

Local Agency certifies that the DBE certification(s) has been verified and all information is complete and accurate.

Print Name Signature Date
Local Agency Representative

(Area Code) Telephone Number: _____

Signature of Proposer

Date (Area Code) Tel. No.

For Caltrans Review:

Print Name Signature Date
Caltrans District Local Assistance Engineer

Local Agency Bidder - DBE Commitment(Rev 3/09)

Attachment E-2 DBE Information – Good Faith Efforts

Federal-aid Project No. **RFP No. 2017-02** Bid Opening Date **January 16, 2017**

NVTA established an Disadvantaged Business Enterprise (DBE) goal of **0** % for this project. The information provided herein shows that a good faith effort was made.

Lowest, second lowest and third lowest bidders shall submit the following information to document adequate good faith efforts. Bidders should submit the following information even if the "Local Agency Bidder –DBE Commitment" form indicates that the bidder has met the goal. This will protect the bidder's eligibility for award of the contract if the administering agency determines that the bidder failed to meet the goal for various reasons, e.g., a proposer was not certified at bid opening, or the bidder made a mathematical error.

Submittal of only the "Local Agency Bidder –DBE Commitment" form may not provide sufficient documentation to demonstrate that adequate good faith efforts were made.

The following items are listed in the Section entitled "Submission of DBE Commitment" of the Special Provisions:

A. The names and dates of each publication in which a request for DBE participation for this project was placed by the bidder (please attach copies of advertisements or proofs of publication):

Publications	Dates of Advertisement
N/A	

B. The names and dates of written notices sent to certified DBEs soliciting bids for this project and the dates and methods used for following up initial solicitations to determine with certainty whether the DBEs were interested (please attach copies of solicitations, telephone records, fax confirmations, etc.):

Names of DBEs Solicited	Date of Initial Solicitation	Follow Up Methods and Dates
Gerald Ben-Ami- Big G Tech Support	2/2/17	2/3/17
Rebecca Anderson-BECI Electric	2/2/17	2/3/17

C. The items of work which the bidder made available to DBE proposers, including, where appropriate, any breaking down of the contract work items (including those items normally

performed by the bidder with its own forces) into economically feasible units to facilitate DBE participation. It is the bidder's responsibility to demonstrate that sufficient work to facilitate DBE participation was made available to DBE proposers.

Items of Work	Bidder Normally Performs Item (Y/N)	Breakdown of Items	Amount($)	Percentage Of Contract
install GPS devices	Y		$1,500	

D. The names, addresses and phone numbers of rejected DBE proposers, the reasons for the bidder's rejection of the DBEs, the proposers selected for that work (please attach copies of quotes from the proposers involved), and the price difference for each DBE if the selected proposer is not a DBE:

Names, addresses and phone numbers of rejected DBEs and the reasons for the bidder's rejection of the DBEs:

Gerald Ben-Ami I Big G Tech Support I 13570 Grove Drive Suite 376 Maple Grove, MN It was not enough money

Rebecca Anderson I BECI Electric I 8108 Capwell Dr Oakland, CA 94621 I Not enough money

Names, addresses and phone numbers of proposers selected for the work above:

E. Efforts made to assist interested DBEs in obtaining bonding, lines of credit or insurance, and any technical assistance or information related to the plans, specifications and requirements for the work which was provided to DBEs:

N/A

F. Efforts made to assist interested DBEs in obtaining necessary equipment, supplies, materials, or related assistance or services, excluding supplies and equipment the DBE subcontractor purchases or leases from the prime CONTRACTOR or its affiliate:

N/A

G. The names of agencies, organizations or groups contacted to provide assistance in contacting, recruiting and using DBE proposers (please attach copies of requests to agencies and any responses received, i.e., lists, Internet page download, etc.):

Name of Agency/Organization	Method/Date of Contact	Results
N/A		

H. Any additional data to support a demonstration of good faith efforts (use additional sheets if necessary):

N/A

NOTE: USE ADDITIONAL SHEETS OF PAPER IF NECESSARY.

429 North Pennsylvania Street, Suite 401
Indianapolis IN 46204

*Prices will remain firm for 60 days

Quote - Confidential

DATE: 4/3/2017
TO: NVTA
Kate Miller
Napa, CA

TapRide					
TapRide Standard Package	**Optional**	**Term**	**Unit Cost**	**Quantity**	**Amount**
One-Time Costs					
Protective Lockbox		One-Time	$77.82	8	$622.56
Mounting Post		One-Time	$36.20	8	$289.60
Mobile Data Terminal (MDT)		One-Time	$313.54	8	$2,508.32
Mobile Data Terminal (MDT) Cabling		One-Time	$13.00	8	$104.00
Mobile Data Terminal (MDT) Programming		One-Time	$50.00	8	$400.00
GPS Antenna		One-Time	$60.90	8	$487.20
Hardware Installation		One-Time	$750.00	8	$6,000.00
Estimated Shipping		One-Time	$6.00	8	$48.00
Project Management, Maintenance, & Support		One-Time	$250.00	8	$2,000.00
System Training Workshop		One-Time	$100.00	8	$800.00
Total One-Time Costs					**$13,259.68**
Recurring Costs					
TapRide Standard Software Subscription		Recurring	$1,423.68	8	$11,389.46
TapRide Cloud		Recurring	$203.08	8	$1,624.62
Total Recurring Costs					**$13,014.07**
TapRide Standard Package Year 1 Total					**$26,273.75**
TapRide Premium Package	**Optional**	**Term**	**Unit Cost**	**Quantity**	**Amount**
Recurring Costs					
TapRide Premium Software Subscription		Recurring	$301.44	8	$2,411.52
Total Recurring Costs					**$2,411.52**
TapRide Premium Package Year 1 Total					**$2,411.52**
Total TapRide Costs					**$28,685.27**

*Agency is responsible for cell data and commercially available MDTs. Standard fee associated with each new vehicle.

Plug-Ins	Optional	Term	Unit Cost	Quantity	Amount
Auto-Assignment	**Type**	**Term**	**Unit Cost**	**Quantity**	**Amount**
Recurring Costs					
Auto-Assignment Subscription		Recurring	$3,226.30	8	$25,810.40
Total Recurring Costs					**$25,810.40**
Auto-Assignment Year 1 Total					**$25,810.40**
Total Plug-Ins Costs					**$25,810.40**

Quote Summary	Term	Amount
TapRide Standard Package	*One-Time*	$13,259.68
	Recurring	$13,014.07
TapRide Premium Package	*Recurring*	$2,411.52
Plug-Ins	*One-Time*	
	Recurring	$25,810.40
Total	***One-Time***	**$13,259.68**
Total	***Recurring***	**$41,235.99**

Total for First Year	***$54,495.67***
Total for 3 Years	***$136,967.65***

****All applicable sales/use tax are additional**

Startup Payment Terms:

$4,640.89 Due at contract signing (35%)
$7,292.82 Due at delivery of products and services (55%)
$1,325.97 Due at system acceptance (10%)

TECHNOLOGICAL CAPABILITIES	Y	N	E	COMMENTS	
Are user interfaces available in a Windows based environment that require only the necessity of the latest web browsers functionality?	Y			TapRide is completely web-based, allowing administrators to view vehicle locations on any desktop in real-time without downloading additional software. The TapRide system allows users to request a pickup from a computer or mobile device, and is free to download on both the Apple store and the Android Google Play Store.	
Are user interfaces accessible using only a standard web browser, such as Microsoft Internet Explorer?	Y			Interfaces are accessible on all standard web based browsers including Internet Explorer	
Will the proposed solution go live with both web based system and the Mobile Data Terminals simultaneously?	Y			Yes, the solution goes live with both the web based solutions and Mobile Data Terminals	
Is the technology completely web-based and not a web front on top of a PC based solution?	Y			TapRide is completely web-based, allowing administrators to view vehicle locations on any desktop in real-time without downloading additional software.	
Is the stability of the web based system capable to ensure 99.9% up time?	Y			TapRide complies with this requirement.	
Does the system have the capability to schedule trips online without the need for human intervention while still allowing human intervention when desired?	Y			TapRide's Auto Assignment solves the problem of needing human intervention. Auto Assignment will assign rides as they come in to drivers. The dispatcher can select the option “Add Request” on the left sidebar to add in a request received via a phone call. After the dispatcher has received the call, they can go into the add request page, insert pickup and drop off locations, name, number of passengers, accommodations, and if it is scheduled for a later date. There is also a notes box for dispatchers to utilize. The notes will be displayed to the driver along with the rest of the ride information.	
RESERVATIONS	**Y**	**N**	**E**	**COMMENTS**	
Does the reservations system have the capability to identify customers from just typing a few letters of either the customer first or last name?	Y			TapRide complies with this requirement.	
Does the system have the capability to automatically populate the reservation screen with the customer data, including commonly used locations, mobility device, eligibility, PCA, etc. after the individual has been identified?	Y			TapRide complies with this requirement. When the rider logs in using their username and password, they will be able to populate information using previous rides including locations, accessibility, eligibility, ect.	

Is the reservations process utilizing auto- complete functionality when finding addresses and common locations to reduce reservations errors?	Y			TapRide complies with this requirement.	
Is the reservations system able to automatically schedule a vehicle based on GPS position of vehicles and information of other trips?	Y			Auto Assignment solves the problem of driver's picking their own rides and merges rides that are within certain criteria. The system uses itineraries, where each leg of the itinerary is a pickup or dropoff location of the ride requests. Currently the system groups together up to a configurable amount of rides. The server side has a background process that will automagically run within the sites operation hours. This process will group two rides together into one itinerary and then merge in more rides that match the criteria. The system will always pick the oldest ride first, find the closest driver then it will try to group it with another ride. When grouping with another ride the system takes into account the time it takes for the ride to be finished without a second ride, and the time it takes with the second ride combined. If combining the rides doesn't inconvenience either rider (the time it takes to pickup to dropoff the rider isn't 2 times the direct travel time) then it will group the rides together. The system will also find the optimal pickup/dropoff sequence to shorten the ride's travel time. It will only group rides that are within the passenger limit the client has designated.	
Does the system track who made the reservations?	Y			TapRide is able to track who makes reservations using the riders login username to track who makes reservations.	
Does the system allow for customized comments to be placed in the system for the trips?				Riders are able to make customized comments when requesting a trip using the notes box. There is also a notes box for dispatchers to utilize. The notes will be displayed to the driver along with the rest of the ride information.	
RESERVATIONS (cont.)	**Y**	**N**	**E**	**COMMENTS**	
Are trip cancellations intuitive and can users cancel multiple trips at once?	Y			Riders are able to cancel any trips that they wish to cancel. Once a trip is canceled, riders are prompted with a screen to categorize why they cancelled the trip. TapRide allows the dispatcher or driver to send pre-made messages to the rider. It also allows the driver or dispatcher to customize a message for specific occasions. This flexibility will allow riders to stay as informed as possible.	
Can trip edits be accomplished in nearly real time and are they exception based?	Y			TapRide is able to comply with this requirement.	
Is the system able to schedule the trip and provide the negotiated time on the reservation interface within a few seconds or less on average after a reservationist collects all trip information?	Y			TapRide is able to comply with this requirement.	

Is the system capable of utilizing Google Transit integration for offering the choice to redirect a Demand Response request to fixed route?	Y			TapRide is able to comply with this requirement.	
Is the system able to create reservation constraints based of specific geographic locations and time of day?	Y			TapRide allows the client to create and manage geofence locations AND determine what kind of ride restriction (if any) is needed in that geofence. When the rider requests a location outside the predetermined pickup or dropoff zone, a message will pop up. The rider will then be allowed to pick a new location inside the defined service area. Similar restraints are available if Napa Valley would like time restrictions to be in place.	
DISPATCHING	**Y**	**N**	**E**	**COMMENTS**	
Is dispatching automated without the need for a dispatcher to manually select information that must be sent to the vehicle?	Y			Auto Assignment solves the problem of dispatchers distributing information and merges rides that are within certain criteria. The system uses itineraries, where each leg of the itinerary is a pickup or dropoff location of the ride requests. It sends necessary information to the driver automatically if the ride is accepted. The driver's itenerary is then updated.	
Does the system provide dispatchers with web based tools to proactively manage real-time data related to OTP, no-shows, cancellations and late trips?	Y			TapRide provides an interactive schedule adherence platform that utilizes real-time AVL information to relate overall system performance and schedule on-time adherence. The on-time performance tool is capable of producing reports based on full route or by individual stop/vehicle on the selected route or for the full fleet. This tool then allows administrators to select a date range and on-time threshold. Once the driver has accepted a ride, he has the option to cancel the ride. The driver will then be prompted with a selection screen on why the ride was cancelled. From there the driver can simply select “no show.” If the ride was cancelled for another reason, the driver can send a different message as well. All of this information is logged and kept for reporting and increasing system effeciency purposes.	
Is real time vehicle arrival information available to allow dispatch to provide trip information to customers?	Y			The TapRide system can comply with this requirement. Once the passenger's ride has been received and accepted, the rider's screen will display the real time location of the car while the passenger is waiting. After the rider is picked up, the screen will continue to display the real time location of the vehicle. This way, the passenger can see how far away they are from their destination.	
Does the system automatically send updates of the dispatched trips to the MDTs?	Y			In the menu displayed to the driver, the driver can view not only the trips assigned to them, but also any available trips that need to be accepted. The driver can manage all of this while still viewing their map and GPS instructions. The driver can also see the details about each ride request if the driver needs to review.	
Does the system provide web based tools for managers/supervisors/contractors to monitor their drivers performance on real-time?	Y			Supervisors can view real time location of all their vehicles on the main dashboard. TapRide’s Driver History tool also allows administrators and dispatchers to historically track where a specific driver was during a specific date/time. This feature acts as a “dvr-like” playbay that shows the driver moving along his/her path on the map. This feature provides specific time frames so dispatchers/administrators knows exactly where the driver was.	
SCHEDULING	**Y**	**N**	**E**	**COMMENTS**	

Is the scheduling process completely automated and does it have a proven capability to function without a scheduling position initiating the scheduling?	Y			TapRide is able to comply with this requirement.
SCHEDULING (cont.)	**Y**	**N**	**E**	**COMMENTS**
Is the automated scheduling process continuously looking to improve schedules based on real time operating factors such as cancellations, no-shows, vehicles positions, driver performance etc.?				TapRide is able to comply with this requirement through the Auto-Assignment algorith. TapRide provides an interactive schedule adherence platform that utilizes real-time AVL information to relate overall system performance and schedule on-time adherence. The on-time performance tool is capable of producing reports based on full route or by individual stop/vehicle on the selected route or for the full fleet. This tool then allows administrators to select a date range and on-time threshold. Once the driver has accepted a ride, he has the option to cancel the ride. The driver will then be prompted with a selection screen on why the ride was cancelled. From there the driver can simply select “no show.” If the ride was cancelled for another reason, the driver can send a different message as well. All of this information is logged and kept for reporting and increasing system effeciency purposes.
Does the scheduling process use hourly and day of week dependent congestion factors?	Y			TapRide is able to comply with this requirement.
Does the automatic scheduling process take into account different space requirements?	Y			TapRide is able to comply with this requirement.
Is the system able to automatically re- optimize the manifests on the day of service to maximize adaptation to the changes without requiring the user to initiate the process?	Y			TapRide is able to comply with this requirement through the Auto-Assignment algorith.
Does the system optimize same day trip orders with advance trip orders and automatically send updates to the MDT’s?	Y			TapRide is able to comply with this requirement.
Does the system automatically adjust the manifests for drivers running late or early?	Y			TapRide is able to comply with this requirement through the Auto-Assignment algorith.
Does the system generate the manifests in increments during the day of service to ensure maximal adjustment to changes?	Y			TapRide is able to comply with this requirement through the Auto-Assignment algorith.
REPORTING	**Y**	**N**	**E**	**COMMENTS**

Does the solution provide reports that meet Federal (National Transit Database) and State requirements?	Y			DoubleMap is able to comply to this requirement.	
Are the reports completely web-based?	Y			All reports are veiwable in browser and downloadable to a CSV file.	
Are all reports exportable in csv, pdf, word and excel formats?	Y			All reports are veiwable in browser and downloadable to a CSV file.	
Can reports be run on schedule and on demand?	Y			TapRide allows administrators to schedule a time for reports to be emailed.	
Does the system provide reports to monitor the staff's reaction to problem alerts such as no-shows, excessive loading /unloading times, drivers performing stops far away from location etc.?	Y			DoubleMap is able to comply to this requirement.	
REPORTING (cont.)	**Y**	**N**	**E**	**COMMENTS**	
Does the system support real time web based operational supervision and On Time Performance reporting?	Y				
Does the scheduling process use street level GIS map data speed information to calculate driving length and duration?	Y			After being assigned a ride by a dispatcher or accepting a ride themselves, divers will have a GPS turn-by-turn navigation system at their disposal. All the driver has to do is select the GPS option. Drivers can view not only the trips assigned to them, but also any available trips that need to be accepted. The driver can manage all of this while still viewing their map and GPS instructions. The merge algorithm will merge in a ride anywhere in the itinerary except before the next item the driver is heading to. The merging will happen every 45 seconds and the system will prioritize making new itineraries for drivers that have no itineraries prior to merging in new rides into existing itineraries.	

Does the scheduling process use street level GIS map data to identify one-way street information to calculate driving length and duration?	Y			After being assigned a ride by a dispatcher or accepting a ride themselves, divers will have a GPS turn-by-turn navigation system at their disposal. All the driver has to do is select the GPS option. Drivers can view not only the trips assigned to them, but also any available trips that need to be accepted. The driver can manage all of this while still viewing their map and GPS instructions. The merge algorithm will merge in a ride anywhere in the itinerary except before the next item the driver is heading to. The merging will happen every 45 seconds and the system will prioritize making new itineraries for drivers that have no itineraries prior to merging in new rides into existing itineraries.	
Is the scheduling process using street level GIS map data to identify turning restrictions to calculate driving length and duration?	Y			TapRide is able to comply with this requirement.	
AVL	**Y**	**N**	**E**	**COMMENTS**	
Are dispatchers able to view real-time vehicle positions in mapping applications such as Google Earth?	Y			TapRide is able to comply with this requirement.	
Does the system support integration with mapping tools like Google Earth to investigate no-show and complaint issues at stops?	Y			TapRide allows drivers to report a no show via the MDT tablet and riders are given the ability to cancel and provide a reason if need be.	
Can the system display geo-coded stop locations and reported stop arrival and departure locations?	Y			TapRide allows client to enter in stop locations through lat/lon or client is able to drop a pin anywhere on the map to create a stop.	
Does the system keep an event-log for the creating, editing, adding, changing for each customer profile?	Y			TapRide is able to comply with this requirement through the ride history tab on the adminstrative page. All rider history can be see here. Additionally, riders are able to see their ride history in the application.	
Is training intuitive and can training be completed in a very short timeframe?	Y			Typical training lasts 1 - 1 1/2 hours. All trainings are recorded and shared with client to ensure any new employees with have the same training as everyone else.	
Is the reservations process for the system straightforward and easy to complete?	Y			TapRide is able to comply with this requirement.	
PERSONNEL	**Y**	**N**	**E**	**COMMENTS**	

Does the proposed project manager for the project implementation have a strong demand response transit operations background as well as a strong technology background?	Y			TapRide is able to comply with this requirement.	
MDT	**Y**	**N**	**E**	**COMMENTS**	
Are the MDT units portable, so that installation is not required in the vehicles?	Y			TapRide is able to comply with this requirement.	
Do the MDT units send the arrival information to each stop in real time? Does the arrival information contain GPS location information?	Y			As soon as a ride is requested, the rider receives an ETA and is able to track the driver until the driver arrives at the riders location.	
Does the MDT unit send the departure information from each stop in real time? Does the arrival information contain GPS location information?	Y	`		The MDT updates it's location every 1-2 seconds, so both the rider and dispatchers are able to see the vehicles location in real-time.	
Do the MDT’s post a warning for the dispatcher if driver tries to perform a stop while the vehicle is too far away from the stop location?	Y			TapRide is able to comply with this requirement.	
Do the MDT's automatically send confirmation to the server for the manifest updates received from the server by the MDT?	Y			TapRide is able to comply with this requirement.	
Do the MDT’s provide a reminder for the driver if driver has arrived within the geofence but has not performed the arrival at the estimated time for the stop?	Y			TapRide is able to comply with this requirement.	

NAPA VALLEY TRANSPORTATION AUTHORITY

REQUEST FOR PROPOSALS

To provide

AUTOMATED DEMAND-RESPONSE DISPATCH SOFTWARE SYSTEM

RFP No. 2017-02

Dear Proposers:

The Napa Valley Transportation Authority (NVTA) is issuing a Request for Proposals (RFP) for an AUTOMATED DEMAND-RESPONSE DISPATCH SOFTWARE SYSTEM for the NVTA. NVTA invites qualified entities or individuals that possess qualifications, experience and knowledge to submit a proposal.

Any contract to be awarded as a result of this RFP will be awarded without discrimination based on race, color, religion, sex, sexual orientation, race, religious creed, color, national origin, ancestry, denial of family and medical care leave, medical condition (cancer/genetic characteristics) physical handicap, disability (mental or physical) including HIV and AIDS, denial of pregnancy disability leave or reasonable accommodation, marital status, age (40 and above).

To obtain a full copy of the RFP, please contact NVTA office at (707) 259-8780 or download the document in PDF format from our website www.NVTA.net. All inquiries pertaining to this RFP should be emailed to Renee Y. Kulick, Sr. Administrative Technician, at the following email address: rkulick@nvta.ca.gov. Response to all questions submitted will be answered in accordance with the Procurement Schedule for this RFP.

Proposals must be received no later than 2:00 PM (local), on February 16, 2017.

Late proposals will not be considered.

Proposals will be accepted either by hand delivery or by mail addressed as follows:

Kate Miller
Executive Director
Napa Valley Transportation Authority
625 Burnell Street.
Napa, CA 94559

RFP No. 2017-02

All correspondence and transmittals should be complete, sealed, and clearly marked as **"Proposal Submittal RFP # 2017-02"** and should indicate the date and time of RFP closing. The proposer shall submit one (1) original proposal, four (4) copies, and one (1) on digital media (USB Flash drive/CD) (six (6) in total).

We look forward to receiving your proposal.

Sincerely,

KATE MILLER
Executive Director

REQUEST FOR PROPOSALS

To provide

AUTOMATED DEMAND-RESPONSE DISPATCH SOFTWARE SYSTEM

RFP No. 2017-02

Issued by:

Napa Valley Transportation Authority

January 16, 2017

RESPONSES DUE:

2:00 PM (local), February 16, 2017

at the

Napa Valley Transportation Authority
625 Burnell Street
Napa, CA 94559

Release of RFP authorized by:

Kate Miller, NVTA Executive Director — Date 1/13/17

PROCUREMENT SCHEDULE

KEY RFP DATES

Issue Date	January 16, 2017
Pre-Proposal Conference	**January 23, 2017, 11:00 AM**
Deadline for Submitting Written Questions	**January 26, 2017 2:00 PM (local)**
Answers to Written Questions Posted	February 1, 2017
Deadline for Proposal Submittal	**February 16, 2017, 2:00 PM (local)**
Interviews (tentative)	February 24, 2017 Time TBD
Final Selection	February 28, 2017
Award Contract	March 23, 2017

Request for Proposal

AUTOMATED DEMAND-RESPONSE DISPATCH SOFTWARE SYSTEM

RFP No. 2017-02

SECTION 1 – INTRODUCTION

The Napa Valley Transportation Authority (NVTA) is a joint powers authority established in June of 1998 with members including the cities of American Canyon, Calistoga, Napa, St. Helena, the Town of Yountville, and the County of Napa. The work activities of NVTA are defined by the joint powers agreement and overseen by the Board of Directors made up of elected officials from the respective member agencies, and an ex-officio member from the Paratransit Coordinating Council (PCC).

NVTA serves as the countywide transportation planning body for the incorporated and unincorporated areas within Napa County and is responsible for programming State and Federal funding for transportation projects within the county. NVTA is charged with coordinating short and long term planning and funding within an intermodal policy framework in the areas of highways, streets and roads, transit and paratransit, and bicycle improvements.

NVTA also operates the Napa VINE transit services. Napa VINE provides inter-county/city transit services between Napa Valley Cities, towns and the Counties of Sonoma, Solano, and Contra Costa. Napa VINE*Go* is the companion paratransit service for Napa County's residents. In addition, the VINE suite of services includes American Canyon Transit, St. Helena Transit, the Yountville Trolley, and the Calistoga Shuttle. The fleet consists of 75 vehicles and provides roughly 900,000 trips per year.

NVTA is also the Abandoned Vehicle Abatement Authority, Green Business Coordinator, regional housing needs allocation (RHNA) Napa sub-regional coordinator, and van pool coordinator (in partnership with Solano County).

The Napa Valley Transportation Authority (NVTA) is the local transportation sales tax authority. NVTA is responsible for the oversight and administration of Measure T, the ½% sales tax for street and road improvements approved by the voters on November 6, 2012.

SECTION 2 - INSTRUCTIONS TO PROPOSERS

A. Pre-Proposal Conference

A pre-proposal conference will be held on January 23, 2017, 11:00 AM, at NVTA, Board Room, 625 Burnell Street, Napa, CA, or if not available to attend in person a call-in option is available by dialing USA toll-free number 888-398-2342 or USA caller paid/international caller toll +-215-861-0674 and enter access code 9209029 when prompted. Attendance is not mandatory.

B. Examination of Proposal Documents

By submitting a proposal, the proposer represents that it has thoroughly examined and become familiar with the work required under this RFP, and that it is capable of performing the work identified in ATTACHMENT A, Scope of Work.

C. Addenda/Clarifications

Explanations or clarifications desired by respondents regarding the meaning or interpretation of the RFP may be requested verbally at the pre-proposal meeting or in advance of the meeting in writing. While this meeting is not mandatory, all proposers intending to propose are strongly encouraged to attend.

All inquiries pertaining to this RFP should be emailed to Renee Y. Kulick, Sr. Administrative Technician, at the following email address: rkulick@nvta.ca.gov**.** Questions submitted after the deadline established in the Procurement schedule will not be answered.

D. Submission of Proposals

All proposal submittals shall be transmitted with a cover letter. The person authorized by the proposer/team to negotiate a contract with NVTA shall sign the cover letter and the letter shall include the name, title, address, email address and the telephone number of the individual to whom correspondence and other contacts should be directed during the proposer selection process.

Address the cover letter as follows:

Kate Miller
Executive Director
Napa Valley Transportation Authority
625 Burnell Street
Napa, CA 94559

RFP No. 2017-02

The Proposer shall submit one (1) original proposal, four (4) copies, and one (1) on digital media (USB Flash drive/CD) (six (6) in total) in PDF format of its proposal in a sealed envelope, addressed as noted above, bearing the proposer's name and address, and clearly marked as follows:

"Proposal Submittal - NVTA RFP No. 2017-02"

Proposals must be received in accordance with the Procurement Schedule. Late proposals will not be considered.

A proposer may object to a provision of the RFP on the grounds that it is biased, unduly restrictive or arbitrary or to the selection of a particular proposer on the grounds that NVTA procedures, the provisions of the RFP or applicable provisions of federal, state or local law have been violated or inaccurately or inappropriately applied by submitting to the Procurement Officer a written explanation of the basis for the protest:

1. Any protest alleging improprieties in a solicitation process or in solicitation documents must be filed in accordance with the time lines established by the NVTA Procurement Policy prior to the scheduled bid opening or deadline for submittal or proposals, as appropriate, in order to be considered by NVTA. Any protest based on such grounds not timely filed will not be considered by NVTA.

2. Any protests regarding the evaluation of bids or proposals by NVTA, or improprieties involving the approval or award or proposed approval or award of a contract must be filed with NVTA in accordance with the timelines established by the NVTA Procurement Policy after the NVTA's written notice of its decision or intended decision to award a contract. Any protest filed after such date which raises issues regarding the bid proposal evaluation, or the contract approval or award will not be considered by NVTA.

All documents submitted as part of the proposal will be deemed confidential during the evaluation process. After the award of a contract, any material submitted by a proposer in response to this RFP is subject to public inspection under the California Public Records Act (Government Code Sections 6250 et seq.) unless exempt by law. The proposer must identify in

writing all copyrighted material, trade secrets, or other proprietary information that it claims is exempt from disclosure.

E. Withdrawal of Proposal Submittal

A Proposer may withdraw its proposal at any time before the expiration of the time for submission of proposal submittals as provided in this RFP by delivering to the Procurement Officer a written request for withdrawal signed by, or on behalf of, the Proposer.

F. Rights of NVTA

This RFP does not commit NVTA to enter into a contract, nor does it obligate NVTA to pay for any costs incurred in preparation and submission of the proposal or in anticipation of a contract.

NVTA may investigate the qualifications of any proposer under consideration, require confirmation of information furnished by the proposer, and require additional evidence or qualifications to perform the Services described in this RFP.

NVTA, in its sole discretion, reserves the right to:

1. Reject any or all proposal submittals.
2. Issue one (1) or more subsequent RFPs.
3. Postpone opening for its own convenience.
4. Remedy technical errors in the RFP process.
5. Approve or disapprove the use of particular sub proposers.
6. Negotiate with any, all, or none of the proposers responding to this RFP.
7. Award a contract to one or more proposers.
8. Waive informalities and irregularities in any proposal.

G. Contract Type

Proposers shall be prepared to accept the terms and conditions of NVTA's standard form contract included as ATTACHMENT C (NVTA Sample Professional Service Agreement (PSA) or Master Professional Services Agreement (MPSA)) hereto. If a proposer desires to take exception to the Agreement, the proposer shall provide the following information as a section of the proposal identified as "Exceptions to the Agreement":

1. Proposer shall clearly identify each proposed change to the Agreement, including all relevant Exhibits and Attachments.

2. Proposer shall furnish the reasons therefore as well as specific recommendations for alternative language.

The above factors will be taken into account during contract negotiations.

Substantial exceptions to the Agreement may be determined by the Agency, at its sole discretion, to be unacceptable and the Agency will proceed with negotiations with the next highest ranked proposer. See Section 8 - Award.

SECTION 3 - FORMAT AND CONTENT OF PROPOSAL

A. Format

1. Technical Proposal

Technical Proposals shall be printed, bound and be: 1) as brief as possible, and 2) not include any irrelevant promotional material. one (1) original proposal, four (4) copies, and one (1) on digital media (USB Flash drive/CD) (six (6) in total) copy in PDF format of your RFP submittal.

INSTRUCTIONS TO PROPOSERS.

The Technical Proposal shall not exceed a total of the equivalent of thirty (30) single sided pages. RFP submittals must consist of letter-sized (8.5" x 11") pages, with the exception of no more than three tabloid-sized (11" x 17") pages. General Information Form, transmittal letter and resumes are excluded from the total page count. Resumes should be limited to no more than two (2) pages in length. Each tabloid-size page is considered one page for the total page count. Loose-leaf or binder-clipped RFP submittals will not be accepted. Font size shall be at least 12 point.

The nature and form of response of the Technical Proposal submittal is at the discretion of those responding, but shall include, at a minimum, the information listed in Section B below.

2. Cost Proposal

A Cost Proposal must be submitted.

This section shall include a full description of the proposer's charges for carrying out the Scope of Work as described in this RFP**.** Charges should be structured so as to be clear and concise and easily understood. Minimum charges, show up time, and travel time should be clearly specified.

B. Content

Proposal content, clarity, and completeness are factors which will be considered in evaluating each proposal received in order to determine suitability of each proposer's capabilities. The entire length of the proposal document must be 30 pages or less and shall include:

- TITLE PAGE
- TRANSMITTAL LETTER
- EXECUTIVE SUMMARY
- PROPOSER BACKGROUND AND EXPERIENCE
- QUALIFICATIONS OF PROPOSER
- EXAMPLES OF PUBLIC SECTOR REPRESENTATION
- STAFFING AND ORGANIZATION
- COST PROPOSAL
- EXCEPTIONS TO THE AGREEMENT
- APPENDICES (not included in the 30 page limit)

1. TITLE PAGE

   The title page should show the RFP title, the name of the proposer, name of a contact person, a local address, telephone number and the date.

2. TRANSMITTAL LETTER

   A transmittal letter signed by an official authorized to contractually bind the proposer is required. The transmittal letter shall state that the proposal shall be valid for a 180-day period and should include the name, title, address, telephone number and email address of the individual to whom correspondence and other contacts should be directed during the proposer selection process.

   Address the cover letter as follows:

   Kate Miller
   Executive Director
   Napa County Transportation and Planning Agency
   625 Burnell Street
   Napa, CA 94559

   RFP No. 2017-02

3. EXECUTIVE SUMMARY

   This section should be limited to a brief narrative highlighting and summarizing the proposal. The summary should clearly convey that the proposer understands the nature of the work and the general approach to be taken.

4. PROPOSER BACKGROUND AND EXPERIENCE

   A minimum one page description of the proposer's background and relevant public sector representation experience. Include the name of the contact person, agency for whom the work was performed, telephone and fax numbers and the year in which the work was completed. References may or may not be contacted.

5. QUALIFICATIONS OF PROPOSER

The proposer who is awarded the contract for this work will be required to comply with all applicable federal, state, regional and local requirements.

This section should include a brief description of the proposer's qualifications and previous experience on similar or related engagements.

In addition, the selected proposer will be required to provide the certification of eligibility that the proposer and /or any of its principals/employees has not been debarred or suspended from providing services paid for by the federal government prior to award.

A successful proposer will be required to meet weekly with NVTA staff, prepare required reports, report information regarding the completion of all tasks in the work program, submit required work products by the required delivery dates and maintain records, accounts and books as necessary.

6. EXAMPLES OF PUBLIC SECTOR REPRESENTATION

This part of the Proposal shall contain a description of matters where the proposer performed work for a public entity in California. The proposer shall relate how it perceives its role in carrying out the responsibilities required by this RFP. The proposer shall also provide examples of challenges encountered while representing public a public entity and discuss its approach in handling some of the specific challenges and opportunities it foresees in representing and advising a public agency

7. STAFFING AND PROJECT ORGANIZATION

This section should identify key personnel who will be assigned to work with the NVTA and their experience.

List any present activities and job commitments and potential or real conflicts of interest.

8. COST PROPOSAL

Provide a cost proposal for services to be rendered to NVTA for performance of the scope of Work Attached hereto.

9. EXCEPTIONS TO THE AGREEMENT

This section shall include any exceptions the proposer has taken to ATTACHMENT C – NVTA Sample Professional Service Agreement (PSA) or Master Professional Services Agreement (MPSA).

10. APPENDICES

Under this section, proposers shall provide all legal documents and compliance reports including DBE, Lobbying, Disbarment, etc.

SECTION 4 - SCOPE OF SERVICES TO BE PROVIDED

The work to be performed under contract based on this RFP is described in the Scope of Work attached hereto as ATTACHMENT A and hereby incorporated herein.

SECTION 5 - REQUIRED QUALIFICATIONS

The NVTA seeks a motivated, skilled and enthusiastic professional team to be accountable and deliver innovative, high quality professional services. Proposers responding to this RFP will be expected to demonstrate that one or more team members have substantive practical experience and expertise in the following areas:

1. Minimum three (3) years recent experience in the areas discussed under Scope of Work, (see ATTACHMENT A). Please provide brief resume showing work history and similar or relevant assignments completed by each proposed proposer team member.

2. Proposer must be licensed by the State of California.

3. Proposer must not be the subject of disciplinary action by any State of California regulatory or licensing agency.

Please provide specific reference information on each of the areas listed above. The proposer will work under the direction of NVTA's Executive Director and any assigned NVTA Program Manager.

SECTION 6 - EVALUATION AND QUALIFICATIONS

A. EVALUATION METHOD

NVTA will review and evaluate all proposals deemed responsive to this request in accordance with NVTA's Procurement Policies and Procedures Manual. Each of the proposers will be ranked based on the criteria listed in this section.

B. FINAL SELECTION DETERMINATION

Following the analysis of the written proposals and possible follow up discussions, NVTA will enter into negotiations with the highest ranked proposer(s). If negotiations with a proposer are ultimately unsuccessful, or if

the proposer declines the work offered, then negotiations will proceed with the next highest ranked proposer from the proposal list, and so forth. In the event of a tie, the lowest cost proposal will be awarded the contract.

C. CONTRACT NEGOTIATION

Upon conclusion of the interviews, if any, and best and final offer, if any, NVTA will enter into contract negotiations with the finalist(s). The final negotiated contract will be submitted to the NVTA Board for approval, if applicable.

D. EVALUATION AND SCORING CRITERA

The product of the selection process will be to award a contract(s) with the top rank proposer(s). The following criteria and point system will be used to evaluate the RFP:

1. Qualifications of Organization and Staff – 40 points
   - Overall qualifications incl. experience references and capabilities for providing the required services.
   - Technical and management experience and location of key personnel.
   - History and years of experience of organization.
   - Demonstrated financial capacity to complete the system.
   - Project descriptions of the provider's related projects.
   - Experience in working with local transit agencies.
   - Management practices including project management processes and tools, quality control procedures, and schedule adherence.

2. Technical Approach and Compliance – 40 points
   - Overall quality and responsiveness of the proposal and meeting the project's objectives incl. functionality, features and suitability for transit operators.
   - Tenure/maturity of the proposed automated demand-response dispatch system.
   - Features of the proposed automated demand-response dispatch system.
   - Performance characteristics and reliability of components.
   - Compliance with the system requirements and specifications.
   - Terms of the system warranty and technical support.

3. Price Proposal – 20 points
   - Price proposal score will be calculated based on a "weighted score" that considers the base prices of all proposers. Each proposer's price score will be calculated using the following formula:

     [(Lowest Base Price) / (Proposer's Base Price)] * 20

After initial evaluation of the proposals, NVTA may, at its discretion, hold interviews with the top ranked proposers. Each interview will be no more than 60-minutes, with the proposer's presentation limited to not more than 20-minutes. Any areas of specific concern will be identified before the interview. NVTA reserves the right to award a contract based solely on written proposals and not conduct oral interviews.

SECTION 7 - AWARD

In accordance with NVTA's Procurement Policies and Procedures Manual, the NVTA will review and evaluate the proposal based on the criteria established above. The NVTA will enter into negotiations with the highest ranked proposer(s). Again, NVTA reserves the right to award without interviews, based only upon the initial proposals. Each initial proposal should be submitted with the most favorable terms from both price and technical perspectives.

SECTION 8 - NON-DISCRIMINATION

Proposers shall not unlawfully discriminate, harass or allow harassment, against any employee or applicant for employment because of sex, sexual orientation, race, religious creed, color, national origin, ancestry, denial of family and medical care leave, medical condition (cancer/genetic characteristics) physical handicap, disability (mental or physical) including HIV and AIDS, denial of pregnancy disability leave or reasonable accommodation, marital status, age (40 and above), in the performance of NVTA contracts. Proposers and any subcontractors shall ensure that the evaluation and treatment of their employees and applicants for employment are free from such discrimination and harassment.

Proposers shall include the non-discrimination and compliance provisions of the above clause in all subcontracts to perform work under this contract.

SECTION 9 - LEVINE ACT

Proposers will be required to disclose on the record any contribution of more than $250 which they have made to an NVTA Board Member within the twelve-month period preceding the submittal deadline of this RFP, and within the twelve-month period preceding any subsequent procurement based on this RFP. This applies to your company, any member of your team, any agents for you or other team members and to the major shareholders of any closed corporation, which is part of your team. If you have made a contribution which needs to be disclosed you must provide written notice of the date, amount and receipt of the contribution(s) to NVTA Executive Director. This information will need to be provided before the NVTA can approve any contract.

SECTION 10 - DISADVANTAGED BUSINESS ENTERPRISE

NVTA has adopted a Disadvantage Business Enterprise (DBE) Policy, pursuant to which the NVTA encourages all prime proposers to utilize qualified DBE sub proposers on NVTA projects, NVTA promotes the direct purchase of goods from qualified DBEs by utilizing DBE vendors when such vendors are available and the price of the goods sought is reasonable, and, for professional services contracts, NVTA seeks the utilization of qualified DBEs when such DBEs are available. All prime proposers are required to report on DBE usage during the term of each contract. For instructions and forms, see ATTACHMENT E, E-1, E-2.

For purposes of NVTA's DBE Policy, a DBE shall be a "Disadvantage Business" within the meaning of 13 CFR Part 121 and California Government Code Section 14837. In the event that the NVTA's DBE Policy conflicts with any Federal, State or other funding source's programs, policies, regulations or requirements, NVTA shall make the DBE Policy consistent with said funding source's programs, policies, regulations and requirements to the extent permissible by law. NVTA's DBE Policy is neutral as to race, ethnicity, national origin, age, sex, religion, sexual orientation and other protected classes.

The NVTA goals for this program are 0% for DBE.

SECTION 11 - INDEMNIFICATION AND INSURANCE REQUIREMENTS

Insurance requirements for this project are set forth in ATTACHMENT C, NVTA Sample Professional Service Agreement for Services, Section 7 – Insurance and Section 8 – Hold Harmless / Defense / Indemnification.

All inquiries pertaining to this RFP should be emailed to Renee Y. Kulick, Sr. Administrative Technician, at the following email address rkulick@nvta.ca.gov in accordance with the procurement schedule. Responses to all questions submitted by the question deadline that may have a material impact on the proposal will be posted on the NVTA website: www.nvta.ca.gov .

Late proposals will not be considered.

Proposals will be accepted either by hand delivery or by mail addressed as follows:

Kate Miller
Executive Director
Napa Valley Transportation Authority
625 Burnell Street.
Napa, CA 94559

RFP No. 2017-02

Attachments follow.

ATTACHMENT A

SCOPE OF WORK

A. GENERAL

This section provides an overview of the Automated Demand-Response Dispatching Software system project and describes the functionality required for each of the major sub-systems, components, and associated interfaces. Additionally, this section defines the scope of the required functionality to be provided by the Contractor. The scope of work and functionality described in this section is a general guide and is not intended to be a complete list of all the work necessary to complete the project. It contains work tasks believed necessary for an experienced system supplier to provide the Napa Valley Transportation Authority (NVTA) with an Automated Demand-Response Dispatching Software system that meets the needs of the agency.

The contractor shall implement a comprehensive Automated Demand-Response Dispatching Software system to support on-demand shuttle operations. The system shall meet both the current needs of this program and future growth needs. The system shall be fully compliant with general functional areas and specific requirements detailed in the Scope of Services.

The goal of this procurement is to deploy new ITS technology that will improve customer service by improving the predictability of demand-response service. This goal is approached both from an improvement in reliability and consistency of service, as well as an information accessibility standpoint for our customers.

This system must provide route and vehicle information in real-time via a web and app interface to users, schedulers, dispatchers, drivers (via in vehicle equipment) supervisory personnel and managerial personnel. The primary purpose of the system is to facilitate daily demand-response service, and must be equipped with reporting capabilities to accurately stream operational service information (e.g., route timing, passenger wait time, trip counts, operator performance, vehicle speed and movement). The Vehicle Tracking System shall include the functionality for hardware/software components to be installed in up to eight (8) Demand Response vehicles, with ability to scale these capabilities to encompass a larger fleet for future operational needs. Vendor will assure the devices to be installed are certified by the wireless carrier and the carrier can provide adequate coverage for our needs.

B. OPERATIONS OVERVIEW

The Napa Valley Transportation Authority's administrative offices are located at the Authority's primary transit terminal, 625 Burnell Street, Napa, CA 94559. The NVTA Fixed Route (The Vine) and ADA Paratransit (VineGo) services are operated by a contractor, currently Transdev, Inc. (formerly known as Veolia). Transdev is responsible for all reservations, scheduling, delivery of trips and customer service. The Automated Demand-Response Dispatching Software system must integrate with NVTA's internal voice communication systems to allow for direct communication with riders and drivers as necessary.

Presently NVTA contracts with Avail Technologies to provide computer aided dispatch and automated vehicle location (CAD/AVL) on its fixed route and ADA paratransit fleets. The four on-demand shuttle services operated by NVTA which are the Calistoga Shuttle, the St. Helena Shuttle, the Yountville Trolley, and American Canyon Transit are not equipped with any GPS systems, NVTA will equip these vehicles with CAD/AVL if it is a necessary component of automated dispatch.

C. CORE REQUIREMENTS

The scope of this project includes the installation of fully integrated on-board components. The following components were identified by NVTA as the most critical ITS technologies that would benefit NVTA and its customers. The complete list of ITS technologies to be deployed during the phase I implementation include:

1. App, Web, and Interactive Voice Response (IVR)-based Automated Demand Response Scheduling Software.
2. Integrated Data Terminals; Real-time Updates to Driver Manifests.
3. Interactive rider displays at key locations that allows riders to schedule trips and track bus arrival time (10 locations have tentatively been identified). Dynamic automated routing of trips both before and on the day of service.
4. Automated Alerts system to immediately notify dispatcher of possible live service impacts.
5. Ability to "trip chain" based on vehicles proximity to newly requested trips and direction of travel.
6. Predictive Arrival System.
7. Live monitoring and notification of status of Will Call trips.
8. All-inclusive support and maintenance without increase in cost for the entire contract period.
9. Standards-based, open software API that provides NVTA a data stream from which additional interfaces can be developed.
10. NVTA is to own all data at no additional cost.
11. Ability for software to create ride and user restrictions based upon trip purpose, trip origination, or trip destination.

    1. On-Board System Requirements. The Vendor should minimize proprietary hardware in favor of existing off-the-shelf hardware. If new or proprietary hardware must be provided to meet these requirements, the vendor shall indicate this in the proposal

    2. On-Board Mobile Data Terminal (MDT) Software. The MDT shall send a location report, indicating its current GPS location and mileage reading every 10 seconds or less.
        - All transmitted data shall be stamped with following information: date and time, GPS location latitude and longitude, vehicle number, vehicle operator ID number
        - The MDT shall store the most recent ten (10) minutes of GPS information, so that if the GPS receiver is not able to report the

location, the last known location will remain available to be transmitted when the network reconnects

- The MDT shall track on-time performance (demand response)
- Drivers receive manifest updates as they are made (via integrated scheduling software)
- MDT records the following, but not limited to:
  - Arrival time at pick-up location
  - Arrival time at destination
  - Actual Pickup time
  - Actual Pickup location
  - Time and location of driver initiated pickup
  - Departure time at pick or drop location
  - Actual departure time
  - Actual departure location
  - Time and location of driver initiated drop-off
  - Travel time (between pick-up location/destination)
  - Boarding / Alighting
  - Estimated and verified Odometer readings
  - Payment Type
  - Ability to request No Show and to log reason
  - Display pertinent notes regarding passenger and/or location
  - Ability to send/receive canned/free formed messages when stationary
  - Signature Capture from Client and Additional Passengers (optional)
  - MDT Display must be HIPAA compliant

3. Back-Office System Requirements. The successful vendor will supply a turn-key, hosted, cloud-based software solution that provides a single point of access for administrators. NVTA will access the system via a standard web browser; without the need for software to be installed locally. The web-based software shall provide a single portal from which all system features will be available such as – Supervisor Dashboards, Alerts, On Time Performance graphs, Run Status, Subscriptions, Trips, Archive Trips, etc. The web based software shall have additionally password secured areas with sub contents for detail management for Administration, Reports, Reservations and System Configuration. The system must allow for multiple user logins with tiered levels of accessibility.

4. Data. The vendor shall import all existing data that resides in NVTA current software; NVTA will provide the successful vendor with access to a database backup for this purpose.

D. TECHNICAL REQUIREMENTS

1. 24/7 telephone support.
2. Call center located in the USA.

3. All support, maintenance, updates, upgrades and mapping upgrades are to be provided for the term of the contract and be all inclusive with no increase in cost during the term of the contract.

E. WARRANTY, TRAINING, DOCUMENTATION, AND MAINTENANCE

1. First year maintenance shall be included in purchase price.
2. Extended maintenance periods beyond the term of the contract shall be available upon request.
3. Maintenance period will begin on first day of Go Live.
4. Vendor shall include all support, maintenance, updates and upgrades as per the maintenance contract.

F. PROJECT TASKS

This RFP covers all aspects of the Automated Demand-Response Dispatching Software System. The tasks to be performed under this contract are described below. The Contractor must be cognizant of multiple task dimensions in order to perform them completely, correctly, and meet NVTA expectations. Under this RFP, NVTA will require the following tasks to be completed under the project's Scope of Work:

1. Project Kickoff
2. System Design
3. Integration and Testing
4. System Integration and Test Review
5. Installation, Implementation and Training
6. System Completion and Final Acceptance

Task 1 – Project Kickoff. The successful Contractor shall present an initial kickoff meeting at the NVTA Administrative offices at 625 Burnell Street, Napa, CA 94559. The purpose of this meeting is to have the Contractor present its plan for developing specific project work tasks for implementation of assigned work.

Key Contractor staff assigned to this effort shall attend the kickoff meeting. The kickoff meeting shall be held within one (1) week after the initiation of the Notice to Proceed. The objective of the kickoff meeting is to:

a. Review any exceptions or deviations proposed by the Contractor; and
b. Review the project plan, budget and technical risk factors.

The Contractor shall provide a mitigation plan for each risk identified, including a description of current and anticipated project problem areas or risks and steps to be taken to resolve each problem.

The Contractor shall be responsible for preparing and distribution Kickoff Meeting materials to the NVTA Program Manager, and preparing and submitting the minutes of the meeting.

Task 2 – System Design. Using the functional specifications included in this document as a baseline, the Contractor shall perform any additional analysis required and develop the Draft System Design Document that describes the Automated Demand-Response Dispatching Software System in technical detail.

The Contractor shall provide NVTA with a Draft System Design Outline document. This document shall include, but is not limited to the following topics:

- System architecture.
- Overview and configuration of the subsystems.
- Functional descriptions of the system and associated subsystems.
- Specific functions and operations of the system's software and hardware.
- Software architecture with hierarchical structure of components and data structures.
- Systems databases.
- Interfaces to existing NVTA systems.
- Communications systems and coverage.
- System networking and communications.
- System configuration.

Upon NVTA review and approval, the Contractor shall further analyze the tasks and details required and develop the System Design Document.

The technical details of the System Design Document shall be presented at the System Design Review.

Task 3 – Integration and Testing. The Contractor shall analyze all tasks required and shall develop a System Integration and Test Plan. This Plan shall establish NVTA system integration and test requirements. The document shall provide a detailed, structured set of tasks to be performed by the Contractor. This Plan shall also include the following:

- Detailed test procedures developed to support integration.
- Detailed interface documentation to support data messaging.

As part of the integration and test process the Contractor shall install a complete configuration of equipment and software in a room approved by NVTA. This configuration of equipment and software will constitute a NVTA Test Bed to be used throughout the project and beyond.

Completion of these tasks and utilization of the Test Bed shall demonstrate that the requirements of the system have been satisfied and the system is suitable for operation.

Task 4 – System Integration and Test Review. The system integration and Test Review and its associated materials are critical to project success.

1. The technical details of the Contractor's System Draft Plan shall be presented at the System Integration and Test Review.
2. Any unresolved open issues, as determined by NVTA, will need to be closed prior to issuance by NVTA of acceptance of the Contractor's System Integration and Test Review.
3. The Contractor shall revise Draft Plan and deliver the plan to NVTA for formal approval.
4. An approved Plan shall be required prior to the start of any formal testing.
5. The Contractor shall provide a formal notification to NVTA at least two weeks prior to the beginning of any formal testing.

Task 5 – Implementation and Testing.

1. The System Implementation Guidelines shall be established for the NVTA system implementation requirements. This document shall provide a detailed, structured set of installation tasks to be performed by the Contractor.
2. The Contractor shall analyze the tasks required and provide NVTA with a Draft System Implementation Plan. This document shall provide a detailed schedule. An approved System Implementation Plan is required prior to the start of any implementation.
3. The Contractor shall provide a formal notification to NVTA at least two (2) weeks prior to the beginning of any formal testing.
4. The Contractor shall analyze the tasks required and provide NVTA with a Draft Training Plan in accordance with training requirements described in this Request for Proposals, including a detailed schedule. Submission of the approved Training Plan document is required two weeks prior to implementation.

Task 6 – System Acceptance Testing. System Acceptance Testing shall be performed by the Contractor and evaluated by NVTA, with Contractor and NVTA staff present at a time agreeable to all parties. System acceptance tests will exercise all system components.

1. The Contractor shall analyze the tasks required and provide NVTA with a required Draft System Acceptance Testing Plan, including detailed schedule Submission of the approved System Acceptance Plan document is required prior to the start of Acceptance Testing.
2. The Contractor shall provide a formal notification to NVTA at least two weeks prior to the beginning of any formal Acceptance Testing.

G. PROJECT MANAGEMENT

Project management will be a key responsibility of the selected Contractor. The Contractor's Project Manager assigned to the NVTA project shall have the authority to make commitments and decisions that are binding, within the limits of the Agreement. NVTA will designate its Project Manager who will coordinate all NVTA project activities. All communications between NVTA and the Contractor shall be coordinated through their respective Project Managers.

1. The Contractor's Project Manager shall be responsible for at least the following:

    a) Provide periodic updates to the work plan and schedules. Changes to the work plan and schedules that exceed 10% of the baseline require written approval by NVTA.
    b) Submit status reports detailing progress toward fulfilling objectives in the work plan and its project schedule, and highlighting items on the critical path. Status reports shall also include the status of risk mitigation efforts.
    c) Coordinate project resources and work so those milestones are met in an efficient manner. Tasks will be laid out to minimize implementation time and cost while taking into consideration resource and time constraints such as NVTA staff availability. The Contractor and NVTA project manager will ensure that individuals performing tasks have appropriate skill levels and credentials.
    d) Coordinate all required deliverables, installation and configuration of software and hardware, documentation and training as described herein.
    e) Participate in weekly project meetings (possibly via conference call, if needed)

2. NVTA requires the following deliverables from the Contractor in order to monitor progress and ensure compliance:

    a) Detailed Work Plan (due ten days after Notice to Proceed.) The Work Plan shall detail the work effort of the deliverable(s) in hours or days (based on one person working on the activity full-time.)
    b) Staffing Plan (due seven days after Notice to Proceed.)
    c) Monthly Progress Report.

3. The Contractor shall prepare progress reports as follows:

    a) Bi-monthly reports due within five (5) working days of the end of the preceding week during the kickoff and design phases of the project.
    b) Weekly status reports for the remainder of the project, due within two (2) working days of the end of each week.

4. The progress report shall include the following items:

   a) An updated project schedule with explanations of any deviations from the planned delivery schedule. The explanation shall include the anticipated impact of any delays and a plan for returning to the target schedule. All delays shall be factored into the project schedule as soon as the Contractor's Project Manager is aware of them. In addition, all changes to the schedule since the last progress report shall be identified.
   b) An updated list of all correspondence transmitted and received.
   c) An updated documentation schedule, highlighting the documents to be transmitted for review during the next reporting periods.
   d) An Action Item Data Base (or spreadsheet?) shall be established and maintained to support closure of action items in a timely manner. Open action items shall be discussed weekly with NVTA. An updated list of Contractor and NVTA action items with status and required resolution dates shall be included as part of each progress report.
   e) A summary of pending and upcoming Contractor and NVTA activities during the next two reporting periods along with required completion dates.
   f) The status of unresolved contract questions and change requests.

H. TRAINING

The Contractor shall provide all training of NVTA and NVTA's bus operations contractor staff and any other Direct Access staff designated by NVTA and required for successful implementation and operation of the system. The length of sessions proposed per training type shall be adequate to cover the required material in sufficient depth for the trainees to perform their responsibilities on the Contractor's system. NVTA's training philosophy is a "train-the-trainer" concept with a maximum utilization of Contractor generated course materials.

The Contractor shall provide a list of the types of training required, recommended courses, content, length, and proposed schedule as part for their response. Courses needed to address the following staff positions. These positions include but are not limited to:

- Customer Service Representatives and Supervisors
- Routers/Schedulers
- Dispatchers
- Information Technology Staff
- Administrative Staff
- Management

The Contractor shall maximize its use of existing Computer Based Training courseware and MS PowerPoint to accommodate training. For each type of training, Contractor shall provide a Student Training Manual for each trainee (in both hard-copy and electronic format) and an Instructor Training Manual (in both hard-copy and electronic format) for use in providing equivalent training sessions in the future.

The contractor shall video record all sessions and provide copies to NVTA. NVTA and Veolia will provide classroom space at their facility.

1. Instructors. The principal instructors provided by the Contractor shall have had previous formal classroom instructor training and relevant experience with the system. The instructors shall demonstrate a thorough knowledge of the material covered in the courses, including interfaces to neighboring (connected) subsystems, as applicable, and familiarity with the training manuals, system documentation tools, and training aids used in the courses. When prerecorded lectures or other video presentations are part of a training course, the lecturer or a qualified substitute instructor shall be present to supplement and answer questions and discuss on the recorded material. A qualified instructor shall be present in person for training on all specific system elements. NVTA has the right to review and approve all instructors. Should an instructor prove unsatisfactory to NVTA, the Contractor shall provide a suitable replacement.

2. Manuals and Instructional Aids. The Contractor shall prepare training manuals and submit them to NVTA for review prior to the start of classroom instruction. The training manuals shall be prepared specifically for use as training aids. Principal documents used for training shall be tailored to reflect all system hardware, software, and user requirements. Upon completion of each course, instructor's manuals, training manuals, and training aids shall become property of NVTA, and Contractor will assign copyrights to NVTA. As part of the delivered system documentation and the final documentation, the Contractor shall supply NVTA with all changes and revisions to the training manuals and other training documentation. NVTA shall have the right to copy all training manuals and aids for use in NVTA training courses. The Contractor shall furnish for use during training courses all special tools; equipment, training aids, and any other materials required to train course participants. The number of special tools and other training equipment shall be adequate for the number of participants attending the course.

I. DELIVERABLES

The Contractor shall develop the following key deliverables; however, other interim deliverables may be created during the process.

Deliverable 1: System Implementation Design

The Contractor shall prepare and submit the System Design and Implementation Plan to the Project Manager for approval prior to any installation. The plan should include at the least the following components:

a) Project Plan and schedule;
b) System Architecture for production and test environments, including telephone components;
c) Spoken Menu Structure;
d) Based Configuration of Administrative tools and default parameters;
e) Data import and export design including integration plan and design;

f) Test and Training Plans;
g) Installation and Production Deployment Plan;

Deliverable 2: System Installation

The Contractor, with NVTA assistance, shall install the test system and contracted software meeting NVTA's requirements for security and stability. NVTA will implement monitoring, backup, and security software to support and maintain the system.

Deliverable 3: Base/Test System Configuration and Data Population

The Contractor, with NVTA collaboration, shall configure the test system to include:

a) At least two, single mode, fully-populated transit data sets
b) Fully layered, structured voice menus
c) All required speech data to support required functionality
d) All required system data to support required functionality
e) Telephone connections for at least four phone lines
f) Administrator accounts, access and permission setups

Deliverable 4: Test Execution

Testing shall be performed according to the Test Plan and shall consist of, but is not limited to the following areas:

a) Integration Test to validate transit data import and export requirements.
b) Interface Test (Administrative Users) to verify administrative functions.
c) User Test (Customer Perspective, including customers with disabilities) to verify ease-of-use.
d) Operations Test to validate backup, recovery and failure recovery procedures.
e) Data analysis/procedures to demonstrate successful operations of all functionality over time.

The Contractor shall administer QA/Testing and document results to ensure that all system components and procedures work properly.

Deliverable 5: Production Deployment

The implementation shall consist of connecting the fully functional system to the public phone lines and performing pre-test on the customer interface to ensure proper operations.

Deliverable 6: Documentation

The Contractor shall provide NVTA with documentation necessary to effectively fulfill all of the system roles (IVR administration, operations and maintenance, etc.).
Documentation includes, but is not limited to:

a) All project documentation (plans, status, design, architecture, etc.)
b) All build instructions

c) User Administrator documentation
d) Technical support documentation (Maintenance Plans, Update Plans, etc.)
e) Examples and samples

Deliverable 7: Training

The Contractor shall train the NVTA administrators to enable them to fully manage and maintain the IVR System.

Deliverable 8: Production Acceptance

Production Acceptance shall be performed with all components and subsystems completely functional, operational, online, and in service. NVTA will monitor to ensure appropriate functioning of the IVR System from an administrative and customer standpoint. Contractor shall provide system reliability and usability metrics showing the performance. During Acceptance, Contractor shall provide support in accordance with the warranty.

J. DOCUMENTATION

Complete system documentation shall be submitted for NVTA approval. Documentation shall at least meet the Contractor's documentation standard evidenced in their response. A unique Contractor document number and system name shall identify each document. When a document is revised for any reason, a number, date, and subject in a revision block along with an indication of official approval by the Contractor's Project Manager shall indicate each such revision.

The Contractor shall provide a document index identifying all documents to be provided with the system. This includes all documents supplied with original equipment manufacturer (OEM) hardware/software and the Contractor's own documents. The index shall describe each document and the document's purpose, to help the user locate the appropriate document in the set of all system documentation.
NVTA shall receive all draft system documents prior to the start of testing unless directed otherwise. Contractor-supplied documentation shall be provided in an electronic PDF file format.

Final documentation shall be easily reproducible by NVTA and NVTA shall have the right to reproduce any documents supplied under this contract for its own needs. With respect to records claimed by the Contractor to be proprietary or confidential, NVTA will use good faith efforts to maintain the confidentiality of the records in accordance with the provisions of the California Public Records Act.

1. Document Review and Approval Rights. To ensure that the proposed project conforms to the specific provisions and general intent of the Functional Specification the Contractor shall submit all documentation to NVTA for review and approval prior to finalizing the documents. NVTA shall have the right to require the Contractor to make any necessary documentation changes at no additional cost to NVTA to achieve conformance with the specification. Any purchasing, manufacturing, or programming implementation initiated prior to NVTA's written approval of the relevant

documents shall be performed at the Contractor's risk. Review and approval by NVTA shall not relieve the Contractor of its overall responsibilities to satisfy system functions and features in accordance with the specification.

2. Original Equipment Manufacture Document Review. Documentation of standard, third party hardware and software (if applicable) shall be furnished for NVTA review. NVTA reserves the right to determine whether the documentation accurately and completely describes all features and options of the hardware and software that pertain to the system.

3. Contractor and Third Party Document Review. The Contractor's and third party hardware and software may need, if applicable, to be customized to fully conform to the requirements contained within this document. NVTA shall have, in addition to the approval rights described above, full approval over the portions of the relevant document's content and format pertaining to the modified or custom hardware, software, and firmware.

4. System Documentation. System documents are those that describe the system hardware and software in technical detail. System administrators, site administrators and maintenance staff will use system documents to administer and modify the system, replace and upgrade hardware/software, and to identify and solve problems.

5. Configuration Control of Software, Hardware, Documents, and Training. The Contractor shall develop and maintain three (3) inventory lists. The following inventory lists provide examples of the type of information required.

a. An inventory of all software and firmware, including product, version, purpose, and installed location.
b. An inventory of all hardware, and installed location (if applicable).
c. An inventory of all-training material and classes presented. This shall also include dates, attendees, and class records.

These shall be maintained and kept current by the Contractor until final acceptance of the system and copies shall be provided.

6. Standard Software/Hardware. Installation, user and reference documentation for standard software/hardware shall be provided for NVTA review and approval in accordance with the requirements defined herein. Standard software/hardware is defined as commercial off-the-shelf products that fully satisfy the requirements of the Request for Proposal without the need for modification.

7. Program Source Code. NVTA must be assured that its investment will be protected in the event that the Contractor becomes unwilling or unable to support it. NVTA is willing to negotiate non-disclosure, escrow or other agreements between the Contractor and NVTA. Details of hardware and software designs shall be fully disclosed to NVTA. If Contractor is unwilling to fully disclose software designs, Contractor may negotiate placing such designs in escrow. Nothing contained herein shall require Contractor to place in escrow designs for commercially available off-the-shelf ("COTS")

software that are not normally made available to Contractor by the supplier thereof. The Contractor shall provide NVTA with a machine-readable copy of all source code, and build support files for all components of the system. This includes code and help source files, “make”, batch and project files, libraries, and other compile/link components. The Contractor shall also document the environmental (i.e., hardware and software) variables within which the code is run. Contractor shall provide updates for source files as program updates are released during the initial and subsequent warranty and technical support periods.

8. Software Ownership and Rights in Technical Data. NVTA specific application software specifically and exclusively designed for the NVTA system shall be the property of NVTA, and shall be delivered together with source code, associated hardware and all applicable documentation. To protect the interest of NVTA the source code will be held in escrow through the completion of the contract. NVTA shall have the right to modify the NVTA-specific application software, however modification shall void any remaining warranty or liability associated with the software modified. Any liabilities for software not modified shall not be void. Contractor shall present a list of all NVTA-specific application software for review and approval by NVTA at the System Design Review. In no event shall the Contractor patent, copyright, or assume any other such ownership rights with respect to NVTA-specific application software. Without limiting the generality of the foregoing, the Contractor shall retain all rights to proprietary information held by the Contractor prior to execution of the Agreement and subsequently used by the Contractor in the performance of the work under this RFP.
Proprietary information include “trade secrets” as defined in 18 U.S.C. §1839 as well as all intellectual property for which the Contractor holds a current patent or copyright recognized under United States law.

The Contractor shall grant to NVTA a non-transferable, non-exclusive, royalty-free right to use for the operation and maintenance of the system only.

a. The inventions claimed in any patents owned by the Contractor or licensed for the Contractor’s use.
b. Any copyrighted works it owns or is licensed to use, for the lives of such patents, licenses or copyrights.
c. That the Contractor also grants to NVTA the right to use any trade secret or other such proprietary right royalty-free to the extent that such trade secret or right is incorporated in any work performed under this contract.

The above provisions will bind subcontractors of the Contractor to the same extent as they bind the Contractor; however, the above provisions shall not be applicable to the acquisition of commercially available, off-the-shelf software for the work performed under this Agreement.

9. Database Design. As part of the System Design document, Contractor shall provide database design documentation that completely describes both the logical and physical structure of the NVTA system database. The documentation shall define and describe the individual elements (file, tables, records and fields) and the relationships among them. Detail shall also include a detailed data dictionary. Any

portions of the database developed or modified specifically for NVTA's system shall be identified. Note that this requirement is for complete and thorough description of the physical and logical database schema. This will permit NVTA to develop and maintain interfaces between the system database and other applications, and will facilitate the development of complex custom reports and interfaces to other systems.

K. NOTICE OF COMPLETION

When the Final Acceptance Test has been satisfactorily completed; NVTA shall issue a Letter of Completion to the Contractor indicating the date of such completion. The Contractor shall record the Notice of Completion upon receipt of the NVTA completion letter. This date of record shall be the start of the one (1) year warranty period.

L. WARRANTY

The Contractor shall fully warrant all equipment and software furnished hereunder against defect in materials and/or workmanship for a minimum period of twelve (12) months from date of Notice of Completion by NVTA. If the standard manufacturer's warranty period is greater than a twelve (12) month period, the Contractor shall provide the relevant warranty information in the response. If the Contractor is not the software manufacture, this shall not preclude the Contractor's responsibility to provide the warranty. Should any defect in materials or workmanship, except ordinary wear and tear, appear during the above stated warranty period, the Contractor will, without delay and with the least practicable inconvenience to NVTA and without further cost to NVTA, repair or replace defective or otherwise unsatisfactory material furnished by the Contractor, or workmanship performed by the Contractor in any parts of said work. Should the Contractor fail to act promptly in accordance with these requirements, or should the demand of the case require repairs or replacements to be made before the Contractor can be notified or can respond to notification. The Contractor hereby agrees that NVTA shall have the right to make the necessary repairs or replacements at the expense incidental to making good any and all of the above guarantees and agreements.

1. Extended Warranty Agreement. The Contractor shall provide NVTA a cost estimate for an optional five-year unconditional warranty, including 24/7 technical support, maintenance, parts and labor, beyond the initial one-year warranty period. The extended warranty plan shall include the aggregate cost of an initial three-year extended warranty period and then the annual costs to extend the warranty into years four and five. NVTA will retain the option to renew the extended warranty for the initial three-year period, then on an annual basis for years four and five.

M. PAYMENTS

Milestone payments will be made to the Contractor based upon the achievement of specified NVTA project objectives with a 10% project contingency held for Final Acceptance. These objectives relate directly to tasks and ensure completion prior to an authorization to proceed. Payment amounts will be negotiated between the Contractor and NVTA, stated in the contract, and submitted on payment requests. Payment is authorized after achievement of the milestone is verified. As part of the RFP response,

Contractors shall prepare and submit a draft milestone payment schedule based upon major milestone dates.

N. FUNCTIONAL SPECIFICATION

1. General. The functional requirements presented in this specification are not to be considered restrictive. To the greatest extent possible, the Contractor shall use standard, field proven designs to meet the functional and performance requirements. It is not NVTA's intent to purchase a prototype system; the system proposed by the Contractor shall be based on an existing product(s) of similar scope to that required by this specification. This specification is a functional specification although detailed requirements are sometimes expressed where necessary to convey design concepts. Typical configurations are also utilized to convey design objectives and functional requirements. Contractors, however, may propose alternative design approaches better suited to the characteristics of the Contractor's standard products if it represents a superior compromise between performances and cost while maintaining functional equivalency.

2. Demand Response Dispatch Software System Function. The Contractor shall supply a functionally complete system, including voice/speech recognition software. If there are any software or hardware elements not explicitly defined in this specification, which are necessary to make the system complete, the Contractor shall furnish all such items. The system must be capable of the following functionality to be considered an acceptable system application by NVTA:

a. Integrate seamlessly with NVTA's Computerized Transportation Management System (CTMS). It must have open "client- server" architecture, and be able to integrate interactively in real-time with other technologies such as MDT systems and CAD/AVL systems.
b. Require NVTA Direct Access clients to enter a Personal Identification Number (PIN) to proceed with accessing the Interactive Voice Response (IVR) function.
c. Ability for riders to confirm previously scheduled trips via computer, smart device and/or telephone
d. Ability for riders to cancel trips via computer, smart device and/or telephone.
e. Ability to complete automated Call Backs to rider supplied phone numbers at a defined time in advance of service to provide rider's trip times; and give the rider an opportunity to cancel their scheduled trip at this time.
f. Ability to provide Arrival Notification calls when triggered by the in-vehicle AVL System to PRC Application and Support Software (PASS) and on to the system.
g. Ability for riders to quickly ascertain the Estimate Time of Arrival (ETA) of their pick-up, which will require interactive integration in real-time with other technologies such as MDT systems and CAD/AVL systems.
h. Available in multiple languages (English and Spanish) with the ability to add additional languages. Please describe how multiple languages are

supported by the system including how they will be maintained during system changes.

i. Ability to send short message service (SMS) and multi-media messaging service (MMS) text messages to clients.

3. Administration of System.

a. Late cancellation window should be configurable, and if cancellation is within window should notify caller and/or transfer to an agent.

b. System will allow for minor modifications of script vocabulary and content by NVTA staff without intimate knowledge of VXML or any other core scripting languages. Please describe in detail how minor changes to the script can be made. Describe any validation tools available that ensure script changes have not resulted in a broken menu flow or missing recordings.

c. Ability to setup optional surveys to poll riders on information. Please describe the steps required to setup a new survey and to report on results. Please describe the survey question types that are available.

d. Support text-to-speech.

e. Support voice recognition

f. Provide the ability to setup floodgate messaging and canned bulletins throughout script, as well as messaging to select customer groups (e.g., dialysis clients or “conditional” certified clients or blind customers). Please provide the steps required to add/modify an announcement and any available parameters describing when the content should be played.

g. System should be scalable to accommodate increased call volume. Please describe in detail how your system and architecture meet these criteria.

h. Should allow for easy maintenance of all recorded vocabulary. Please describe the tools and methods of maintaining vocabulary of the IVR system.

4. Dial Out Capabilities.

a. Shall support the following types of messages:

1) Next day trip reminders – including option for client to cancel their trip at the time of the call.
2) Vehicle Arrival Notifications – call reminding clients that the vehicle will be arriving shortly.
3) Vehicle Schedule Update Notification – call notifying clients that the vehicle is delayed/ahead of schedule and will be missing the promised pickup window.
4) Other Message Types – please describe other message types the proposed system will support.

b. Shall allow customers the option of not receiving one or more of the above mentioned reminder calls on a temporary or permanent basis.

c. Shall support the delivery of all message types to numerous telephone numbers and/or numerous email addresses for any one client.
d. Shall allow NVTA to configure delivery parameters for each message type, including:

    1) Number of retries.
    2) Delivery window (*example* - from 6:00 p.m. to 9:00 p.m.).
    3) Expiry time.
    4) Voicemail and non-voicemail messages.

e. Shall be able to detect multiple types of answering machines – please describe in detail how the proposed Dial out Application deals with Voicemail and answering machines.
f. Shall support email, SMS and MMS text messaging to clients.
g. Shall allow callers to transfer to an agent or jump back into the main system without calling back.
h. Shall have reporting capabilities including Call Back Summary.
i. Documented database schema allowing NVTA to create custom reports.

5. Customer Interface. The customer interface shall consist of voice prompts to which the customer may respond by phone touch-tone key selection or voice response. The customer may also be referred to as the "caller." The voice menu will provide access to the system twenty-four hours per day (24/7). Contractor shall describe the proposed solution to meet ADA accessibility standards and indicate what level of accessibility can be met. Must provide reference sites where the stated accessibility level has been achieved. Contractor shall also specify how the System spoken menu provides informational messages, special services, and emergency level information. The system should present an accessible, encouraging, and non-threatening interface:

a. Let callers know what to expect from the system immediately. This is a simple rule that applies to any customer experience - present a pleasant greeting and explain succinctly what the system can and will do for the caller.
b. Does not hide the option for callers to speak with a live agent. No matter how useful a system is for customers, there will always be times when customers want and need to speak to a live agent to resolve their issue.
c. Whenever possible, give the caller an approximate time for the completion of the request. If transferring to a live agent, let the caller know the expected hold time and provide options to go back into the IVR system.
d. Does not make callers repeat information collected in the system to the live agent to whom they are transferred. It is important that callers believe that the system can help them resolve a problem and does not require a customer resubmit information that the customer has already provided.

e. Provide callers with an option to navigate the system using touch-tone (keypad) or speech recognition. Let callers choose the most effective option based on their general preferences, location or understanding of the system. For instance, someone calling from a cell phone may find it difficult to make menu choices using the phone keypad, but will be able to make those same choices using speech recognition.

f. Personalize the system for each caller by integrating with our customer databases and PRC Application and Support Software (PASS) software. If callers know that the system recognizes their identity, they will be far more likely to stay in the system.

g. Identify and communicate a few universal commands that are recognized at any time during the call. Examples include "beginning" to go back to the start of the dialogue; "help" to get detailed information on the current request for input and “representative”/”customer service” / “operator” to transfer to a live agent .

h. Keep the interface simple - use closed, short prompts; limit the number of menu choices; and request simple, one-word responses. Callers will only use the system if they perceive that it is easy to use and useful in resolving their issue or information request.

i. Always let the caller know what is happening. Keep in mind that the system dialogue should be similar to a conversation between two human beings. The system should explain pauses with messages such as "Thanks for the information, let me look up your account" or "I am trying to find the most appropriate person to handle your request".

j. Provide courteous, smooth error-handling. Generic error messages that are not tailored to the caller's specific situation will drive callers away from the system. The system should always take the blame for errors.

The System shall meet a high standard of usability including:

1. Error-resistance from the customer perspective.
2. Consistency in touch-tone responses.
3. A clear, low-depth structure.
4. 99% uptime.
5. Trip cancellation capabilities.
6. Trip reminders.
7. Integration with MDT and CAD / AVL technologies The System shall be designed to include:

    a) First Level Message - The System shall be designed such that a welcome message shall be the first response to incoming callers. This message has no dependency on transit data.

    b) Spanish Option – The System shall be designed such to allow caller to hear process in Spanish.

c) Tagalog Option - The System shall be designed such to allow caller to hear process in Tagalog.

d) Optional Message - It must be possible for an additional optional message to be spoken after the welcome message. This message has no dependency on transit data.

e) Time-Out Response **-** The System shall be designed such that calls with “no touch tone or voice response” with a short period of time (time-out) by the customer are acted upon automatically. Contractor shall specify proposed options for calls that time out.

f) System Flow - The voice prompts shall promote utilization of automated transit information as a first choice over communication with a live representative.

g) Customer Service Office (CSO) - An explanation and option to transfer to NVTA’s automatic call distribution (ACD)-managed CSO shall be offered in the first level menu.

h) Key-Ahead Selections - The voice system structure shall provide key- ahead of touch-tone inputs such that experienced users do not have to wait for voice messages or prompts to complete prior to making a touch-tone selection.

i) Transfer Option - At any time during the call, the customer may request a transfer to NVTA’ CSO via touch-tone key. The touch-tone key used for the selection shall remain consistent throughout the customer interface.

j) Repeat Message - During or after a segment of voice message (for example, a menu level) or during a voice data response (for example, a list of departure times) the customer can opt to repeat the message.

k) Start-Over Option - At any time within the automated system except when entering data, the customer shall be able to return to the first level menu (main menu).

l) The System shall be designed for access by customers with a wide range of disabilities including individuals who are blind or have low vision, are deaf or hard of hearing, have developmental or learning disabilities, have slower response times, and so forth. The design shall conform to the standards of the:

   i. Americans with Disabilities Act, of 1990 Title II as it pertains to State and Local Government Activities and to Public Transportation;
   ii. Rehabilitation Act of 1973, Sections 504; and
   iii. Communications Act of 1934, Sections 255 and 251 (a)(2), as amended by the Telecommunications Act of 1996.

6. Customer Service Office. The System shall manage call transfers to the reservations/dispatch where calls may be answered by a queue, and to individual numbers that may be answered by a live person or voicemail. NVTA

reservations/dispatch does not operate 24/7, therefore live agents are not always available. The IVR System shall handle transfers to reservations/dispatch:

a. Office Closed – When a transfer request is initiated by a caller when the NVTA office is scheduled to be closed, the System shall provide an informational message, specific to that office, to that caller, and then return the caller to the first level of the System voice menu.
b. Transfer Caller – When a transfer request to the reservations/dispatch is initiated by a caller during scheduled open hours, the System shall transfer the caller if an agent or queue space is available.
c. Retain Caller – When a transfer request is initiated by a caller during ACCESS scheduled open hours when reservations/dispatch agents are busy and the phone queue is full, the System shall detect the queue busy condition, hold the call, announce the situation and provide the IVR menu options for automated assistance. If the proposed system does not provide this feature the Contractor shall describe how such calls are managed.

7. System Administrative Functions. System administrator has secure access to the software and performs management functions that support the end user and data management. The System shall provide administrative functions to manage required functionality. Contractor shall submit sample screen shots and a high level diagram of major menu options and tools provided. The functions include:

a. Managing ride schedule data including initiating or reviewing any automated processes, incorporating new data, and adding system specific data.
b. Ensuring the system is functioning properly for the customers including managing the voice menus, messages, individual voice recordings, and general usability and smoothness of the voice and prompts system. The system should be capable of 99% uptime and able to accept in-bound calls from local, long- distance and toll-free numbers. Messages should be delivered from the system to customers via telephone, internet, and/or telephone devices for the deaf (TDD)/711.
c. Organizing and reviewing statistical data retrieved by the system for reporting to management for the purpose of evaluating System usage, call transfer requests, and specific function, route or directional requests within the system.
d. System administration functions shall be available 24 hours per day, excluding certain maintenance hours.
e. The System administrator interface shall be accessible via networked PC.
f. An administrative environment at a high level; e.g. web-based, client server, etc., including any remote access capabilities.

g. Appropriate security shall be in place to manage access to the schedule and voice data repository and management interface.
h. Support for multiple security access levels.
i. Applying different security levels to specific users.
j. Ability to restrict access to specific sections of the repository.
k. The interface shall be primarily menu driven. Command line options are acceptable. Contractor shall specify any command line tools not available via a menu.
l. The System should be consistent with respect to menu-based options between menus.
m. Functions for editing similar to those found in most Windows application shall be provided. These functions include drop down, fast- key, “right click” selections for cut, copy, paste, find, replace, delete, and other often-used functions.
n. Menu fonts and colors must support visually impaired users and should be consistent with other Windows applications.
n. Contractor shall explain what menu functions are adjustable or configurable, and how the adjustments to the menu functions are made. The system shall provide acknowledgement, confirmations or warnings, when adjustments to menu functions are made. Any exception should be noted and explained.
o. It is preferred that data changes by the administrator are immediate except for deletes or other actions that could adversely impact the live system. Contractor shall indicate how data changes are handled by the system and any configurable options for modifying the default behavior, and explicitly describe any secondary approvals required, especially for actions which commit data or have the potential to adversely impact the live system.

8. Transit Data Management. The System shall provide a structured method for incorporating new data into the system. Contractor shall provide an administrative overview for incorporating new data into the System.

a. Multiple data sets shall be supported such that the administrator may edit, copy, make available, compare, archive, and otherwise manipulate the data as needed. Contractor shall specify if there are a maximum number of data sets supported by the system and additional requirements or limitations should additional data sets be desired in the future.
b. Contractor shall indicate the criteria for identifying data sets within the System.
c. The administrator shall have the ability to delete a data set within the System.
d. Any process for incorporating new schedule data into the System shall be manually initiated by the System administrator. The process of incorporating that data is the build process.
e. The administrator shall be able to specify the data set to be incorporated into the System. Contractor shall indicate the criteria

and process for identifying required source data when new transit data becomes available.

f. When new transit data is available in the source system, and identified by the administrator for a build, the System shall provide comparison of the new data with another transit schedule data set in the System. Differences between the two shall be clearly indicated so that the administrator can identify key changes at a glance. Data change comparison shall:
   1) Specify the default report format for data comparisons, and if multiple formats are available.
   2) Provide options for printing data change information.
   3) Specify any configurable parameters that govern the Data Change Comparison and when and how those parameters are set.
   4) Contractor shall specify how the administrator can make specific data changes or additions within any data set.

g. Contractor shall specify how the administrator can manage the IVR system remotely.

O. SPECIAL FEATURES

The management interface must provide for administration of all irregular transit related information provided to the customer. Contractor shall explain options to

1) Utilize default route vocabulary;
2) Manually override route vocabulary; and
3) Automate route vocabulary based on transit criteria. If this function requires customization or added cost to implement, Contractor shall provide additional costs and estimated maintenance impacts in the appropriate section.

The Contractor shall provide any additional information related to management of transit information, especially as it relates to functions that the proposed system automates administrative options for overriding vocabulary and data defaults and any specific requirements for manual administration of transit related information.

1. Usage Data Collection and Reporting. The System shall collect customer data and provide reports for administrator review and manipulation used to evaluate customer usage of the system. The Contractor shall describe the level to which data may be collected for incoming customer calls and for the touch tone responses to menu options. The System must automatically screen-display system status, including line and menu activity, as well as call volumes by line and menu category. This reporting must be in “real time” so that current call volumes and percentages are available. Screen reporting should be defined from the menu, and have the ability to be set to update for any time period staff requires. In addition to on-screen reporting, the System should generate a running data file containing call statistics. This file should be available for printed report generation and/or communication to other workstations on a network. Separate management of report files allows automated printing, file transfer and/or deletion. NVTA must have the ability to define its own reporting periods and

intervals from this file, i.e. hourly, daily weekly and/or monthly for any effective period. Reports shall have the ability to be generated while the system is on-line. The Contractor shall describe how the system meets the following desired reporting features and any other standard reporting capabilities deemed relevant or significant:

a. Administrator Selectable Reporting Periods
b. Usage Detail
c. System Usage
d. Selection and Output Options
e. Automatic Generation
f. Report Archival
g. Security Access to Reporting Features
h. Other Relevant Reporting Features

The Contractor shall provide examples of formatted reports available to administration / users.

2. Vocabulary Management. The system will use human-quality speech vocabulary, which is to be assembled into a smooth-flowing dialogue. Speech must be spoken in English and Spanish. It must have the capability to add other languages as required. Speech creation should be fully integrated with the menu-builder; i.e. changes to any phrase in the menu should be automatically implemented at every location where that phrase occurs. The System must be capable of recording vocabulary in any voice, and any language.

3. Script / Call Dialogue Changes. The system must support vocabulary text creation, recording, sound editing, and storage in a manner that is fully integrated with menu development. The vocabulary management features must enable NVTA to create new vocabulary, search and edit existing vocabulary, etc. and to implement these changes in the System menu.
Menu development should provide telephone and voice handling, “run-time” message recording, data manipulation, both local and remote database read/write and lookup functions, data interface, network connectivity, use of time and date, creation and use of variables in the menu, automated language play, etc.

4. Control and Time-Based Activation of Dialogue. The System must be able to be staff controlled via both the workstation keyboard and by secure phone access. Messages must be able to be recorded and placed on the system, dialogue altered, call-handling modified, etc. via the phone line. For example, authorized staff should be able to call the phone line from the field or at home, gain password-protected access to the System and record, activate or deactivate messages.

5. Run-Time Diagnostic Software. The System will provide both ongoing regular displays of system activity, and specialized tracing. Menu marking, system diagnostics, detailed trace file generation and other tools useful in monitoring system operation and menu development/analysis shall be provided.

6. Data Backup. Data elements and messaging must have the capability to change “on-the-fly” without disrupting or terminating calls in progress. Capability to

backup to tape, and/or to network backup media, must be available while the system is operating.

7. Survey Module. The System should optionally allow NVTA to set up and conduct automated surveys of callers. Callers taking the survey will respond to spoken questions by pressing keys on their touch-tone phone. Responses should be stored automatically in a survey database. Pre-formatted reports of survey results shall be available. In addition, administration staff must have the capability of formatting their own reports.

P. FUNCTIONAL REQUIREMENTS

SPECIFICATIONS MATRIX

This matrix must be completed and included in all proposals submitted for this project. Failure to do so may result NVTA's refusal to consider the proposal. Responders are to indicate Y - Yes, N - No, E - Exceptions, and may provide comments or alternatives proposed. *(See attached)*

TECHNOLOGICAL CAPABILITIES	Y	N	E	COMMENTS
Are user interfaces available in a Windows based environment that require only the necessity of the latest web browsers functionality?				
Are user interfaces accessible using only a standard web browser, such as Microsoft Internet Explorer?				
Will the proposed solution go live with both web based system and the Mobile Data Terminals simultaneously?				
Is the technology completely web-based and not a web front on top of a PC based solution?				
Is the stability of the web based system capable to ensure 99.9% up time?				
Does the system have the capability to schedule trips online without the need for human intervention while still allowing human intervention when desired?				
RESERVATIONS	**Y**	**N**	**E**	**COMMENTS**
Does the reservations system have the capability to identify customers from just typing a few letters of either the customer first or last name?				
Does the system have the capability to automatically populate the reservation screen with the customer data, including commonly used locations, mobility device, eligibility, PCA, etc. after the individual has been identified?				
Is the reservations process utilizing auto-complete functionality when finding addresses and common locations to reduce reservations errors?				
Is the reservations system able to automatically schedule a vehicle based on GPS position of vehicles and information of other trips?				
Does the system track who made the reservations?				
Does the system allow for customized comments to be placed in the system for the trips?				

RESERVATIONS (cont.)	Y	N	E	COMMENTS
Are trip cancellations intuitive and can users cancel multiple trips at once?				
Can trip edits be accomplished in nearly real time and are they exception based?				
Is the system able to schedule the trip and provide the negotiated time on the reservation interface within a few seconds or less on average after a reservationist collects all trip information?				
Is the system capable of utilizing Google Transit integration for offering the choice to redirect a Demand Response request to fixed route?				
Is the system able to create reservation constraints based of specific geographic locations and time of day?				
DISPATCHING	**Y**	**N**	**E**	**COMMENTS**
Is dispatching automated without the need for a dispatcher to manually select information that must be sent to the vehicle?				
Does the system provide dispatchers with web based tools to proactively manage real-time data related to OTP, no-shows, cancellations and late trips?				
Is real time vehicle arrival information available to allow dispatch to provide trip information to customers?				
Does the system automatically send updates of the dispatched trips to the MDTs?				
Does the system provide web based tools for managers/supervisors/contractors to monitor their drivers performance on real-time?				
SCHEDULING	**Y**	**N**	**E**	**COMMENTS**
Is the scheduling process completely automated and does it have a proven capability to function without a scheduling position initiating the scheduling?				

SCHEDULING (cont.)	Y	N	E	COMMENTS
Is the automated scheduling process continuously looking to improve schedules based on real time operating factors such as cancellations, no-shows, vehicles positions, driver performance etc.?				
Does the scheduling process use hourly and day of week dependent congestion factors?				
Does the automatic scheduling process take into account different space requirements?				
Is the system able to automatically re-optimize the manifests on the day of service to maximize adaptation to the changes without requiring the user to initiate the process?				
Does the system optimize same day trip orders with advance trip orders and automatically send updates to the MDT's?				
Does the system automatically adjust the manifests for drivers running late or early?				
Does the system generate the manifests in increments during the day of service to ensure maximal adjustment to changes?				
REPORTING	**Y**	**N**	**E**	**COMMENTS**
Does the solution provide reports that meet Federal (National Transit Database) and State requirements?				
Are the reports completely web-based?				
Are all reports exportable in csv, pdf, word and excel formats?				
Can reports be run on schedule and on demand?				
Does the system provide reports to monitor the staff's reaction to problem alerts such as no-shows, excessive loading /unloading times, drivers performing stops far away from location etc.?				

REPORTING (cont.)	Y	N	E	COMMENTS
Does the system support real time web based operational supervision and On Time Performance reporting?				
Does the scheduling process use street level GIS map data speed information to calculate driving length and duration?				
Does the scheduling process use street level GIS map data to identify one-way street information to calculate driving length and duration?				
Is the scheduling process using street level GIS map data to identify turning restrictions to calculate driving length and duration?				
AVL	**Y**	**N**	**E**	**COMMENTS**
Are dispatchers able to view real-time vehicle positions in mapping applications such as Google Earth?				
Does the system support integration with mapping tools like Google Earth to investigate no-show and complaint issues at stops?				
Can the system display geo-coded stop locations and reported stop arrival and departure locations?				
Does the system keep an event-log for the creating, editing, adding, changing for each customer profile?				
Is training intuitive and can training be completed in a very short timeframe?				
Is the reservations process for the system straightforward and easy to complete?				
PERSONNEL	**Y**	**N**	**E**	**COMMENTS**
Does the proposed project manager for the project implementation have a strong demand response transit operations background as well as a strong technology background?				

MDT	Y	N	E	COMMENTS
Are the MDT units portable, so that installation is not required in the vehicles?				
Do the MDT units send the arrival information to each stop in real time? Does the arrival information contain GPS location information?				
Does the MDT unit send the departure information from each stop in real time? Does the arrival information contain GPS location information?				
Do the MDT’s post a warning for the dispatcher if driver tries to perform a stop while the vehicle is too far away from the stop location?				
Do the MDT's automatically send confirmation to the server for the manifest updates received from the server by the MDT?				
Do the MDT’s provide a reminder for the driver if driver has arrived within the geofence but has not performed the arrival at the estimated time for the stop?				

ATTACHMENT B

GENERAL INFORMATION FORM

(To be completed by the Proposer and placed at the front of the RFP)

Legal Name of Proposer : Date:

Street Address: Telephone Number:

City/State/Zip: Proposer's Fax Number:

NVTA DBE ☐ NVTA LBE ☐ DBE ☐ None ☐

Type of Organization:
(Corporation, LPA, Sole Proprietorship, Partnership, etc.)

Business License (documented): Taxpayer ID Number (Federal):

Name and Title of Manager:

_____

Name, Title, e-mail address, and Phone Number of Person Correspondence should be directed to:

_____

NVTA DBE ☐ DBE ☐ None ☐

Signature, Name and Title of Person Signing

_____

ATTACHMENT C

NVTA SAMPLE PROFESSIONAL SERVICE AGREEMENT
Or MASTER PROFESSIONAL SERVICES AGREEMENT

Please refer to our website www.nvta.ca.gov for Professional Service Agreement (PSA) or Master Professional Services Agreement (MPSA).

ATTACHMENT D

FEDERAL REQUIRED CONTRACT CLAUSES

Please refer to our website www.nvta.ca.gov for content of Federal required clauses.

APPLICABILITY OF THIRD PARTY CONTRACT PROVISIONS

(excluding micro-purchases, except Davis-Bacon requirements apply to contracts exceeding $2,000)

PROVISION	Professional Services/A&E	Operations/ Management	Rolling Stock Purchases	Construction	Materials & Supplies
No Federal Government Obligations to Third Parties (by Use of a Disclaimer)	All	All	All	All	All
False Statements or Claims Civil and Criminal Fraud	All	All	All	All	All
Access to Third Party Contract Records	All	All	All	All	All
Changes to Federal Requirements	All	All	All	All	All
Termination	>$10,000 if 49 CFR Part 18 applies.	>$10,000 if 49 CFR Part 18 applies.	>$10,000 if 49 CFR Part 18 applies.	>$10,000 if 49 CFR Part 18 applies.	>$10,000 if 49 CFR Part 18 applies.
Civil Rights (Title VI, EEO, ADA)	>$10,000	>$10,000	>$10,000	>$10,000	>$10,000
Disadvantaged Business Enterprises (DBEs)	All	All	All	All	All
Incorporation of FTA Terms	All	All	All	All	All
Debarment and Suspension	>$25,000	>$25,000	>$25,000	>$25,000	>$25,000
Buy America			>$100,000	>$100,000	>$100,000
Resolution of Disputes, Breaches, or Other Litigation	>$100,000	>$100,000	>$100,000	>$100,000	>$100,000
Lobbying	>$100,000	>$100,000	>$100,000	>$100,000	>$100,000
Clean Air	>$100,000	>$100,000	>$100,000	>$100,000	>$100,000
Clean Water	>$100,000	>$100,000	>$100,000	>$100,000	>$100,000
Cargo Preference			For property transported by ocean vessel.	For property transported by ocean vessel.	For property transported by ocean vessel.
Fly America	For foreign air transport or travel.	For foreign air transport or travel.	For foreign air transport or travel.	For foreign air transport or travel.	For foreign air transport or travel.
Davis-Bacon Act				>$2,000 (including ferry vessels)	
Contract Work Hours and Safety Standards Act		>$100,000 (except transportation services)	>$100,000	>$100,000 (including ferry vessels)	
Copeland Anti-Kickback Act Section 1 Section 2				All All exceeding $2,000 (including ferry vessels)	
Bonding				$100,000	
Seismic Safety	A&E for New Buildings & Additions			New Buildings	
Transit Employee Protective Arrangements		Transit Operations			
Charter Service Operations		All			
School Bus Operations		All			
Drug Use and Testing		Transit Operations			
Alcohol Misuse and Testing		Transit Operations			
Patent Rights	Research & Development				
Rights in Data and Copyright Requirements	Research & Development				
Energy Conservation	All	All	All	All	All
Recycled Products		Contracts for items designated by EPA, when procuring $10,000 or more per year		Contracts for items designated by EPA, when procuring $10,000 or more per year	Contracts for items designated by EPA, when procuring $10,000 or more per year
Conformance with ITS National Architecture	ITS Projects	ITS Projects	ITS Projects	ITS Projects	ITS Projects
ADA Access	A&E	All	All	All	All
Notification of Federal Participation for States	Limited to States	Limited to States	Limited to States	Limited to States	Limited to States

ATTACHMENT E

CALTRANS DBE/ DBE REQUIREMENTS

■ NVTA has established a Disadvantage Business Enterprise goal for this Agreement of 0 %.

OR

□ NVTA has not established a DBE Goal for this Agreement' however, Contractor is encouraged to obtain DBE participation for this Agreement

1. GENERAL PROVISIONS

This Project is subject to Title 49 Code of Federal Regulations Part 26.13 (b) (49 CFR 26.13) that states:

"The contractor, sub recipient or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR part 26 in the award and administration of DOT-assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as the recipient deems appropriate."

Contractor's attention is directed to the following provisions:

A. Any subcontract entered into as a result of this Project shall contain all of the provisions of this Section.

B. Take necessary and reasonable steps to ensure that DBEs have opportunity to participate in the Contract (49 CFR 26).

C. Make work available to Disadvantaged Business Enterprises (DBE) and select work parts consistent with available DBE sub-Contractors.

D. Meet the specified DBE participation goal or demonstrate that adequate good faith efforts were made to meet this goal; or if there is no specified DBE goal use good faith efforts for participation.

E. Verify that the DBE proposer is certified as DBE. For a list of certified DBEs, follow the link http://www.dot.ca.gov/hq/bep/find certified.htm for access to the CUCP database. There is no specific certification for DBE proposers; however the CPUC database breaks down DBE proposers by gender and ethnicity to facilitate locating DBE proposers.

F. Contractor is responsible to be fully informed regarding the requirements of 49 CFR Part 26 and Caltrans DBE programs.

2. SUBMISSION OF DBE COMPLIANCE DOCUMENTATION

A. If there is a DBE goal for the Contract, a "Local Agency Proposer -DBE – Information (Proposer Contract)" (Attachment E-1) form shall be completed and submitted with the executed contract. The purpose of the form is to collect all DBE commitment data required under 49 CFR 26. For contracts with no goals, this form collects information on all DBEs. Even if no DBE participation will be reported, the successful bidder must execute and return the form.

B. The information provided on the form should include with names, addresses and phone numbers of DBE proposers that will participate, with a complete description of work or supplies to be provided by each, and the dollar value of each DBE transaction. When 100 percent of a contract item of work is not to be performed or furnished by a DBE, a description of the exact portion of that work to be performed or furnished by that DBE should be included in the DBE information, including the planned location of that work. A successful Contractor certified as a DBE should describe the work it has committed to perform with its own forces as well as any other work that it has committed to be performed by DBE sub-proposers and suppliers.

The Contractor is encouraged to provide written confirmation from each DBE that the DBE is participating in the Contract. A copy of a DBE's quote will serve as written confirmation that the DBE is participating in the contract.

If a DBE is participating as a joint venture partner, the successful Contractor is encouraged to submit a copy of the joint venture agreement.

3. DBE PARTICIPATION

It is the Contractor's responsibility to be fully informed regarding the requirements of 49 CFR, Part 26, and the Department's DBE program developed pursuant to the regulations. Particular attention is directed to the following:

A. A DBE must be a small business proposer defined pursuant to 13 CFR 121 and be certified through the California Unified Certification Program (CUCP).

B. A certified DBE may participate as a prime Contractor, subcontractor, joint venture partner, as a vendor of material or supplies, or as a trucking company.

C. A DBE joint venture partner must be responsible for specific contract items of work or clearly defined portions thereof. Responsibility means actually performing, managing and supervising the work with its own forces. The DBE joint venture partner must share in the capital contribution, control, management, risks and profits of the joint venture commensurate with its ownership interest.

D. A DBE must perform a commercially useful function pursuant to 49 CFR 26.55; that is, a DBE proposer must be responsible for the execution of a distinct element of the work and must carry out its responsibility by actually performing, managing and supervising the work.

E. The prime Contractor shall list only one subContractor for each portion of work as defined in their proposal and all DBE subContractors should be listed in the cost proposal list of subContractors.

F. A prime proposer who is a certified DBE is eligible to claim all of the work in the Agreement toward the DBE participation except that portion of the work to be performed by non-DBE subproposers.

4. MATERIALS OR SUPPLIES PURCHASED FROM DBE'S COUNT TOWARDS DBE CREDIT, AND IF A DBE IS ALSO A, PURCHASES WILL COUNT TOWARDS THE GOAL UNDER THE FOLLOWING CONDITIONS:

A. If the materials or supplies are obtained from a DBE manufacturer, count one hundred percent of the cost of the materials or supplies. A DBE manufacturer is a proposer that operates or maintains a factory, or establishment that produces on the premises, the materials, supplies, articles, or equipment required under the Agreement and of the general character described by the specifications.

B. If the materials or supplies are purchased from a DBE regular dealer, count sixty percent of the cost of the materials or supplies. A DBE regular dealer is a proposer that owns, operates or maintains a store, warehouse, or other establishment in which the materials, supplies, articles or equipment of the general character described by the specifications and required under the Agreement are bought, kept in stock, and regularly sold or leased to the public in the usual course of business. To be a DBE regular dealer, the proposer must be an established, regular business that engages, as its principal business and under its own name, in the purchase and sale or lease of the products in question. A person may be a DBE regular dealer in such bulk items as petroleum products, steel, cement, gravel, stone or asphalt without owning, operating or maintaining a place of business provided in this section.

C. If the person both owns and operates distribution equipment for the products, any supplementing of regular dealers' own distribution equipment shall be by a long-term lease agreement and not an ad hoc or Agreement-by -Agreement basis. Packagers, brokers, manufacturers' representatives, or other persons who arrange or expedite transactions are not DBE regular dealers within the meaning of this section.

D. Materials or supplies purchased from a DBE, which is neither a manufacturer nor a regular dealer, will be limited to the entire amount of fees or commissions charged for assistance in the procurement of the materials and supplies, or fees or transportation charges for the delivery of materials or supplies required on the job site, provided the fees are reasonable and not excessive as compared with fees charged for similar services.

5. FOR DBE TRUCKING COMPANIES: CREDIT FOR DBES WILL COUNT TOWARDS DBE CREDIT UNDER THE FOLLOWING CONDITIONS:

A. The DBE must be responsible for the management and supervision of the entire trucking operation for which it is responsible on a particular Agreement, and there cannot be a contrived arrangement for the purpose of meeting the DBE goal.

B. The DBE must itself own and operate at least one fully licensed, insured and operational truck used on the Agreement.

C. The DBE receives credit for the total value of the transportation services it provides on the Agreement using trucks it owns, insures, and operates using drivers it employs.

D. The DBE may lease trucks from another DBE proposer, including an owner-operator who is certified as a DBE. The DBE who leases trucks from another DBE receives credit for the total value of the transportation services the lessee DBE provides on the Agreement.

E. The DBE may also lease trucks from a non-DBE proposer, including an owner-operator. The DBE who leases trucks from a non-DBE is entitled to credit only for the fee or commission it receives as a result of the lease arrangement. The DBE does not receive credit for the total value of the transportation services provided by the lessee, since these services are not provided by the DBE.

F. For the purposes of this Section 5, a lease must indicate that the DBE has exclusive use and control over the truck. This does not preclude the leased truck from working for others during the term of the lease with the consent of the DBE, as long as the lease gives the DBE absolute priority for use of the leased truck. Leased trucks must display the name and identification number of the DBE.

6. PERFORMANCE OF DBE CONTRACTORS AND DBE SUBCONTRACTORS / SUPPLIERS

A. A DBE performs a commercially useful function when it is responsible for execution of the work of the Agreement and is carrying out its responsibilities by actually performing, managing, and supervising the work involved. To perform a commercially useful function, the DBE must also be responsible with respect to materials and supplies used on the Agreement, for negotiating price, determining quality and quantity, ordering the material, and installing (where applicable) and paying for the material itself. To determine whether a DBE is performing a commercially useful function, evaluate the amount of work subcontracted, industry practices; whether the amount the proposer is to be paid under the Agreement is commensurate with the work it is actually performing, and other relevant factors.

B. A DBE does not perform a commercially useful function if its role is limited to that of an extra participant in a transaction, Agreement, or project through which funds are passed in order to obtain the appearance of DBE participation. In determining whether a DBE is such an extra participant, examine similar transactions, particularly those in which DBEs do not participate.

C. If a DBE does not perform or exercise responsibility for at least thirty percent of the total cost of its Agreement with its own work force, or the DBE subcontracts a greater portion of the work of the Agreement than would be expected on the basis of normal industry practice for the type of work involved, it will be presumed that it is not performing a commercially useful function.

7. FINAL REPORT

Upon completion of the Agreement, a summary of these records shall be prepared and submitted on the form entitled, "Final Report-Utilization of Disadvantaged Business Enterprises (DBE) First-Tier Subcontractors," CEM-2402F (Exhibit 17-F in Chapter 17 of the LAP), certified correct by the CONTRACTOR or the Contractor's authorized representative and shall be furnished to NVTA with the final invoice. Failure to provide the summary of DBE payments with the final invoice will result in twenty-five percent (25%) of the dollar value of the invoice being withheld from payment until the form is submitted. The amount will be returned to the Contractor when a satisfactory "Final Report Utilization of Disadvantaged Business Enterprises (DBE) First-Tier Subcontractors" is submitted to NVTA.

8. DBE CERTIFICATION AND DE-CERTIFICATION STATUS

If a DBE subcontractor is decertified during the life of the Agreement, the decertified subcontractor shall notify the Contractor in writing with the date of de-certification. If a subcontractor becomes a certified DBE during the life of the Agreement, the subcontractor shall notify the Contractor in writing with the date of certification. Any changes should be reported to NVTA within 30 days.

Attachment E-1 Local Agency Proposer DBE Information (Proposer Contracts)

NOTE: PLEASE REFER TO INSTRUCTIONS ON THE REVERSE SIDE OF THIS

AGENCY:_____ LOCATION:_____

PROJECT DESCRIPTION: _____

TOTAL CONTRACT AMOUNT: $_____

PROPOSAL DATE:_____

PROPOSER'S NAME:_____

CONTRACT ITEM NO.	DESCRIPTION OR SERVICES TO BE SUBCONTRACTED	DBE Cert. No. AND EXPIRATION DATE	NAME OF DBEs (Must be certified on the date bids are opened - include DBE address and phone number)	PERCENTAGE OF DBE

For Local Agency to Complete:

Local Agency Contract Number: _____

Federal Aid Project Number: _____

Federal Share: _____

Contract Award Date: _____

Local Agency certifies that the DBE certification(s) has been verified and all information is complete and accurate.

_____ _____ _____
Print Name Signature Date
Local Agency Representative

(Area Code) Telephone Number: _____

Total Claimed Participation

$_____

_____%

_____
Signature of Proposer

_____
Date (Area Code) Tel. No.

For Caltrans Review:

_____ _____ _____
Print Name Signature Date
Caltrans District Local Assistance Engineer

Local Agency Bidder - DBE Commitment(Rev 3/09)

INSTRUCTIONS - LOCAL AGENCY BIDDER DBE INFORMATION
(PROPOSER CONTRACTS) (Revised 06/14)

SUCCESSFUL PROPOSER:

The form requires specific information regarding the proposed contract: Agency, Location, Project Description, Federal Aid Project Number (assigned by Caltrans-Local Assistance), Proposal Date, and Successful Proposer's Name.

The form has a column for the Description or Services to be Subcontracted by DBEs. The DBE should provide a certification number to the prime proposer. The form has a column for the Names of DBE certified proposers to perform the work (must be certified on the date the proposal is received and include DBE address and phone number). Enter DBE prime proposer's and subproposers' certification numbers. The prime proposer shall indicate all work to be performed by DBEs including, if the prime proposer is a DBE, work performed by its own forces.

Enter the Total Claimed DBE Participation percentage of items of work in the total DBE Dollar Amount column. (If 100% of item is not to be performed by the DBE, describe the exact portion of time to be performed by the DBE.) See Notice to Proposers/Bidders Disadvantaged Business Enterprise Information to determine how to count the participation of DBE proposers.

Attachment E-2 must be signed and dated by the successful proposer at contract execution. Also list a phone number in the space provided and print the name of the person to contact.

For the successful proposer, Local agencies should complete the Contract Award Date and Federal Share fields and verify that all information is complete and accurate before signing and sending a copy of the form to the District Local Assistance Engineer within 15 days of contract execution. Failure to submit a completed and accurate form within the 15-day time period may result in the de-obligation of funds on this project.

District DBE Coordinator should verify that all information is complete and accurate. Once the information has been verified, the District Local Assistance Engineer signs and dates the form.

Attachment E-2 DBE Information – Good Faith Efforts

Federal-aid Project No. _____ Bid Opening Date _____

NVTA established an Disadvantaged Business Enterprise (DBE) goal of _____% for this project. The information provided herein shows that a good faith effort was made.

Lowest, second lowest and third lowest bidders shall submit the following information to document adequate good faith efforts. Bidders should submit the following information even if the "Local Agency Bidder –DBE Commitment" form indicates that the bidder has met the goal. This will protect the bidder's eligibility for award of the contract if the administering agency determines that the bidder failed to meet the goal for various reasons, e.g., a proposer was not certified at bid opening, or the bidder made a mathematical error.

Submittal of only the "Local Agency Bidder –DBE Commitment" form may not provide sufficient documentation to demonstrate that adequate good faith efforts were made.

The following items are listed in the Section entitled "Submission of DBE Commitment" of the Special Provisions:

A. The names and dates of each publication in which a request for DBE participation for this project was placed by the bidder (please attach copies of advertisements or proofs of publication):

Publications	Dates of Advertisement

B. The names and dates of written notices sent to certified DBEs soliciting bids for this project and the dates and methods used for following up initial solicitations to determine with certainty whether the DBEs were interested (please attach copies of solicitations, telephone records, fax confirmations, etc.):

Names of DBEs Solicited	Date of Initial Solicitation	Follow Up Methods and Dates

C. The items of work which the bidder made available to DBE proposers, including, where appropriate, any breaking down of the contract work items (including those items normally

performed by the bidder with its own forces) into economically feasible units to facilitate DBE participation. It is the bidder's responsibility to demonstrate that sufficient work to facilitate DBE participation was made available to DBE proposers.

Items of Work	Bidder Normally Performs Item (Y/N)	Breakdown of Items	Amount($)	Percentage Of Contract

D. The names, addresses and phone numbers of rejected DBE proposers, the reasons for the bidder's rejection of the DBEs, the proposers selected for that work (please attach copies of quotes from the proposers involved), and the price difference for each DBE if the selected proposer is not a DBE:

Names, addresses and phone numbers of rejected DBEs and the reasons for the bidder's rejection of the DBEs:

_____
_____
_____
_____

Names, addresses and phone numbers of proposers selected for the work above:

_____
_____
_____
_____

E. Efforts made to assist interested DBEs in obtaining bonding, lines of credit or insurance, and any technical assistance or information related to the plans, specifications and requirements for the work which was provided to DBEs:

_____
_____
_____
_____

F. Efforts made to assist interested DBEs in obtaining necessary equipment, supplies, materials, or related assistance or services, excluding supplies and equipment the DBE subcontractor purchases or leases from the prime CONTRACTOR or its affiliate:

_____
_____
_____
_____

G. The names of agencies, organizations or groups contacted to provide assistance in contacting, recruiting and using DBE proposers (please attach copies of requests to agencies and any responses received, i.e., lists, Internet page download, etc.):

Name of Agency/Organization	Method/Date of Contact	Results

H. Any additional data to support a demonstration of good faith efforts (use additional sheets if necessary):

_____

_____

NOTE: USE ADDITIONAL SHEETS OF PAPER IF NECESSARY.

EXHIBIT B

COST SHEET

See attached

EXHIBIT B

CONTRACT COST SHEET - DoubleMap

ITEM	DESCRIPTION	QTY	UNIT	YEAR 1	YEAR 2	YEAR 3	TOTAL
1	**TapRide Equipment**, incl. protective lockbox, mounting posts, mobile data terminal (MDT), MDT cabling, MDT programming, GPS antenna, hardware installation, shipping, project management, maintenance, support service, and training workshop needed to furnish eight (8) vehicles.	1	EACH	$13,259.68	$ -	$ -	$ 13,259.68
2	**TapRide Software and Cloud Subscription** for eight (8) vehicles **.**	1	ANNUM	$13,014.07	$ 13,014.07	$ 13,014.07	$ 39,042.21
3	**TapRide Premium Software Package Subscription** for eight (8) vehicles.	1	ANNUM	$2,411.52	$ 2,411.52	$ 2,411.52	$ 7,234.56
4	**Auto-Assignment Subscription** for eight (8) vehicles.	1	ANNUM	$25,810.40	$ 25,810.40	$ 25,810.40	$ 77,431.20
TOTAL CONTRACT COST				**$54,495.67**	**$ 41,235.99**	**$ 41,235.99**	**$ 136,967.65**

429 North Pennsylvania Street, Suite 401
Indianapolis IN 46204

*Prices will remain firm for 60 days

Quote - Confidential

DATE: 4/3/2017
TO: NVTA
Kate Miller
Napa, CA

TapRide					
TapRide Standard Package	**Optional**	**Term**	**Unit Cost**	**Quantity**	**Amount**
One-Time Costs					
Protective Lockbox		One-Time	$77.82	8	$622.56
Mounting Post		One-Time	$36.20	8	$289.60
Mobile Data Terminal (MDT)		One-Time	$313.54	8	$2,508.32
Mobile Data Terminal (MDT) Cabling		One-Time	$13.00	8	$104.00
Mobile Data Terminal (MDT) Programming		One-Time	$50.00	8	$400.00
GPS Antenna		One-Time	$60.90	8	$487.20
Hardware Installation		One-Time	$750.00	8	$6,000.00
Estimated Shipping		One-Time	$6.00	8	$48.00
Project Management, Maintenance, & Support		One-Time	$250.00	8	$2,000.00
System Training Workshop		One-Time	$100.00	8	$800.00
Total One-Time Costs					**$13,259.68**
Recurring Costs					
TapRide Standard Software Subscription		Recurring	$1,423.68	8	$11,389.46
TapRide Cloud		Recurring	$203.08	8	$1,624.62
Total Recurring Costs					**$13,014.07**
TapRide Standard Package Year 1 Total					**$26,273.75**
TapRide Premium Package	**Optional**	**Term**	**Unit Cost**	**Quantity**	**Amount**
Recurring Costs					
TapRide Premium Software Subscription		Recurring	$301.44	8	$2,411.52
Total Recurring Costs					**$2,411.52**
TapRide Premium Package Year 1 Total					**$2,411.52**
Total TapRide Costs					**$28,685.27**

*Agency is responsible for cell data and commercially available MDTs. Standard fee associated with each new vehicle.

Plug-Ins	Optional	Term	Unit Cost	Quantity	Amount
Auto-Assignment	**Type**	**Term**	**Unit Cost**	**Quantity**	**Amount**
Recurring Costs					
Auto-Assignment Subscription		Recurring	$3,226.30	8	$25,810.40
Total Recurring Costs					**$25,810.40**
Auto-Assignment Year 1 Total					**$25,810.40**
Total Plug-Ins Costs					**$25,810.40**

Quote Summary	Term	Amount
TapRide Standard Package	*One-Time*	$13,259.68
	Recurring	$13,014.07
TapRide Premium Package	*Recurring*	$2,411.52
Plug-Ins	*One-Time*	
	Recurring	$25,810.40
Total	***One-Time***	**$13,259.68**
Total	***Recurring***	**$41,235.99**

Total for First Year	***$54,495.67***
Total for 3 Years	***$136,967.65***

****All applicable sales/use tax are additional**

Startup Payment Terms:

$4,640.89	Due at contract signing (35%)
$7,292.82	Due at delivery of products and services (55%)
$1,325.97	Due at system acceptance (10%)