

Change Order and Supplemental Agreement

Date: 7/26/2023

Form# PURC02

WTa Contract Number: 2006-001 RFP
Title Trapeze Base Map Upgrades (Amendment 15)

To: **TRAPEZE SOFTWARE GROUP INC**
(Contractor)

You are hereby requested to comply with the following Change Order. This document will become a supplement to the contract and all provisions of the contract will apply hereto.

Reason for Change: 2023 Upgrades to the Trapeze base map with current data (Amendment 15)

Item Description	GL Account Number	Department Number	Project Code	Quantity	Unit Price	Total With Tax
2023 Trapeze Map Upgrades	50303	27	42	1.00	25,413.00	27,649.34
-	-	-	-	-	25,413.00	27,649.34

Contract Authority: \$217,120.00
Change Orders Through 7/26/2023: \$3,100,000.00
This Change Order Amount: -\$ 27,649.34
New Contract Amount: \$3,344,769.34

STATEMENT OF NEED AND CERTIFICATION:

I certify that this change order is required for the completion of the originally contracted project and could reasonably be considered as part of the original scope of work. I know of no conflict of interest on my part or personal involvement in any way with this request. No gratuities, favors, or compromising actions have taken place.

Robert J. Nylander

Signed: Wednesday, August 2, 2023

Printed Name: Josh Nylander

Department:

First Endorsement: DEPARTMENT DIRECTOR

I endorse this change as necessary and for WTA business and could be reasonably considered as part of the original work scope. No conflict of interest has occurred between the vendor or department staff.

MSL (DD is N/A)

Signed: Wednesday, August 2, 2023

Second Endorsement: PROCUREMENT

I endorse this purchase. Procurement policies and procedures have been followed. All supporting documentation has been included in the request.

Magan Waltari

Signed: Wednesday, August 2, 2023

Third Endorsement:

FINANCE DIRECTOR	
I endorse this change order. The purchase is within the department budget. <i>Shonda L. Shipman</i> _____ Signed: Friday, August 4, 2023	
Change Order Approval: GENERAL MANAGER	Change Order Approval: CONTRACTOR
I approve this change order. <i>Les Reardanz</i> _____ Signed: Friday, August 4, 2023	I agree to the terms of this change order. <i>Brian Canivet</i> _____ Signed: Tuesday, August 15, 2023

EXHIBIT B-15

Summary of Pricing and Payment Schedule

The following project budget includes all services required for this implementation as outlined in this statement of work.

Map Upgrade

Item	Description	Cost (USD)
1	HERE Map License	\$5,738
2	Implementation Services	\$19,675
	Total Cost	\$25,413

Payment Milestones

The below payment milestones shall be followed throughout the implementation and will be invoiced on a per-Software module basis.

Map Upgrade Milestones

Milestone	Description	Acceptance Criteria	% of Contract Value
1	Contract Signing	Execution of contractual agreement	100% of HERE Map license costs
2	Software Installation – Test	Installation of PASS or FX map in WTA's test environment	65% of Implementation Services
3	Software Installation – Production	Installation of PASS or FX map in WTA's production environment	35% of Implementation Services

General Project Assumptions

1. This implementation is a fixed fee engagement.
2. All services will be provided remotely.
3. Pricing does not include any applicable taxes or expenses associated with WTA and any of their resources assigned to the project.
4. Map data license covers:
 - a. The State of Washington
5. Map data license includes Traffic Patterns.
6. Map data is licensed for use in all back-office Trapeze applications, but it is not licensed to be used in public-facing applications.
7. Map data is licensed for up to one hundred (100) authenticated end users (distinct users interacting directly with the map data through the Trapeze applications – i.e., Schedulers, Dispatchers, etc.)
 - a. This license cost is subject to change if WTA requires additional authenticated end users.
8. Following the initial map data purchase, WTA will be eligible for the following map data (linear features, polygons, and address points) renewal discounts from HERE:
 - a. **Renewal data purchased within 12 months from the initial sale:** \$2,296 (Eligible for Quarterly Updates). Renewal discounts are for data licenses only and do not include additional services required for future map upgrades with traffic patterns.

9. WTA is responsible for the purchase and installation of any required server hardware (servers shall be preconfigured to Trapeze's specifications), if necessary.
10. All services will be performed utilizing WTA's current version of Trapeze environments.
11. It is expected that a WTA system administrator will be readily available for all configuration, installation, testing and deployment activities.
12. The map upgrade will take advantage of the existing Trapeze infrastructure, data sources and software unless otherwise stated.
13. Any services or requests not identified within this statement of work, including reviewing or correcting data integrity issues, will be considered outside the scope of this engagement and will need to be addressed through a change order. Additional costs may apply based on the nature of the change.
14. Training is not quoted or provided for this implementation.
15. Any integration with third party software or systems will be the responsibility of WTA.
16. Pricing is valid until September 30, 2023.

EXHIBIT C-15 STATEMENT OF WORK

Introduction

The purpose of this document is to provide the Whatcom Transportation Authority (WTA) with a quote and scope of work for an upgrade of the base map used on its Trapeze FX and PASS environments with Traffic Patterns. This document outlines the implementation services to be provided by Trapeze, as well as the support required from WTA staff and resources. This project includes replacing base street map data only.

Any related tasks necessary following the base map installation, including but not limited to line retracing, location geocoding, or polygon adjustments are outside of the scope in this project. Additionally, the base data provided by HERE Technologies is assumed to be accurate. Data updates or changes are outside of the scope in this project.

Trapeze Professional Services

Personnel

To ensure successful completion of this implementation, Trapeze will utilize the following professional services personnel:

Project Lead: The centralized point of contact for the project. The project lead is responsible for coordinating project schedules, deliverables and resources required to deliver the map upgrade as defined in this statement of work.

Implementation Consultant(s): The primary technical point(s) of contact supporting the map upgrade implementation.

Trapeze Products

The map upgrade applies to the following Trapeze application(s):

- FX – Version 21
- PASS – Version 21

Note: If WTA has not already done so, a current backup of the Trapeze map tables for both Fixed Route and Demand Response applications should be posted on the FTP site.

Map Data

Source

Trapeze will provide map data from HERE for the State of Washington, including historical time-of-day traffic pattern data. The following counties will be used in the Trapeze FX and PASS maps:

- Whatcom County
- Skagit County

Implementation Methodology Overview

This project will be executed in a phased approach, with key activities identified below:

1. Project Kick-Off
2. Map Upgrade Scope Details
3. Installation into Test
4. Acceptance Testing
5. Deployment and Closure

Project Implementation Approach

Project Kick-Off

Following contract execution, Trapeze and WTA will hold a remote project kick-off meeting to align stakeholders on project scope and timelines, as well as review roles, responsibilities, key risks, and preliminary project schedule. Project teams from both Trapeze and WTA are expected to attend the kick-off meeting.

Map Upgrade Scope Details

The data needed for the map upgrade has been documented by a Trapeze GIS services representative and is included in the table below:

Map Item	Trapeze GIS Representative Comments										
Linear Features											
Street Names	<ul style="list-style-type: none"> Included. Will be parsed into standard Trapeze format <table> <tr> <th>HERE Data</th><th>Trapeze</th></tr> <tr> <td>ST_NM_PREF</td><td>DirPre</td></tr> <tr> <td>ST_NM_BASE</td><td>FeaNam</td></tr> <tr> <td>ST_TYP_AFT</td><td>FeaTyp</td></tr> <tr> <td>ST_NM_SUFF</td><td>DirSuf</td></tr> </table>	HERE Data	Trapeze	ST_NM_PREF	DirPre	ST_NM_BASE	FeaNam	ST_TYP_AFT	FeaTyp	ST_NM_SUFF	DirSuf
HERE Data	Trapeze										
ST_NM_PREF	DirPre										
ST_NM_BASE	FeaNam										
ST_TYP_AFT	FeaTyp										
ST_NM_SUFF	DirSuf										
Addressing	<ul style="list-style-type: none"> Included, some streets in the Streets shapefile have no address ranges but are included in the AltStreets shapefile. The Streets shapefile will be updated to include these address ranges. 										
Road Classification	<ul style="list-style-type: none"> Included in the HERE data FUNC_CLASS field and will be updated to CFCC codes as follows: <table> <tr> <th>FUNC_CLASS</th><th>Trapeze CFCC</th></tr> <tr> <td>1</td><td>A10</td></tr> <tr> <td>2</td><td>A20</td></tr> <tr> <td>3 & 4</td><td>A30</td></tr> </table>	FUNC_CLASS	Trapeze CFCC	1	A10	2	A20	3 & 4	A30		
FUNC_CLASS	Trapeze CFCC										
1	A10										
2	A20										
3 & 4	A30										

Map Item	Trapeze GIS Representative Comments		
		5	A40
One Way Indicators	<ul style="list-style-type: none">Included in DIR_TRAVEL field		
Zip codes	<ul style="list-style-type: none">Included in R_POSTCODE and L_POSTCODE fields		
City names	<ul style="list-style-type: none">Will be updated by matching R_POSTCODE and L_POSTCODE fields to corresponding USPS Zip Code place names.		
Topology/Proper Intersections	<ul style="list-style-type: none">Included		
Physical Turn Restriction Indicators	<ul style="list-style-type: none">IncludedPlease note that we do not have the ability to import legislated/posted by sign turn restrictions (i.e., no left turn allowed from 7-10 AM M-F) at this time		
Speed per segment	<ul style="list-style-type: none">Historical time-of-day speeds will be used as provided by HERE's traffic pattern data.Custom speed types can be added using MapEdit to overwrite any HERE traffic pattern data for street segments based on active dates and times as set against the custom speed.		
Map Speed Types	<ul style="list-style-type: none">Existing speed types cannot be maintained.		
Additional Street Features (e.g.: Private Roads, Transit Terminals, Parking Lots)	<ul style="list-style-type: none">None provided.Some additional features may be included in the standard Streets shapefile and will be included in the new map.		
Street Name Aliases	<ul style="list-style-type: none">Included in HERE data AltStreet shapefile.		
Geographic Shift from Current Map	<ul style="list-style-type: none">Very minimal geographic shifting observed. See Figure 2		
Map Source Ref	<ul style="list-style-type: none">Included in HERE data LINK_ID field		
Other Comments	<ul style="list-style-type: none">N/A		
Rail	<ul style="list-style-type: none">Included in HERE RailRds Layer		
Water lines	<ul style="list-style-type: none">Included in HERE WaterSeg Layer		
Polygon Features			
Polygons to Maintain	<ul style="list-style-type: none">All Existing Polygon Types (e.g., functional ADA Polygons) will be maintained from the previous map to new map.Basic aesthetic polygons (Counties, Water, and Parks) will be maintained from the previous map to new map.		
New Polygons to Include	<ul style="list-style-type: none">Other aesthetic polygons can be loaded as time permits.		
Other Comments			
Map Pages			
Status	<ul style="list-style-type: none">N/A		
Point Features			

Map Item	Trapeze GIS Representative Comments
Address Points	<ul style="list-style-type: none"> N/A
Locations	<ul style="list-style-type: none"> N/A
Other Comments	<ul style="list-style-type: none"> N/A
Barriers	
Barriers to Maintain	<ul style="list-style-type: none"> N/A

It is assumed that all map data is accurate. HERE Map Data is provided in quarterly releases by HERE and is not updated and/or maintained by Trapeze. Trapeze is not responsible for the accuracy of the HERE map dataset and Traffic Pattern data, and any data or process changes required because of HERE Traffic Pattern integration will be the responsibility of WTA.

As this project will utilize historical HERE traffic pattern data for segment speeds by time-of-day, any custom speeds generated by WTA users in previous iterations of their map will be set to end once the HERE traffic pattern data is utilized. Should WTA desire to override any specific traffic pattern speed data for a segment and specific time-of-day, new custom speeds can be added utilizing MapEdit.

WTA should be aware that new map data could impact existing geocoded locations, clients, stops, route/pattern/deadhead traces, etc. It is also feasible that map related data, such as current polygons, route/patter/deadhead traces or barriers may require adjusting if there is any geographical shifting between the old and new map. **Work required because of the new base map data is the responsibility of WTA.**

As WTA uses PASS, it is recommended that all paratransit polygons be reviewed and regenerated as necessary once the map upgrade has been completed.

Once a backup of the current WTA Trapeze base map is provided to Trapeze, WTA cannot make changes to map-related features such as polygons and barriers. If changes to map-related features are necessary after Trapeze receives a backup of WTA's database, WTA must notify Trapeze of this change and this may trigger a project change request due to additional work possibly being required by Trapeze.

Once a map is placed in the test environment, WTA will be responsible for regenerating the DCESCACHE2 table by running batch schedules in their Test environment. This table will then be copied into production as part of the go-live services.

Map Data Comparison

The following image is an example of how the WTA current map might compare to the HERE dataset. In the following image, the **GREEN** lines represent WTA's current map, and the **PURPLE** lines represent the new HERE data. Note the slight shifting that can occur as well as new streets being visible.



Figure 2: Example of geographic shift and additional streets

Installation into Test

Following the data conversion activities, Trapeze will work with WTA to remotely install the new map data into WTA's test environment.

Acceptance Testing

Acceptance Testing will commence following the completion of the map data installation in each environment. This involves WTA utilizing the Trapeze applications in the test environments to ensure accurate response to user inputs, as well as data accuracy.

WTA will have ten (10) business days in which to perform an initial comprehensive end-to-end round of Acceptance Testing and validate that the new map data is consistent with the previous map data. All subsequent end-to-end rounds of Acceptance Testing must be completed in no more than five (5) business days. It is expected that WTA will begin all end-to-end rounds of Acceptance Testing no more than five (5) business days after Trapeze has confirmed that the environment is ready for testing activities.

Testing Defect Review Tracking and Resolution

During Acceptance Testing, WTA will document and prioritize any defects encountered during the testing period (if they exist). Following the completion of a round of testing, WTA will provide Trapeze with a complete list of all perceived defects, which Trapeze will assess for root cause and resolve where appropriate based on the severity of each defect as defined below.

The severity of defects is based on the impact that an identified defect has on WTA's business and operations. WTA will work with Trapeze to determine defect severity levels, which are defined as follows:

1. **Critical** – Defect causes failure of critical functionality or critical data and there is no workaround available
 - a. These can include but are not limited to:
 - i. System crashing
 - ii. Non-recoverable conditions
 - iii. Data loss or corruption
 - iv. Security concerns which may lead to breach of information and misuse or severely affect the system performance and functionality
 - v. Performance defects that lead to unavailability or loss of functionality
2. **Major** – Defect partially impairs critical functionality. The workaround is available but obvious or difficult to execute
 - b. These can include but are not limited to:
 - i. System crashing or aborting during normal operation of a non-critical flow
 - ii. Missing data
 - iii. Inconsistent logic or display of data
 - iv. Slow responsiveness and underperformance of the system
 - v. Missing security or system patches, minor breach of information
3. **Minor** – Defects which impairs non-critical functionality with a satisfactory workaround available
 - c. These can include but are not limited to:
 - i. Minor usability issues such as inconsistent display
 - ii. System recoverable errors

WTA will identify the priority of each defect and indicate the desired resolution sequence (1 = soonest resolution desired). Trapeze will make every effort to resolve issues in priority order.

At the completion of testing, Trapeze will work remotely to resolve all critical and major defects (if any exist). After the critical and major defects have been addressed, WTA will test and validate that these defects have been resolved by executing retests of the affected test cases.

If no critical or major defects are identified during testing, the Software will be deemed accepted and Trapeze will work to deploy the changes in WTA's Production environment. If defects are identified, Trapeze will evaluate them and work to resolve all confirmed defects, after which WTA will validate their resolution by executing another round of Acceptance Testing within the testing timeframes outlined within this statement of work.

Once WTA confirms that all critical and major defects are resolved for a testing round, the acceptance testing will be considered complete. All minor defects will be transitioned to the Trapeze maintenance and support program.

Deployment and Closure

During the deployment activities, Trapeze will migrate the converted map data from WTA's test environments to WTA's production environments so that it can be used to support live operations.

The installation of map data into a production environment will require a brief maintenance window where Trapeze systems will be unavailable to users.

Following installation of the new map into a production environment, WTA will receive deployment support from the project team during regular business hours for a period of one (1) week to address any issues or questions.

Closure

One (1) week following the completion of the deployment activities, all support will be transitioned to the Trapeze long-term maintenance program and the project closure will be processed. All new support issues will be entered through the standard support channels, and WTA will receive full access to all maintenance support collateral and services as they pertain to the newly implemented functionality.

Project Duration

The timeline for implementing a map upgrade is up to two (2) months from the completion of the project kick-off meeting. Following contract execution, a mobilization period of up to sixty (60) days may be required to kick off the project and align all resources. Trapeze will work to minimize this mobilization period through proactive planning with WTA. The timeline below assumes all resources from Trapeze and WTA are available for the upgrade.

General Timeline	Task
Week 1	<ul style="list-style-type: none">• Work Order assigned to a Trapeze project manager• Due date set for GIS Services Team• Installation date for test environment planning begins between project managers in Trapeze Operations & WTA
Week 1 – 3	<ul style="list-style-type: none">• Map upgrade processing by Trapeze GIS services
Week 4	<ul style="list-style-type: none">• Map upgrade installed into test environment with Trapeze assistance• If not previously scheduled, WTA should schedule the map upgrade installation into their production environment
Week 5 – 8	<ul style="list-style-type: none">• WTA Subject Matter Experts test the new map data in their test environment.<ul style="list-style-type: none">○ WTA will have ten (10) business days from installation into the test environment to test the functionality of the new map.○ At the end of this period, WTA will be deemed to accept the new map, unless Trapeze receives prior written notice outlining the nature of the perceived issues with the map.○ If defects are identified, they will be corrected, and WTA will execute another round of Acceptance Testing to validate defect resolution
Week 9	<ul style="list-style-type: none">• Map upgrade installed into production environment with Trapeze assistance• Final sign-off returned to Trapeze project manager and invoice sent to WTA

WTA's Resource Requirements

Outlined below are estimated resource allocations to support the implementation and effort defined in this statement of work.

Resource	Resource Allocation	Responsibilities
Project Manager	20% of their time for the full duration of the project	<ul style="list-style-type: none"> • Coordinate all resources from WTA • Coordinate conference calls and meetings, as required • Coordinate completion of User Acceptance Testing • Work with the Trapeze project manager to identify risks, issues, and mitigations throughout the project
Subject Matter Experts	30% of their time during User Acceptance Testing	<ul style="list-style-type: none"> • Assist project manager with completion of User Acceptance Testing and other tasks as needed
System Administrators / IT	10% of their time during Map Installation, Testing, and Deployment activities	<ul style="list-style-type: none"> • Assist with troubleshooting network or technical issues • Provide access to servers as necessary throughout the project • Maintain system security controls & permissions, user accounts, etc.
End Users/ Testers	30% of their time during User Acceptance Testing	<ul style="list-style-type: none"> • Execute Acceptance Testing • Record and report any Software defects

Attachment 1

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CONTRACT NO.: _____

Contractor (Manufacturer / Supplier) NAME: HERE North America, LLC

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