



Whatcom Transportation Authority

Request for Proposal

For

Transit Operations Software System

Design, Installation and Support Services

A Negotiated Procurement

RFP #2006-600

Proposal Release Date: April 25, 2006

**Proposal Due Date: Monday, June 5, 2006
2:00 p.m. PDT**

Whatcom Transportation Authority
4111 Bakerview Spur Road
Bellingham, WA 98226

Request for Proposal
Transit Operations Software System Design, Installation and Support Services
April 25, 2006

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**WHATCOM TRANSPORTATION AUTHORITY
REQUEST FOR PROPOSAL
TRANSIT OPERATIONS SOFTWARE SYSTEM DESIGN,
INSTALLATION AND SUPPORT SERVICES
RFP #2006-600
A NEGOTIATED PROCUREMENT**

Whatcom Transportation Authority (WTA) is a municipal corporation with administrative offices located at 4111 Bakerview Spur Road, Bellingham, Washington 98226. Proposals are being solicited for a multi-year contract for Transit Operations Software System Design, Installation and Support Services.

Specifications, proposals, contracts, bond and affidavit forms may be inspected and obtained by prospective Proposers by contacting the Manager of Procurement and Materials, WTA, 4111 Bakerview Spur Road, Bellingham, Washington 98226. A pre-proposal conference will be held on Tuesday, May 9, 2006 at 10:00 a.m. PDT, in the conference room of the WTA, 4111 Bakerview Spur Road, Bellingham, Washington 98226. Prospective Proposers are encouraged to attend. For those unable to attend in person, the ability to participate via conference call will be available. For those who wish to participate via conference call, please contact Larry Kalb at (360) 715-4507 or per email at larryk@ridewta.com for the call-in information.

Prospective Proposers are required to submit proposals that comply with the WTA general instructions to Proposers. Sealed proposals will be accepted by the Manager of Procurement and Materials at WTA until Monday, June 5, 2006 at 2:00 p.m. PDT.

Statement of Financial Assistance

This contract is subject to a financial assistance contract between the WTA (project sponsor) and the Washington State Department of Transportation (WSDOT).

Neil Koshlay
Manager of Procurement and Materials

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 Passenger Transport

I. Summary ---

The Whatcom Transportation Authority (WTA or agency) desires to replace its existing paratransit scheduling/dispatch software application with a more sophisticated, extensible system. The agency also desires to broaden its capabilities to include full mobile data in its paratransit fleet through the implementation of mobile data systems (MDSs).

The current paratransit application is MIDAS. The WTA currently uses MIDAS for eligibility, scheduling, and dispatch. This system is at the end of its life cycle. While MIDAS meets the WTA's basic needs, the current configuration of the system does not provide the comprehensive functionality that is expected from a modern software application. Additionally, the current configuration requires extensive manual intervention for the scheduling function. The WTA does not currently have in place MDSs in any of its fleet. However, in August 2005, the WTA's entire paratransit fleet was equipped with automated vehicle location (AVL) capabilities in a stand-alone configuration. The AVL system is not integrated with the MIDAS software.

While the primary focus of this Request for Proposal (RFP) is to identify appropriate solutions for immediate paratransit scheduling, dispatch, and mobile data needs, the agency also desires to inquire about potential vendor solutions that address secondary components which the WTA may consider implementing, either as part of this implementation process or subsequent implementation efforts. The primary areas are categorized as *Mandatory Components*; the secondary areas are categorized as *Non-Mandatory Components*.

It is the current agency strategic direction to follow a best-of-breed approach for software applications. This approach has served WTA well in the past. However, the agency is investigating whether an integrated operations system, which supports both paratransit and fixed route needs and which performs timekeeping functions, would be beneficial. The WTA is also actively investigating options to replace the current systems for human resources, payroll, and timekeeping. Timekeeping capabilities are addressed in the RFP for that new system.

Vendors may submit multiple proposals. Vendors should uniquely identify each proposal. If a vendor submits multiple proposals, each will be reviewed and assessed independently. The WTA expects that, should a vendor need to contract with a third party to provide required functionality, the vendor will be responsible for all aspects of the contract and will ensure that components and services provided by any subcontractor meet the WTA's expectations. The WTA will contract directly only with the prime vendor.

II. Agency Background Information ---

The Whatcom Transportation Authority's mission is to enhance our community by:

- Delivering safe, reliable, efficient and friendly service
- Offering environmentally sound transportation choices
- Providing leadership in creating innovative transportation solutions
- Partnering with our community to improve transportation systems

The Public Transportation Benefit Area (PTBA) includes the cities of Bellingham, Ferndale, and Lynden, as well as incorporated regions surrounding these communities. In 1993 the Lummi/Marietta area was annexed and incorporated into the WTA PTBA, and in 1994 the Western Whatcom County area (Blaine/Birch Bay/Semiahmoo/Cherry Point) was also annexed and incorporated.

The service area encompasses approximately 840 square miles, with a population of 180,000. It should be noted that more than one third of the total Whatcom County area is National Park or National Forest area.

The WTA has 200+ employees, consisting of a General Manager, over 130 operators, and 68 administrative and support services personnel, of which 150 are represented, and 26 are non-represented. The 130 operators are comprised of approximately 30 paratransit operators, 60 fixed route operators, and 40 cross-trained operators. The paratransit staff consists of four customer service representatives (CSRs), four dispatchers, one lead dispatcher, one scheduler, one paratransit dispatch systems coordinator, one eligibility coordinator, and one manager of specialized transportation services. Additionally, several operators serve in the capacity of three substitute CSRs and three dispatchers. The Board of Directors is comprised of nine members: two Bellingham City Council members and the Mayor of Bellingham; one elected official from the city of Ferndale; one elected official from the city of Lynden; one Whatcom County Council member; the County Executive; and two elected officials from the small cities of the County.

The WTA carries 2.7 million boardings per year and travels two million miles per year.

Paratransit services include 40+ accessible fifteen-passenger (12 ambulatory and 3 wheelchair stations) vehicles. The Americans with Disabilities (ADA) corridor paratransit service extends 3/4 of a mile from the fixed route corridor. Paratransit is a curb-to-curb and door-to-door wheelchair accessible service to the elderly and handicapped, provided in compliance with the ADA. Currently, paratransit services include ADA, SafetyNet, and Flex services. Taxi service is used as an "overflow" service for any of these three types of services. Approximately 700-1000 paratransit service trips are made per day.

Additional services include a vanpool program and Commuter Connection (a paid vanpool program).

Fixed route transportation services include 30+ routes, which operate from 5:50 a.m. to 11:24 p.m. weekdays, and 8:30 a.m. to 11:24 p.m. Saturdays and Sundays from 9:00 a.m. to 8:40 p.m.

Fixed route transportation amenities include the Downtown Bellingham Transit Center; the North Station Transfer Center; the Ferndale Transit Center & Park and Ride; and the Lynden Transit



Center & Park and Ride; 22 pass sales outlets, 978 bus stops, 84 bus shelters/schedule display, RIDE information number throughout service hours, and UHF radio net with security system.

For more information about the WTA, please refer to the website: www.ridewta.com.

A. Current Environment

The WTA utilizes MIDAS-PT for current paratransit scheduling and dispatch. Eligibility is also performed through the MIDAS application. For fixed route runcutting and mark-ups the agency uses a series of Excel-based spreadsheets. The agency's timekeeping system is an in-house developed web-based application. None of the agency's disparate applications and programs is interfaced, i.e., each is a stand-alone application.

The currently installed version of MIDAS is no longer actively supported.

B. Network and Computer Programs

The WTA has a Novell NetWare 5.1 based local area network (LAN). Application servers include Windows 2003 and SUSE Linux. The WTA is in the process of evaluating whether to upgrade or replace its current network operating system, but a final decision has not yet been made.

Currently MIDAS is hosted on a server running Novell NetWare.

The WTA is currently upgrading its desktop workstations. It is expected that by October 2006 all workstations will be running Windows XP and be Vista-ready.

The WTA does not currently provide web-based scheduling capabilities.

The WTA expects the winning Proposer to provide all server hardware and software components, including non-proprietary hardware and software. This includes server hardware, operating systems, database software, and other components that are required to make the proposed vendor's solution operate. If your proposed solution does not include these components, please note in your response whether you have a preferred specification for such non-proprietary hardware and software. The Proposer is not expected to provide any network equipment that may be necessary to make the solution operate effectively.

C. Fleet Communications System

Currently, the WTA uses a trunked 800 MHz radio system for data communication between its paratransit fleet and the base center. Radio Satellite Integrator's (RSI's) AVL system is in place and it is anticipated that the MDS solution will utilize RSI's in-vehicle communications hub for all communication.

In early 2006, it became apparent that the trunked 800 MHz system will not be sufficient for mobile data. Thus, the WTA is in the process of assessing its long-term needs and evaluating alternative solutions. It is expected that the chosen solution will be in place and operational by October 31, 2006. The new communications solution is expected to fully meet the fleet communications needs of any requirements listed in this RFP.



D. Telephone System

The WTA's phone switch is an NEC IVS 2000. The Automated Call Distributor can hold three calls. The call routing allows the switch to transfer a call to any available phone that is logged into a particular queue, thus the number of available lines would be three plus any additional phones that are logged into the paratransit queue. The first call gets routed to a phone, the second gets routed, etc., until there are no more phones available. The switch itself drops the call once it is routed. When all logged-in phones are busy, the switch can hold the next three calls until a phone becomes available.

III. Proposal Guidelines

The WTA requests proposals for a new transit operations software system, to include mobile data systems (MDSs). Additionally, the agency is in the process of replacing its current timekeeping system. The WTA will consider any or all elements listed above as part of a vendor's transit operations software system proposal. The WTA expects to implement a new system (go live) by June 30, 2007. Vendors may submit more than one proposal. For example, a software vendor may submit a proposal for one MDS system and an alternative proposal for a different MDS system.

Prospective Proposers may obtain an electronic copy of this RFP by contacting Neil Koshlay (see below for contact information).

A. Proposal Schedule

RFP Distribution	Tuesday, April 25, 2006
Pre-Proposal Conference	Tuesday, May 9, 2006 10:00 a.m. PDT
Deadline for Notice of Intent To Respond	Monday, May 22, 2006 2:00 p.m. PDT
Approved Questions/Clarification Deadline	Monday, May 22, 2006 2:00 p.m. PDT
Proposal Due Date	Monday, June 5, 2006 2:00 p.m. PDT
Initial Selection	June 14 – 21, 2006
Vendor Demonstrations/Site Visits	June 26 – July 14, 2006
Final Selection (Best and Final Offer)	August 2006, Date TBA
WTA Board Award Date	Wednesday, September 20, 2006
Post-Award Protest Deadline	September 27, 2006 at 2:00 p.m.
Implementation	Est. October 23, 2006 – May 31, 2007
Training Period–(Allows WTA staff time to work with program before it goes live)	June 1 – 30, 2007
Implementation – Go-Live	June 30, 2007

Send Notice of Intent to Respond and Requests For Clarification by May 22, 2006 to:

Neil Koshlay, Manager of Procurement and Materials
Whatcom Transportation Authority
4111 Bakerview Spur Rd.
Bellingham, WA 98226
(360) 738-4586
procurement@ridewta.com

B. Proposal Format

Proposals must match the format in sections "Proposal", "Specifications", and "Costs". The electronic version of the proposal submitted on CD must be in a PDF format.

C. Proposal Submission

One original and thirteen copies of the proposal must be submitted in a **sealed envelope**, marked "Transit Operations Software Proposal". An electronic copy of the proposal must be submitted on CD and must accompany the written (i.e., hard copy) proposal on or before June 5, 2006, 2:00 pm PDT, to:

Neil Koshlay, Manager of Procurement and Materials
Whatcom Transportation Authority
4111 Bakerview Spur Rd.
Bellingham, WA 98226
(360) 738-4586
procurement@ridewta.com

D. Proposal Deadline

Proposals must be received at the above location by 2:00 p.m. on Monday, June 5, 2006. The WTA is not responsible for any delay in delivery of proposal documents.

E. Evaluation

Proposals will be rated and ranked according to the following criteria (in order of importance):

- Quality and depth of technical proposal, including adherence to requirements.
- Ease of use of proposed solution.
- Demonstrated history of successful implementation.
- Cost of solution, including annual maintenance.
- Implementation team skill set and experience.
- Demonstrated ability to provide ongoing customer and technical support, including documentation.
- Quality and depth of training.
- Length of time in business and viability of company.
- References – The vendor must give three references of similar organizations that have used the system. (Please do not use the WTA as a reference).

F. Demonstrations

During the period from June 26 – July 14, 2006, the finalist Proposers will be asked to demonstrate their solution at the WTA base in Bellingham, WA. Proposers should allow time for WTA staff to hands-on test the product.

G. General Conditions

The WTA reserves the right:

- To accept or reject any or all proposals and their Proposers;
- To reject a proposal until a contract is signed with the vendor;
- To waive deviations from the requirements;
- To waive any informality in proposals received whenever such rejection or waiver is in the best interest of the agency;
- To amend the RFP in writing.

A proposal may be rejected when:

- It is not received by the deadline and location stated in this RFP;
- The proposal has failed to use the format in this RFP;
- The Proposer has failed to perform satisfactorily on a previous contract with the WTA or is not in a position to perform the work, as determined by the WTA;
- The proposal and certifications are not signed;
- Any other reason determined to be in the best interest of the WTA;
- The proposal does not meet required terms and conditions as stated in the RFP.

Proposals may not be modified or withdrawn after the time set for opening. Proposals may be withdrawn at any time prior to the scheduled closing time. This may only be done in person or in writing.

Proposals submitted will not be public information until after award to the successful Proposer.

Proposal pricing made in accordance with this Request shall be good and firm for a period of ninety (90) days from proposal deadline unless the proposal is specifically limited to a shorter period by written notification in the proposal document. However, proposals so modified may be declared non-responsive.

In case of default of the vendor, for whatever reason, the WTA may procure the system from another source and hold the vendor responsible for any excess cost occasioned thereby.

Payment in full will be made within forty-five (45) days following final acceptance of the system. Final acceptance will consist of successful implementation of all contractual software and hardware, including MDSs, to be followed by a full month of successful utilization.

A vendor shall submit promptly to the WTA satisfactory evidence of sufficient financial resources, experience, and organization and equipment available for the performance of the contract.



H. Acceptance Criteria

The WTA will require detailed acceptance criteria from the successful Proposer, and the successful Proposer must be willing to negotiate and agree to the acceptance criteria at the Best and Final Offer stage. The Proposer is encouraged to disclose its preferred acceptance process.

I. Payment Schedule

The WTA will require a payment schedule, based upon negotiated milestones. The successful Proposer must be willing to negotiate and agree to the payment schedule at the Best and Final Offer stage. The Proposer is encouraged to disclose their preferred payment schedule.

J. Bid Bond

The WTA reserves the right to require a 5% proposal bond from those Proposers who are invited to the Best and Final Offer stage.

IV. Proposal _____

In the section below, please provide the requested information about your organization:

VENDOR DATA	
NAME	
ADDRESS	
CONTACT INFORMATION <ul style="list-style-type: none">• Name• Title• Phone• Email	
YEARS IN BUSINESS	
ANNUAL REVENUES	
STAFF SIZE <ul style="list-style-type: none">• Sales• Engineering• Technical Support	
CUSTOMER LIST (minimum of ten customers)	
SERVICES PROVIDED	
REFERENCES (provide three – name, address, email address and phone number)	



A. Project Approach

In the section below, please outline your proposed project approach. Please include schedule, including key milestones and dependencies. Please state the names of project team members. Please include a copy of your project plan and resumes of team members.



B. Suggested and Required Hardware and Equipment (non-MDS)

While it is WTA's expectation that the winning vendor will provide the necessary non-proprietary hardware and equipment, the WTA would like to understand the underlying hardware and equipment necessary. In the section below, please outline the suggested and required hardware and equipment necessary for the solution to properly operate and perform effectively. Please do not address mobile data systems (MDSs) hardware in this section. Please include the optimal infrastructure for running your solution.



C. Software Information

While it is WTA's expectation that the winning vendor will provide the necessary software, the WTA would like to understand the underlying software necessary. In the section below, please outline the suggested and required software necessary for the solution to properly operate and perform effectively. Please provide recommendations for network and workstation systems. Additionally, please provide recommendations for database software and compatible query/report tools, etc. are not included in the proposed solution.



D. Training

In the section below, please outline your organization's approach to training. Describe the training that will be provided. Include the number of training hours to be provided, length of period of time given, and the number of people to whom training will be provided.



E. Support Plan

In the section below, please outline the support plan for the proposed solution. Describe post-implementation support. Indicate the availability and extent of customer support during the WTA's operating hours (currently 0500-2300 Pacific) as well as after hours. Please indicate the number of staff available to take calls, the expertise of phone support staff, and costs of ongoing support.



F. Documentation

Please indicate what types of documentation will be provided with the solution, including user manuals.

V. **Specifications**

Specifications are listed in the following sections. The WTA has created two categories of specifications:

- **Required** – the WTA considers these specifications to be key components which are expected to be included in a Proposer’s solution. The Proposer may not be disqualified, however, if some requirements are not met.
- **Optional** – the WTA does not consider these specifications to be required components, but rather considers them as additional components that could provide the WTA additional functionality and opportunities, either presently or in the future (i.e., “nice to have”).

Additionally, where appropriate, the specifications have been categorized into the following groups:

- **Capabilities** – the functionality of the solution.
- **Reports** – reporting capabilities (beyond general reporting capabilities).



A. Mandatory Components

The WTA's primary goal is to replace the current MIDAS system. As such, a vendor's proposal must address the following component areas:

- Technical Requirements
- General Requirements
- Eligibility Requirements
- Scheduling Requirements
- Dispatching Requirements
- Mobile Data Systems (MDSs) Requirements
- GIS Mapping Requirements
- Reporting Requirements

Other component areas, such as Interactive Voice Recognition (IVR), are addressed in the *Non-Mandatory Components* sub-section of the Specifications section.



B. Technical Requirements

General technical requirements, regardless of module or component, are listed in this section. These technical specifications should be considered as baseline components of the vendor’s software solution. MDSs are not to be addressed in this section.

Please respond to the following requirements by indicating whether your proposal meets the requirements in one of four ways:

- Proposed solution meets the specification – Enter “Y”
- Proposed solution does not meet the specification – Enter “N”
- Proposed solution meets the specification with modifications to the system – Enter “M”
- Planned addition to the proposed solution and timeline (please note in the Comments section date of planned addition – Enter “P”

Please include explanation on another sheet if necessary.

Platform Specifications	Response (Y, N, M, P)	Comments
1. The solution runs on a Windows 2000/2003 platform.		
2. The solution runs on a Novell platform.		
3. The solution runs on a Linux platform.		
4. The solution uses Microsoft SQL Server 2000/2005 for the database.		
5. The solution uses MySQL for the database.		
6. The solution uses PostgreSQL for the database.		
7. If the proposed solution has client software, the client software runs on Windows XP/Vista.		

Required Specifications	Response (Y, N, M, P)	Comments
1. The solution performs real time entry and updates of data.		
2. The database minimizes duplicate data.		
3. The solution contains logging features that allow for transactions to be audited. Please describe the logging and auditing features.		



Required Specifications	Response (Y, N, M, P)	Comments
4. The solution validates all user input codes.		
5. The solution prevents duplicate transactions.		
6. The solution prevents or flags transactions that violate established rules.		
7. The solution warns for date discrepancies from current period.		
8. The solution has built-in job scheduler functionality.		
9. The solution easily archives and retrieves historical data.		
10. The solution provides security of the data and system through access controls (i.e., security roles and responsibilities). Please explain the security model.		
11. Please describe account and password policies including:		
a) Minimum number of characters		
b) Forced password change period		
c) Complexity requirements		
d) Lockout mechanisms		

Optional Specifications	Response (Y, N, M, P)	Comments
1. The solution provides a web-based client module.		
2. The solution is supported by an application service provider (ASP) model.		
3. The solution can restrict access based on date and time.		
4. The solution integrates with e-mail systems (i.e., GroupWise). Please list which e-mail applications are supported.		



C. General Requirements

Below are listed general requirements, regardless of specific module, that the proposed solution should provide. These general functional specifications should be considered as baseline components of the vendor’s software solution. MDSs are not to be addressed in this section.

Please respond to the following requirements by indicating whether your proposal meets the requirements in one of four ways:

- Proposed solution meets the specification – Enter “Y”
- Proposed solution does not meet the specification – Enter “N”
- Proposed solution meets the specification with modifications to the system – Enter “M”
- Planned addition to the proposed solution (please note in the Comments section date of planned addition) – Enter “P”

Please include explanation on another sheet if necessary.

Required Specifications	Response (Y, N, M, P)	Comments
1. The solution provides for error checking during data entry.		
2. The solution provides the ability to have multiple windows open within the application and includes full Windows functionality, such as ability to drag-and-drop.		
3. The solution provides the ability to modify all reports and screens.		
4. The solution provides the ability to allow end-user creation and customization of forms and reports.		
5. The solution provides the ability to export data to Microsoft Word, Excel and Access.		
6. The solution provides the ability to export data using CSV format.		
7. The solution provides the ability to fax reports.		
8. The solution includes on-line help.		
9. The solution includes field specific help.		
10. The solution places page breaks in reports at logical points.		



Required Specifications	Response (Y, N, M, P)	Comments
11. The solution provides comprehensive and concise formatting.		
12. The solution provides an audit log for all transactions.		

Optional Specifications	Response (Y, N, M, P)	Comments
1. The solution provides the ability to interface with existing systems, including MAS 90 (WTA's general accounting system).		
2. The solution provides the ability to store graphics/images/photos, linked to landmarks and other locations.		
3. The solution provides the ability to integrate with WTA's fixed route schedule database (future use).		
4. The solution contains a customer complaint/comment tracking system. Please describe the customer complaint/comment tracking system included in the proposed solution.		
5. The solution contains an incident logging/tracking system. Please describe any incident logging tracking system included in the proposed solution.		
6. The solution contains a demographic analysis system. Please describe any demographic analysis capabilities included in the proposed solution.		
7. The solution provides auto-fill capabilities.		



D. Eligibility Requirements

The WTA currently reviews all rider applications for use of paratransit services. For the certification process, the WTA follows ADA guidelines and updates are provided directly to WTA’s Eligibility Specialist. The WTA uses two methods for the application process: (1) telephone interview or (2) paper application form.

The WTA makes eligibility determinations based on an individual’s functional abilities rather than diagnoses.

Please respond to the following requirements by indicating whether your proposal meets the requirements in one of four ways:

- Proposed solution meets the specification – Enter “Y”
- Proposed solution does not meet the specification – Enter “N”
- Proposed solution meets the specification with modifications to the system – Enter “M”
- Planned addition to the proposed solution (please note in the Comments section date of planned addition) – Enter “P”

Please include explanation on another sheet if necessary.

Capabilities Required Specifications	Response (Y, N, M, P)	Comments
1. The solution provides the ability for eligibility coding.		
2. The solution provides the ability to perform trip eligibility checks.		
3. The solution provides the ability to check home address location in a map of the service area.		
4. The solution provides the ability to make notes on location access and rider needs in the Eligibility application module. This data is retained through the application process and is written into the rider database after eligibility is granted.		
5. The solution provides the ability to perform re-certification of eligible users.		
6. The solution provides eligibility/re-certification management.		
7. The solution provides the ability to interface with dispatching and scheduling information.		



Capabilities Required Specifications	Response (Y, N, M, P)	Comments
8. The solution provides the ability to track denied and appeal status.		
9. The solution provides the ability to identify deceased riders.		
10. The solution provides the ability to set expiration date indicators for a rider/user.		
11. The solution provides the ability to integrate expiration/eligibility dates within the mailing process.		
12. The solution provides the ability to accommodate non-ADA eligibility.		
13. The solution provides the ability to display conditional eligibility criteria.		
14. The solution fully integrates the eligibility application form into software application.		
15. The solution provides the ability to easily update ADA eligibility changes.		
16. The solution provides multiple free text screens that can be restricted from viewing based on job role. For example, one for viewing only by the Eligibility Specialist and others to be viewed by customer service representatives, dispatchers, operators, etc. (i.e., notes section).		
17. The solution provides the ability to produce ID cards with or without photos.		
18. The solution provides the ability to interact with other transportation systems including eligibility registration.		
19. The solution provides the ability to capture Medicaid ID information.		
20. The solution provides the ability to add eligibility categories (for future use).		



Specifications – Eligibility Requirements

Capabilities Required Specifications	Response (Y, N, M, P)	Comments
21. The solution provides the ability to generate Eligibility-related correspondence, including determination letters, informational letters, and denial letters.		

Capabilities Optional Specifications	Response (Y, N, M, P)	Comments
1. The solution provides the ability to track appeal process (i.e., status, dates).		
2. The solution provides intelligent eligibility determination, with override capabilities.		
3. The solution provides a medical dictionary for symptom explanation.		
4. The solution provides notation component for riders who are prospects for Fixed Route travel training (i.e., aptitudes, professional contacts, program referrals).		

Reports Required Specifications	Response (Y, N, M, P)	Comments
1. The solution provides the ability to report eligibility records.		
2. The solution provides the ability to report rider general information and history.		
3. The solution provides the ability to report expiration dates and status.		
4. The solution provides the ability to report near expiration dates and status.		
5. The solution provides the ability to report current rider listings.		
6. The solution provides the ability to report past rider listings.		
7. The solution provides the ability to report denied eligibility listings.		
8. The solution provides the ability to report deceased rider listings.		



Reports Optional Specifications	Response (Y, N, M, P)	Comments
1. The solution provides the ability to report rider medical history.		
2. The solution provides the ability to report eligibility compliance analysis.		
3. The solution provides the ability to identify and report newly-eligible riders for a specific period.		

E. Scheduling Requirements

The Paratransit Scheduler has primary responsibility for producing the majority of the week's schedules. Dispatchers also have some responsibilities for this function through the week.

The current WTA scheduling process includes the following:

1. Non-subscription trips may be scheduled one week in advance.
2. Subscription trips may be scheduled up to one week in advance of the first day a subscription trip will begin, with no restriction on how long the subscription will be in effect nor any renewal/reinstatement requirement.
3. The next day's scheduling of trips is performed using a combination of individual trip placement and batch processing.
4. Each morning, dispatch personnel add and modify current day manifests and runs to reflect operator attendance changes and trip cancels.
5. During each business day, dispatch personnel continue to make adjustments as necessary.
6. The current first-time success for scheduling by the MIDAS system is approximately 40%.
7. The WTA has currently defined approximately 1000 landmark locations.
8. Initial trips to a destination, traveling from home for instance, are scheduled based on a rider's requested arrival time at a destination. Within the core Bellingham ADA area, riders are quoted an earliest pickup time of 60 minutes before the destination arrival time. Service in outlying parts of the service area is scheduled with earliest pickup times of more than 60 minutes before destination arrival times.
9. Return trips are scheduled in either of two ways: a) pre-scheduled, in which case a specific pickup time is booked in advance for the return, or; b) will-call, in which case the pickup time is booked when the rider calls in, ready for the return.
10. On-time performance is measured according to standards set separately for each of the above trip types.

Please respond to the following requirements by indicating whether your proposal meets the requirements in one of four ways:

- Proposed solution meets the specification – Enter “Y”
- Proposed solution does not meet the specification – Enter “N”
- Proposed solution meets the specification with modifications to the system – Enter “M”
- Planned addition to the proposed solution (please note in the Comments section date of planned addition) – Enter “P”

Please include explanation on another sheet if necessary.



Capabilities Required Specifications	Response (Y, N, M, P)	Comments
1. The solution provides the ability to verify eligible riders on call-in (via master files).		
2. The solution provides the ability to automatically record date and time of call (e.g., date stamp).		
3. The solution provides the ability to allow manifest changes during the day of service.		
4. The solution provides the ability to sort for scheduling trips. Please list the various sorting functions available for scheduling trips.		
5. The solution provides the ability for quick key entry to associate home address for new trips.		
6. The solution provides the ability to transfer individual trips, blocks of trips, or whole manifests to different runs.		
7. The solution provides the ability to perform advance reservation booking (7 day minimum).		
8. The solution provides the ability to review an audit trail for reservations/changes.		
9. The solution provides the ability for one step rescheduling of canceled trips.		
10. The solution provides the ability to place hold and resume dates on subscription trips (as a group or individually) and can offer at the same time the ability to cancel any demand trips scheduled for the same period.		
11. The solution provides the ability to book a subscription trip as a standing order in the system until deleted.		
12. The solution provides the ability to book subscription trips based on each day of the week.		
13. The solution provides the ability to allow more than one subscription trip to be booked per rider per day.		



Capabilities Required Specifications	Response (Y, N, M, P)	Comments
14. The solution is able to provide name recognition of landmarks and can display (on screen, in reports, on manifests) the landmark name combined with address in address fields.		
15. The solution provides the ability to provide an identification of rider's disability.		
16. The solution provides the ability to distinguish between subscription/demand response trips.		
17. The solution provides the ability to indicate vehicle availability.		
18. The solution provides the ability to interactively schedule current/future day trips.		
19. The solution provides the ability to identify redundant reservations.		
20. The solution performs validity checks on all inputs (e.g., completeness, legitimacy).		
21. The solution provides the ability for multiple reservations to book rides simultaneously (i.e., traveling from same pick-up location to same destination).		
22. The solution provides the ability to perform batch scheduling.		
23. The solution provides the ability to generate call back listings.		
24. The solution provides the ability to track dwell time for boarding/de-boarding.		
25. The solution provides the ability to schedule same day trip requests.		
26. The solution provides the ability to integrate registration of trip request, dispatching and scheduling.		
27. The solution performs scheduling decision making within the system.		
28. The solution provides the ability to enter additional information with an "open comments" section.		



Capabilities Required Specifications	Response (Y, N, M, P)	Comments
29. The solution provides the ability to suspend and resume permission to ride.		
30. The solution provides the ability to perform logical vehicle selection (e.g., different vehicles for types of riders).		
31. The solution provides the ability to batch cancel by:		
a) Landmarks		
b) Date		
c) Sponsor		
d) Rider		
e) Run		
f) Address		
32. The solution provides the ability to batch hold by:		
a) Run		
b) Rider		
c) Date		
d) Address		
33. The solution provides the ability to assign to private vendors (e.g., taxi reservations).		
34. The solution provides the ability to purge rider trip data.		
35. The solution provides the ability to assess vehicle capacities.		
36. The solution provides the ability to assign by street address (e.g., through latitude/longitude).		
37. The solution performs vehicle assignments.		
38. The solution provides the ability to change schedule date.		
39. The solution provides the ability to edit group trips.		
40. The solution provides the ability to edit trips.		



Capabilities Required Specifications	Response (Y, N, M, P)	Comments
41. The solution provides the ability to capture information on facility access including park and ride lots, distribution centers, bus stops, and rail stations.		
42. The solution provides the ability to track trip denials.		
43. The solution provides the ability to inquire about suspended trips by origination and destination.		
44. The solution replicates address changes in the system for all future trips, including registered and subscription trips.		
45. The solution does not change addresses in the system for completed/historical trips.		
46. The solution provides the ability to set defined trip speeds (e.g., by zone, street classification, or other attribute).		
47. The solution provides the ability to support runs that start at one “garage” and end at a different “garage”.		
48. The solution has the ability to perform different types of cancels.		
49. The solution has the ability to perform “will call” returns (i.e., no specific time initially associated).		
50. The solution provides the ability to schedule return trips in advance at specific times.		
51. The solution clearly defines each parameter setting and provides for easy understanding of the parameters. Please explain the relationship among parameters.		
a) Please explain the solution’s approach to assessing, determining, testing, and optimizing parameter settings.		



Capabilities Required Specifications	Response (Y, N, M, P)	Comments
b) Please explain whether the solution has the ability to develop, store, and apply multiple parameter sets (i.e., day of week, zone, etc.).		
52. The solution provides the ability to modify parameters based on access rights.		
53. The solution provides the ability for schedulers to override suggested trips.		
54. The solution provides the ability to send updated trip itineraries to a vehicle-based mobile data system (MDS), when installed, on a real-time basis.		
55. The solution provides the ability to easily distinguish assigned, unassigned, and completed trips on screen (e.g. color coded, or other means).		
56. The solution provides the ability to easily distinguish projected late pick-up/drop-off trips on screen.		
57. The solution provides the ability to uniquely identify types of trip (i.e., subscription, same day, etc) within a real-time dispatching window.		
58. The solution provides the ability to see scheduled/actual pick-up and drop-off times, as communicated by MDS.		
59. The solution provides the ability to project effect on future trips based on current vehicle on-time performance.		
60. The solution provides the ability to identify for on-time vs. late.		
61. The solution provides the ability to distinguish between pick-ups and drop-offs.		
62. The solution provides the ability to set on-time window parameters for both pick-up and drop-off times.		
63. The solution records all transactions for each trip in an audit log.		



Specifications – Scheduling Requirements

Capabilities Required Specifications	Response (Y, N, M, P)	Comments
64. The solution provides error messages when a ride has a potential conflict.		
65. The solution provides the ability for scheduler/dispatch personnel to override potential ride error messages.		
66. The solution provides the ability to book from past trips, including linked series of trips.		
67. The solution provides the ability to sort screens by different fields.		
68. The solution provides the ability to make scheduling and routing recommendations.		
a) Does the solution use orthogonal distance estimation?		
b) Does the solution use street network for distance estimation?		
c) Does the solution use an alternative method for distance estimation? If so, please describe.		
69. The solution provides the ability to view trip history per rider by user-determined time period.		
70. The solution provides the ability to clearly identify unassigned trips on screen.		
71. The solution provides the ability to set fares.		
72. The solution provides the ability to inquire about scheduled trips by origin and destination GIS locations.		

Capabilities Optional Specifications	Response (Y, N, M, P)	Comments
1. The solution provides the ability to integrate non-WTA transportation timetables.		
2. The solution provides the ability for riders to submit trip requests via a web interface.		



<p>3. The solution provides fully functional Fixed Route schedule information through a FR schedule database. The solution integrates this information with the paratransit scheduling system to permit multi-legged, cross-modal (i.e. paratransit to Fixed Route) itinerary booking.</p>		
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Reports Required Specifications	Response (Y, N, M, P)	Comments
1. The solution provides the ability to report the listing of vehicle run assignments.		
2. The solution provides the ability to print the vehicle manifest.		
3. The solution provides the ability to output the vehicle manifest via MDS.		
4. The solution provides the ability to report schedule of vehicles by time.		
5. The solution provides the ability to report trips by time.		
6. The solution provides the ability to report scheduled trips for the future.		
7. The solution provides the ability to report service requests unassigned to vehicles (i.e., wait listing).		
8. The solution provides the ability to report complete operations performance (e.g., pull-out/pull-in time, miles/trip, trips/hour).		
9. The solution provides the ability to report service request by master list.		
10. The solution provides the ability to report route summaries.		
11. The solution provides the ability to report and create user defined manifests.		
12. The solution provides the ability to report trips per hour.		
13. The solution provides the ability to report suspended trips.		
14. The solution provides the ability to report no-show summaries.		
15. The solution provides the ability to report cancellation summaries.		



Specifications – Scheduling Requirements

Reports Required Specifications	Response (Y, N, M, P)	Comments
16. The solution provides the ability to report dwell times.		
17. The solution provides the ability to report parameter optimization assessments.		
18. The solution provides the ability to report past trip records.		
19. The solution provides the ability to report subscription booking summaries.		
20. The solution provides the ability to report vehicle capacity summaries.		
21. The solution provides the ability to report on-time performance.		
22. The solution provides the ability to report origin/destination summaries.		
23. The solution provides the ability to report trip denials.		
24. The solution provides the ability to report vehicle speed listings.		
25. The solution provides the ability to report trip durations.		
26. The solution provides the ability to report passenger miles.		
27. The solution provides the ability to report seat miles.		
28. The solution provides the ability to report trips by driver, by run.		

Reports Optional Specifications	Response (Y, N, M, P)	Comments



F. Dispatching Requirements

The WTA currently utilizes RSI’s solution for AVL needs to identify the location of vehicles. Please explain whether your solution will utilize RSI’s AVL sub-system or whether the proposed solution will utilize its own AVL/mapping for dispatching purposes.

As the WTA does not currently utilize MDSs, paper manifests are created prior to each shift and are distributed. The WTA intends to migrate to a paperless manifest system with the MDS implementation, although it may be necessary to utilize paper records for limited purposes (i.e., run summaries, timekeeping, etc.). Despite this intention, the capability of the scheduling/dispatching system to produce full-featured paper manifests is considered necessary, both to support the possible incremental transition to a paperless MDS system and also as an emergency backup system.

Please respond to the following requirements by indicating whether your proposal meets the requirements in one of four ways:

- Proposed solution meets the specification – Enter “Y”
- Proposed solution does not meet the specification – Enter “N”
- Proposed solution meets the specification with modifications to the system – Enter “M”
- Planned addition to the proposed solution (please note in the Comments section date of planned addition) – Enter “P”

Please include explanation on another sheet if necessary.

Capabilities Required Specifications	Response (Y, N, M, P)	Comments
1. The solution provides graphic map displays.		
2. The solution provides the ability to record and display dwell times at boarding and de-boarding locations.		
3. The solution provides the ability to add discretionary information concerning rider needs.		
4. The solution provides the ability to track vehicle and driver locations.		
a) Please describe any included Automatic Vehicle Location (AVL) solution.		
b) Does the solution have the ability to utilize the existing RSI AVL system?		



Capabilities Required Specifications	Response (Y, N, M, P)	Comments
5. The solution provides the ability to assess vehicle proximity to dispatcher identified locations.		
6. The solution provides the ability to interact with peripheral options (e.g., links with MDSs).		
7. The solution provides alerts that support driver and dispatcher abilities to change manifest.		
8. The solution provides the ability to provide progress information (e.g., expected time of arrival).		
9. The solution provides the ability to accommodate anticipated traffic congestion.		
10. The solution provides the ability for real time data entry over MDS terminals.		
11. The solution provides the ability to edit vehicle run assignment and re-allocate drivers.		
12. The solution provides the ability to access rider information during emergency.		
13. The solution provides on-screen alerts when assigned vehicle is running late.		
14. The solution provides adjustable audible alerts for various urgent conditions (e.g., trip late).		
15. The solution provides the ability to provide both name and address recognition of landmarks.		
16. The solution provides clear and concise run sheets (i.e., manifests) (paper and digital).		
17. The solution provides the ability to automatically track standby resources through times, vehicles and locations.		
18. The solution provides real time indication of trip status.		



Specifications – Dispatching Requirements

Capabilities Required Specifications	Response (Y, N, M, P)	Comments
19. The solution provides the ability to identify vehicles that have slack time in particular zones and/or time periods.		
20. The solution provides the ability to obtain an alphabetical listing of riders in transit.		
21. The solution provides the ability to log trip cancellations and no-shows.		
22. The solution provides the ability to record and log fare payment by type.		
23. The solution provides the ability to integrate with dispatch in terms of issuing street directions including nearby landmarks, one-way streets, and fastest routes.		
24. The solution provides the ability to record arrival and departure times at each location.		

Capabilities Optional Specifications	Response (Y, N, M, P)	Comments
1. The solution provides the ability for automatic dialing initiated by dispatch (i.e., call ahead).		
2. The solution provides the ability to track of vehicle maintenance/ fuel problems.		

Reports Required Specifications	Response (Y, N, M, P)	Comments
1. The solution provides the ability to report vehicle listings.		
2. The solution provides the ability to report capacity assessment.		
3. The solution provides the ability to report subcontracting status.		
4. The solution provides the ability to perform and report based on geographic analysis.		
5. The solution provides the ability to report pickup and destination details.		
6. The solution provides the ability to report daily service monitoring by hour and location.		



Specifications – Dispatching Requirements

Reports Required Specifications	Response (Y, N, M, P)	Comments
7. The solution provides the ability to report transfer listings.		
8. The solution provides the ability to report optimal route assessments.		
9. The solution provides the ability to report driver hours.		
10. The solution provides the ability to report vehicle mileage.		
11. The solution provides the ability to report destination records.		
12. The solution provides the ability to report on-time/late trip performance.		
13. The solution provides the ability to report no-shows and cancellations.		
14. The solution provides the ability to display page breaks by vehicle on dispatch manifest.		
15. The solution provides the ability to report all outstanding (will call) rides.		

Reports Optional Specifications	Response (Y, N, M, P)	Comments



G. Mobile Data Systems (MDSs) Requirements

Mobile Data Systems can be installed at the initial time of the software implementation or at a later time as part of a phased implementation approach. Please inform us of your suggested approach, considering the WTA’s timeframe requirements.

Currently, the WTA utilizes RSI’s AVL solution with all paratransit vehicles. RSI’s solution is based upon their V-Track unit, which has the capability to communicate multiple types of data to and from the WTA’s main dispatch location.

The WTA expects the MDS to be capable of logging data outside of the order as assigned by the dispatch/scheduling application. The WTA doesn’t require drivers to follow the order as indicated by a manifest. Rather, each driver is given the discretion to sequence his/her trips according to the driver’s own experience with routes, schedules, and rider needs.

In your response please explain the proposed method of transferring initial manifests to the MDS-equipped fleet.

Please indicate the form factor of your proposed MDS and the proposed location/mounting of the unit, if applicable.

Please respond to the following requirements by indicating whether your proposal meets the requirements in one of four ways:

- Proposed solution meets the specification – Enter “Y”
- Proposed solution does not meet the specification – Enter “N”
- Proposed solution meets the specification with modifications to the system – Enter “M”
- Planned addition to the proposed solution (please note in the Comments section date of planned addition) – Enter “P”

Please include explanation on another sheet if necessary.

Capabilities Required Specifications	Response (Y, N, M, P)	Comments
1. Please explain the expected amount of data traffic to be sent between the main dispatch location and each fleet vehicle. Please indicate expected size of data packets and suggested polling/transmission frequency.		
2. Please explain the vehicle installation footprint of the proposed solution. If the solution is to be mounted, please explain the proposed mounting mechanism.		



Capabilities Required Specifications	Response (Y, N, M, P)	Comments
3. The solution provides the ability to perform system-wide real-time synchronization.		
4. The solution provides the ability to assign priority to individual messages.		
5. The solution provides the ability to communicate with more than one driver (i.e., system wide messaging).		
6. The solution performs error checking.		
7. The solution performs message handshaking.		
8. The solution provides the ability to automatically retransmit.		
9. The solution provides visual and audible system indicators.		
10. The solution provides the ability to operate across multiple carrier networks.		
11. The solution provides the ability to display recommended schedule sequence.		
12. The solution provides the ability for pick-ups/drop-offs to be performed and logged out of sequence.		
13. The solution performs efficient file transfer.		
14. The solution provides the ability for appropriate order event sequencing.		
15. The solution provides the ability to bundle messages (e.g., data packets).		
16. The solution provides the ability to optimize packet sizes.		
17. The solution provides on-line help.		
18. The solution provides the ability to set quick (macros) task keys.		
19. The solution provides the ability to receive and distribute messages to/from the dispatch system.		
20. The solution provides the ability to prevent modification of designated data fields.		



Capabilities Required Specifications	Response (Y, N, M, P)	Comments
21. The solution provides the ability to encrypt data transmission between MDS and scheduling software.		
22. The solution provides an integrated paging system.		
23. The solution provides for equipment protection against dust and spillages and is rugged and protected from environmental interference.		
24. The solution provides a protection barrier against power surges.		
25. The solution has local storage capabilities.		
26. The solution provides visual and audible indications of a new message arrival.		
27. The solution is an ergonomically friendly device.		
28. The solution provides the ability to support peripherals including: GPS receivers, card readers, printers, and odometer readers.		
29. The solution provides the ability of real time entry for the entire dispatch system in terms of:		
a) Driver acknowledged receipt of pick-up information.		
b) Time driver arrived at passenger pick-up.		
c) Time driver departed pick-up location.		
d) Odometer reading at pick-up location.		
e) Time driver arrived at destination.		
f) Time driver departed from destination.		
g) Odometer reading at destination location.		
h) Rider fare payment information.		
i) Total number of passengers including:		
• Primary rider		
• PCA		



Capabilities Required Specifications	Response (Y, N, M, P)	Comments
• Companion(s)		
j) Confirmation of canceled trip initiated by dispatcher.		
k) Service animals.		
l) Passenger no-show.		
m) Additional programmable messages.		
n) Comments.		
30. The solution provides the ability to capture PCA/Companion mobility aid status.		
31. The solution provides the ability to require unique ID and password to log into and out of system.		
32. The solution provides the ability to easily capture exact pick-up and drop-off times. Please describe the functionality that the solution provides.		
33. The solution provides the ability to distinguish between pick-ups and drop-offs.		
34. The solution provides pick-up/drop-off addresses.		
35. The solution provides proposed times.		
36. The solution provides the riders' names.		
37. The solution provides ambulatory and mobility data on main screen of MDS.		
38. The solution provides the ability to store and display maps.		
39. The solution provides the ability to display current location on map relative to scheduled trips.		
40. The solution provides the ability to produce daily trip history on MDS display.		
41. The solution provides the ability to customize fields on display screens (i.e., ability to add/remove fields).		



Capabilities Required Specifications	Response (Y, N, M, P)	Comments
42. The solution provides summary screen capabilities to include information such as start and end times, miles driven, number of passengers, trips per hour, and on-time performance.		
43. The solution provides messaging capabilities for text communication between vehicle MDS and central dispatch station.		
44. The solution provides messaging capabilities that include the ability to utilize generic messages as well as WTA-created standard messages, and individually-created messages.		
45. The solution provides the ability for the operator to create individualized notes for current day trips.		
46. The solution provides the ability for operators to create individually-entered notes and for the notes to be stored for future purposes.		
47. The solution provides the ability to accurately reflect mileage. Please describe how your system obtains its information and how, if possible, WTA may adjust/configure mileage should variations exists.		
48. The solution provides the ability for alerts to appear on-screen when current trip is running late.		
49. The solution provides the ability to display expanded passenger and pick-up/drop-off information.		
50. The solution provides the ability to display proposed routing on map relative to vehicle.		

Capabilities Optional Specifications	Response (Y, N, M, P)	Comments
1. The solution provides the ability to utilize an 802.11x wireless network for daily initial manifest upload.		
2. The solution provides an integrated 5-minute timer.		



3. The solution provides the ability to display on-screen stored graphics/images/photos, linked to landmarks and other locations.		
4. The solution provides the ability to use smartcards for payment.		
5. The solution provides the ability to connect MDS to passenger/fare counters.		
6. The solution provides the ability to use finger ID technology for driver identification.		
7. The solution provides the ability to interface with VHF/UHF or 800/900 MHz trunked radio equipment for two way transmission.		

Report Required Specifications	Response (Y, N, M, P)	Comments
1. The solution provides the ability to report from MDS. Please describe MDS report capabilities for proposed solution.		
2. The solution provides the ability to report mileage and latitude/longitude at poll locations.		
3. The solution provides the ability to report time vehicle turned on/turned off.		
4. The solution provides the ability to report successful connections for polling MDS.		

Report Optional Specifications	Response (Y, N, M, P)	Comments



H. GIS / Mapping Requirements

For the current RSI AVL solution, the WTA is utilizing mapping data from NAVTEQ. The NAVTEQ map is in an ArcView format. Additionally, the WTA creates supplemental in-house mapping overlays.

The service area encompasses approximately 840 square miles. The primary cities within this service area include Bellingham, Lynden, and Ferndale. The service area extends to the Kendall Valley and Glacier. It should be noted that more than one third of the total Whatcom County area is National Park or National Forest area.

In the current MIDAS application, the WTA uses a customized map based in TransCAD. This manages service day, times, and other attributes. The successful solution should include all of the functionality that the WTA has in its current system configuration, as well as appropriate functionality for in-vehicle mapping and MDS components. Please see Section X for maps of the service area.

Please explain whether your proposed solution includes maps or whether the WTA will be required to procure maps.

The WTA expects that the winning solution will provide a standard set of GIS tools.

Please respond to the following requirements by indicating whether your proposal meets the requirements in one of four ways:

- Proposed solution meets the specification – Enter “Y”
- Proposed solution does not meet the specification – Enter “N”
- Proposed solution meets the specification with modifications to the system – Enter “M”
- Planned addition to the proposed solution (please note in the Comments section date of planned addition) – Enter “P”

Please include explanation on another sheet if necessary.

Capabilities Required Specifications	Response (Y, N, M, P)	Comments
1. The solution provides the ability for assignment by street address.		
2. The solution provides flexible interfaces in order to address any GIS application.		
3. The solution provides the ability to perform thematic mapping (the grouping of geographic images together).		



Capabilities Required Specifications	Response (Y, N, M, P)	Comments
4. The solution provides the ability to overlay and buffer (e.g., illustrations of multi-sided closed figures – lakes and rivers).		
5. The solution provides a topological map overlay.		
6. The solution provides the ability for graphic editing.		
7. The solution provides an easy to use graphic user interface (GUI).		
8. The solution provides the ability to integrate with a global positioning system (GPS).		
9. The solution provides on-line documentation.		
10. The solution provides the ability to easily organize layers within map displays.		
11. The solution provides the ability to easily manipulate maps (i.e., zoom, pan, etc.).		
12. The solution provides the ability to establish multiple areas on the map and assign attributes to the areas for compliance service standards (i.e., times and day of week).		
13. The solution provides the ability to manually add previously unknown intersections for geo-coding purposes.		
14. The solution provides labeled streets and roadways for the entire coverage area.		
15. The solution provides the ability to easily edit WTA defined service areas.		
16. The solution provides the ability to map trip data (i.e., origin and destination).		
17. The solution provides the ability to manually place new locations in the mapping system.		
18. The solution provides database management.		
19. The solution provides the ability to recover data.		



Capabilities Required Specifications	Response (Y, N, M, P)	Comments
20. The solution provides publishing tools.		
21. The solution provides macro language.		
22. Please describe the platforms supported by the proposed solution.		
23. The solution provides the ability to update the system. Please describe the regularity of updates for the proposed solution.		
24. Please describe the process for updating maps throughout the entire system including dispatch and fleet.		
25. The solution provides the ability for GIS integration with multiple data formats such as DXF and TIGER.		
26. The solution provides interactive data query and display tools.		
27. The solution provides the ability to customize geographic data.		
28. The solution provides informational utilities such as a map library and dictionaries.		
29. The solution provides the ability to set area search patterns.		

Capabilities Optional Specifications	Response (Y, N, M, P)	Comments
1. The solution provides plotter support.		
2. The solution provides the ability to integrate master files, scanned documents, satellite images and video images.		

Reports Required Specifications	Response (Y, N, M, P)	Comments
1. The solution provides the ability to map a run (i.e., street by street), showing pick-ups and drop-offs for a whole run or other user-defined time period.		
2. The solution provides the ability to perform graphic analysis. Please describe the graphic analysis tools and reporting capabilities of proposed solution.		



Reports Required Specifications	Response (Y, N, M, P)	Comments
3. The solution provides the ability to print user-defined map views.		

Reports Optional Specifications	Response (Y, N, M, P)	Comments



I. Reporting Requirements

In addition to the Reporting capabilities specific to each component of the solution, general reporting capabilities are required.

Reporting is a key business requirement for the WTA. Quality pre-defined reports are considered an important requirement for the proposed vendor solution. Additionally, the ability to create custom and ad hoc reports is considered crucial.

Please respond to the following requirements by indicating whether your proposal meets the requirements in one of four ways:

- Proposed solution meets the specification – Enter “Y”
- Proposed solution does not meet the specification – Enter “N”
- Proposed solution meets the specification with modifications to the system – Enter “M”
- Planned addition to the proposed solution (please note in the Comments section date of planned addition) – Enter “P”

Please include explanation on another sheet if necessary.

Required Specifications	Response (Y, N, M, P)	Comments
1. Please explain your solution’s internal report writing capabilities.		
2. In addition to any report writing capabilities provided by the solution, the solution allows for report development through Crystal Reports.		
3. If your solution works with Crystal Reports, please explain whether a licensed version comes with the solution.		
4. The solution provides common pre-defined reports. Please explain types of reports.		
5. The solution provides the ability to easily create ad hoc and custom reports by WTA personnel.		
6. The solution provides options for graphical reports.		
7. The system provides the ability to report on all aspects for NTD reporting.		



Specifications – Reporting Requirements

Required Specifications	Response (Y, N, M, P)	Comments
8. The solution provides the WTA maximum flexibility to access and report on data from tables within the solution's supporting database.		

Optional Specifications	Response (Y, N, M, P)	Comments



J. Non-Mandatory Components

In addition to the Mandatory components outlined above, the WTA would like the proposing vendors to describe whether their solution is able to address the following Non-Mandatory components. A proposing vendor will not be disqualified should their proposal not address these components:

- Interactive Voice Recognition (IVR) Requirements
- Timekeeping Requirements
- Runcutting Requirements
- Accounts Payable Requirements
- Billing Requirements

The above components are listed in descending order of importance.

Additionally, while a Proposer will not be disqualified if unable to address the following, the WTA reserves the right to approach the selected Proposer in the future for the following capabilities:

- Fixed Route Automatic Passenger Counting capabilities
 - Fixed Route Automatic Next Stop capabilities
 - Fixed Route Trip Planning capabilities
 - Fixed Route Web-based Vehicle Tracking capabilities
 - Fixed Route Signal Preemption/AVL capabilities
-



K. Interactive Voice Recognition (IVR) Requirements

The WTA neither currently uses interactive voice recognition (IVR), nor considers IVR an immediate requirement for a new transit operations software system. However, the WTA does consider IVR capabilities to be worth further exploration.

The WTA’s phone switch is an NEC IVS 2000. The Automated Call Distributor can hold three calls. The call routing allows the switch to transfer a call to any available phone that is logged into a particular queue, thus the number of available lines would be three plus any additional phones that are logged into the paratransit queue. The first call gets routed to a phone, the second gets routed, etc., until there are no more phones available. The switch itself drops the call once it is routed. When all logged-in phones are busy, the switch can hold the next three calls until a phone becomes available.

Please respond to the following requirements by indicating whether your proposal meets the requirements in one of four ways:

- Proposed solution meets the specification – Enter “Y”
- Proposed solution does not meet the specification – Enter “N”
- Proposed solution meets the specification with modifications to the system – Enter “M”
- Planned addition to the proposed solution (please note in the Comments section date of planned addition) – Enter “P”

Please include explanation on another sheet if necessary.

Capabilities Required Specifications	Response (Y, N, M, P)	Comments
1. The solution provides the ability to initiate automatic dialing by dispatch (i.e., call ahead).		
2. The solution provides the ability to log system activity.		
3. The solution provides the ability for developing menu options through a script manager.		
4. The solution includes a vocabulary builder.		
5. The solution provides the ability for fully interactive menu-driven systems.		
6. Please describe security included in proposed solution.		
7. The solution provides the ability to obtain call and menu statistics.		



Specifications – Interactive Voice Recognition (IVR)
Requirements

Capabilities Required Specifications	Response (Y, N, M, P)	Comments
8. The solution provides the ability to connect to PBX systems or directly to the public telephone network.		
9. The solution provides the ability to respond to dual tone multi frequency (DTMF).		
10. The solution provides “human quality” speech.		
11. Please explain how system develops voice scripts (i.e., concatenated speech, digital, etc.).		
12. The solution provides the ability for simultaneous multiple-telephone line handling.		
13. The solution provides the ability to easily create menuing options.		
14. The solution provides easy-to-use speech recording and editing.		
15. The solution provides the ability to provide fare and pass information.		
16. The solution provides the ability to provide route specific bulletins.		
17. The solution provides the ability to respond to general inquiries.		
18. The solution provides the ability to record special event messages and bulletins.		
19. The solution provides the ability for outbound calling/call forwarding.		
20. The solution provides the ability to store/use phone entered data.		
21. The solution provides the ability to remotely manage communication devices.		
22. The solution provides the ability to obtain call statistics.		
23. The solution provides “help” menus for all major functions.		
24. The solution provides foreign language capabilities.		
25. The solution provides the ability to perform automated schedule lookups.		



**Specifications – Interactive Voice Recognition (IVR)
Requirements**

Capabilities Required Specifications	Response (Y, N, M, P)	Comments
26. The solution provides the ability to transfer calls to customer service representatives.		
27. The solution provides the ability to automate booking or canceling trips.		
28. The solution provides the ability to interact with and retrieve information from trip scheduling and dispatch programs.		
29. The solution provides the ability for redial capabilities.		
30. The solution provides automated call dispatch 24 hours a day.		
31. The solution provides the ability to set user interaction levels.		

Capabilities Optional Specifications	Response (Y, N, M, P)	Comments
1. The solution provides a comprehensive voice mail solution.		
2. The solution provides the ability to conduct automated rider surveys.		
3. The solution is fax compatible.		

Reports Required Specifications	Response (Y, N, M, P)	Comments

Reports Optional Specifications	Response (Y, N, M, P)	Comments



L. Timekeeping Requirements

The timekeeping module should accommodate a wide variety of time and attendance categories, including labor contract conditions, regulatory requirements, etc., which are common to public transportation industry.

The timekeeping system should be exception-based, as the WTA is seeking a simplified approach to time entry to reduce the amount of redundancy and time entry. The solution must offer a range of record keeping that will accommodate all contract required types of times. It is expected for the timekeeping component that the proposed solution will not only be applicable to the paratransit operations but the fixed route operations as well.

The current payroll system is MAS 90.

The WTA is in the process of replacing the systems that support its human resources, payroll, and timekeeping functions. A separate project is underway, concurrent with this project.

Please indicate whether your solution has timekeeping functionality. This section should be considered an addendum.

The current WTA timekeeping system was developed in-house. It is web-based and is supported by a Sybase database.

Please respond to the following requirements by indicating whether your proposal meets the requirements in one of four ways:

- Proposed solution meets the specification – Enter “Y”
- Proposed solution does not meet the specification – Enter “N”
- Proposed solution meets the specification with modifications to the system – Enter “M”
- Planned addition to the proposed solution (please note in the Comments section date of planned addition) – Enter “P”

Please include explanation on another sheet if necessary

Required Specifications	Response (Y, N, M, P)	Comments
1. The solution provides the ability to integrate fully with the proposed dispatch module.		
2. The solution provides the ability to capture (or generate) time on an exception basis for hourly employees.		



Specifications – Timekeeping Requirements

Required Specifications	Response (Y, N, M, P)	Comments
3. The solution provides the ability to capture (or generate) time on an exception basis for salaried employees.		
4. The solution provides the ability for multiple start/end values (i.e., report time vs. on-road time).		
5. The solution provides the ability to pre-define a time allowance for pre-trip and post-trip vehicle checks and add/append to MDS login/logout times.		
6. The solution provides an electronic time entry system. Please explain type of system used.		
7. The solution provides an entry method that is simple to use and has an intuitive interface.		
8. The solution provides the ability to allow for user-defined timesheets (i.e., allow electronic timesheets to look like WTA’s current paper timesheets).		
9. The solution provides the ability to support salary and hourly wage entry.		
10. The solution provides the ability to allow for decentralized time entry by location and department, while maintaining system security.		
11. The solution provides the ability for time entry based on start/stop times or total hours worked.		
12. The solution provides the ability to edit detail prior to submission by employees.		
13. The solution provides the ability to report actual clock in/clock out time versus scheduled time.		
14. The solution provides the ability for real-time remote access to timekeeping in order to allow managers to confirm proper staffing levels are in place during a shift.		



Required Specifications	Response (Y, N, M, P)	Comments
15. The solution provides the ability for defining security restrictions on inquiry, adding, editing, and deletion of timesheet information.		
16. The solution provides an audit trail.		
17. The solution provides the ability for hours to be captured in WTA-defined increments (i.e., five, ten, or fifteen minutes).		
18. The solution provides the ability to capture hours by all attendance types (including worked and non-worked) for each employee in each month.		
19. The solution provides the ability for review and approval of the electronic timesheet for any given employee by their respective supervisor and department. The solution must allow for possibility of multiple, designated supervisors.		
20. The solution provides the ability to track scheduled hours and report actual hours worked against the schedule.		
21. The solution provides the ability to define different work schedules by position.		
22. The solution provides the ability to track attendance by employee, position, and department, or account/project number.		
23. The solution provides the ability to track and report on employee statistics, including:		
a) Wages and hours by employee.		
b) Wages and hours by department.		
c) Employees hired within the last ninety days.		
d) Overtime by employee.		
e) Overtime by department.		
f) Department, branch or project cost reports.		
g) Worked hours separate from non-worked hours by employee (i.e., excludes special project hours).		



Specifications – Timekeeping Requirements

Required Specifications	Response (Y, N, M, P)	Comments
h) Delineated/defined non-worked hours (i.e., granular).		
i) Hours and wages by each employee by calendar month and pay period, and show each by period for year to date.		
j) Allow L&I insurance reporting of actual hours worked for employer and employee portion by quarter.		
k) Flexibility to produce other ad hoc reports as necessary.		
24. The solution provides the ability to report sick, vacation, and floating holiday time.		
25. The solution provides the ability to produce and edit reports for each area, department or project prior to posting.		
26. The solution provides the ability to integrate with the payroll/human resources employee maintenance file.		
27. The solution provides the ability to export data to Excel and Access.		
28. The solution provides the ability to make a distinction between hours to which L&I insurance is applied vs. those hours to which it is not applied (i.e., vacation, sick and holiday).		
29. The solution provides the ability to make a distinction between hours to which FMLA is applied vs. those hours to which it is not applied (i.e., vacation, sick and holiday).		
30. The solution provides the ability to track regular, overtime, and double time hours separately.		
31. The solution provides the ability to charge an employee's time to multiple projects, locations, and positions within a single payroll period.		
32. The solution provides the ability to make adjustments at the location supervisor and payroll processing level.		



Specifications – Timekeeping Requirements

Required Specifications	Response (Y, N, M, P)	Comments
33. The solution provides the ability for employees to review their time and current accruals electronically.		
34. The solution provides the ability for supervisors to create, and/or correct time electronically.		
35. The solution provides the ability for the electronic timesheet of any given employee to be reviewed and approved online by one or more managers and then approved by accounting.		
36. The solution provides the ability to integrate with industry-standard payroll systems. Please explain how the time entry system integrates with various payroll systems, including MAS 90.		
37. Please explain specific security features for timekeeping system.		
38. The solution provides the ability to support differing time tracking requirements for WTA’s different departments and services.		
39. Please define at least 50 unique attendance codes.		
40. The solution provides the ability to define work schedules at the departmental level as well as service mode (i.e., Fixed Route and Paratransit, full-time, and part-time staff).		
41. The solution provides employees the ability to print daily time reports.		
42. The solution provides the ability to schedule/block out driver availability on a day-to-day basis.		

Optional Specifications	Response (Y, N, M, P)	Comments
1. The solution provides the ability for employees to print own historical time reports.		
2. The solution provides the ability for employees to view upcoming scheduled, approved vacation time.		



Specifications – Timekeeping Requirements

Reports Required Specifications	Response (Y, N, M, P)	Comments
1. The solution provides the ability to report usage of Leave Without Pay.		
2. The solution provides the ability to report on patterned absences.		
3. The solution provides the ability to report part-time hours by individual and at a summary level.		
4. The solution provides the ability to report overtime hours.		
5. The solution provides the ability to report sick leave, vacation and benefit banks.		
6. The solution provides the ability to report time by sub-work group (management, dispatch and operator).		
7. The solution provides the ability to generate insurance enrollment reports.		

Reports Optional Specifications	Response (Y, N, M, P)	Comments



M. Runcutting Requirements

In addition to paratransit services, the WTA provides fixed route services and deviated route (i.e., flex) services. An increasing number of WTA operators are being cross-trained to provide all of the offered WTA services.

Currently, fixed route shifts begin in one of four locations: (1) central base location, (2) downtown transit center, (3) Cordata location, and (4) Sehome Village.

Currently, for runcutting and mark-up functions, WTA uses a combination of Excel-based spreadsheets. Runcutting should not be considered a required component of the proposed transit operations software. However, the ability to integrate fixed route runcutting software with paratransit software is a consideration that the WTA would like to explore.

Please respond to the following requirements by indicating whether your proposal meets the requirements in one of four ways:

- Proposed solution meets the specification – Enter “Y”
- Proposed solution does not meet the specification – Enter “N”
- Proposed solution meets the specification with modifications to the system – Enter “M”
- Planned addition to the proposed solution (please note in the Comments section date of planned addition) – Enter “P”

Please include explanation on another sheet if necessary.

Required Specifications	Response (Y, N, M, P)	Comments

Optional Specifications	Response (Y, N, M, P)	Comments
1. The solution’s runcutting module provides the ability to integrate with paratransit modules.		
2. The solution provides the ability to integrate an operator database with paratransit modules.		
3. The solution provides the ability to create split shifts.		
4. The solution provides the ability to create up to 150 runs.		
5. The solution allows routes to be broken into multiple runs.		
6. The solution provides the ability to tightly integrate with mapping data.		



Specifications – Runcutting Requirements

Optional Specifications	Response (Y, N, M, P)	Comments
7. The solution adheres to labor rules.		
8. The solution provides the ability to start shifts, including relief shifts, at multiple locations.		
9. The solution has the ability to split daily operators' assignments across multiple runs.		
10. The solution provides the ability to create multiple weekly work assignments.		
11. The solution has the ability to display all work assignments required to cover service commitments and provides the ability to represent these assignments in a form suitable for the mark-up process.		
12. The solution displays all work assignment total hours. Labor hours can be incorporated to display spread, time, overtime, lunch periods, etc.		



N. Accounts Payable Requirements

The WTA presently utilizes the services of a local taxi company to perform trips when the WTA’s fleet is either fully utilized or otherwise unavailable to perform a requested trip. For the purposes of this RFP, the WTA desires to preserve the ability to obtain such services from more than one vendor. Thus, the proposed solution should be able to facilitate the payment function.

Please respond to the following requirements by indicating whether your proposal meets the requirements in one of four ways:

- Proposed solution meets the specification – Enter “Y”
- Proposed solution does not meet the specification – Enter “N”
- Proposed solution meets the specification with modifications to the system – Enter “M”
- Planned addition to the proposed solution (please note in the Comments section date of planned addition) – Enter “P”

Please include explanation on another sheet if necessary.

Capabilities Required Specifications	Response (Y, N, M, P)	Comments
1. The solution provides the ability to create and maintain a vendor Master File based on access rights.		
2. The solution provides the ability to create multiple vendors based on access rights.		
3. The solution provides the ability to add approved invoice numbers and charges to individual trip records.		

Capabilities Optional Specifications	Response (Y, N, M, P)	Comments

Reports Required Specifications	Response (Y, N, M, P)	Comments
1. The solution provides the ability to report trips by vendor.		
2. The solution provides the ability to report trips by date range.		

Reports Optional Specifications	Response (Y, N, M, P)	Comments



O. Billing Requirements

Currently, WTA paratransit services are provided at \$.50 per ride, with a fare increase to \$.75 scheduled for September. Other accepted media includes passes and transfers. Passengers under the age of 8 or over the age of 80, and PCAs, ride free. Companions pay full fare. The WTA would like to preserve the ability to bill riders, agencies, or other responsible organizations in the future.

Please respond to the following requirements by indicating whether your proposal meets the requirements in one of four ways:

- Proposed solution meets the specification – Enter “Y”
- Proposed solution does not meet the specification – Enter “N”
- Proposed solution meets the specification with modifications to the system – Enter “M”
- Planned addition to the proposed solution (please note in the Comments section date of planned addition) – Enter “P”

Please include explanation on another sheet if necessary.

Capabilities Required Specifications	Response (Y, N, M, P)	Comments
1. The solution provides the ability to process billing by various sources.		
2. The solution provides the ability to integrate with invoicing and AR (MAS 90 software).		
3. The solution provides the ability for invoicing on demand, at preset times, and on weekly or monthly basis.		
4. The solution provides the ability to combine data with funding sources.		
5. The solution provides flexible invoice formats.		
6. The solution provides the ability for batch billing.		
7. The solution provides the ability for split billing.		
8. The solution provides the ability for automatic fare calculations.		
9. The solution provides the ability to capture terms and conditions.		
10. The solution provides the ability to notify the funding party/rider regarding payment conditions.		



Specifications – Billing Requirements

Capabilities Required Specifications	Response (Y, N, M, P)	Comments
11. The solution provides the ability to distinguish among different funding sources.		
12. The solution provides the ability to capture Medicaid Provider ID.		
13. The solution provides the ability to set a rate schedule for billing purposes.		

Capabilities Optional Specifications	Response (Y, N, M, P)	Comments

Reports Required Specifications	Response (Y, N, M, P)	Comments
1. The solution provides the ability to report agency billing.		
2. The solution provides the ability to report funding source.		
3. The solution provides the ability to report budget analysis.		
4. The solution provides the ability to report reconciliations.		
5. The solution provides the ability to report provider.		

Reports Optional Specifications	Response (Y, N, M, P)	Comments

VI. Costs

The WTA has defined above Mandatory and Non-Mandatory Components. In the first table below, please list the costs associated with those components that have been defined as Mandatory. On this page, please itemize your proposal costs for Mandatory Components by the following categories, at a minimum:

- Proprietary software
- Proprietary hardware
- Implementation
- Training
- Mobile data hardware and software
- Non-proprietary hardware
- Non-proprietary software

Sales tax should not be included in a Proposer’s costs estimate.

Mandatory Components:

System Cost – see above for itemization items.	\$ _____
Estimate, if any, Additional Cost (i.e., from another vendor to increase efficiency). List in proposal what is required or suggested.	\$ _____
Annual Maintenance – annual cost for maintenance including licensing and support.	\$ _____

Please indicate the period for which the annual maintenance pricing is applicable (i.e., 1 year, 2 years, 3 years, etc.) for Mandatory Components.

Please use the table below as a template for capturing costs of any (or all) Non-Mandatory components:

Non-Mandatory Components:

System Cost – see prior page for itemization items.	\$ _____
Estimate, if any, Additional Cost (i.e., from another vendor to increase efficiency). List in proposal what is required or suggested.	\$ _____
Annual Maintenance – annual cost for maintenance including licensing and support.	\$ _____

Please indicate the period for which the annual maintenance pricing is applicable (i.e., 1 year, 2 years, 3 years, etc.) for Non-Mandatory Components.



In accordance with the terms and conditions of the above Request for Proposal we are interested in providing to the Whatcom Transportation Authority a Transit Operations System Design, Installation and Support Services in accordance with the above requirements. All exceptions and all special conditions, if any, are noted in our proposal.

Signature of Person Representing Company _____

Name of Proposer _____

Date _____

VII. General Provisions

These general provisions are hereby a part of the conditions agreed to by the Contractor upon Offer.

1. **Notice of Award:** Notice of award shall have been deemed to have been given when the WTA authorizes the Contract award. If no such authorization is required, the notice of award shall be when the Purchase Order and/or Contract, are mailed to the successful Proposer's address shown in the Proposal, unless otherwise noted.
 2. **Acceptance of Award:** If any purchase by the WTA is accepted, or the awarded vendor otherwise begins work, the winning vendor is deemed to have agreed to all these Terms and Conditions, Specifications, Scope Of Work and all other related documents.
 3. **Bond Requirement:** Payment and Performance Bonds, when required, will be made in accordance with the forms prepared by the WTA and incorporated herein.
 4. **Contract Documents:** The Contract, Special Provisions, Scope Of Work, Proposal Response (including Specifications, WTA Specifications, and Proposal Offer Form), Addendums, and General Terms and Conditions, and Purchase Order shall be a part of and constitute the contract entered into by the WTA, and the successful Proposer. In the event there is discrepancy between any of the foregoing contract documents, the above order of documents governs so that the former prevails over the latter.
 5. **Payments:** The Contractor shall be paid, upon acceptance of work, and upon submission of proper invoices, prices stipulated herein for services performed (less deductions, if any), as provided. The WTA will require a payment schedule, based upon negotiated milestones. The successful Proposer must be willing to negotiate and agree to the payment schedule at the Best and Final Offer stage. The Proposer is encouraged to disclose their preferred payment schedule. Taxes: Include Washington State Sales and Local tax where applicable, as a separate item on the invoice. Exclude Federal Excise Tax and supply exemption certificate when necessary.
 6. **Guarantee:** The Contractor hereby guarantees that all of the work, materials or equipment furnished under this agreement will fully meet all requirements for quality of workmanship, materials, strength and any and all other requirements of the specifications.
 7. **Inspection and Acceptance:** The work performed under this contract will be monitored and inspected by the WTA or designee, and will be accepted by the same.
 8. **Alteration/Extra Work:** No alteration in any of the terms, conditions, delivery, price, quality, quantities or specifications of any order will be effective without prior written consent of WTA Manager of Procurement and Materials. Any extra work (furnishing of materials or equipment and/or the doing of unforeseen work whenever it is deemed necessary or desirable in order to complete fully the work contemplated) shall be performed as directed or agreed upon and will be paid for at unit prices, approved rates or upon a mutually agreed upon lump sum stipulated in the written order authorizing the work. Performance of extra work without prior expressed written consent of the Manager of Procurement and Materials or his designee shall be at the Contractor's sole expense.
 9. **OSHA/WISHA:** The Contractor agrees to comply with the conditions of the Federal Occupational Safety and Health Act of 1970, the Washington Industrial Safety and Health Act of 1970, and the standards and regulations issued thereunder, and certify that all items furnished and purchased under the order will conform to and comply with said standards and regulations. Contractor further agrees to indemnify and hold harmless Purchaser from damages assessed against Purchaser as a result of Contractor's failure to comply with the Acts and the standards issued there under and for the failure of the items furnished under this order to so comply.
 10. **Compliance with Laws:** The Vendor shall comply with all applicable federal, state, and local laws, rules, and regulations affecting its performance and hold the Purchaser harmless against any claims arising from the violation thereof. No extension of time or additional payment will be made for loss of time or disruption of work caused by any actions against the Contractor for any of the above reasons.
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11. **Licenses, Permits, And Taxes:** The Contractor shall procure all permits and licenses, pay all charges, fees and taxes, and give all notices necessary and incidental to the due and lawful prosecution of the work.
12. **Safety Measures:** All work under this Contract shall be performed in a safe manner. The Contractor and all subcontractors shall observe all rules and regulations of the Washington State Department of Labor and Industries, rules and regulations of OSHA, WISHA, or any other jurisdiction, and all other applicable safety standards. The Contractor shall be solely and completely responsible for conditions of the job site, including safety of all persons and property during performance of the work. This requirement shall apply continuously and not be limited to normal working hours.

The Contractor shall exercise every precaution at all times for the prevention of accidents and the protection of persons (including employees) and property. All exposed moving parts of equipment capable of inflicting injury by accidental contact shall be protected with sturdy removable guards in accordance with applicable safety regulations.

13. **Equal Opportunity:** "The Equal Opportunity Clause" in Section 301 of Executive Order 10925 as amended, and the implementing Rules and Regulations, are herein incorporated by reference.
14. **Nondiscrimination:** In all hiring or employment made possible or resulting from this Agreement, there shall be no unlawful discrimination against any employee or applicant for employment because of sex, age, race, color, creed, national origin, marital status or the presence of any sensory, mental, or physical handicap, unless based upon a bona fide occupational qualification. This requirement shall apply to, but not be limited to, the following: employment, advertising, layoff or termination, rates, pay or other forms of compensation, and selection for training, including apprenticeship. No person shall be denied or subjected to discrimination in receipt of the benefit of any services or activities made possible by or resulting from this Agreement on the grounds of sex, or sexual orientation, race, color, creed, national origin, age except minimum age and retirement provisions, marital status, or in the presence of any sensory, mental or physical handicap.
15. **Contractor Responsible for Work:** The Contractor shall be responsible for all work until its acceptance by the Owner and will not be released from responsibility for any part of the work until one (1) year after it has been accepted.
16. **Contractor's Liability and Property Damage Insurance:** The Contractor shall not commence Work under this Contract until the Contractor has furnished evidence (in duplicate copy) of all policies of insurance required hereunder, and such insurance has been approved by the WTA; nor shall the contractor allow any subcontractor to commence work on its subcontract until the same insurance requirements have been complied with by such subcontractor. Approval of the insurance by the WTA shall not relieve or decrease the liability of the Contractor for any damages arising from Contractor's or its subcontractors' performance of the work.

The Contractor shall procure and maintain during the life of this Contract, Commercial General Liability, and Automobile Liability Insurance, as detailed herein, to protect the WTA and the Contractor from and against all claims, damages, losses and expenses arising out of or resulting from the performance of these services that are detailed herein, with insurance companies or through sources approved by the State Insurance Commissioner pursuant to RCW Chapter 48. The coverage so provided shall protect against claims for personal injuries, including accidental death, as well as claims for property damages which may arise from any act or omission of the Contractor or the subcontractor, or by anyone directly or indirectly involved or employed by either of them.

The insurance policies shall include the WTA as Additional Named Insured on a Primary Basis, and shall include others if required by the Contract documents. All insurance policies shall be endorsed to provide that no policy shall be cancelled, changed or reduced in coverage, until after thirty (30) days prior written notice has been delivered to the WTA through certified mail.

Should any of the above described policies be cancelled, changed or reduced in coverage, before the expiration date, the issue company will mail a 30- day written notice to the certificate holder named at the left using certified mail.

Insurance shall provide, at a minimum, the types of insurance coverage, liability limits, and endorsements, and shall be included in all applicable policies and on the Certificate of Insurance. The insurance coverage listed below shall protect the Contractor and the WTA from claims for damages of bodily injury, including death resulting therefrom, as well as claims for property damage, which may arise from operations under this Contract, whether such operation be by itself or by any subcontractor or by anyone directly employed by either of them, it being understood that it is the Contractor's obligation to enforce the requirements of this section in respect to any subcontractor employed for this project:

Liability Limits:

General Liability (Commercial General Liability Insurance) shall be written with limits of liability of no less than \$1,000,000 combined single limits per occurrence. Automobile Liability with combined single limit of \$1,000,000;

Umbrella Liability Insurance shall be written following form basis with limits of in no case less than \$1,000,000

Nothing contained in these insurance requirements is to be construed as limiting the extent of the Contractor's responsibility for payment of damages resulting from operations under this Contract.

The contractual liability insurance coverage shall be sufficiently broad to insure the provisions of that Section herein entitled "Hold Harmless Clause."

17. **Gifts and Gratuities:** Businesses must not offer, nor WTA employees accept, gifts, gratuities, loans, trips, favors, special discounts, services, or anything of economic value in conjunction with WTA business practices. It is also unlawful for anyone to offer another, to influence or cause them to refrain from submitting a Proposal. Contractors and WTA employees must strictly adhere to the statutes and ordinances for ethics in contracting and purchasing, including the WTA Code of Ethics.
18. **Personal Liability:** It is agreed by and between the parties hereto that in no event shall any official, officer, employee, or agent of the WTA be in any way liable or responsible for any covenant or agreement herein contained whether expressed or implied, nor for any statement of representation made herein or in any connection with this agreement.
19. **Assignment:** Neither party to a Contract/Purchase Order may assign any portion of the agreement without the prior consent of the other party.
20. **Project Time Limit:** All of the work and materials contemplated to be included in this project shall be completed within the contract time as stated in the proposal herein. Contractor agrees to pursue completion of the project at all reasonable times and to discontinue only if delayed by inclement weather. In the event that contractor shall fail to proceed with the contemplated work for more than seven (7) working days, contractor shall be deemed to have abandoned the project, and the WTA may elect to terminate the contract and thereafter proceed to complete the contract through its own forces or through an independent third party. In such event the contractor herein shall be responsible for all expenses reasonably incurred by the WTA in completing the work. The contractor will also be responsible for all legal, engineering or other costs caused by the contractor's abandonment, failure or refusal to complete the project within the time provided.
21. **Delays and Extensions of Time:** The contractor herein specifically waives claims for damages for any hindrance or delay, excepting unreasonable delays caused by the WTA. In lieu thereof, the Contractor will be granted equitable extensions of time by the WTA under the following circumstances:

A delay caused the Contractor by any suit or other legal action against the WTA will entitle the Contractor to an equivalent extension of time, unless the period of such delay exceeds ninety (90) calendar days. When such period is exceeded, the WTA will, upon request of the Contractor, in writing, either negotiate a termination of the Contract or grant a further extension of time, whichever may at the time be in the best interests of the WTA.

Time lost due to inclement weather which could not have been anticipated by Contractor, subject to the approval of the WTA, will entitle the Contractor to an extension equivalent to the total time lost.

22. **Termination for Convenience:** The WTA may terminate this Contract, in whole or in part, at any time by written notice to the Contractor. The WTA shall give the Contractor thirty (30) days written notice of such action.
23. **Termination for Breach:** A breach of a term or condition of the contract shall mean any one or more of the following: (1) Contractor fails to perform the services by the date required or by a later date as may be agreed to in a written amendment to the contract; (2) Contractor breaches any warranty or fails to perform or comply with any term or agreement in the contract; (3) Contractor makes any general assignment for the benefit of creditors; (4) In the WTA's sole opinion, Contractor becomes insolvent or in an unsound financial condition so as to endanger performance; (5) Contractor becomes the subject of any proceeding under any law relating to bankruptcy, insolvency, reorganization, or relief from creditors and/or debtors; (6) Any receiver, trustee, or similar official is appointed for Contractor or any of the Contractor's property; and/or (7) Contractor is determined to be in violation of federal, state or local laws or regulations and that such determination, in the WTA's sole opinion, renders the Contractor unable to perform any aspect of the contract.
24. **Default:** A Contractor may be declared in default for failing to perform a contractual requirement or for a material breach of any term or condition.
25. **Termination for Breach and/or Default:** Except in the case of delay or failure resulting from circumstances beyond the control and without the fault or negligence of the Contractor, or of the Contractor's suppliers or subcontractors, the WTA shall be entitled, by written or oral notice, to cancel and/or terminate this contract in its entirety or in part, for breach and/or for default of any of the terms and to have all other rights against the Contractor by reason of the Contractor's breach, as provided by law.
26. **Additions or Deletions:** The WTA reserves the right to add or delete work from this contract, subject to appropriate adjustments to the contract price.
27. **Indemnification:** To the maximum extent permitted by law, the contractor shall be liable for and shall hold the WTA harmless from all damages and injuries caused to persons or property arising out of the performance of this Contract. The contractor agrees to assume the defense of the WTA and its officers and employees in all legal proceedings or claims with third parties connected with the contractor's performance under this Contract, to pay all expenses, including reasonable attorney's fees, incurred by the WTA directly or indirectly on account of such legal proceedings, and to satisfy any judgment rendered in connection therewith or to pay or reimburse the payment of any sums reasonable to settle such proceedings or claims.
28. **Hold Harmless:** The Contractor shall hold the WTA and its officers, agents and employees harmless from all costs, claims or liabilities of any nature including attorneys' fees, costs and expenses for or on account of injuries or damages sustained by any persons or property resulting from the negligent activities or omissions of the Contractor, its agents or employees pursuant to the Agreement, or on account of any unpaid wages or other remuneration for services; and if a suit as described above is filed, the Contractor shall appear and defend the same at its own cost and expense, and if judgment be rendered or settlement made requiring payment by the WTA, the Contractor shall pay the same.

VIII. Protest Procedures

The procurement standards and requirements of the WTA procurement policy (WTA Finance Policy #4.01, Resolution 181-99), are consistent with the requirements of Federal Transit Administration (FTA), "Third Party Contracting Guidelines", FTA Circular 4220.1D. The Manager of Procurement and Materials is hereby authorized to follow and implement as part of this procurement policy the "Third Party Contracting Guidelines", FTA Circular 4220.1D, or any amendments or changes thereto as shall be deemed necessary and appropriate by the Manager.

Proposers are advised that to be considered a valid protest, subject matter can only address issues associated with the Procurement Action, as defined below. Accordingly, the protest cannot be associated with or challenge the recommendations of WTA staff or any WTA Evaluation Committee. In other words, a protest can be put forth that WTA staff did not follow their own policies or procedures that govern a Procurement Action, and, accordingly, a Proposer was unfairly treated. The protest cannot challenge WTA staff or Evaluation Committee's recommendation of a potentially successful Proposer.

Procedures:

- A. Bidders/Proposers have the right to protest the legitimacy of any formal procurement action of \$100,000 or more and public works procurements of \$25,000 or more taken in accordance with this Resolution. For purposes of this protest procedure, bidder/Proposer shall mean an actual or prospective bidder/Proposer or Offeror whose direct economical interest would be affected by the award or failure to award a contract. Bidders/Proposers include Disadvantaged Business Enterprise (DBE) subcontractors. It also includes prime contractors that have been refused a recommendation of award of a contract by WTA staff where the bid required DBE involvement, and WTA staff determined a "lack of good faith effort" on the part of the prime contractor to secure DBEs.
 - B. Bidders/Proposers protesting the legitimacy of any procurement action as described above shall submit a written Notice of Protest to the WTA at their administrative office, but no less than eight (8) calendar days before bid/proposal opening date for pre-award protests and no less than seven (7) calendar days after the award of contract. Submit shall refer to the date of receipt by the WTA. The Notice of Protest shall state protestor's name, solicitation/contract #, statement of grounds of protest, and all issues and facts applicable to the protest and issues or facts not stated will not be considered.
 - C. Protesting parties should call the Procurement Office to obtain the exact date of the WTA Board award.
 - D. Upon timely submittal of a Notice of Protest, the protest shall be handled as follows:
 1. A meeting(s) will be called within five (5) working days from receipt of the protest that will include representatives from the WTA and the protester to discuss the issue(s) related to the protest. The meeting may be conducted by telephone conference;
 2. A decision of the protest will be made by the Manager of Procurement and Materials within three (3) working days of the final meeting and at the time the protester shall be notified of the decision in writing by the Manager by regular mail;
 3. The Manager may, at his/her sole discretion, extend the limits of time outlined above;
 4. The decision of the Manager shall be final, unless appealed as provided herein.
 5. A request for reconsideration may be allowed if data becomes available that was not previously known, or there has been an error of law or regulation.
-

- E. A protester may appeal the Manager's decision to the WTA Board of Directors by submitting a written Notice of Appeal to the WTA Board Chairperson within five (5) calendar days of receipt of the Manager's decision. The Manager's decision shall be deemed received within three (3) days, exclusive of Sundays and holidays, of the date of posting of the decision or sooner in the event of actual receipt of personal service. The appeal shall be based solely upon the record before the Manager, and the following procedures shall apply:
 - 1. A three (3) member committee of the WTA Board as appointed by the Board Chairperson shall decide the appeal. Written argument must be submitted to the committee.
 - 2. The committee may affirm or reverse the decision of the Manager, or affirm or reverse the decision in part. The decision of the committee shall be final.
- F. Failure of the bidder to submit a written Notice of Protest in accordance with the specified timelines contained herein shall constitute a waiver of all right to protest. Failure of the protester to submit a written Notice of Appeal in accordance with the timelines specified herein shall preclude all further appeal of the decision of the Manager.
- G. This protest and appeal procedure shall be made known to all prospective bidders or offerors by being included or referenced in the requirements section of all solicitation documents.
- H. All communications with the parties involved, including the WTA staff or Board members concerning a protest shall be in writing as provided herein, and will be open for public inspection. The WTA shall be responsible for compiling and maintaining the written protest record.
- I. When a protest has been timely filed with the WTA before award, the WTA shall not make an award prior to five (5) days after the Resolution of the protest and any appeal thereto, unless the WTA determines that:
 - 1. The items to be procured are urgently required;
 - 2. Delivery or performance will be unduly delayed by failure to make the award promptly; or
 - 3. Failure to make prompt award will otherwise cause undue harm to the WTA.

Failure to comply with these protest procedures will render a protest untimely and/or inadequate and result in rejection thereof by the WTA.

IX. Exhibits – Bidder's Checklist _____

The Bidder's attention is especially called to the following forms which must be executed in full as required:

1. EXHIBIT A: AGREEMENT ATTACHMENTS

2. EXHIBIT B: SAMPLE AGREEMENT ATTACHMENT

To be completed upon award of agreement

3. EXHIBIT C: RECEIPT OF ADDENDA

To be completed upon award of agreement.

4. EXHIBIT D: NON COLLUSION AFFIDAVIT

5. EXHIBIT E: CERTIFICATION OF NON-SEGREGATED FACILITIES

6. EXHIBIT F: AFFIDAVIT

7. EXHIBIT G: CONFLICTS OF INTEREST

8. EXHIBIT H: REQUEST FOR EXCEPTIONS, APPROVED EQUALS AND CLARIFICATIONS

9. EXHIBIT I: CLARIFICATION – DEBARMENT, SUSPENSION AND OTHER EXCEPTIONS

10. EXHIBIT J: AFFIDAVIT FOR COMPLIANCE

11. EXHIBIT K: CERTIFICATION OF RESTRICTIONS ON LOBBYING



EXHIBIT A: AGREEMENT ATTACHMENTS

The following documents make up the Agreement:

1. Agreement dated April 2006.
2. Project Number RFP #2006-600 dated April 25, 2006.
3. Addenda numbers: _____
4. All Exhibits and Forms of the Proposal
5. Proposal submitted by Contractor, dated June 5, 2006.
6. Negotiated Terms and Conditions at Best and Final Offer stage:
 - Acceptance Process
 - Payment Schedule
 - Proposal Bond (if applicable)
 - Implementation Schedule

THIS FORM TO BE COMPLETED UPON AWARD OF BID



AGREEMENT

This AGREEMENT is made and entered into this October 31, 2006, by and between WHATCOM TRANSPORTATION AUTHORITY, a Washington municipal corporation, hereinafter referred to as "WTA," and Trapeze Software Group, Inc., hereinafter referred to as "Contractor."

The Project:

In consideration of the terms, conditions, covenants, and performance contained herein, WTA and Contractor agree as follows:

1. The Agreement documents consist of this Agreement, Request for Proposal, the Trapeze Software Group, Inc., Proposal in response to WTA Specifications for an Agreement for Project Number 2006-600, the Best and Final Offer, the Trapeze Software Group, Inc. License and Maintenance Agreement dated October 31, 2006 and all addenda issued prior to and all modifications issued after execution of this Agreement. These form the Agreement, and all are as fully a part of the Agreement as if attached to this Agreement or repeated herein. An enumeration of the Agreement documents appears in Exhibit "A."
2. The Contractor shall perform all the Work required by the agreement documents for WTA Project Number 2006-600.
3. Subject to authorized adjustments, the completion of the work shall be as agreed to by the WTA and the Contractor.
4. WTA shall pay the Contractor in current funds for the performance of the Work, subject to additions and deductions by Change Order as provided in the Agreement Documents, the Agreement sum as proposed in Contractors proposal submittal.
5. The parties agree that this Agreement is the complete expression of the terms hereto and any oral representation or understandings not incorporated herein are excluded. Further, any modification of the Agreement shall be in writing and signed by both parties. Failure to comply with any of the provisions stated herein shall constitute material breach of contract and cause for termination. Both parties recognize time is of the essence in the performance of the provisions of this Agreement. It is also agreed by the parties that the forgiveness of the nonperformance of any provision of this Agreement does not constitute a waiver of the provisions of this Agreement.

IN WITNESS WHEREOF, the PARTIES hereto have caused this Agreement to be executed the day and year first above written.

Whatcom Transportation Authority

Trapeze Software Group, Inc

Richard G. Walsh, General Manager
Whatcom Transportation Authority

Colin McKenzie, CFO



EXHIBIT C: RECEIPT OF ADDENDA

Addendum No.	Date of Receipt	Signed Acknowledgment

Note: Failure to acknowledge receipt of addenda may be considered as non-responsive to the Bid.

THIS FORM MUST ACCOMPANY BID



EXHIBIT E: CERTIFICATION OF NON-SEGREGATED FACILITIES

The bidder certifies that it does not maintain or provide for its employees any segregated facilities at any of its establishments, and that it does not permit its employees to perform their services at any location, under its control, where segregated facilities are maintained. The bidder certifies further that it will not maintain establishments, and that it will not permit its employees to perform their services at any location under its control where segregated facilities are maintained. The bidder agrees that a breach of this certification will be a violation of the Equal Opportunity clause in any contract resulting from acceptance of this Bid. As used in this certification the term "segregated facilities" means any waiting rooms, work areas, restrooms and washrooms, restaurants and other eating areas, parking lots, drinking fountains, recreation or entertainment areas, transportation, and housing facilities provided for employees which are segregated by explicit directive or are in fact segregated on the basis of race, color, religion or national origin, because of habit, local custom, or otherwise. The bidder agrees that except where it has obtained identical certification from proposed subcontracts which are not exempt from the provisions of the Equal Opportunity clause, and that it will retain each certification in its files.

Note: The penalty for making false statements in offers is prescribed in 18 U.S.C. 1001.

Date: _____

Signature: _____

Title: _____

THIS FORM MUST ACCOMPANY BID



EXHIBIT F: AFFADATIV

The undersigned swears that all foregoing statements are true and correct and include all material information necessary to identify and explain the operation of _____ (Name of Firm), as well as, the ownership thereof. Further, the undersigned agrees to provide the Whatcom Transportation Authority complete and accurate information regarding actual work performed on WTA projects, the payment therefore and proposed changes, if any, of the foregoing arrangements, and to permit the audit and examination of books, records, and files of the named Firm by an independent auditor representing the Whatcom Transportation Authority. Any material misrepresentation will be grounds for terminating any contract which may be awarded and for initiating action under Federal and State laws concerning false statements. The Firm further agrees to abide by the conditions and terms set forth in the Bid documents and to the requirements imposed by FTA for performance of this project.

Note: If, after filing this form and before the work of this Firm is completed on the contract covered by this regulation, there is any significant change through the Prime Contractor, or if no Prime Contractor, inform the WTA directly.

Signature

Title

Name

Date

CORPORATE SEAL:

DATE: _____ STATE OF: _____

COUNTY OF: _____

On this _____ day of _____, 2006 before me appeared _____, to me personally known, who being duly sworn, did execute the foregoing affidavit, and did state that he/she was properly authorized by the _____ - (firm) to execute the affidavit and did so as his/her free act and deed.

SEAL:

_____ residing at _____.

Expiration of Commission: _____.

THIS FORM MUST ACCOMPANY BID



EXHIBIT G: CONFLICT OF INTEREST

STATE OF WASHINGTON }

} ss.

COUNTY OF }

The undersigned, being first duly sworn, on oath, states on behalf of the Provider:

1. Conflict of Interest

That the Provider by entering into this Contract with the Whatcom Transportation Authority to perform or provide work, services or materials to the WTA has thereby covenanted, and by this affidavit does again covenant and assure, that it has no direct or indirect pecuniary or proprietary interest, and that it shall not acquire any such interest, which conflicts in any manner or degree with the services required to be performed under this Contract and that it shall not employ any person or agent having such interest. In the event that the Contractor or its agents, employees or representatives hereafter acquires such a conflict of interest, it shall immediately disclose such interest to the WTA and take action immediately to eliminate the conflict or to withdraw from this contract, as the WTA may require.

2. Contingent Fees and Gratuities

That the Provider, by entering into this contract with the WTA to perform or provide services or materials for the WTA has thereby covenanted, and by this affidavit does again covenant and assure:

- a. That no person or selling agency except bona fide employees or designated agents or representatives of the Contractor has been employed or retained to solicit or secure this contract with an agreement or understanding that a commission, percentage, brokerage, or contingent fee would be paid; and
- b. That no gratuities, in the form of entertainment, gifts or otherwise, were offered or given by the Provider or any of its agents, employees or representatives, to any official, member or employee of the WTA or other governmental agency with a view toward securing this contract or securing favorable treatment with respect to the awarding or amending, or the making of any determination with respect to the performance of this contract.

Date: _____ Signature: _____

On this _____ day of _____, 2006, before me appeared _____, to me personally known, who being duly sworn, did execute the foregoing affidavit, and did state that he/she was properly authorized by the _____ - (firm) to execute the affidavit and did so as his/her free act and deed.

SEAL:

_____ residing at _____.

Expiration of Commission: _____.

THIS FORM MUST ACCOMPANY BID



EXHIBIT I: CLARIFICATION – DEBARMENT, SUSPENSION AND OTHER EXCEPTIONS

The Bidder certifies that it is not on the Comptroller General's list of ineligible contractors for federally financed or assisted work.

Date: _____

Name of Bidder: _____

Signature: _____

Name (typed): _____

Title: _____

THIS FORM MUST ACCOMPANY BID



AFFIDAVIT FOR COMPLIANCE, page 2

- 8. Notify WTA in writing of any refusals by unions to cooperate with the contractor's Affirmative Action Plan.
- 9. OR, in lieu of the above subsections 1 – 8, shall take the following specific affirmative actions to ensure equal opportunities of employment. (If this portion is used, the statement must be specific and need not include any of the above subsections 1 – 8.)

_____ (Bidder) _____ (Company Name)

Phone No. _____

By _____ (Name) _____ (Title)

Subscribed and sworn to before me this ____ day of _____, 2006

(NOTARY PUBLIC IN AND FOR THE STATE OF _____)

Residing at _____



EXHIBIT L: CERTIFICATION OF RESTRICTIONS ON LOBBYING

I, _____, hereby certify on
(name and title of bidder's representative)

behalf of _____ that:
(name of bidder)

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of congress, an officer or employee of Congress, or an employee of a Member of congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements), and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance is placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Executed this _____ day of _____, 2006

By:

(Signature of authorized official)

(Title of authorized official)

X. Maps of Service Area

The below maps provide an overview of the WTA's service area:

WTA Paratransit Service Long Range Strategic Plan



