

## **VICTOR VALLEY TRANSIT AUTHORITY**

*Representing the communities of Adelanto, Apple Valley, Barstow, Hesperia,  
Victorville, and San Bernardino County*

**REQUEST FOR PROPOSAL  
RFP 2024-06**

**ADA/MICROLINK SOFTWARE**

**February 5, 2024**

## NOTICE INVITING PROPOSALS 2024-06 Dispatching Software

### 1. Purpose of the Procurement and Period of Performance

VVTA is seeking proposals from qualified firms to provide a paratransit dispatching/Microtransit software solution. The contract will be a two-year base contract with three, one-year options to extend. Proposals are to be valid for 90 days.

### 2. Obtaining the Request for Proposal (RFP) Document

RFP documents may be obtained from VVTA, in person at 17150 Smoke Tree Street, Hesperia, CA 92345-8305, electronically at [www.vvta.org/Procurement](http://www.vvta.org/Procurement) or via [www.publicpurchase.com](http://www.publicpurchase.com).

Documents are also available via email request to [cplasting@vvta.org](mailto:cplasting@vvta.org). RFPs requested by courier or via USPS mail shall be packaged and sent only at the Proposers' expense.

### 3. Proposal Due Date and Submittal Requirements

Proposals must be received before **3:00 PM (PDT), Thursday, March 15, 2024.**

3.1. Sealed Proposal packages will be accepted at the following address:

Victor Valley Transit Authority  
Attn: Sandye Martinez, Procurement Specialist  
17150 Smoke Tree Street  
Hesperia, CA 92345-8305  
(760) 995-3583

3.2. Envelopes, boxes, or electronic submissions via [publicpurchase.com](http://publicpurchase.com) containing proposals shall clearly labeled with VVTA's RFP number and the solicitation title: "VVTA RFP 2024-06 ADA/MICROLINK SOFTWARE."

3.3. Proposers are to submit to VVTA either one (1) hard copy of the proposal and one (1) electronic copy via DVD/CD, thumb/flash drive **OR** via [www.publicpurchase.com](http://www.publicpurchase.com). A Proposal is deemed to be late if VVTA receives it after the deadline stated above. Proposals received after the submission deadline shall be returned unopened to the Proposer. It is the Proposer's sole responsibility to ensure that the Proposals are received by the date and time stated above.

**4. Validity of Proposals.** Proposals and subsequent offers shall be valid for a period of ninety (90) days. An award may be made without further discussion. VVTA reserves the right to withdraw or cancel this RFP at any time without prior notice and VVTA makes no representation that any contract will be awarded to a Proposer responding to this RFP.

### 5. Pre-Proposal Conference/Job Walk

There will be a non-mandatory Pre-proposal Conference/Job Walk on Wednesday, February 21, 2024, at 10:00 AM (PST) at 17150 Smoke Tree Street, Hesperia, CA 92345. The deadline for questions is at 5:00 PM (PST), Friday, March 1, 2024. Prospective Proposers are requested to submit questions, in writing, to the Procurement Specialist at [smartinez@vvta.org](mailto:smartinez@vvta.org). Responses shall be shared with all known prospective proposers by written addenda only.

The successful Proposer shall be required to comply with all applicable Equal Opportunity Laws and Regulations.

# TABLE OF CONTENTS

INSTRUCTIONS TO PROPOSERS .....	4
A. TIMELINE .....	4
B. PURPOSE.....	4
C. BACKGROUND .....	4
D. PERIOD OF PERFORMANCE.....	5
E. EXAMINATION OF DOCUMENTS.....	5
F. REQUEST FOR CLARIFICATION / APPROVED EQUALS.....	5
G. VENDOR CONTACT.....	6
H. ADDENDA TO RFP.....	6
I. EXCEPTIONS / DEVAITIONS .....	6
J. FORMAT OF PROPOSALS.....	7
K. PROPOSAL PACKAGING REQUIREMENTS .....	13
L. PRE-CONTRACTUAL EXPENSES.....	14
M. JOINT PROPOSALS .....	15
N. TAXES .....	15
O. MODIFICATION OR WITHDRAWAL OF PROPOSALS .....	15
P. SUBCONTRACTORS AND ASSIGNMENTS .....	15
Q. DBE PARTICIPATION .....	16
R. CONFIDENTIALITY AND PUBLIC RECORDS ACT .....	16
S. ACCEPTANCE / REJECTION OF PROPOSALS .....	18
T. SINGLE RESPONSE .....	18
U. CANCELLATION OF PROCUREMENT .....	19
V. AVAILABILITY OF FUNDS .....	19
W. VVTA'S RIGHTS .....	19
X. CONFLICT OF INTEREST AND CODE OF CONDUCT .....	19
Y. EVALUATION, NEGOTIATION AND SELECTION.....	20

ATTACHMENT A – SCOPE OF WORK  
ATTACHMENT B – FEDERAL CLAUSES  
ATTACHMENT C – SAMPLE CONTRACT  
ATTACHMENT D – PROTEST POLICY  
ATTACHMENT E – REQUIRED FORMS

## **INSTRUCTIONS TO PROPOSERS**

### **A. TIMELINE**

Date of Request for Proposal (RFP):	February 5, 2024
Agency:	VICTOR VALLEY TRANSIT AUTHORITY
Address of Agency:	17150 SMOKETREE ST., HESPERIA, CA 92345-8305
Contracting Officer:	Sandye Martinez, Procurement Specialist
Telephone No:	(760) 995-3563
FAX No:	(760) 948-1380
Email Address:	smartinez@vvta.org
Pre-Proposal Conference (Non-Mandatory)	10:00 AM PST, Wednesday, February 21, 2024
Last Day for Questions	5:00 PM PST, Friday, March 1, 2024
Addenda and Answers to questions	2:00 PM PST, Thursday, March 7, 2024
Proposal Due Date	3:00 PM PDT, Thursday, March 14, 2024
Anticipated Award Date	May 20, 2024

### **B. PURPOSE**

VVTA is seeking proposals from qualified firms to provide a paratransit dispatching/Microtransit software solution design that would best benefit VVTA and provide the most efficient and effective method of transportation for its paratransit service and current Micro-Link demand response service.

### **C. BACKGROUND**

1. VVTA is a Joint Powers Authority (JPA) created in 1992 to provide comprehensive public transit services to six incorporated towns and several unincorporated communities (represented by the San Bernardino County Board of Supervisors) – all member jurisdictions are located in San Bernardino County, a region that covers an area of approximately 950 square miles.
2. VVTA serves the Victor Valley, a sub region of Southern California north of the Cajon Pass, east of the Los Angeles County line, incorporating much of the Northern portion of the Mojave Desert in San Bernardino County. Victor Valley is part of the Inland Empire, a sub region of the Greater Los Angeles Area.

3. In addition to fixed route, rural routes, and complementary paratransit service, VVTA operates its BV Link – which provides intercity service from Barstow to Victorville and down into the San Bernardino Valley; its NTC Commuter service which operates from Victorville and Barstow to the National Training Center at Fort Irwin; Micro Link Micro-transit pilot program; and a turnkey vanpool operation.
4. VVTA has been designated as a Consolidated Transportation Services Agency (CTSA) for the North Desert Region of San Bernardino County - a very large geographic area including responsibility for volunteer driver transportation services in Trona and Big River.

#### **D. PERIOD OF PERFORMANCE**

VVTA intends to award a Lump Sum for a two-year (24-month) base contract with three, one-year optional years (12 months each) to extend. The option years shall be exercised at VVTA's discretion, subject to evaluation, including but not limited to the Contractor's performance and passenger satisfaction with Microtransit.

#### **E. EXAMINATION OF DOCUMENTS**

By submitting a proposal, the Proposer represents that it has thoroughly examined and become familiar with the work required and documents included under the RFP.

#### **F. REQUEST FOR CLARIFICATION/ APPROVED EQUALS**

1. Whenever any material, product or service is specified or indicated in the RFP and/or contract documents by brand name, trade, patent, or proprietary name or by the name of the manufacturer, the item so specified or indicated shall be deemed to be followed by the words, "Or Equal."
2. At any time during this procurement up to the time specified in the "Proposal Schedule" (Section A), proposers may request, in writing, a clarification or interpretation of any aspect, or a change to any requirement of the RFP or any addendum to the RFP. Requests may include suggested substitutes for specified items and for any brand names. Whenever a brand name is used in this solicitation it shall mean the brand name or "approved equal." Such written requests shall be made to the Contracting Officer and may be transmitted by facsimile or via email. The Proposer making the request shall be responsible for its proper delivery to VVTA per Contracting Officer" (Section A) on the form provided – See Attachment E "Request for Pre-Offer Change or Approved Equal." VVTA will not respond to oral requests. Any request for a change to any requirement of the Contract Documents must be fully supported with technical data, test results, or other pertinent information evidencing that the exception will result in a condition equal to or better than that required by the RFP, without substantial increase in cost or time requirements. Any responses to such written request shall be provided by VVTA in the form of addendum only. Only written responses provided as addendum shall be official and all other forms of communication with any officer, employee or agent of VVTA shall not be binding on

VVTA.

## **G. VENDOR CONTACT**

1. All correspondence, communication and/or contact with regard to any aspect of this solicitation is authorized only by the designated Contracting Officer identified in “A. Proposal Schedule” above, or their designated representative. Proposers and their representatives shall not make any contact with or communicate with any employees of VVTA, or its directors and consultants, other than the Contracting Officer regarding any aspect of this solicitation or offers. Ex parte’ communications with members of VVTA’s Board of Directors or any person responsible for awarding a contract, including the Contracting Officer is prohibited under California Public Contract Code Section 20216. All communications shall be in writing and will be made public.
2. If it should appear to a prospective Proposers that the performance of the work under the contract, or any of the matters relating thereto, is not sufficiently described or explained in the **RFP** or Contract Documents, or that any conflict or discrepancy exists between different parts thereof or with any Federal, State, local or Agency law, ordinance, rule, regulation, or other standard or requirement, then the Proposer shall submit a written request for clarification to VVTA within the time period specified above.

## **H. ADDENDA TO RFP**

VVTA reserves the right to amend the RFP at any time. Any amendments to or interpretations of the RFP shall be described in the written addendum. VVTA shall provide copies of addenda to all prospective Proposers officially known to have received the RFP. Prospective Proposers, or their agents, shall be responsible for collecting the addenda at the address provided in “Contracting Officer” (Section A. above) or receive the same otherwise. Notification of the addenda will also be emailed to all such prospective Proposers officially known to have received the RFP and to the email address provided by each prospective Proposer. Failure of any prospective Proposer to receive the notification or addendum shall not relieve the Proposer from any obligation under its proposal as submitted or under the RFP, as clarified, interpreted, or modified. All addenda issued shall become part of the RFP. Prospective Proposers shall acknowledge the receipt of each individual addendum and all prior addendum in their Proposer (See Attachment E). Failure to acknowledge in their Proposals receipt of the addendum may, at VVTA’s sole option, disqualify the proposal.

If VVTA determines that the addendum may require significant changes in the preparation of Proposals, the deadline for submitting the Proposals may be postponed by the number of days that VVTA determines will allow Proposer sufficient time to revise their Proposals. Any new Due Date shall be included in the addendum.

## **I. EXCEPTIONS / DEVIATIONS**

Using the Form for Proposal Deviation – Attachment E – State any exceptions to or deviations from the requirements of this RFP, segregating “technical” exceptions from “contractual” exceptions. Where Proposer wishes to propose alternative approaches to meet VVTA’s technical or contractual requirements, these should be thoroughly

explained. If no contractual exceptions are noted, Proposer will be deemed to have accepted the contract requirements as set form in the Scope of Work.

## **J. FORMAT OF PROPOSALS**

1. Proposals must be submitted and organized in the order listed below. The proposal shall include, at a minimum, the following:
  - a. Cover letter – Proposer must include a letter of introduction.
  - b. Title Page
  - c. Table of Contents
  - d. Profile of Firm (History, Experience, Changes) – This section should include details regarding the Proposer’s ability and experience to operate the project as specified in the RFP. The following information should be included:
    - I. Corporate hierarchy – i.e., President, Vice President, Corporate Officers, etc....
    - II. Corporate overview of services or activities performed.
      - History of firm – Include a brief history of the firm.
      - Founding Date (month and year)
      - Firm size – staff and client base
      - Firm’s vision and mission statement
    - III. Employment practices – policies and procedures, training, including safety training and affiliation/accreditation.
    - IV. Location of the office from which the work will be provided and the staff allocation at that office.
  - e. Identify Project team including, but not limited to:
    - I. Size of Project Team
    - II. Education, qualifications, and specific experiences in performing the work that is being solicited in this RFP.
    - III. Project Organization Chart.
  - f. Resumes of Key Personnel (if applicable)
  - g. Commitment that key personnel will be available throughout contract and will not be removed without prior approval of VVTA (if applicable)
  - h. Proposer’s approach to accomplish the Scope of Work Requirements:

## 1. Technical Information

All Proposals must be structured to include the tasks outlined below. If the Proposer chooses a different approach to address specific elements for the ADA Dispatching and Microlink Software (System) from those listed here, that is permitted as long as that approach meets the Scope of Work and RFP requirements. The Proposer shall submit a complete description of how their approach or alternative approach complies with the RFP requirements (tasks, deliverables, and schedule):

### a. Proposer Knowledge, Experience and Project Management.

This section of the proposal should establish the ability of the proposed team to satisfactorily perform the required work by reasons of: demonstrating that they have extensive knowledge and experience with building and developing web-based public service applications, database and reporting systems, including integration and implementation, information architecture development, usability testing, and graphic user interface design among core competencies. The level of experience as evidenced by successful implementation of projects in other similar or larger agencies is one of the crucial elements of the selection criteria. It is essential that the Proposer can work well in a knowledge transfer mode in addition to actual hands-on work. The Proposer should be familiar with public agency project management, transportation and/or transit funding and reporting processes as well as current technologies in System development. Knowledge and expertise in online mapping and integration of maps with the data gathered is important. In addition, the Proposer should establish the methods to manage the Project as well as identify key personnel assigned and their qualifications. The Proposal should also address the Scope of Work and shows an understanding of the Project needs and requirements.

Specifically:

- i. Provide a brief profile of the firm, including the types of services offered; the year founded; form of the organization (corporation, partnership, sole proprietorship); number, size, and location of offices; number of employees.
- ii. Provide a general description of the firm's current financial condition; identify any conditions (e.g., bankruptcy, pending litigation, planned office closures, impending merger) that may impede ability to complete the Project.
- iii. Describe the firm's experience in developing and implementing web-based public service applications, databases, and reporting systems like the program envisioned by VVTA. Provide a minimum of three (3) references of other similar contracts in the United States. Furnish the name, title, address, telephone number, and e-mail address of the person(s) at the client organization who is most knowledgeable about the work performed and number of years the contract has been in place. References may also be supplied from

other work not cited in this section as related experience. Highlight the firm's and key personnel's experience with the work or services identified in Attachment A Scope of Work.

- iv. Provide a list of past joint work by the Proposer and each subconsultant, if applicable. The list should clearly identify the project and provide a summary of the roles and responsibilities of each party. The list should also detail the circumstances for which, if any previous contracts were terminated, suspended, or received a penalty/fine.
- v. Provide education, experience, and applicable professional credentials for proposed staff.
- vi. Describe the Proposer's project management staffing and roles/responsibilities. Identify a single point of contact (Project Manager) for the duration of the Contract.
- vii. Identify key personnel proposed to perform the work in the specified tasks and include major areas of subcontract work. Include each person's name, current location, proposed position for this Project, current assignment, what percentage of each person's total work hours will be available for this assignment, and how long each person has been with the firm. VVTA reserves the right to review, approve and/or designate the positions and functions deemed to be "key" to the Project and request information concerning key personnel not listed by the Proposer.
- viii. Furnish brief resumes (not more than two [2] pages each) for proposed key personnel.
- ix. Include a Project organization chart that clearly delineates communication and reporting relationships among the Project staff, including subconsultants and identify all tasks in sufficient detail to permit task-by-task assessment of progress based on milestones, deliverable accountability, resource identification and allocation.
- x. Include a statement that key personnel will be available as designated by VVTA, for the duration of the Project, acknowledging that no person designated as "key" to the Project shall be removed or replaced without the prior written concurrence of VVTA.
- xi. Outline the process for how Proposer plans to report on the Project including, but not limited to, weekly conference calls during the development and implementation phase and developing the agenda and minutes to provide and summarize a status update of work completed, work planned for the following week, and problems encountered and planned resolutions of those problems. Proposer shall recommend the best approach for communication and problem solving during the term of the Contract including during the System development and/or implementation phase, maintenance phase, and for any additional work assigned.

## b. Project Planning and Approach

This section of the proposal should define the Proposer's approach to address and solve VVTA's project requirements within the timeframe indicated in Attachment A Scope of Work, as well as a project plan to guide the Contractor during development and implementation.

Specifically:

- i. Describe the Proposer's technical, logical and management approach to address and solve VVTA's requirements for the Project and how the Proposer will plan for and accommodate each into the Project effort.
- ii. Using a scheduling tool, furnish a Project schedule for each task and subtask in terms of elapsed weeks from commencement date and identify the personnel that will perform the work.
- iii. Describe the approach and develop a work plan, glossary, and index for completing the tasks specified in the Scope of Work. The work plan shall be of such detail to demonstrate the firm's ability to accomplish the project objectives and to meet the Project schedule.
- iv. Identify methods that will be used to ensure quality control as well as budget and schedule control to ensure completion of the Scope of Work.
- v. Identify all tasks in sufficient detail to permit task-by-task assessment of progress based on milestones, deliverable accountability, resource identification and allocation.
- vi. Identify any special issues or problems that are likely to be encountered during this Project and how they will be addressed.
- vii. Proposers are encouraged to propose enhancements or procedural or technical innovations to the Scope of Work that do not materially deviate from the objectives or required content of the project.

## c. System Development, Test Plan, and Implementation

This section of the proposal shall address how the Proposer will meet the requirements for System development, testing, and implementation as described in the Scope of Work, which will at minimum include the following:

- i. **Requirements Definition and Acceptance.** Provide an analysis and recommendation of the best approach to meet the overall goals of the System including user rights.
- ii. **Database Design, Documentation, and Acceptance.** Furnish the elements necessary to depict the System

application data entry, database, and user information output design.

- iii. **Database Glossary.** Integration of existing Project information and allow for the incorporation of additional information that the user may enter on the System.
- iv. **Internal Data Integration.** The System will allow for readable and efficient report display and generation, including mapping displays.
- v. **Web Based Data Entry.** A Data Entry graphical user interface that meets the needs of project monitoring requirements. Entered data will be verified by the System.
- vi. **Web-Based User Query/Reports.** Capability of generating reports and queries to integrate the display of various data sources allowing for a readable and efficient report display including mapping capabilities/displays. The database will also be designed to accommodate future report modifications or new reports.
- vii. **Data Security.** Provide documentation and a plan as to how the System will safely and securely manage sensitive data. This is critical as there will be sensitive information uploaded into the System (applicant's home address and phone numbers). Therefore, keeping all information contained in this System safe and secure is key and critical to the evaluation of this Proposal.
- viii. **Mapping Capability.** Integration of mapping capabilities into the System and determine the best integration methodology. Proposer should provide the display rate for imagery and other information at a large scale.
- ix. **Optimized/Condensed Mobile Site.** A responsive design that accommodates smart phones, tablets, and mobile computers for participants to view the seat finder, apply to the program, and input monthly reporting information as well as to update their application information.
- x. **Operating Systems/Browser Compatibility.** Compatible with all mobile operating systems/browsers and needs to be cross-browser compatible (Internet Explorer, Firefox, Chrome, Apple iOS, and Android Operating Systems).
- xi. **Usability and ADA Website Accessibility.** Documentation that the website and mobile site is fully compliant with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794d) and the usability/accessibility design guidelines of the Web Accessibility

Initiative (WAI) in support of myriad users, including those accessing online content using assistive technologies.

- xii. **Simultaneous Users.** The system should provide access for up to, but not limited to, 200 users at any given time.
- xiii. **Download Capabilities.** End users shall be able to download and print reports and various documents and terms and conditions contained in the System appropriate to their level of System security.
- xiv. **Availability.** The system proposed must be available on a 24/7 basis during 99.9% of the time.
- xv. **System Test Plan.** Proposer shall develop a plan that incorporates the testing periods indicated below. At the completion of each testing period, VVTA will provide a letter of acceptance or failure. Items requiring correction at either test period shall be corrected by the Consultant within ten (10) calendar days. This phase shall include testing the System on various browsers and platforms, as well as the mobile site, for quality assurance.
  - a. A functionality testing period with a workable prototype, and subsequent acceptance-testing period, either period not to exceed 15 business days, during which time VVTA shall evaluate the System for satisfaction with its functions and conformance with requirements.
  - b. A trial testing period for a select number of vanpools that will apply, be approved, maintain data for a month and report into the System.
  - c. A live testing period with a larger select group of vanpool participants/applicants.
- d. Post-Implementation Services and Maintenance.

In this section, the Proposer shall address how they intend to support the following System features, services, and maintenance.

Specifically:

- i. **Training and User Guide.** Identify how training will be provided to all designated users on how to use and optimize the System for their specific purpose. The System will not only have online help features for users but will also have online help capabilities for VVTA staff. Any online or hardcopy training guides and/or user manuals shall address these multiple user groups identified under “USER GROUPS” in the Scope of Work. Manuals should include detailed instructions for data entry, data migration options, information access, report generation and printing procedures.

Training sessions should be conducted as needed on site at VVTA or via webinar, as approved by VVTA, for basic administration and advanced administration training, including development of all materials for the classes.

- ii. **Database System Expandability.** Address how the System will allow for future expandability of additional vanpools, as well as new requirements and/or data fields from the Federal Transit Administration.
- iii. **Daily Backup, System Interruption and Disaster Recovery.** Address how the System will continue in the event of a disaster, during a System or host interruption (planned or unplanned), how data will be recovered in the event of a System failure or emergency, as well as daily backup of System to ensure that the System is operable in the event of an unforeseen event (power outage, disaster, and so on). This shall be accomplished through the development and approval by VVTA of a consultant-prepared Disaster Recovery Plan, Daily Backup Plan and a Redundancy Plan to ensure 99.9% up-time.  
**Maintenance Plan.** Describe the maintenance plan which should identify post- implementation maintenance/updates and hosting of the System.

III. VVTA reserves the right to interview any organization and visit any of the facilities listed as subcontractors.

- j. Required Forms (See Attachment E)
  - k. Any other information required by this RFP or its addenda which may not be listed above.
  - l. Cost/Price Proposal – Proposers shall submit proposed pricing to provide the products/services for the work described in Attachment A – Scope of Work.
2. Firms may include additional information, however, do NOT attach terms and conditions that conflict with the RFP, as your firms' proposal may be deemed non- responsive.

## K. PROPOSAL PACKAGING REQUIREMENTS

- 1. Please note that **all addenda** must be acknowledged. Proposers are instructed to use Attachment E – Acknowledgement of Addenda – to acknowledge all addenda released during this solicitation.

2. **Sealed original proposal plus one (1) electronic copy, OR via [www.publicpurchase.com](http://www.publicpurchase.com)**, must be received at the address shown in “Proposal Schedule” (Section A) not later than **3:00 PM (PDT) on Thursday, March 15, 2024**. All labor, equipment, materials, and training shall be furnished in strict accordance with the delivery schedule and the Contract terms and conditions. All Proposals shall be valid for a period of ninety (90) days.
3. Proposals received after the time and date due will be rejected without consideration or evaluation and returned, unopened, to the return address of the package received. Under no circumstances will any proposal be accepted after the due date and time in accordance with PCC 10168.
4. Proposer shall submit the Cost/Price Proposal (Attachment E) in a separate sealed envelope marked “Pricing Proposal”. Prices are to be quoted excluding California State and Local Sales Tax. Proposer shall pay all taxes which are legally enacted at the time bid is submitted and shall secure and pay for all permits and government fees, licenses, and inspections necessary for the proper execution and completion of the Contract.
6. Proposals including all submittal documents and including price elements shall be submitted by the due date specified, in **two** sealed packages identified as **“VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE”** and **“VVTA RFP 2024-06 – COST/PRICE PROPOSAL.”** **On Publicpurchase.com, please upload the technical proposal and the Cost/Price proposal as two SEPARATE documents in the portal.**
7. **NO COST, PRICE OR FINANCIAL INFORMATION OF ANY KIND SHALL BE INCLUDED IN PACKAGE NO. 1, NOR IN ANY OF THE PROPOSAL DOCUMENTS THAT WILL BE INCLUDED IN THIS PACKAGE.**
8. If a Proposer is submitting their proposal electronically through publicpurchase.com, a copy of any required originals (notarized document, bonds, etc.) must be included with their proposal. The original documents must be received by VVTA not later than 5 business days after the Proposal Due Date.

#### **L. PRE-CONTRACTUAL EXPENSES**

1. VVTA will not be liable for any pre-contractual expenses incurred by any Proposer in preparation of its proposal. The proposer shall not include any such expenses as part of their proposal.
2. Pre-contractual expenses are defined as expenses incurred by the Proposer in:
  - a. Preparing a proposal in response to this RFP.
  - b. Submitting that proposal to VVTA.
  - c. Negotiating with VVTA any matter related to its proposal; and
  - d. Any other expenses incurred by Proposer prior to date of award, if any, of the Contract.

## **M. JOINT PROPOSALS**

Where two or more firms desire to submit a single proposal in response to this RFP, they should do so on a prime-subcontractor basis rather than as a joint venture.

## **N. TAXES**

Proposals are subject to State and Local sales taxes. However, VVTA is exempt from the payment of Federal Excise and Transportation Taxes. Firm is responsible for payment of all taxes for any goods, services, processes, and operations incidental to or involved in the contract.

## **O. MODIFICATION OR WITHDRAWAL OF PROPOSALS**

1. A modification of a proposal already received will be accepted by VVTA only if the modification is received prior to the proposal due date or is specifically requested by VVTA. All modifications shall be made in writing and executed and submitted in the same form and manner as the original proposal.
2. A Proposer may withdraw a proposal already received prior to the proposal due date by submitting, in the same manner as the original proposal, to VVTA a written request for withdrawal executed by the Proposer's authorized representative. After the proposal due date, a proposal may be withdrawn only if VVTA fails to award the contract within the proposal validity period prescribed in "Due Date" or any agreed upon extension thereof. The withdrawal of a proposal does not prejudice the right of a Proposer to submit another proposal within the time set for receipt of proposals.
3. This provision for modification and withdrawal of proposals may not be used by a Proposer to submit a late proposal and, as such, will not alter VVTA's right to reject a proposal.

## **P. SUBCONTRACTORS AND ASSIGNMENTS**

1. Pursuant to the provisions of PCC 4104, every proposer shall in the proposal set forth:
  - a. The name and location of the place of business (address) of each subcontractor who will perform work or labor or render service to the proposer in or about the work in an amount in excess of one-half of one percent of the proposer's total proposal; and
  - b. The portion of the work that will be done by each subcontractor. The proposer shall list only one subcontractor for each portion of work as defined by the proposer in its proposal.
  - c. The dollar amount of the work which will be done by each such subcontractor.
2. Proposer shall complete form entitled "List of Subcontractors (Attachment E)" with the above requested information.

## Q. DISADVANTAGED BUSINESS ENTERPRISE

This project may subject to Title 49, Code of Federal Regulations (CFR), Part 26, entitled "Participation by Disadvantaged Business Enterprises (DBE) in Department of Transportation Financial Assistance Programs ("Regulations")." The Regulations in their entirety are incorporated herein by this reference. VVTA has established a Race Neutral Federal Transportation Administrations (FTA) DBE program and as such, there is **no DBE goal** on this project. However, it is the policy of VVTA to ensure non-discrimination in the award and administration of all contracts and to create a level playing field on which DBEs can compete fairly for contracts and subcontracts. VVTA highly encourages the participation of DBE contractors and the utilization of DBE subcontractors in this project. If a DBE participates as a contractor or includes a DBE subcontract, five additional points will be added to the Proposer's Evaluation Score.

## R. CONFIDENTIALITY AND PUBLIC RECORDS ACT

Access to government records is governed by the State of California Public Records Act. (Government Code Section 6250 et. seq.) Except as otherwise required by state law, VVTA will exempt from disclosure proprietary information, trade secrets and confidential commercial and financial information submitted in the proposal. Any such proprietary information, trade secrets or confidential commercial and financial information, which a Proposer believes should be exempted from disclosure, shall be specifically identified, and marked as such. Blanket-type identification by designating whole pages or sections as containing proprietary information, trade secrets or confidential commercial and financial information will not assure confidentiality. The specific proprietary information, trade secrets or confidential commercial and financial information must be clearly identified as such.

Proposers fully understands the scope of work/specifications and has carefully checked all words and figures inserted in said RFP and further understands that VVTA will no way be responsible for any errors or submissions in the preparation of this proposal.

### 1. Exclusive Property

- a. Responses to this Proposal become the exclusive property of VVTA and are subject to the California Public Records Act.
- b. Those elements of each Proposal that are *trade secrets*, as the term is defined in California Civil Code section 3426.1 (d) or otherwise exempt by law from disclosure and which are not prominently marked as TRADE SECRET, CONFIDENTIAL or PROPRIETARY may be subject to disclosure.

### 2. Disclosure of Records

- a. Upon a request for records from a third party regarding this proposal VVTA will notify in writing the party involved. The party involved must respond within twenty (20) calendar days with the identification of any and all "proprietary, trade secret, or confidential commercial or financial" information and the party involved shall agree to indemnify VVTA for its defense costs, (Including reasonable attorney

fees) associated with its refusal to produce such identified information; otherwise, the requested information may be released and VVTA shall not be held liable for complying with the records request.

- b. If disclosure is deemed to be required by law or by an order of the court, VVTA shall not, in any way, be liable or responsible for the disclosure of any such records including without limitation those so marked.
- c. Any documents that are not marked "TRADE SECRET" or "CONFIDENTIAL" or "PROPRIETARY," will be made available.

### 3. Exemption from Disclosure May Be Deemed Unresponsive

- a. VVTA will take into consideration documents that the Proposer deems exempt from disclosure which must be marked "TRADE SECRET" or "CONFIDENTIAL" or "PROPRIETARY."
- b. Proposers who indiscriminately identify all or most of their proposals as exempt from disclosure without justification may be deemed non-responsive.

### 4. Indemnification of VVTA by Proposer

- a. The Proposer agrees to indemnify, hold harmless and defend VVTA and each of its board members, officers, officials, employees and agents from any and all claims, demands and actions in law or equity (including attorney's fees and litigation expenses), arising or alleged to have arisen directly or indirectly out of a Public Records Act request for any of the contents of a Proposal labeled as protected information and identified as, among other things, "TRADE SECRET" or "CONFIDENTIAL" or "PROPRIETARY." This obligation shall survive the RFP process, including the awarding of the Contract.
- b. Proposer agrees to absorb all costs and expenses, including attorneys' fees, in any action or liability arising under the California Public Records Act pertaining to protected information contained and labeled as such in the proposer's proposal.

### 5. Public Interest

- a. The public interest exemption of the California Public Records Act provides that an agency may withhold the disclosure of a record by showing that the public interest served by not making the record public clearly outweighs the public interest served by disclosure of the record.
- b. To protect the integrity of the proposal process, in most instances, price proposals and information regarding the contents of a Proposal, will not be released or made available to other Proposers or the public until contract award is made by VVTA's Board of Directors and after the conclusion of any protest.
- c. VVTA shall employ sound business practices no less diligent than those used for VVTA's own confidential information to protect the confidence of all licensed technology, software, documentation, drawings, schematics, manuals, data and

other information and material provided by Proposers and the Contractor pursuant to the Contract which contain confidential commercial or financial information, trade secrets or proprietary information as defined in or pursuant to the state law against disclosure of such information and material to third parties except as permitted by the Contract. The Contractor shall be responsible for ensuring that confidential commercial or financial information, trade secrets or proprietary information, with such determinations to be made by VVTA in its sole discretion, bears appropriate notices relating to its confidential character.

## **S. ACCEPTANCE/REJECTION OF PROPOSALS**

1. VVTA reserves the right to reject any or all proposals for sound business reasons, to undertake contract negotiations with one or more Proposers, and to accept that proposal, which in its judgment, will be most advantageous to VVTA, price and other evaluation criteria considered. VVTA reserves the right to consider any specific proposal, which is conditional or not prepared in accordance with the instructions and requirements of this RFP to be non-responsive. VVTA reserves the right to waive any defects, or minor informalities or irregularities in any proposal which do not materially affect the proposal or prejudice other proposals.
2. If there is any evidence indicating that two or more Proposers are in collusion to restrict competition or otherwise engaged in anti-competitive practices, the proposals of all such Proposers shall be rejected, and such evidence may be a cause for disqualification of the participants in any future solicitations undertaken by VVTA.
3. VVTA reserves the right to reject a proposal that includes unacceptable conditions, exceptions, and deviations.

## **T. SINGLE PROPOSAL RESPONSE**

If only one proposal is received in response to this RFP and it is found by VVTA to be acceptable, a detailed price/cost proposal may be requested of the single Proposer. A price or cost analysis, or both, possibly including an audit, may be performed by or for VVTA of the detailed price/cost proposal to determine if the price is fair and reasonable. The Proposer has agreed to such analysis by submitting a proposal in response to this RFP. A price analysis is an evaluation of a proposed price that does not involve an in-depth evaluation of all the separate cost elements and the profit factors that comprise a Proposer's price proposal. It should be recognized that a price analysis through comparison to other similar procurements must be based on an established or competitive price of the elements used in the comparison. The comparison must be made to a purchase of a similar quantity, involving similar specifications and in a similar time frame. Where a difference exists, a detailed analysis must be made of this difference and the costs attached thereto. Where it is impossible to obtain a valid price analysis, it may be necessary to conduct a cost analysis of the proposed price. A cost analysis is a more detailed evaluation of the cost elements in the Proposer's Offer to perform. It is conducted the Proposer's performance should cost. A cost analysis is generally conducted to determine whether the to form an opinion as to the degree to which the proposed costs represent what Proposer is applying sound management in proposing the application of resources to the contracted effort and whether costs are allowable, allocable, and reasonable. Any such analyses and the results therefrom shall not obligate VVTA to accept

such a single proposal; and VVTA may reject such proposal at its sole discretion.

## **U. CANCELLATION OF PROCUREMENT**

VVTA reserves the right to cancel the procurement, for any reason, at any time before the Contract is fully executed and approved on behalf of VVTA.

## **V. AVAILABILITY OF FUNDS**

This procurement is subject to the availability of funding. VVTA's obligation hereunder is contingent upon the availability of appropriated funds from which payment for the contract purposes can be made. No legal liability on the part of VVTA for any payment shall arise until funds are made available to the Contracting Officer for this contract and until the Contracting Officer receives notice of such availability, by issuance of a written Notice to Proceed by the Contracting Officer. Any award of Contract hereunder is conditioned upon said availability of funds for the Contract.

## **W. VVTA'S RIGHTS**

1. Each proposal will be received with the understanding that acceptance by VVTA of the proposal to provide services described herein shall constitute a contract between the Proposer and VVTA which shall bind the Proposer on its part to furnish and deliver at the prices given and in accordance with conditions of said accepted proposal and specifications.
2. VVTA reserves the right, in its sole discretion to:
  - a. Accept or reject any and all proposals, or any item or part thereof, or to waive any informalities or irregularities in proposals.
  - b. Withdraw or cancel this RFP at any time without prior notice. VVTA makes no representations that any contract will be awarded to any Proposer responding to this RFP.
  - c. Issue a new RFP for the project.
  - d. To postpone the proposal opening for its own convenience.
  - e. Investigate the qualifications of any, and/or require additional evidence or qualifications to perform the work.

## **X. CONFLICT OF INTEREST AND CODE OF CONDUCT**

### **1. POLICY OVERVIEW**

Federal regulations require VVTA to prevent conflicts of interest in contract awards. VVTA also seeks to avoid any appearance of conflicts of interest. VVTA personnel and Contractors are expected to avoid conflicts of interest or appearances thereof and

actions which could result in favoritism or appearances thereof.

## **2. GUIDELINES FOR CONTRACTOR RELATIONSHIPS**

To avoid conflict whether real or apparent, the following shall apply to employees of any Contractor providing services to VVTA.

No Contract Management personnel or support staff shall:

- (a) Make recommendations or be involved in preparation of specifications for any contracts for which that Contract personnel may propose.
- (b) Be involved in any aspect of evaluation, selection, or award of a contract for which that Contract personnel may propose.
- (c) Be involved in any aspect of contract administration of a contract or subcontract which has been awarded to contract personnel.

## **Y. EVALUATION, NEGOTIATION AND SELECTION**

The basis of award of the resulting contract shall be to the responsible and responsive Proposer whose proposal scores the highest based on the criteria listed below.

### **1. OPENING OF PROPOSALS**

Proposal will be reviewed and evaluated in accordance with the criteria and procedures described in this document. Proposers determined to be within a competitive range and that have a reasonable chance of receiving a contract may be contacted to schedule a meeting with VVTA to carry out further negotiations and discussions. VVTA reserves the right to award to a Proposer without further discussions, negotiations, or it may determine that no Proposer meets the needs of VVTA.

### **2. EVALUATION TEAM**

An evaluation team will be assigned by the VVTA Chief Executive Officer (CEO) or designee. The team will be composed of VVTA staff and may include representatives of other nearby government agencies affected by this procurement.

### **3. PROPOSAL SELECTION PROCESS**

- a. The following describes the process by which proposals will be evaluated and a selection made for a potential award. Upon receipt of the proposals, copies will be distributed to the evaluation team members, together with scoring sheets, which include the evaluation criteria, and the points assigned to each category.
- b. Each team member will review the Proposers' submittals in conjunction with the criteria contained in Section Y.5., below. All proposals shall be

evaluated and ranked for the purpose of determining the competitive range and to select a proposal determined to be the most advantageous to VVTA.

- c. Proposals that do not comply with the instructions contained in these RFP documents and do not include the required information shall be rejected as non-responsive and shall not be considered for the competitive range. VVTA reserves the right to waive technical defects, discrepancies, and minor irregularities in an RFP and/or submitted proposal(s). VVTA reserves the right to award any alternatives set forth in the solicitation documents in its sole discretion. Submitted proposals may be rejected if there is any alteration of the RFP forms, additions not called for, conditional proposals, incomplete proposals, or irregularities of any kind. VVTA reserves the right to reject any proposal not in compliance with the solicitation documents or prescribed public contracting procedures and requirements. Written notice of rejection of all submitted proposals shall be sent to all Proposers. ALL UNSIGNED PROPOSALS SHALL BE REJECTED.
- d. Submittal of a proposal shall mean that the Proposer has accepted the VVTA Contract Documents in their entirety without exception.
- e. When the individual members of the evaluation teams have completed their evaluations, the entire team will meet to discuss and review the proposals. Once the discussions have been completed, members will have an opportunity to revise their scores independently. A final consensus meeting shall be held to confirm the most technically qualified and best value proposal submitted for award. The VVTA Contracting Officer, or designee, shall serve as Facilitator of the Evaluation Committee.
- f. Proposals that have been determined not to be in the competitive range and cannot be reasonably made to be within the competitive range, will be notified in writing, as they are no longer under consideration.

#### **4. QUALIFICATION REQUIREMENTS**

- a. The Proposers, whose proposals have been determined by the evaluation process to be in the competitive range, will be notified and scheduled to meet with VVTA for further discussions, clarifications, and negotiations. Any proposal deviations submitted by the Proposer will be discussed as part of the negotiations process. However, VVTA at its discretion may in its best interest, reject any and all such conditions, exceptions, and deviations. Any proposal which fails to comply with the VVTA instructions and requirements listed in the solicitation documents shall be deemed non-responsive and their proposal shall be rejected.
- b. As part of the negotiation process, VVTA reserves the right to conduct factory visits to inspect the Proposer's facilities. VVTA shall also have the right to contact other parties with whom the Proposer has experience with this type of request, and other relevant references which the Proposer has listed.

- c. At the conclusion of the discussion and negotiation processes, each of the Proposers still determined by VVTA to be within the competitive range will be afforded the opportunity to submit a revised proposal with a clear understanding that VVTA will then choose that proposal, which it finds to be most advantageous based upon the evaluation criteria and final scoring. The results of the evaluations and the selection of a proposal for any award will be documented in a report to the final acquisition approval authority within VVTA.

## 5. PROPOSAL EVALUATION CRITERIA AND SCORING

- a. Listed below is the point scale system by which proposals from responsible Proposers will be evaluated and ranked for the purpose of determining any competitive range and to make any selection of a proposal for a potential award.

<b><u>EVALUATION CRITERIA</u></b>	<b><u>MAXIMUM POINTS</u></b>
<b>RESPONSIVENESS</b> – All documents have been received as requested, prior to the due date.	PASS/FAIL
<b>RESPONSIBILITY</b> – All requested documents including the required signatures and, if needed, required notary review, signature, and stamp. All financial documents received represent that the Proposer has the financial capacity to perform this project.	PASS/FAIL
<b><u>1. EXPERIENCE AND QUALIFICATIONS:</u></b> Proposer's experience with similar projects as explained in Attachment A – SCOPE OF WORK	15
Quality of Proposed Staff	10
Demonstrated Technical Ability and Resources	20
<b><u>2. PROPOSAL:</u></b> Demonstrates understanding of the work to be done.	40
<b><u>3. DBE PARTICIPATION:</u></b> Proposer and/or subcontractor must provide evidence of DBE certification within proposal to receive points.	5
<b><u>4. PRICE PROPOSAL</u></b>	35

**TOTAL POSSIBLE POINTS**

**125**

- b. The cost factor will be made up of two components, technical scores up to eighty (90) base technical points; and Price thirty-five (35) Base Price points. The maximum 125 base points available may be awarded to the

Proposer with the highest technical score combined with the Price score. Price points will be calculated by dividing the lowest price offered by the proposal price being scored and multiplying the quotient of the calculation by (35); (Low offer divided by next highest offer) times 35 points.

- c. The balance of the evaluation criteria will be scored on the evaluator's assessment in the areas described in the Table above, based on the following system:

**Exceptional:** Fully compliant with the solicitation requirements and with desirable strengths or betterments; no errors, omissions, discrepancies, weakness, or potential risks. Proposals judged to fall within these parameters will receive 90 to 100% of the points available for the category.

**Good to Superior:** Compliant with requirements of the solicitation; some minor errors, omissions, discrepancies, weakness, or risks. Proposals in this range will receive 80 to 89% of the points available for the category.

**Adequate:** Minimally compliant with solicitation requirement; with errors, omissions, discrepancies, weakness, or risks; which may be possible to correct and make acceptable. Proposals in this range will receive 70 to 79% of the points available for the category.

**Poor to Deficient:** Non-compliant with solicitation requirements; contains errors, omissions, discrepancies, weaknesses, or risks which would be difficult to correct or make acceptable. Proposals in this range will receive 60 to 69% of the points available for the category.

**Unacceptable:** Totally deficient and non-compliant with requirements; contains major non-correctable errors, omissions, discrepancies, weaknesses, or risks. Proposals in this range will receive 0 to 59% of the points available for the category.

**There is the possibility of an extra 20 points for those proposers whose scores are within the competitive range and are asked to present an oral presentation. Each proposer's final score will be an average score based on the scores given by the evaluation committee.**

## **6. EVALUATION PROCEDURES**

- a. All aspects of the evaluations of the proposals and any discussions and/or negotiations, including documentation, correspondence, and meetings, will be kept confidential during the evaluation and negotiation process.
- b. Proposals will be analyzed for conformance with the instructions and requirements of the RFP and Contract documents. Any proposal which fails to comply with the VVTA instructions and requirements listed in the solicitation documents shall be deemed non-responsive and their proposal

shall be rejected. Proposers are advised that the detailed evaluation forms and procedures will follow the same proposal format and organization specified in Section J. Therefore, Proposer shall pay close attention to and strictly follow all instructions and requirements. Submittal of a proposal means that the Proposer has accepted all of the Contract documents, except such conditions, exceptions, reservations, or understandings explicitly, fully, and separately stated on the forms and according to the instructions of "Form for Proposal Deviation" (Attachment E). Any such conditions, exceptions, reservations or understanding which do not result in the rejection of the proposal are subject to evaluation under the criteria of "Proposal Evaluation Criteria" (Section Y.5.)

- c. Evaluations will be made in strict accordance with all of the evaluation criteria and procedures specified in "Proposal Selection Process" (Section Y.3.) above. VVTA shall select for any award the highest ranked proposal from a responsible Proposer, qualified under "Qualification Requirements" (Section Y.4.), which does not render this procurement financially infeasible and is judged to be most advantageous to VVTA based on consideration of the evaluation "Proposal Evaluation Criteria" (Y.5.).

## **7. QUALIFICATION OF RESPONSIBLE PROPOSERS**

Proposals will be evaluated in accordance with requirements of "Qualification Requirements" (Section Y.4.) to determine the responsibility of Proposers. Any proposals from Proposers whom VVTA finds not to be responsible and finds cannot be made to be responsible may **not** be considered for the competitive range. Final determination of a Proposer's responsibility will be made upon the basis of initial information submitted in the proposal, any information submitted upon request by VVTA, and information resulting from Agency inquiry of Proposer's references, and its own knowledge of the Proposer.

## **8. DETAILED EVALUATION OF PROPOSALS AND DETERMINATION OF COMPETITIVE RANGE**

- a. Each proposal will be evaluated in accordance with the requirements and criteria specified in "Proposal Selection Process" (Section Y.3.)
- b. The following are the minimum requirements that must be met for a proposal to be considered responsive for inclusion in the competitive range. All of these requirements must be met; therefore, they are not listed in any particular order of importance. Any proposal that VVTA finds not to meet these requirements and that cannot be remedied as part of the negotiation process will be determined to be non-responsive and will not be included in the competitive range. The minimum requirements are as follows:
  - i. Proposer is initially evaluated as responsible in accordance with the requirements of "Qualification Requirements" (Section Y.4.) Final determination of responsibility will be made through the evaluation process.

- ii. Proposer has demonstrated its responsiveness by following the instructions of the RFP and including sufficient detailed information, such that the proposal can be evaluated. Any informalities in regard shall be determined by VVTA to be either a defect and non-responsive or an informality that VVTA will waive in accordance with "Acceptance/Rejection of Proposals" (Section S.)
- iii. Proposal price would not render this procurement financially infeasible, or it is reasonable that such proposal price might be reduced to render the procurement financially feasible.
- c. VVTA will document its evaluations in accordance with the criteria and procedures of "Proposal Selection Process" (Y.3.). Any proposal deficiencies which may render a proposal non-responsive and non-responsive will be documented. VVTA will make specific notes of questions, issues, concerns, and areas requiring clarification by Proposers and to be discussed through any contact with Proposers, which VVTA finds to be within the competitive range. Rankings and spreads of the proposals against the evaluation criteria will then be made by VVTA as a means of judging the overall relative spread between proposals and of determining which proposals are within the competitive range or may be reasonably made to be within the competitive range.

## **9. PROPOSALS NOT WITHIN THE COMPETITIVE RANGE**

Proposers of any proposals that have been determined by VVTA as not in the competitive range will be notified in writing, including the shortcomings of their proposals.

## **10. DISCUSSIONS WITH PROPOSERS IN THE COMPETITIVE RANGE**

- a. The Proposers, whose proposals are found by VVTA to be within the competitive range, will be notified and any questions and/or requests for clarifications provided to them in writing. Each such Proposer may be contacted with VVTA to discuss answers to written or oral questions, clarifications, and any facet of its proposal.
- b. In the event that a proposal, which has been included in the competitive range, contains conditions, exceptions, reservations, or understandings to any Contract requirements as provided in "Form for Proposal Deviation" (Attachment E), said conditions, exceptions, reservations, or understandings may be negotiated during contract negotiations. However, VVTA shall have the right to reject any and all such conditions and/or exceptions, which fail to comply with the VVTA instructions and requirements listed in the solicitation documents may be deemed non-responsive and their proposal to be outside the competitive range and rejected.
- c. No information, financial or otherwise, will be provided to any Proposer about any of the proposals from other Proposers. Proposers will not be given a specific price or specific financial requirements they must meet to gain

further consideration, except that proposed prices may be considered to be too high with respect to the marketplace or unacceptable. Proposers will not be told of their rankings among the other Proposers.

- d. **Factory and Site Visits.** At its sole discretion, VVTA reserves the right to conduct factory visits to inspect the Proposer's facilities and/or other transit systems which the Proposer has supplied, including representative examples of the equipment and installation provided similar to the scope of this RFP.
- e. **Best Offers.** VVTA expects that all responsible and responsive Proposers shall submit their Best Offer upon initial submission in response to this solicitation.
- f. **VVTA reserves the right to make an award to a Proposer whose proposal it judges to be most advantageous to VVTA based upon the evaluation criteria, without conducting any written or oral discussions with any Proposers or solicitation of any BAFO.**

\*\*\*\* End of Instructions to Proposers \*\*\*\*

# VVTA RFP 2024-06 ADA/MICROTRANSIT DISPATCHING SOFTWARE

## ATTACHMENT A – SCOPE OF WORK

### A. General

VVTA is seeking proposals from qualified firms to provide a Microtransit software solution design that would best benefit VVTA and provide the most efficient and effective method of transportation for its paratransit service and current Micro-Link demand response service.

The contract will be a two-year (24-month) base contract with three, one-year optional years (12 months each). The option years shall be exercised at VVTA's discretion, subject to evaluation, including but not limited to the Contractor's performance and passenger satisfaction with Microtransit.

Qualified PROPOSERS shall have substantial recent experience in providing similar services on a scale equal or greater than what VVTA is requesting, and must meet the following requirements:

1. The PROPOSER shall have completed three on-demand real-time system implementations in the last seven years at bus agencies with a fleet size similar to or larger than VVTA.
2. The PROPOSER shall demonstrate the proposed on-demand system can co-mingle with VVTA's paratransit program by creating sample trips using current VVTA data and paper manifests, provided at the discretion of VVTA. VVTA does not presently operate comingled paratransit and microtransit services but may in the future.

### B. Service Scenario/Models

Service Scenarios/Models shall display how PROPOSER'S Microtransit software service can be implemented to VVTA's current Paratransit and Micro-Link services. Presently, VVTA's Paratransit and Microtransit services operate as separate vehicle fleets with both services supported by one scheduling/dispatch software platform. The required service model will also support both Paratransit and Microtransit riders with one technology. VVTA is interested in exploring the potential for a fully comingled service model in which one vehicle fleet could serve both Paratransit and Microtransit riders. VVTA intends to work with the successful PROPOSER to devise the optimal solution.

PROPOSERS shall utilize the following data to suggest a plan of action of how VVTA can successfully plan and operate Microtransit in the most efficient and cost-effective way, with the current service as a base of the system. Service scenarios must include the same jurisdictional areas, but can provide alternative number of vehicles, service hours, revenue hours, cost, eligibility, and other requirements. PROPOSER and VVTA shall coordinate to refine and approve the service model, including specific stops, schedules, service coverage areas and fare structure.

1. **Paratransit Service:** VVTA's Paratransit services (Direct Access) operate within the jurisdictional service areas of Victorville, Hesperia, Apple Valley, Adelanto, and Barstow. Direct Access service is operated utilizing VVTA vehicles. VVTA also provides supplementary Paratransit services through the use of third-party non-contract partners through its Brokerage program. Brokerage paratransit trips are also scheduled through the VVTA scheduling/dispatch platform. Details of Paratransit services are outlined below:

# VVTA RFP 2024-06 ADA/MICROTRANSIT DISPATCHING SOFTWARE

## ATTACHMENT A – SCOPE OF WORK

Weekly Boardings Per Revenue Hour

Year	Passengers	Revenue Hours	Passenger Per Revenue Hour
FY22	74,112	26,037	2.85
FY23	86,277	33,487	2.58

Service Hours

Days of Service	Hours of Service
Monday – Friday	6:00 AM – 9:00 PM
Saturday	7:00 AM – 7:00 PM
Sunday and Holidays*	8:00 AM – 5:00 PM

Holidays: New Year's Day, Martin Luther King, Jr. Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, Christmas Day.

Current service is provided by advance reservation only. Passengers must call at least one day in advance (No same-day service). For the purpose of Service Scenarios, PROPOSERS may use a combination of advance reservation and same-day service (real-time).

Cost

Passenger Type	Cost Per Ride	Comments
Regular Paratransit	\$2.50-6.00	3 zones with escalating fares.
IRC Programs	Variable	Set by IRC authorization.
Brokerage	\$1.00	Must be signed up by VVTA.
Aide/Escort for Handicapped Riders	Free	PCAs will need to be noted in profile rather than other forms of authorization.

# VVTA RFP 2024-06 ADA/MICROTRANSIT DISPATCHING SOFTWARE

## ATTACHMENT A – SCOPE OF WORK

### a. Paratransit Eligibility Requirements

- Any person with a disability who can use accessible fixed route transportation, but accessible transportation is not being used at the time, and on the route the person would travel. This category includes those persons who use wheelchairs, walkers or braces and others whose disabilities prevent them from utilizing an inaccessible vehicle or facility.
- Persons, who because of the nature of their disabilities, cannot navigate a transit system that is otherwise accessible. This category includes persons who cannot independently board, ride or disembark from an accessible fixed route.
- Persons with a specific impairment-related condition(s), which prevents them from getting to or from a boarding or disembarking location. This relates to an individual's particular functional disability. Examples of eligibility under this category include severe, chronic fatigue, a special sensitivity to temperature, and a lack of cognitive ability to remember to follow directions.

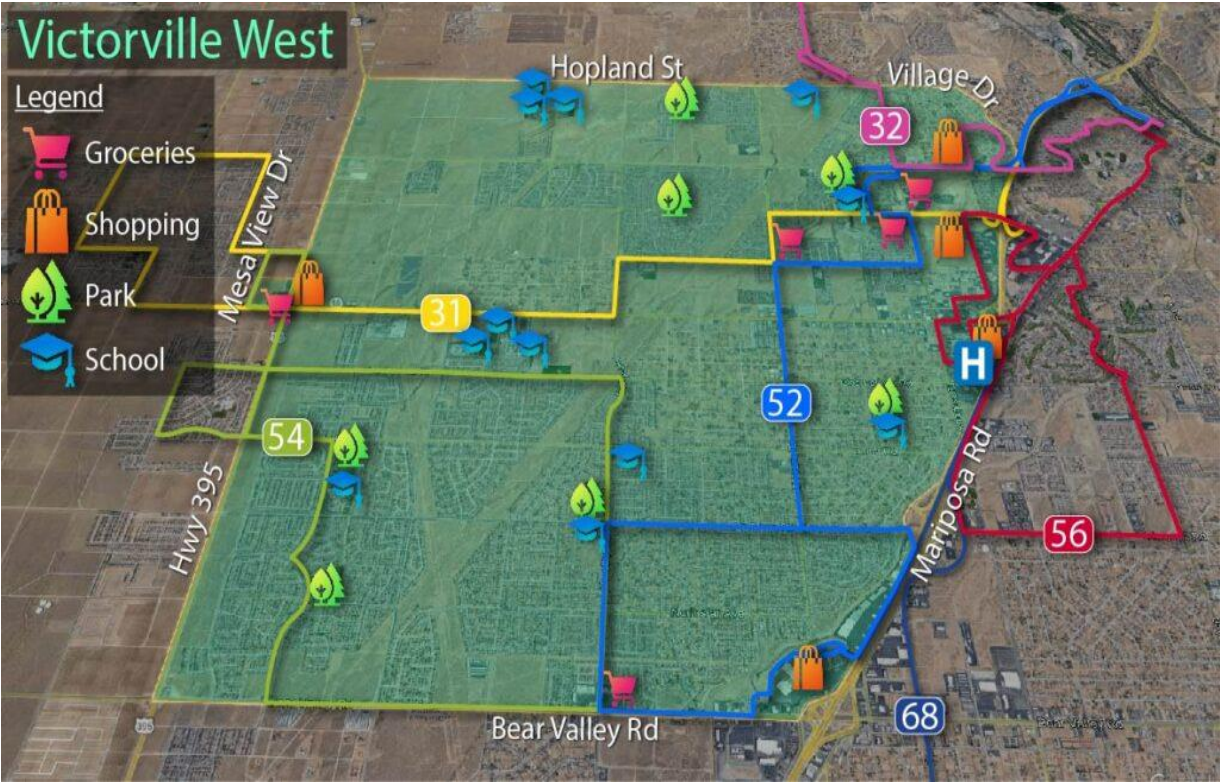
National Transit Database (NTD) Data (FY22)

Description	Information
Average Trip Length (PMT/UPT)	13.9 miles
Average Speed	15.4 mph
Average Time of Trip	54 minutes

## 2. Microtransit

In October 2022, VVTA began operation of a new Microtransit service (Micro-Link) Micro-Link was operated as a pilot demonstration project for one year and became a permanent service operation in October 2023. The purpose of Micro-Link service is to provide transportation services in low-density communities within the VVTA service area for short trips and to enhance the ability of residents to access and connect with VVTA fixed-route services. Micro-Link serves zones in western Victorville and southern Hesperia areas operating Monday – Friday from 6:00 am – 8:00 pm, with on-demand transportation services for the general public. Micro-Link riders may schedule trips up to 14 days in advance using a mobile application or may call VVTA to schedule a trip. Micro-Link service is only available within each designated service zone and trips cannot be scheduled to travel outside the zone boundaries.

VVTA RFP 2024-06 ADA/MICROTRANSIT DISPATCHING SOFTWARE  
ATTACHMENT A – SCOPE OF WORK



# VVTA RFP 2024-06 ADA/MICROTRANSIT DISPATCHING SOFTWARE

## ATTACHMENT A – SCOPE OF WORK

Weekday Boardings Per Revenue Hour (FY23)

MONTH	PASSENGERS	REV HOURS	PASS/REV HR
TOTAL	2,320	2,848	0.8

Service Hours

Days of Service	Hours of Service
Monday – Friday	6:00 AM – 8:00 PM
Saturday	No Service
Sunday and Holidays	No Service

Cost

Passenger Type	Cost Per Ride	Comments
Regular	\$2.00	
Senior/Disabled	\$1.00	Senior is 60 years or older. Both types of passengers must have valid photo ID.
Student K-12	\$1.00	Must show school ID card for current school year.
Children 5 and Under	Free	Limit 3 with paying passenger.

### 3. Other Information for Service Scenario/Models

#### a. Vehicles

VVTA will provide up to 6 vehicles to service Microtransit zones. These vehicles may be used concurrently with VVTA's paratransit service if services are comingled in the future. Depending on ridership, more vehicles may be available for use.

All vehicles, drivers, fuel, insurance, and maintenance required for operation will be provided by VVTA.

# VVTA RFP 2024-06 ADA/MICROTRANSIT DISPATCHING SOFTWARE

## ATTACHMENT A – SCOPE OF WORK

### b. Proposed Service Hours

The proposed service hours can be changed at the discretion of VVTA based on the service models and needs of Microtransit services. Should PROPOSERS have different service hour suggestions based on their previous experience with other agencies, then those can be included in the Proposal for VVTA's review and approval.

Days of Service	Hours of Service
Monday through Friday	6:00 AM – 8:00 PM
Saturday	N/A
Sunday	N/A

### C. Software Functional Requirements

VVTA is seeking a technology platform ("Platform") that can facilitate fully automated demand-responsive scheduling and dispatching for a current fleet of 38 VVTA-provided Paratransit and Microtransit vehicles, as well as vehicles operated by third-party partners operating within the VVTA Brokerage program. The number of vehicles operated may change during the course of the contract.

PROPOSERS shall also design and document processes and functionalities as they are to be implemented within the software component of the project. PROPOSERS shall also produce an analysis of key features of the software/technology platform and recommend software/technology platform that supports demand-responsive operations. Features shall include but not limited to the following.

#### 1. General Specifications

- The platform shall be customizable for the comingling of multiple service models and passenger categories, including Microtransit (on-demand) and paratransit.
- Software shall follow Title VI of the Civil Rights Act of 1964 and the current VVTA Title VI program.
- The platform shall offer scalability of service, with the ability to modify existing zones and create new zones. These functions must be available to VVTA to perform on its own within the platform.
- The platform shall allow VVTA to customize branding elements of the passenger mobile application.

## VVTA RFP 2024-06 ADA/MICROTRANSIT DISPATCHING SOFTWARE ATTACHMENT A – SCOPE OF WORK

- e. Platform shall be cloud-hosted solution. A full backup process shall take place during off-operation hours to minimize impact on the online operation. Should a PROPOSER propose a different type of solution, they must indicate it in their proposal.
- f. Access to source code and API layout must be provided to VVTA should PROPOSER's business is no longer in operation or closes.
- g. Platform shall have mechanism for bulk data transfer to/from revenue and nonrevenue miles, including the method(s) of preventing unauthorized access to the Microtransit system LAN and VVTA's LAN/WAN, if applicable. Include security measures proposed for the bulk data transfer interface.
- h. PROPOSERS shall identify and recommend commercially reasonable data security measures with respect to passenger personal information, including the use of multi-factor authentication and distinct access keys. The measures shall comply with applicable federal and state laws and regulations and VVTA's policies and procedures.
- i. PROPOSERS shall identify and recommend software improvements and customizations to ensure successful usage of the technology platform for the project implementation. The software platform should be flexible enough to accommodate VVTA's service and operational requirements, such as schedule points, spontaneous boardings and VVTA's operational rules.
- j. The platform shall be user-friendly and shall apply user experience (UX) and user interface (UI) principles such as ease of use, usefulness, visual design, and functionality.
- k. Customizations for riders with limited use of smartphone technology.
- l. Customizations for riders with advanced use of smartphone technology.
- m. Platform shall have GIS data import feature, vehicle location reporting using GPS location data, and AVL map display.
- n. Listing of service in trip-planning aggregators.
- o. ADA compliant features and enhancements for the mobile app and browser.
- p. Operator-facing application available for download in the Apple and Android stores.
- q. Passenger-facing application available for download in the Apple and Android stores.
- r. Routing and dispatch of vehicles in the form of a mobile application.

# VVTA RFP 2024-06 ADA/MICROTRANSIT DISPATCHING SOFTWARE

## ATTACHMENT A – SCOPE OF WORK

- s. Remote real-time monitoring and analytics for service operations.
- t. Survey mechanisms for passengers to complete at the end of each trip.
- u. Any payment received through third-party payment processors (e.g., credit card, mobile application) shall be passed through directly to VVTA in a separate invoice.
- v. At the discretion of VVTA, the software shall allow VVTA to restrict the number of rides a passenger may take within a day, week, or month.

### 2. Passenger Management

Platform shall:

- a. Allow manual entry of passenger information by VVTA staff. When entering the data, system shall alert user if there is an existing passenger account entry.
- b. Allow VVTA to create accounts on behalf of passengers.
- c. Allow certification date and expiration date (as applicable) defining when passenger is authorized to begin receiving paratransit service.
- d. Automate passenger eligibility status correspondences by sending emails or other appropriate functions regarding passenger assessments, appeals, eligibility, denial, or approval.

### 3. Passenger Interface

The passenger application shall:

- a. Be available for free download from the Google Play Store and Apple App Stores. The application shall be compatible for Android and Apple devices and be compatible with the Android and iOS systems.
- b. Allow passengers to create and modify their account and store personal and payment information free of VVTA intervention.
- c. Provide an “opt-in” feature that will allow VVTA to use their email addresses to communicate related information.
- d. Allow the detection of passenger’s current location upon log-in.
- e. Prevent passengers from booking trips that do not meet pre-determined service criteria, including trips booked outside of a service area or span of service, or trips that do not meet minimum distance requirements.
- f. Display geographical boundaries of where service may take passengers based on their eligibility. For example, Paratransit passengers will have a map displayed of the paratransit zones, and On-Demand passengers will see a map displaying destinations within the Micro-Link boundaries.

# VVTA RFP 2024-06 ADA/MICROTRANSIT DISPATCHING SOFTWARE

## ATTACHMENT A – SCOPE OF WORK

- g. Give passengers the option to pick-up and drop-off by either entering a street address into the search bar, searching for a Point of Interest, directly selecting locations displayed on the map, or selecting based on the user's current location.
- h. Prior to pick-up, display a map showing the current location of the requested vehicle, estimated time of arrival for pick-up, and descriptive information about the vehicle such as fleet number, make, or model. While a trip is in progress, the application shall display estimated time of arrival to the destination and current vehicle location.
- i. If enabled by the passenger, the application shall send notifications to the passenger's mobile device as the on-demand vehicle approaches the pick-up location.
- j. Allow messaging between dispatcher and passenger within the app. Include proposed approach for handling, storing, securing, and forwarding messages and any capacity limitations of the proposed design.
- k. Allow passengers to book advanced reservations by desired arrival or departure times within two hours of desired reservation time.
- l. Allow passengers to reserve multiple seats or seat types (regular or wheelchair), reserve trips up to 14 days in advance and reserve multiple trips at once (same trip for multiple days in a span of one week).
- m. Have a comment section for passengers to leave comments, notes, and improvements. Passengers have the discretion to leave a comment/note.
- n. Have the ability to hold credit card information, tokens/rides, cash, and tickets in a secure manner.
- o. Have a rating system for passengers to rate rides (e.g., 1 to 5 stars) and option to leave comments to explain their rating.
- p. Have a section for customer support, such as legal terms and conditions, Frequently Asked Questions (FAQs), and in-app requests and support via email and phone.

### **4. Dispatching/Dashboard Interface**

The dispatching/dashboard interface on the Platform shall:

- a. Have a map-based user interface and shall display real-time vehicle location, vehicle load, schedule adherence, driver status, and vehicle status. VVTA will provide tablets for display in individual vehicles.

# VVTA RFP 2024-06 ADA/MICROTRANSIT DISPATCHING SOFTWARE

## ATTACHMENT A – SCOPE OF WORK

- b. Allow for communication between the dispatcher and vehicle operator, with predetermined question and response options. The platform shall also allow the dispatcher to send custom messages to vehicle operators.
- c. Provide replay controls to view the entire sequence of reported locations for a given time frame.
- d. Include a searchable historical event log database. The database shall be searchable by driver, date, passenger, address, and any other key factors. The database shall be exportable to an interactive format such as Microsoft Excel and CSV at any time.
- e. Allow advanced booking functionality, including reserving multiple seats and seat types, reserve trips up to 14 days in advance, and reserve multiple trips at once.
- f. Have dashboard for analysis of service operations available to VVTA, including on time performance, daily and weekly scheduled trips, and recommended reports of service operations.
- g. Have the ability to enter client eligibilities, categories, disabilities, and equipment required. Have the ability to create profiles that will distinguish paratransit customers from on-demand customers.
- h. Have the ability to create multiple providers, funding sources, funding codes, and billing codes to facilitate the variety of programs that VVTA offers.
- i. Produce paper manifests should system ever become unavailable. Dispatch could save manifests or files the night before to a file location if necessary.
- j. Assign different user-level permissions and rights based on operator, seniority and/or role.
- k. Have the ability to identify time that a vehicle is between pick-ups for an extended period and flag vehicles that may be between pick-ups after a certain number of minutes, as determined by VVTA. Platform should allow the idle time threshold to be changed by VVTA at any time.

### **5. Vehicle Operator Interface**

The vehicle operator interface application and platform shall:

- a. Be available for installation and be compatible with Apple or Android devices.
- b. Display turn-by-turn directions with street names and mileage until next movement while the operator is in-route to a passenger pick-up and/or while a trip is in progress. The application shall also include audible capabilities for drivers to utilize.

## VVTA RFP 2024-06 ADA/MICROTRANSIT DISPATCHING SOFTWARE ATTACHMENT A – SCOPE OF WORK

- c. Provide dynamic routing capabilities to adjust vehicle allocation efficiently. If the platform adds a passenger pick-up mid-trip, then the directions will automatically update with minimal input from the operator.
- d. Display a map showing the current location of the vehicle alongside routing directions to the next pick-up or drop-off location.
- e. Have the ability to mark driver times such as sign-on and sign-off, standby and break times.
- f. Have an open API policy and where possible, integrate with external software platforms.
- g. The API provided by the operations software should include appropriately secured endpoints for:
  - Obtaining information about available services, such as configurations and zones.
  - Obtaining current vehicle location and status.
  - Obtaining information about upcoming, in progress and past trips (including service, passenger information, origin, destination, vehicle assignment and estimated/actual pick-up and drop-off time).
  - Ability to add/cancel trips manually and ability to keep a log to track such actions.
  - Ability for dispatcher to override booking algorithms and assign trips to specific vehicles as needed.
  - Ability to notify the driver whether a passenger's fare has already been paid, and allow drivers to record fare payments on vehicle via cash or an integrated fare app.
  - Ability to mark a pick-up as a no-show and have the system move onto the next scheduled pick-up.
- h. Able to replay the vehicle's trip assignment, routing, and drop-off locations for a minimum of 1 year.

# VVTA RFP 2024-06 ADA/MICROTRANSIT DISPATCHING SOFTWARE

## ATTACHMENT A – SCOPE OF WORK

### 6. Reporting – Metrics

- a. PROPOSER shall provide a list of all reports available. PROPOSER shall also recommend and provide standard metrics for evaluating the performance of the project. VVTA requires that PROPOSER also have reporting metrics, such as Key Performance Indicators (KPI) and common industry metrics by vehicle, day, month, and route, as well as revenue and non-revenue services. VVTA shall be able to automatically export all reporting data to Adobe PDF, Microsoft Excel and/or CSV file at any time during the duration of the contract.
- b. Software shall have the ability to report monthly and annually all performance measures required by the National Transit Database (NTD) forms S-10, MR-20, and FFA-10.
- c. Software shall have the ability to generate a separate report for all data collected by each service scenarios/models listed under “Service Scenarios/Models,” i.e., paratransit data and general on-demand data, reportable to the Federal Transit Administration (FTA) and NTD.
- d. PROPOSER shall also be able to create custom reports as requested by VVTA. PROPOSER and VVTA shall agree to the format of reporting deliverables provided.
- e. PROPOSER shall provide reports of activities, key performance indicators, operational findings, viability of long-term service, recommendations, and other items every quarter (3-month periods) and annually (12-months) from the “go-live” date. The annual report should be a final report summarizing the previous 12-month period.
- f. VVTA requires PROPOSER’S software to include but not limited to, below reports:

Required Reports	Paratransit	General On-Demand
Ridership	Y	Y
Travel Times	Y	Y
Average Customer Wait Time	Y	Y
Counts of Unlinked Trips at Selected Locations	Y	Y
% of Trips Accommodated	Y	Y
Total # of Daily Trips	Y	Y
# of “No-Shows”	Y	Y
Vehicle Revenue Miles	Y	Y
Vehicle Revenue Hours	Y	Y
Passenger Miles Traveled	Y	Y

## VVTA RFP 2024-06 ADA/MICROTRANSIT DISPATCHING SOFTWARE ATTACHMENT A – SCOPE OF WORK

Deadhead Hours	Y	Y
Deadhead Miles	Y	Y
On-Time Performance	Y	Y
Passengers Per Hour	Y	Y
Passengers Per Trip	Y	Y
National Transit Database (NTD) Form S-10	Y	Y
National Transit Database (NTD) Form MR-20	Y	Y
National Transit Database (NTD) Form FFA-10	Y	Y
Revenue per Boarding	Y	Y
ADA Trips	Y	Y
Rider Categories	Y	N/A
Trip Info: % of Trips Shared, Exclusive, Etc.	Y	Y
Origin and Destination	Y	Y
Customer Rating	Y	Y

### 7. Marketing

PROPOSER shall collaborate with VVTA on contents needed for VVTA to develop marketing materials and other promotional elements. VVTA will be responsible for procuring materials, marketing, outreach and advertising, and PROPOSER will be responsible for producing content, such as but not limited to: downloading the application, signing up for service, scheduling trips, Frequently Asked Questions, website links and helpful tools for VVTA to add to its website, diagrams on how to effectively use Microtransit, safety and security tips for VVTA operators and passengers, etc. VVTA will continue to develop a partnership, awareness, and service ridership with marketing materials throughout the service period.

PROPOSER shall also work with VVTA to provide content for and actively participate in various marketing sessions, such as community workshops, general rider information sessions, public hearings for community members and potential passengers/customers, and more. VVTA anticipates about six (6) sessions for in-person marketing and outreach, with 2 to 3 hours per session. VVTA will provide prior notification of date and location to awarded PROPOSER for scheduling purposes. VVTA anticipates this to be applied to only the base year of the contract.

### D. Work Plan Summary – Base Year

#### Task 1: Timeline

PROPOSER shall develop a work plan for submission to VVTA's project management team. This plan shall include the schedule for submitting all draft and final documents

# VVTA RFP 2024-06 ADA/MICROTRANSIT DISPATCHING SOFTWARE

## ATTACHMENT A – SCOPE OF WORK

and any other deliverables. This workplan shall contain the following elements but not limited to:

- a. Dates of milestones provided by PROPOSER and approved by VVTA.
- b. Work requirements separated into activities and phases.
- c. Plan outlining all tasks necessary to prepare VVTA for software installation.
- d. Feasibility study including budgets and timelines that will determine parameters for service.

### **Task 2: Software Solution Design**

Using the final agreed service model and description of work above as a basis, PROPOSER shall design and document processes and functionalities as they are to be implemented within the software solution of this project. PROPOSER shall document modules, platforms, application, and services that will be implemented to meet VVTA's needs, desired service model, and work rules.

### **Task 3: Progress Reports**

Progress reports should be documented and provided to VVTA. Progress reports shall include but not limited to:

- a. Bi-Weekly Status Reports
  - i. Completed Tasks
  - ii. Expected Deliverables within 2-week period
  - iii. Status of Deliverables within 2-week period
- b. Monthly Project Status Reports
  - i. Project Status
  - ii. Updated Project Schedule
  - iii. Status of Deliverables
  - iv. Expected Deliverables
  - v. Red-Flag Issues
- c. Performance Measurement Plan
  - i. KPIs
- d. Data Collection
- e. Roll-Out Procedures
- f. Post-Go-Live Procedures
- g. Problem Resolution Procedures

### **Task 4: Installation**

PROPOSER shall develop an installation plan that will be approved by VVTA's project management team. The installation plan will detail all of the necessary tasks and the

## VVTA RFP 2024-06 ADA/MICROTRANSIT DISPATCHING SOFTWARE

### ATTACHMENT A – SCOPE OF WORK

schedule to complete the installation of software and hardware as well as all tasks included in the Software Solution Design (Task 2) document including:

- a. A plan outlining all tasks necessary to prepare for software installation.
- b. VVTA staff and resources required during the installation, testing and acceptance activities.
- c. Personnel from the PROPOSER'S team and resources assigned to the data-related tasks, installation, testing and acceptance activities.
- d. System implementation and installation: PROPOSER shall undergo a series of preproduction environments and function, system, and end-user testing prior to the final installation in the production environment. All software upgrades or changes required by PROPOSER shall be made in the VVTA test environment before they are approved by VVTA staff and implemented in the production environment.

#### **Task 4-A: Preliminary Design Review**

Preliminary design document shall include the following materials:

- a. A conceptual diagram illustrating all elements in the proposed system and data flows between those elements.
- b. A detailed system network diagram identifying all network intersections and connectivity.
- c. An overview of the equipment, system, and configuration proposed for implementation.
- d. Detailed technical documentation for each equipment item.
- e. Details on servers, workstation, and network infrastructure.
- f. Detailed technical documentation on all software, including functions of each module.
- g. Details on the formatting of all user interface screens.
- h. Format of all reports.

#### **Task 4-B: Final Design Review**

VVTA shall conduct the final design review after the final design has been submitted to VVTA. PROPOSER and VVTA will determine an appropriate timeline once the final design has been submitted. The final design document shall include the following materials:

- a. Updated Preliminary Design incorporating VVTA's feedback and comments.
- b. Final list of equipment needed for the success of implementation.
- c. Final design and configurations of the system to be installed including all customizations to be made to the system.

## VVTA RFP 2024-06 ADA/MICROTRANSIT DISPATCHING SOFTWARE

### ATTACHMENT A – SCOPE OF WORK

PROPOSER shall review the final design data dashboard with VVTA staff on a weekly basis during the first month of revenue service operations and a monthly basis thereafter, during the project term. VVTA has the discretion to make changes, with PROPOSER revising the dashboard based on feedback, without any additional fees.

#### **Task 4-C: Software and Hardware Installation – General Requirements**

- a. PROPOSER shall provide a list of tablet and hardware recommendations to VVTA. Recommendations must include Apple, Android, and Windows devices as it is preferred by VVTA.
- b. PROPOSER must guarantee that older versions (4-5 previous versions) of any recommended tablets and hardware will work with the PROPOSER'S latest software.
- c. PROPOSER shall provide a document showing the overall system architecture. Document must show how their software will connect to (if any) networks (ex: vehicles, other networks, passenger interface). Diagram preferred.
- d. PROPOSER shall adhere to VVTA's general IT requirements for software and hardware installation. Requirements will be distributed during pre-installation.
- e. PROPOSER shall install and configure the entire system, including any computer hardware supplied by VVTA as well as integration with existing vehicles and VVTA's hardware and facilities. For vehicle installations, installation locations must be pre-approved by VVTA.
- f. PROPOSER shall provide all necessary personnel, tools, test equipment, transportation, hardware, and supplies as required for complete installation.
- g. PROPOSER shall be responsible for its own and its sub-PROPOSERS' performance and safety.
- h. Installation shall be performed in accordance with all Federal, State, and local laws and regulations.
- i. PROPOSER shall supply all cabling necessary to operate system components.
- j. Existing VVTA infrastructure, affected by, or to be integrated into the new system (i.e., LAN/WAN networks) shall not be reduced at any time during system implementation.
- k. PROPOSER shall be authorized to undertake installations only after VVTA approval of a pre-installation inspection for each installation site.
- l. PROPOSER shall document and notify VVTA of any existing infrastructure that may be affected by the new installation.
- m. Upon completion, PROPOSER shall be responsible for restoring the condition of any affected existing infrastructure to their pre-installation condition.

# VVTA RFP 2024-06 ADA/MICROTRANSIT DISPATCHING SOFTWARE

## ATTACHMENT A – SCOPE OF WORK

- n. PROPOSER shall be responsible for the security of their equipment prior and during the installation. VVTA will be responsible for equipment after the final installation.
- o. PROPOSER shall provide a step-by-step installation training manual for any software and hardware components of this project.

### **Task 4-D: Acceptance Testing**

- a. Testing Procedures
  - i. PROPOSER shall submit an Acceptance Test Procedures (ATP) document for VVTA's approval prior to undertaking any testing. ATP will indicate specific tests to be completed as well as the date and time.
  - ii. ATP shall be submitted to VVTA prior to any testing. VVTA shall approve all ATPs prior to the start of any test procedure.
  - iii. PROPOSER shall be required to reschedule testing if VVTA representatives cannot be present or other circumstances prevent testing from taking place.
  - iv. ATP shall clearly address:
    - How each specification requirement will be validated, including the method for performing the test.
    - Results that constitute success for each test.
    - Responsibilities for both PROPOSER and VVTA during each test.
    - A cross-reference to which contract requirements are being addressed by each test procedure.
    - Test stage at which each contract requirement will be demonstrated.
    - Incorporation of following testing stages for the proposed system: installation acceptance test, user acceptance test, and burn-in testing.
  - v. VVTA may authorize PROPOSER to proceed to the next testing stage with certain deficiencies not yet resolved. To do so, VVTA shall sign to approve of an action plan provided by PROPOSER to resolve all outstanding issues from the previous test stage.
  - vi. PROPOSERS must provide their standard process of tracking and resolving issues. PROPOSERS must also acknowledge that it is their general responsibility to resolve all issues before the completion of all acceptance tests.

### **b. Installation Acceptance Test**

Installation Acceptance Test (IAT) shall be conducted to demonstrate the system functionalities through a test database. Any custom data integration

## VVTA RFP 2024-06 ADA/MICROTRANSIT DISPATCHING SOFTWARE

### ATTACHMENT A – SCOPE OF WORK

procedures must be documented, reviewed, and approved by VVTA's technical staff prior to moving to the next stage. Any deficiencies identified during the IAT shall be resolved before the start of User Acceptance Testing.

#### c. User Acceptance Testing

User Acceptance Testing (UAT) shall be conducted on the system using the live

VVTA database to demonstrate system functionalities in real-world operation.

UAT shall be witnessed in-person by both the deploying PROPOSER and VVTA representatives. VVTA staff shall be fully trained in the system prior to UAT. Any deficiencies identified through the UAT shall be corrected before initiation of the Burn-in Test. Once UAT has been accepted, the system shall be approved to "Go Live."

#### d. Burn-In Test

Burn-In Test will be performed at a modular level over a 30-day period after completion of the UAT. Deficiencies will be corrected before VVTA authorizes final approval. During the Burn-In Test, VVTA staff will record a punch list of identified issues that will be reported to the PROPOSER. VVTA will perform data and report audits during the Burn-In Test to determine compliance and accuracy with the new system. These issues will be included in the punch list and will be reported to PROPOSER for resolution. PROPOSER will resolve all issues on the punch list before acceptance will be granted by VVTA.

#### e. Acceptance Criteria

PROPOSER shall provide written test results documentation after completion of each testing phase. The test results document will authenticate the results of each ATP procedure and an updated list will be provided by PROPOSER indicating which contract requirements have been established.

The requirements list shall be used as a punch list to track which contract requirements have not yet been established at each stage of testing.

System Acceptance will not be granted until all contract requirements have been formally demonstrated through the Burn-In Test. The test results document shall be approved by VVTA before System Acceptance will be granted.

#### f. Documentation

PROPOSER shall provide an As-Built Document (ABD) to VVTA for approval. Once approved, the ABD shall be provided both electronically and as hard copies to VVTA. ABD shall include:

- i. All reference and user manuals for system components, including those components supplied by 3<sup>rd</sup> party vendors.

## VVTA RFP 2024-06 ADA/MICROTRANSIT DISPATCHING SOFTWARE

### ATTACHMENT A – SCOPE OF WORK

- ii. All warranty documentation, including component supplies by 3<sup>rd</sup> party vendors.
- iii. The version number of all software and license counts, including those supplied by 3<sup>rd</sup> party vendors.
- iv. A user manual for the system components and other relevant applications.
- v. A systems manual documenting the following:
  - The configuration and topology of the central systems hardware and software.
  - Central systems software operations and functions.
  - Scheduled maintenance required for the central systems.
  - Complete item number listing of all hardware.
  - Database structure and data dictionary.

#### **Task 5: Project Management and Account Management**

Project management will be a continuous and key responsibility of the PROPOSER. PROPOSER's Project Manager assigned to the project shall have the authority to make commitments and decisions that are binding on the PROPOSER and any sub-PROPOSERS. VVTA will designate a project manager to coordinate all of VVTA's project activities. All communication between VVTA and PROPOSER shall be coordinated through their respective Project Managers. In the area of project management, the PROPOSER shall:

- a. Maintain and update the work plan as approved by VVTA's Project Manager.
- b. Coordinate project resources and work so that milestones are met in an efficient manner. Tasks will be laid out to minimize implementation time and cost while taking into consideration resource and time constraints such as VVTA's staff availability. PROPOSER and VVTA's Project Managers will ensure that individuals performing tasks have appropriate skill levels and credentials.
- c. Coordinate sub-PROPOSER's activities, if any. PROPOSER's Project Manager will ensure that individuals performing tasks have appropriate skills levels and credentials.
- d. Coordinate all required deliverables, including installation and configuration of software and hardware, documentation, and training, as required by the contract.

After the implementation of Microtransit, PROPOSERS shall appoint an Account Manager who will provide the same coordination and management work throughout the duration of ADA/Microtransit Project service. Account Manager can be the same staff as

# VVTA RFP 2024-06 ADA/MICROTRANSIT DISPATCHING SOFTWARE

## ATTACHMENT A – SCOPE OF WORK

Project Manager, or PROPOSER may designate different personnel. Should Account Manager or anyone in the support team change, the PROPOSER must notify VVTA.

### **Task 6: Technical Support**

PROPOSER shall provide ongoing technical support for the duration of the project. PROPOSER should indicate the level of technical support and ongoing monitoring that will be provided to ensure the system is functioning properly. Software upgrades should be provided without additional charge as soon as they are available. Maintenance Update Notifications should also be emailed to [helpdesk@vvta.org](mailto:helpdesk@vvta.org) in advance to prepare for any rollbacks.

During the cutover process for a new set of data, PROPOSER shall minimize the impact to all online operations and take actions to not create any downtime in the system (e.g., implementing updates and maintenance on off-operational hours).

Technical support could include but is not limited to:

#### a. Application and User Support

- Phone and email responses to software failures or questions within 4 hours.
- Assistance with questions related to use of approved software configuration and software version.
- Availability of experts to confer on software issues, such that may include new releases, installation, and fixes to newly identified bugs.
- Software upgrades.
- System maintenance

#### b. Hardware Support

- Troubleshooting hardware or network failure.
- Availability of hardware experts to support VVTA's network engineers charged with maintenance, upgrade, or replacement tasks.
- Assistance with technical recommendations focused on improving system performance.

Technical support escalation process shall follow the procedure mutually agreed by both parties.

### **Task 7: System and User Training**

PROPOSER shall provide software training and manuals for VVTA staff as needed to implement the project. This shall include a list, description, and step-by-step written instructions for users on how to use the system, guide customers to use the application/website, to generate canned reports from the system, etc. PROPOSER shall work with VVTA to determine the most effective method of training on the software as well as the most cost-effective method for training requisite users. Training may be

## VVTA RFP 2024-06 ADA/MICROTRANSIT DISPATCHING SOFTWARE

### ATTACHMENT A – SCOPE OF WORK

conducted in-person at VVTA's facility and/or remotely, at VVTA's discretion. PROPOSER must be available at minimum 120 hours to attend such training courses, and PROPOSERS shall provide a breakdown of training hours and cost in PROPOSER's cost proposal form.

Training shall include the following:

a. Software/Technology Training:

PROPOSERS shall identify and produce training materials, along with a training plan, required for preparing VVTA staff, employees, and key personnel to utilize the equipment and features of the technology platform. The training plan shall also include time to test the system on the road prior to launch. Training materials shall be provided electronically and as hard copies to VVTA. PROPOSERS shall provide inhouse training documents along with training plans and materials but not limited to:

- Vehicle Equipment Familiarization
- Passenger Service
- Dispatch/Scheduling
- Trip Analytics

b. Driver Training

Develop and conduct driver training with key VVTA personnel that includes, at a minimum, training on:

- Passenger Service
- Driver Safety
- Maintenance
- Safety Procedures

c. Customer/Passenger Training

VVTA will hold public, in-person training sessions for customers and residents. PROPOSER shall be available at the dates and times set by VVTA, and VVTA will give PROPOSER proper notice of dates and times. Training for the public shall include, but are not limited to:

- Signing up for Service
- How to Ride/General Rider FAQs
- Details of Service – Information Session: Locations and Boundaries, Hours of Service, Fare, Accessibility, etc.

# VVTA RFP 2024-06 ADA/MICROTRANSIT DISPATCHING SOFTWARE

## ATTACHMENT A – SCOPE OF WORK

### **E. Work Plan Summary – Option Years**

#### Option Year Task 1: Account Management

PROPOSER's Account Manager shall continue to provide the same coordination work through all the option years as they are exercised each year. Account Manager shall have the same authority to make commitments and decisions that are binding on the PROPOSER and any Sub-Proposer. Account Manager will continue to be the point of contact for VVTA staff regarding any issues regarding Microtransit software. Should Account Manager change, PROPOSER shall notify VVTA of replacing Account Manager.

#### Option Year Task 2: Maintenance and Technical Support

PROPOSER shall continue to provide technical and maintenance support to VVTA as indicated in Base Year Task 6. PROPOSER shall respond to VVTA within 24 hours of receiving notification. VVTA may notify the PROPOSER via email, text, work order ticket, and/or any other method of communication as mutually agreed by both parties. Maintenance and technical support shall be provided in-person and/or remote, as needed. After the issue has been resolved, PROPOSER shall submit a report including identification of the issue and resolution procedure. Technical support escalation process shall follow the procedure mutually agreed by both parties.

#### Option Year Task 3: Training

PROPOSER shall be available to provide software training, including training for new VVTA staff, new customers, and refresher training for existing staff. Upon VVTA's request, PROPOSER shall provide updates to the training manual based on the new changes implemented in the software, as completed in Option Year Task 3, "Software Changes and Improvements." Training and manual requirements shall comply with the details listed under Base Year Task 7, "System and User Training." For each option year, PROPOSER shall be available to provide a minimum of twenty (20) training hours, but the usage of training hours shall be VVTA's discretion.

# RFP 2024-06 ADA/MICROTRANSIT SOFTWARE ATTACHMENT B – FEDERAL REGULATORY REQUIREMENTS

## THE RESULTING CONTRACT FROM THIS RFP MAY BE FINANCED WITH FEDERAL FUNDS

The links below are attached to this RFP and are incorporated herein. By submitting a proposal, the PROPOSER agrees to compliance with all reference Federal Regulatory Requirements.

It is the responsibility of the Proposer to ensure compliance with all of the regulations that are applicable to this solicitation and resulting contract.

The federal regulations Check List – a listing by Contract Dollar amount showing the applicable regulations for any Federally Funded contract: [https://vvta.org/wp-content/uploads/2023/03/VVTA\\_PROCUREMENT\\_FEDERAL-CLAUSE-CHECKLIST\\_20230301.pdf](https://vvta.org/wp-content/uploads/2023/03/VVTA_PROCUREMENT_FEDERAL-CLAUSE-CHECKLIST_20230301.pdf)

The following is “Appendix A” of the Federal Procurement Best Practices Manual and includes the full text for all of the clauses included in the above checklist: [https://vvta.org/wp-content/uploads/2023/03/FTA\\_Required\\_Clauses\\_23.03.01-1.pdf](https://vvta.org/wp-content/uploads/2023/03/FTA_Required_Clauses_23.03.01-1.pdf)

# VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE

## ATTACHMENT C – SAMPLE CONTRACT

THIS CONTRACT is made and entered into this \_\_\_\_ day of \_\_\_\_, 20\_\_, by and between the **VICTOR VALLEY TRANSIT AUTHORITY**, a Joint Powers authority, created pursuant to the laws of the State of California (“VVTA” OR “Agency”) and

\_\_\_\_\_ (“CONTRACTOR”).

### RECITALS

**WHEREAS** VVTA circulated and distributed a Request for Proposal (“RFP”) from qualified firms who can provide the products and services needed to provide ADA/Microlink Dispatching Software, a copy which is attached herein as Exhibit 1 (RFP); and

**WHEREAS**, CONTRACTOR submitted a proposal to provide the required services per the Scope of Work described in the RFP, a copy of which is attached herein as Exhibit 2: and

**WHEREAS**, CONTRACTOR has represented and warrants to VVTA that it has the necessary training, experience, expertise, physical manufacturing capacity and staff competency to provide the services, goods and materials that are described in this Contract, at a cost to VVTA as herein specified and that it will be able to perform the herein described services for VVTA by virtue of its current resources and specialized knowledge of relevant data, issues, and conditions: and

**WHEREAS** CONTRACTOR represents and warrants that neither CONTRACTOR, nor any of its officers, agents, employees, contractors, subcontractors, volunteers, or five percent owners, is excluded or debarred from participating in or being paid for participation in any Federal or State program; and

**WHEREAS** CONTRACTOR further represents and warrants that no conditions or events now exist which give rise to CONTRACTOR, or any of its officers, agents, employees, contractors, subcontractors, volunteers, or five percent owners being excluded or debarred from any Federal or State program; and

**WHEREAS** CONTRACTOR understands that VVTA is relying upon these representations in entering into this Contract.

**NOW, THEREFORE**, in consideration of the mutual promises and conditions herein contained, VVTA and CONTRACTOR hereby agree as follows:

#### 1. SCOPE OF WORK

- A. CONTRACTOR will perform the Work and related tasks as described in Attachment A, Scope of Work (Exhibit 2) hereto and is incorporated by reference into and made a part of this Contract.
- B. This is a non-exclusive Contract, whereby VVTA may, at its sole discretion, augment or supplant the Work with its own forces or forces of another contractor or entity. CONTRACTOR will cooperate fully with VVTA’s staff or other contractor or entity that may be providing similar or the same Work for VVTA.

# VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE

## ATTACHMENT C – SAMPLE CONTRACT

### 2. CONTRACT DOCUMENTS

The complete Contract between the parties shall consist of the following component parts:

This Contract;

- A. Exhibit 1 – RFP 2024-06 ADA/MICROLINK DISPATCH SOFTWARE, including Addenda and all Attachments;
- B. Exhibit 2 – RFP SCOPE OF WORK
- C. Exhibit 3 – CONTRACTOR's PROPOSAL Submission dated \_\_\_\_\_
- D. Exhibit 4 – CONTRACTOR's Proof of Insurance dated \_\_\_\_\_
- E. Exhibit 5 – CONTRACTOR's Price Proposal dated \_\_\_\_\_
- F. Exhibit 6 – Completed, signed, and notarized (if applicable) forms as required by the Solicitation.

All the Exhibits mentioned in this Contract are attached and are herein incorporated. This Contract and the other Exhibits mentioned constitute the entire Contract between the parties. In the event of any conflict between any of the provisions of this Contract and Exhibits, the provision that requires the highest level of performance from CONTRACTOR for VVTA's benefit shall prevail. Proposer shall execute and submit Certifications as required in the RFP and shall be submitted separately in each Proposer's Price Bid.

In the event of any conflict between the final contract and the provisions included in the attachments, the negotiated terms of the final contract shall prevail.

### 3. PERIOD OF PERFORMANCE

This Contract shall commence on \_\_\_\_\_ and shall continue in full force and effect through \_\_\_\_\_, unless earlier terminated or extended as provided in this Contract.

### 4. TOTAL CONSIDERATION

- A. In accordance with the terms and conditions of this Contract, VVTA shall pay CONTRACTOR for its obligations under this Contract. VVTA shall pay CONTRACTOR on a FIXED PRICE basis at the fully burdened fixed rates stated herein in accordance with the provisions, of this Section, and subject to the maximum cumulative payment obligation.

#### RATES

- B. VVTA's maximum cumulative payment obligation under this Contract shall not exceed \_\_\_\_\_ (\$\_\_\_\_\_), including all amounts payable to CONTRACTOR for all costs, including but not limited to direct labor, other direct costs,

# VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE

## ATTACHMENT C – SAMPLE CONTRACT

subcontracts, indirect costs including, but not limited to, leases, materials, taxes, insurance, and profit.

### 5. INVOICING AND PAYMENT

- A. CONTRACTOR shall invoice VVTA on a monthly basis, during the course of the contract. CONTRACTOR shall furnish information as may be requested by VVTA to substantiate the validity of an invoice.

CONTRACTOR shall submit invoices to email [finance@vvta.org](mailto:finance@vvta.org) or to the address below:

VICTOR VALLEY TRANSIT AUTHORITY  
ATTN: ACCOUNTS PAYABLE  
17150 SMOKE TREE STREET  
HESPERIA, CA 92345-8305

Each invoice shall include, at a minimum, the following information:

- Contract number/Purchase Order number
- Invoice number
- Description of service
- Construction Milestones completed.
- Unit Price, extended price, and applicable taxes
- Information as requested by VVTA.

- B. VVTA shall remit payment within Thirty (30) calendar days of approval of the invoices by VVTA Senior Staff. VVTA does encourage the CONTRACTOR to accept discount terms of 2% 10, net 30, in the event the CONTRACTOR needs expedited terms.

### 6. AUDIT AND INSPECTION OF RECORDS

In accordance with 49 C.F.R. § 18.36(i), 49 C.F.R. § 19.48(d), and 49 U.S.C. § 5325(a), provided VVTA is the FTA Recipient or a sub-grantee of the FTA Recipient, the Contractor agrees to provide VVTA, FTA, the Comptroller General of the United States, the Secretary of the U.S. Department of Transportation, or any of their duly authorized representatives access to any books documents, papers, and records of the Contractor which are directly pertinent to or relate to this Contract (1) for the purpose of making audits, examinations, excerpts, and transcriptions and (2) when conducting an audit and inspection.

- A. In the event of a **sole source Contract, or single Offer, single responsive Offer, or competitive negotiated procurement**, the Contractor shall maintain and VVTA, the U.S. Department of Transportation (*if applicable*), or the representatives thereof, shall have the right to examine all books, records, documents, and other cost and pricing data related to the Contract price, unless such pricing is based on adequate price competition, established catalog or market prices of commercial items sold in substantial quantities to the public, or prices set by law or regulation, or combinations thereof. Data related to the negotiation or performance of Contract shall be made available for the purpose of evaluating the accuracy, completeness, and currency of the cost or pricing data. The right of examination shall extend to all documents necessary for adequate evaluation of the cost or pricing data, along with the

# VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE

## ATTACHMENT C – SAMPLE CONTRACT

computations and projections used therein, including review of accounting principles and practices that reflect properly all direct and indirect costs anticipated for the performance of the Contract.

- B. **For Contract Amendments**, the VVTA, the U.S. Department of Transportation (*if applicable*), or their representatives shall have the right to examine all books, records, documents, and other cost and pricing data related to a Contract Amendment, unless such pricing is based on adequate price competition, established catalog or market prices of commercial items sold in substantial quantities to the public, or prices set by law or regulation, or combinations thereof. Data related to the negotiation or performance of the Contract Amendment shall be made available for the purpose of evaluating the accuracy, completeness, and currency of the cost or pricing data. The right of examination shall extend to all documents necessary for adequate evaluation of the cost or pricing data, along with the computations and projections used therein, either before or after execution of the Contract Amendment for the purpose of conducting a cost analysis. If an examination made after execution of the Contract Amendment reveals inaccurate, incomplete, or out-of-date data, the VVTA may renegotiate the Contract Amendment and VVTA shall be entitled to any reductions in the price that would result from the application of accurate, complete, or up-to-date data.

### 7. NOTIFICATION

All notices hereunder concerning this Contract and the Work to be performed shall be physically transmitted by courier, overnight, registered, or certified mail, return receipt requested, postage prepaid and addressed as follows:

To VVTA:  
Attn: Procurement Manager  
Victor Valley Transit Authority  
17150 Smoke Tree Street  
Hesperia, CA 92345-8305

To CONTRACTOR:

### 8. VVTA AND CONTRACTOR'S REPRESENTATIVES

#### **A. VVTA**

VVTA's Chief Executive Officer (CEO) has been delegated the authority to execute contracts on behalf of VVTA. Except as expressly specified in this Contract, the CEO may exercise any powers, rights and /or privileges that have been lawfully delegated by VVTA. Nothing in this Contract should be construed to bind VVTA for acts of its officers, employees, and/or agents that exceed the delegation of authority specified herein. The CEO or his/her designee is empowered to:

1. Have general oversight of the Work and this Contract, including the power to enforce compliance with this Contract.
2. Reserve the right to remove any portion of the Work from CONTRACTOR which has not been performed to VVTA's satisfaction.

**VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE  
ATTACHMENT C – SAMPLE CONTRACT**

3. Subject to the review and acceptance by VVTA, negotiate with CONTRACTOR all adjustments pertaining to this Contract for revision.
4. In addition to the foregoing, the CEO shall have those rights and powers expressly set forth in other sections of this Contract.

**B. Contractor's Key Personnel**

The following are CONTRACTOR's key personnel and their associated roles in the Work to be provided:

<u>Name</u>	<u>Role</u>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

Any substitution or replacement by Contractor of Contractor's key personnel shall ensure that such person possesses the same or better expertise and experience than the key personnel being substituted or replaced. VVTA reserves the right to interview such person to ascertain and verify if such proposed substitution or replacement does indeed possess such expertise and experience.

VVTA awarded this Contract to CONTRACTOR based on VVTA's confidence and reliance on the expertise of CONTRACTOR's key personnel described above. CONTRACTOR shall not reassign key personnel or assign other personnel to key personnel roles until CONTRACTOR obtains prior written approval from VVTA.

**9. TERMINATION OF CONTRACT**

**A. TERMINATION FOR CONVENIENCE**

1. The performance of Work under this Contract may be terminated for in whole, or from time to time in part, by VVTA for the convenience of VVTA whenever VVTA determines that such termination for convenience is in the best interest of VVTA and the other procuring agencies. Any such termination for convenience shall be executed by delivery to the Contractor of a written Notice of Termination specifying the extent to which performance of Work under the Contract is terminated, and the date upon which such termination becomes effective. After receipt of a Notice of Termination for Convenience, and except as otherwise directed by VVTA, the Contractor must:

VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE  
ATTACHMENT C – SAMPLE CONTRACT

- (a) Stop the Work under the Contract on the date and to the extent specified in the Notice of Termination for Convenience.
  - (b) Place no further orders or subcontracts for materials, services, or facilities, except as may be necessary for completion of such portion of the Work under the Contract as is not terminated.
  - (c) Terminate all orders and subcontracts to the extent that they relate to the performance of Work terminated as set out in the Notice of Termination for convenience.
  - (d) Assign to VVTA in the manner, at the times, and to the extent directed by VVTA, all of the right, title, and interest of the Contractor under the orders and subcontracts so terminated, in which case VVTA shall have the right, in its discretion, to settle or pay and or all claims arising out of the termination of such orders and subcontracts.
  - (e) Settle all outstanding liabilities and all claims arising out of such termination of orders and subcontracts, with the approval or ratification of VVTA, to the extent he/she may require, which approval or ratification shall be final for all the purposes of this Section.
  - (f) Transfer title to VVTA and deliver in the manner, at the times, and to the extent, if any, directed by VVTA the fabricated or un-fabricated parts, work in process, completed work, supplies, and other material produced as part of, or acquired in connection with the performance of, the Work terminated, and the completed or partially completed plans, drawings, information, and other property which, if the Contract had been completed, would have been required to be furnished to VVTA.
  - (g) Complete performance of such part of the Work as shall not have been terminated by the Notice of Termination for Convenience; and
  - (h) Take such action as may be necessary, or as VVTA may direct, for the protection or preservation of the property related to this Contract which is in the possession of the Contractor and in which VVTA has or may acquire an interest.
2. After receipt of a Notice of Termination for Convenience, the Contractor shall submit to VVTA its termination claim, in the form and with certification prescribed by VVTA. Such claim shall be submitted promptly but in no event later than six months from the effective date of termination, unless one or more extensions in writing are granted by VVTA, upon request of the Contractor made in writing within such six months period or authorized extension thereof. However, if VVTA determines that the facts justify such action, it may receive and act upon any such termination claim at any time after such six months period or any extension thereof. Upon failure of the Contractor to

VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE  
ATTACHMENT C – SAMPLE CONTRACT

submit its termination claim within the time allowed, VVTA may determine, on the basis of information available, the amount, if any, due the Contractor by reason of the termination and will thereupon pay the Contractor the amount so determined.

3. Subject to the provisions of subsection 2 above, the Contractor and VVTA may agree upon the whole or any part of the amount or amounts to be paid to the Contractor by reason of the total or partial termination or work pursuant to this Section, which amount or amounts may include an allowance for profit on work done; provided that such agreed amount or amounts exclusive of settlement costs, shall not exceed the total Contract Consideration as reduced by the amount of payments otherwise made and as further reduced by the Contract price of work not terminated. The Contract will be amended accordingly, and the Contractor will be paid the agreed amount.
4. In the event of failure of the Contractor and VVTA to agree, as provided in subsection 3, upon the amount to be paid the Contractor by reason of the termination of Work pursuant to this Section, VVTA will pay the Contractor the amounts determined by VVTA as follows, but without duplication of any amounts agreed in accordance with subsection:

With respect to Contract Work performed prior to the effective date of the Notice Termination, the total (without duplication of any items) of:

  - (a) The costs of such Work.
  - (b) The cost of settling and paying claims arising out of the termination of Work under subcontracts or orders as provided in subsection 1(e) above, exclusive of the amounts paid or payable on account of supplies or material delivered or services furnished by the subcontractor prior to the effective date of the Notice of Termination of Work under this Contract, which amounts shall be included in the costs on account of which payment is made under 2 above.
  - (c) A sum, as profit on 4(a) above, determined by VVTA to be fair and reasonable; provided, however, that if it appears that the Contractor would have sustained a loss on the entire Contract had it been completed, no profit shall be included or allowed under this subsection 4(c) and an appropriate adjustment shall be made by reducing the amount of the settlement to reflect the indicated rate of loss; and
  - (d) The reasonable cost of preservation and protection of property incurred pursuant to subsection A (9) and any other reasonable cost incidental to termination of work under this Contract, including expense incidental to the determination of the amount due to the Contractor as the result of the termination of Work under this Contract.
5. The total sum to be paid to the Contractor under subsection 4 will not exceed the total

VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE  
ATTACHMENT C – SAMPLE CONTRACT

Contract Consideration as reduced by the number of payments otherwise made and as further reduced by the Contract price of Work not terminated. Except for normal spoilage, and except to the extent that VVTA will have otherwise expressly assumed the risk of loss, there will be excluded from the amounts payable to the Contractor under subsection 4 the fair value, as determined by the VVTA, of property, which is destroyed, lost, stolen, or damaged so as to become undeliverable to VVTA, or to a purchaser pursuant to subsection 1 (g) of this Section.

6. In arriving at the amount due the Contractor under this Section, there will be deducted:
  - (a) The amount of any claim which VVTA has against the Contractor in connection with the Contract; and
  - (b) The agreed price for, or the proceeds of sale of materials, supplies, or other items acquired by the Contractor or sold, pursuant to the provision of this Section, and not otherwise recovered by or credited to VVTA.
7. If the termination for convenience hereunder is partial, prior to the settlement of the terminated portion of the Contract, the Contractor may file with VVTA a written request for an adjustment of the price or prices specified in the Contract relating to the continued portion of the Contract (the portion not terminated by the Notice of Termination), and such adjustment as may be agreed will be made in the price or prices.
8. VVTA may from time to time, at its sole discretion and under terms and conditions it may prescribe, make partial payments and payments on account against cost incurred by the Contractor in connection with the terminated portion of the Contract whenever, in the opinion of VVTA, the aggregate of payments does not exceed the amount to which the Contractor will be entitled hereunder. If the total of the payments is in excess of the amount finally agreed or determined to be due under this Section, the excess shall be paid by the Contractor to VVTA upon demand, together with interest at the rate of 10 percent per annum or the maximum rate permitted by applicable law, whichever is less, for the period from the date the excess payment is received by the Contractor to the date on which the excess payment is repaid to VVTA.
9. Unless otherwise provided for in this Contract, or by applicable statute, the Contractor, from the effective date of termination and for a period of three years after final settlement under this Contract, shall preserve and make available to VVTA at all reasonable times at the office of the Contractor but without direct charge to VVTA, all its books, records, documents, and other evidence bearing on the costs and expenses of the Contractor under this Contract and relating to the Work terminated hereunder, or to the extent approved by VVTA, photographs, microphotographs, or other authentic reproductions thereof.

**VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE  
ATTACHMENT C – SAMPLE CONTRACT**

10. The Contractor shall insert in all subcontracts that the Subcontractor or Supplier shall stop work on the date of and to the extent specified in a Notice of Termination from VVTA and shall require that any tier subcontractor to insert the same provision in any tier subcontract.
11. The Contractor shall communicate immediately upon receipt thereof, any Notice of Termination issued by VVTA to the affected Subcontractors and Suppliers of any tier.
12. Under no circumstances is the Contractor entitled to anticipatory, unearned profits or consequential damages as a result of a termination or partial termination under this Section. The payment to the Contractor determined in accordance with this Section constitutes exclusive remedy for a termination hereunder.
13. Anything contained in the Contract to the contrary notwithstanding, a termination under this Section shall not waive any right or claim to damages which VVTA may have and VVTA may pursue any course of action it may have under the Contract.

**B. TERMINATION FOR CAUSE**

- (1) By written Notice of Termination for Cause to the Contractor, VVTA and the other procuring agencies may cancel the whole or any part of the Contract in any one of the following circumstances:
  - (a) If the Contractor fails to perform the Work within the time specified or any extension thereof.
  - (b) If the Contractor fails to perform any of the provisions of the Contract, or so fails to make progress so as to endanger performance of the Contract in accordance with its terms, and in either of these two later circumstances, does not cure such failure within a period of the 10) calendar days (or such additional time as may be specified in the notice) after VVTA gives notice to Contractor of the failure.
  - (c) The Contractor or Subcontractor or Supplier has violated an authorized order or requirement of VVTA;
  - (d) Abandonment of the Contract;
  - (e) Assignment of subcontracting of the Contract or any Work under the Contract without approval by VVTA;
  - (f) Bankruptcy or appointment of a receiver for the Contractor's property;
  - (g) Performance by the Contractor in bad faith;
  - (h) Contractor allowing any final judgment to stand (unsatisfied) for a period of 48 hours (excluding weekends and legal holiday(s);

VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE  
ATTACHMENT C – SAMPLE CONTRACT

- (i) Material failure to comply with the law, ordinance, rule, regulation, or order of a legal authority applicable to the Contract, the Work, the Contractor, or the goods; or
  - (j) Failure to indemnify any party which the Contractor is obligated to indemnify under the Section 2.7.5, Indemnification, or elsewhere under the Contract.
- (2) The Contractor shall be provided a period of ten (10) days to cure such failure (or such longer period as VVTA may authorize in writing) after receipt of notice from VVTA specifying such failure.
- (3) In the event the Contractor does not cure the breach to the satisfaction of VVTA within the time period specified by VVTA, VVTA will send the Contractor a written notice of failure to cure the breach. Upon receipt of such written notice from VVTA, Contractor shall:
  - (a) Stop Work on the date of, and to the extent specified in, the Notice of Termination for Cause;
  - (b) Place no further orders or subcontracts for materials, equipment, services, or facilities, except that which is necessary to complete the portion of the Work which is expressly not cancelled under the Notice of Termination for Cause;
  - (c) Cancel all orders or subcontracts to the extent that they relate to the performance of Work cancelled under the Notice of Termination; and
  - (d) Comply with all other requirements of VVTA specified in the Notice of Termination for Cause.
- (4) If the Contract is cancelled as provided in this Section, VVTA may require Contractor to transfer title and deliver to VVTA, as directed by VVTA, the following:
  - (a) Any completed supplies or equipment furnished by VVTA; and
  - (b) Such partially completed supplies and materials, installations, parts, tools, dies, jigs, fixtures, plans, drawings, information, and contract rights (hereinafter called “manufacturing materials”) that the Contractor has specifically produced or acquired for the cancelled portion of this Contract. The Contractor shall also protect and preserve property in its possession in which VVTA has an interest at the Contractor’s sole expense.
- (5) Upon VVTA’s Termination of the Contractor’s right to proceed with the Work because of the Contractor’s default under the Contract, VVTA will have the right to complete the Work by whatever means and method it deems advisable. VVTA will not be required to obtain the lowest prices for completing the Work but shall make such expenditures as, in VVTA’s sole judgment, best accomplish such completion.
- (6) The expense of completing the Work, together with a reasonable charge for

# VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE

## ATTACHMENT C – SAMPLE CONTRACT

engineering, managerial and administrative services, as certified by the Lead Procuring Agency, will be charged, and will be deducted by VVTA out of such monies as may be due or may at any time thereafter become due to the Contractor. In case such expense is in excess of the sum which otherwise would have been payable to the Contractor under the Contract, then the Contractor or its surety shall promptly pay the amount of such excess to VVTA upon notice of the excess so due. VVTA may, in its sole discretion, withhold all or any part of any progress payments otherwise due the Contractor until completion and final settlement of the Work covered by the Notice of Termination of Contractor's right to proceed.

- (7) Contractor shall insert in all subcontracts that the Subcontractor or Supplier will stop work on the date of or to the extent specified in a Notice of Termination for Cause from VVTA and shall require the Subcontractors and Suppliers to insert the same provision in any of their subcontracts.
- (8) The Contractor shall immediately upon receipt communicate any Notice of Termination for Cause issued by VVTA to the affected Subcontractors and Suppliers at any tier.
- (9) The Surety on the Contractor's Performance Bond provided for in this Contract shall not be entitled to take over the Contractor's performance of Work in case of termination under this Section, except with the prior written consent of VVTA.
- (10) The Contractor shall not be liable for any costs in excess of the total Contract Consideration if the failure to perform the Contract arises out of causes beyond the control and without the fault or negligence of the Contractor. If the failure to perform is caused by the default of a Subcontractor and/or Supplier and such default arises out of causes beyond the control of and without the fault or negligence of either the Contractor or the Subcontractor and/or Supplier, and if the Supplies or Services to be furnished by the Subcontractor or Supplier were not obtainable from other sources in sufficient time to permit the Contractor to meet the required Delivery Schedule, the Contractor shall not be liable for any costs in excess of the total Contract Consideration to complete the Work.
- (11.) If, after issuance of the Notice of Termination of this Contract, it is determined for any reason that the Contractor was not in breach, or that the breach was excusable, the rights and obligations of the parties shall be the same as if the Notice of Termination had been issued pursuant to the Termination for Convenience Section, and the Contractor shall be reimbursed for costs incurred under the terms of that Section.

### 10. ASSIGNMENT

This Contract, any interest herein or claim hereunder, may not be assigned by CONTRACTOR either voluntarily or by operation of law, nor may all or any part of this Contract be subcontracted by CONTRACTOR – without prior written consent of VVTA. Consent by VVTA shall not be deemed to relieve CONTRACTOR of its obligations to comply fully with all terms and conditions of this Contract.

**VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE  
ATTACHMENT C – SAMPLE CONTRACT**

**11. SUBCONTRACTING**

VVTA hereby consents to CONTRACTOR's subcontracting of portions of the Work to the parties identified below for the functions described in CONTRACTOR's Bid. CONTRACTOR shall include in each subcontract Contract the stipulation that CONTRACT, not VVTA, is solely responsible for payment to the subcontractor for all amounts owing and that the subcontractor shall have no claim, and shall take no action against VVTA, Member Agencies or officers, directors, employees, or sureties thereof for nonpayment by CONTRACTOR.

**Subcontractors' Names and Addresses**

**Work to be Performed**

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**12. SUCCESSORS AND ASSIGNS**

Subject to any provision under this Contract restricting assignment or subcontracting by CONTRACTOR, the provisions of this Contract shall be binding upon and inure to the benefit of the respective successors, assigns, heirs, and personal representatives of the parties to this Contract.

**13. STATUS OF CONTRACTOR**

- A. It is understood and agreed by all the parties hereto that Contractor is an independent contractor, and that no relationship of employer-employee exists between VVTA and CONTRACTOR. Neither CONTRACTOR nor CONTRACTOR'S assigned personnel shall be entitled to any benefits payable to employees of VVTA. CONTRACTOR hereby indemnifies and holds VVTA harmless from any and all claims that may be made against

VVTA, based upon any contention by any third party that an employer-employee relationship exists by reason of this Contract, or any services provided pursuant to this Contract.

- B. It is further understood and agreed by all the parties hereto that neither CONTRACTOR nor CONTRACTOR'S assigned personnel shall have any right to act on behalf of VVTA in any capacity whatsoever as an agent or to bind VVTA to any obligation whatsoever.
- C. It is further understood and agreed by all the parties hereto that CONTRACTOR must issue any and all forms required by Federal and State laws for income and employment tax purposes, including, but not limited to W-2 and 941 forms, for all of CONTRACTOR'S assigned personnel.

# VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE

## ATTACHMENT C – SAMPLE CONTRACT

### 14. CONTRACTOR'S RESPONSIBILITY

- A. The CONTRACTOR shall be responsible for the Work performed under the terms of this Contract to the extent provided by law. The CONTRACTOR agrees not to disclose information identified by VVTA as proprietary to third parties, unless approved in advance by VVTA or required by law.
- B. VVTA shall not be held liable or responsible for the maintenance and/or safety of the CONTRACTOR's equipment or supplies placed upon VVTA's property in accordance with this Contract. The CONTRACTOR acknowledges that it assumes full responsibility for any loss or damage to its equipment and supplies.
- C. Any materials, equipment or work found to be damaged or defective during the period CONTRACTOR is performing the maintenance for the facility pursuant to this Contract shall be repaired, replaced, or corrected by the CONTRACTOR hereunder without additional cost to VVTA, unless such damage is the result of VVTA's gross negligence or willful misconduct.
- D. CONTRACTOR shall pay for all taxes, except for sales, use, transaction, and excise taxes that were legally enacted at the time CONTRACTOR's offer submitted. CONTRACTOR shall secure and pay for all permits and governmental fees, licenses, and inspections necessary for the proper execution and completion of this Contract.

### 15. GOVERNING LAW

This Contract shall be deemed to be executed within the State of California and construed in accordance with and governed by the laws of the State of California. Any action or proceeding arising out of this Contract shall be filed and resolved in the Superior Court of the County San Bernardino.

### 16. TIME OF THE ESSENCE

Time is of the essence in the performance of every term, covenant, condition, and provision of this Contract.

### 17. PUBLIC RECORDS ACT

Upon its execution, this Contract (including all Exhibits) shall be subject to disclosure pursuant to the California Public Records Act.

### 18. INDEMNIFICATION

- A. To the furthest extent allowed by law, Contractor shall indemnify, hold harmless and defend VVTA and its members, board members, officers, officials, employees, agents and volunteers from any and all loss, liability, fines, penalties, forfeitures, costs and damages (whether in contract, tort or strict liability, including but not limited to personal injury, death at any time and property damage) incurred by VVTA, Contractor or any other person, and from any and all claims, demands and actions in law or equity (including attorney's fees and litigation expenses), arising or alleged to have arisen directly or indirectly out of performance of this

# VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE

## ATTACHMENT C – SAMPLE CONTRACT

Contract. Contractor's obligations under the preceding sentence shall apply regardless of whether VVTA or any of its members, board members, officers, officials, employees, agents, or volunteers are negligent, but shall not apply to any loss, liability, fines, penalties, forfeitures, costs, or damages caused solely by the gross negligence, or caused by the willful misconduct, of VVTA or any of its members, board members, officers, officials, employees, agents, or volunteers.

If Contractor should subcontract all or any portion of the work to be performed under this Contract, Contractor shall require each subcontractor to indemnify, hold harmless and defend VVTA and its members, board members, officers, employees, agents, and volunteers in accordance with the terms of the preceding paragraph.

This section shall survive termination or expiration of this Contract.

- B. If CONTRACTOR has retained legal counsel reasonably acceptable to Agency, CONTRACTOR shall have the sole charge and direction of the defense of the suit, action or proceeding while it is assigned to such counsel. VVTA shall at the request of the CONTRACTOR furnish to the CONTRACTOR all reasonable assistance that may be necessary for the purpose of defending such suit, action or proceeding, and shall be repaid all reasonable costs incurred in doing so. VVTA shall have the right to be represented therein by advisory counsel of its own selection at its own expense.

### 19. INSURANCE

#### **A. General Requirements for Contractor**

- 1) Without limiting or diminishing the Contractor's obligation to indemnify or hold VVTA harmless, Contractor shall procure, prior to commencement of the services required under this contract and maintain for the duration of the contract at its own expense, insurance of the kinds and in the amounts as indicated below.
- 2) Provide VVTA with valid original certificates of insurance and (except with regard to Professional Liability and Workers' Compensation) showing VVTA as an additional insured.

#### **B. Deductibles or Self-Insured Retention (SIR)**

SIR must be declared to and approved by VVTA. At the option of VVTA, either: the insurer shall reduce or eliminate such deductibles or SIR, or Contractor shall procure a bond guaranteeing payment of losses and related investigations, claim administration and defense expenses.

#### **C. Other Insurance Provisions**

##### ***1) Commercial General Liability and Automobile Liability***

Commercial General Liability insurance coverage, including but not limited to, premises liability, contractual liability, products and completed operations liability, personal and advertising injury covering claims which may arise from or out of Contractor's performance

# VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE

## ATTACHMENT C – SAMPLE CONTRACT

of its obligations hereunder and if Contractor's vehicles or mobile equipment are used in the performance of the obligations under this Contract, then Contractor shall maintain liability insurance for all owned, non-owned or hired vehicles so used. Policy shall name VVTA, its officers, officials, employees, agents, and volunteers as insureds as respects: liability arising out of activities performed by or on behalf of Contractor; products and completed operations of Contractor; premises owned, occupied, or used by Contractor; or automobiles owned, leased, hired, or borrowed by Contractor. The coverage shall contain no special limitations of the scope of protection afforded VVTA, its officers, officials, employees, agents, and volunteers.

- a) For any claims related to this project, Contractor's insurance coverage shall be primary insurance as respects VVTA, its officers, officials, employees, agents, and volunteers. Any insurance and/or deductibles and/or self-insured retentions or self-insured programs maintained by VVTA, its officers, officials, employees, agents, and volunteers shall be excess of Contractor's insurance and shall not be construed as contributory.
- b) Contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.
- c) Contractor shall notify VVTA of any suspension, void, cancellation, or reduction in coverage or in limits, as required by contract, within (30) days of change.

### **2) Workers' Compensation**

If the Contractor has employees as defined by the State of California, the Contractor shall maintain statutory Workers' compensation Insurance (Coverage A) as prescribed by the laws of the State of California. Policy shall include Employers' Liability (Coverage B) including Occupational Disease with limits not less than \$1,000,000 per person per accident. The policy shall be endorsed to waive subrogation in favor of VVTA and, if applicable, to provide a Borrowed Servant/Alternate Employer Endorsement.

### **3) Care, Custody, and Control**

Contractor shall insure any VVTA property while under its Care, Custody, and Control according to the requirements listed in the insurance coverage required.

## **D. Acceptability of Insurers**

Insurance companies shall be State of California admitted or approved and have a current **A.M. Best's** rating of no less than **A: VIII**.

## **E. Verification of Coverage**

- 1) Contractor shall furnish VVTA with original endorsements affecting coverage required by this clause. The endorsements are to be signed by a person authorized by that insurer to bind coverage on its behalf. All insurance certificates and endorsements are to be received and approved by VVTA before work commences.
- 2) As an alternative, Contractor's insurer may provide complete, certified copies of all

# VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE

## ATTACHMENT C – SAMPLE CONTRACT

required insurance policies, including endorsements affecting the coverage required by these specifications.

- 3) In lieu of purchasing insurance and providing original endorsements and or certificates of insurance, the Contractor may provide proof of self-insurance; such proof must be to the satisfaction of VVTA.

### **F. Subcontractors**

Contractor shall include all subcontractors as insureds under its policies or shall furnish separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to all of the requirements stated herein.

### **G. Notification of Terminated Insurance**

Insurance shall not be terminated or expire without thirty (30) days written notice and are required to be maintained in force until completion of the contract.

### **H. Endorsements**

The following endorsements 1 through 4 are required to be made a part of the Comprehensive General Liability policy, and Endorsement No.4 is required to be made part of the Workers' Compensation and Employers' Liability policy:

1. "Victor Valley Transit Authority (herein referred to as VVTA), its employees, officers, agents and contractors are hereby added as additional insurers."
2. "This policy shall be considered primary insurance as respects any other valid and collectible insurance VVTA may possess, including any self-insured retention VVTA may have, and any other insurance VVTA does possess shall be considered excess insurance only."
3. "This insurance shall act for each insured and additional insured as though a separate policy had been written for each. This, however, will not act to increase the limit of liability of the insuring company." Coverage specified herein shall apply to acquisition actions of all procuring agencies under this contract.
4. "Thirty (30) days' prior written notice of Termination shall be given to VVTA in the event of Termination."

Such notice shall be sent to:  
Victor Valley Transit Authority  
ATTN: Procurement Specialist  
17150 Smoke Tree Street  
Hesperia, California 92345

### **I. Proof of Coverage**

Copies of all the required Endorsements shall be attached to the CERTIFICATE OF INSURANCE which shall be provided by the Contractor's insurance company as evidence of the stipulated coverage. This Proof of Insurance shall then be mailed to:

# VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE

## ATTACHMENT C – SAMPLE CONTRACT

Victor Valley Transit Authority  
ATTN: Procurement Specialist  
17150 Smoke Tree Street  
Hesperia, California 92345

### J. Special Provisions

1. The foregoing requirements as to the types and limits of insurance coverage to be maintained by Contractor and any approval of said insurance by the VVTA Board, VVTA staff or their insurance consultant(s), are not intended to and shall not in any manner limit or quality the liabilities and obligations otherwise assumed by Contractor pursuant to this Contract, including, but not limited to, the provisions concerning indemnification.
2. VVTA reserves the right to withhold payments to Contractor in the event of material noncompliance with the insurance requirements outlined above.

### MINIMUM INSURANCE COVERAGE

- 1) **Commercial General Liability including Products/Completed Operations:** \$2,000,000; per occurrence for bodily and property damage liability and \$4,000,000 aggregate; *VVTA named and endorsed as an Additional Insured.*
- 2) **Automobile Liability:** \$2,000,000; per occurrence for bodily and property damage liability and aggregate; *VVTA named and endorsed as an Additional Insured.*
- 3) **Workers' Compensation:** statutory limits
- 4) **Employer's Liability:** \$1,000,000; per occurrence.

### 20. REVISIONS

By written notice or order, VVTA may, from time to time, order work suspension or make changes to this Contract. Changes in the Work shall be mutually agreed to and incorporated into an amendment to this Contract. Upon execution of an amendment, CONTRACTOR shall perform the Work, as amended.

#### Price Adjustments:

- A. Any change in the contract that causes an increase or decrease in cost to VVTA, or the time required for the performance of the contract, must be approved as prescribed herein. In the event that the change is a request for price escalation by the Contractor, any price escalation or de-escalation must be justified by the contractor using acceptable measures such as the Consumer Price Index (CPI) or other universally accepted measure.
- B. An equitable adjustment in the compensation and schedule will be made upon an approved Change Order.
- C. CONTRACTOR shall be liable for all costs resulting from, or for satisfactorily correcting, any

# VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE

## ATTACHMENT C – SAMPLE CONTRACT

and all unauthorized specification changes not properly ordered by written modification to the contract.

- D. Except as otherwise expressly provided in the Contract, when costs are a factor in any determination of a contract price adjustment, such costs shall be in accordance with the applicable cost principles of Subpart 31.2 of the Federal Acquisition Regulations (FAR) in effect at the onset of the Contract.

### Modifications:

Unless specified otherwise in the Contract, this Contract may only be modified by written mutual consent evidenced by signature of representative authorized to enter into and modify the Contract. In order to be effective, amendments may require approval by VVTA's Board of Director, and in all instances require prior signature of an authorized representative of VVTA.

### 21. RIGHTS IN TECHNICAL DATA

- A. No material or technical data prepared by CONTRACTOR under this Contract is to be released by CONTRACTOR to any other person or entity except as necessary for the performance of the Work. All press releases or information concerning the Work that might appear in any publication or dissemination, including but not limited to, newspapers, magazines, and electronic media, shall first be authorized in writing by VVTA.
- B. The originals of all letters, documents, reports and other products and data produced under this Contract shall become the property of VVTA without restriction or limitation on their use and shall be made available upon request to VVTA at any time. Original copies of such shall be delivered to VVTA upon completion of the Work or termination of the Work. CONTRACTOR shall be permitted to retain copies of such items for the furtherance of its technical proficiency; however, publication of this material is subject to the prior written approval of VVTA. The provisions of this paragraph shall survive termination or expiration of this Contract and/or final payment thereunder.

### 22. OWNERSHIP OF REPORTS AND DOCUMENTS

The originals of all letters, documents, reports and other products and data produced under this Contract shall be delivered to and become the sole and exclusive property of VVTA. Copies may be made for CONTRACTOR's records but shall not be furnished to others without prior written authorization from VVTA. Such deliverables shall be deemed works made for hire, and all rights in copyright therein shall be retained by VVTA.

### 23. OWNERSHIP RIGHTS

- A. In the event VVTA rightfully obtains copies of Proprietary Data under the terms of the separate License Contract and Escrow Contract that govern rights in Documentation, Software and Intellectual Property created and/or develop by CONTRACTOR, its Third-Party Software Contractors, and its Suppliers as part of the Project, any derivative works and associated documentation created by and on behalf of VVTA by Permitted

# VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE

## ATTACHMENT C – SAMPLE CONTRACT

Programmers (as defined in the License Contract) shall be the sole and exclusive property of VVTA (collectively “VVTA Intellectual Property”), and VVTA may use, disclose, and exercise dominion and full rights of ownership, in any manner in VVTA Intellectual Property in connection with the use, operation and maintenance of a transportation system administered by VVTA. No use of VVTA Intellectual Property shall be made for any purpose other than in conjunction with a transportation system administered by CONTRACTOR, and VVTA shall not sell, lease, rent, give away or otherwise disclose any VVTA Intellectual property to any outside third party other than Permitted programmers. To the extent there may be any question of rights of ownership or use in any VVTA Intellectual Property, CONTRACTOR shall require all of its subcontractors and suppliers (including without limitation its Third-Party Software Contractors) to assign to VVTA, all worldwide right, title and interest in and to all VVTA Intellectual Property in a manner consistent with the foregoing terms of this paragraph. CONTRACTOR shall execute any documents as VVTA may from time-to-time reasonable request to effectuate the terms of this paragraph.

- B. All documentation and Software which predates this Contract, and which otherwise owned by Contractor or its Third-Party Software Contractors, and all Documentation and Software which is created by CONTRACTOR, or its Third-Party Software Contractors shall be Licensed Software or Licensed Documentation, as appropriate. All Licensed Software and Licensed Documentation shall be governed by License Contract by and between the parties of event date herewith.

### 24. WORK FOR HIRE

Any Work created or produced as a part of this Contract that may be defined under Section 101, Title 17, USC will be considered “work for hire” as it pertains to ownership rights. CONTRACTOR, by his/her endorsement heron agrees that all rights to any work(s) created or produced are waived, and that ownership rests with VVTA. CONTRACTOR further agrees to ensure transfer of all rights to such work(s), as defined under federal copyright law that may be created or produced under this Contract by its suppliers, contractors, or subcontractors.

### 25. SUBMITTAL OF CLAIMS BY CONTRACTOR

CONTRACTOR shall file any and all claims with VVTA in writing within thirty (30) days of the event or occurrence giving rise to the claim. The claim shall be in sufficient detail to enable VVTA to ascertain the claim’s basis and amount, and shall describe the date, place and other pertinent circumstances of the event or occurrence giving rise to the claim and the indebtedness, obligation, injury, loss, or damages allegedly incurred by CONTRACTOR.

Even though a claim may be filed and/or in review by VVTA, CONTRACTOR shall continue to perform in accordance with this Contract.

### 26. EQUAL OPPORTUNITY

CONTRACTOR shall not discriminate against, or grant preferential treatment to, any individual or group, or any employee or applicant for employment because of race, age, religion, color, ethnicity, sex, national origin, ancestry, physical disability, mental disability, political affiliation, sexual orientation, marital status, or other status protected by law. CONTRACTOR shall take action to ensure that applicants and employees are treated without regard to the above.

# VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE

## ATTACHMENT C – SAMPLE CONTRACT

### 27. STANDARD OF PERFORMANCE

- A. CONTRACTOR shall perform and exercise and require its subcontractors to perform and exercise due professional care and competence in this performance of the Work in accordance with the requirements of this Contract. CONTRACTOR shall be responsible for the professional quality, technical accuracy, completeness, and coordination of the Work, it being understood that VVTA will be relying upon such professional quality, accuracy, completeness, and coordination in utilizing the Work. The foregoing obligations and standards shall constitute the “Standard of performance” for purposes of this Contract. The provisions of this paragraph shall survive termination or expiration of this Contract and/or final payment thereunder.
- B. All workers shall have sufficient skill and experience to perform the Work assigned to them. VVTA shall have the right, at its sole discretion to require the immediate removal of CONTRACTOR’s personnel at any level assigned to the performance of the Work at no additional fee or cost to VVTA, if VVTA considers such removal in its best interests and requests such removal in writing and such request is not done for illegal reasons. Further, an employee who is removed from performing Work under the Contract under this Article shall not be reassigned to perform Work in any other capacity under this Contract without VVTA’s prior written approval.

### 28. NOTIFICATION OF EMPLOYMENT OF VVTA BOARD MEMBERS/ALTERNATES AND EMPLOYEES

To ensure compliance with VVTA’s Ethics Policy, CONTRACTOR shall provide written notice to VVTA disclosing the identity of any individual who CONTRACTOR desires to employ or retain under a contract, and who (1) presently serves as a Board Member/Alternate or an employee of VVTA, or (2) SERVED AS A Board Member/Alternate or an employee of VVTA within the previous 12 months of the date of the proposed employment or retention by CONTRACTOR. CONTRACTOR’s written notice shall indicate whether the individual will be an officer, principal, or shareholder of the entity and/or will participate in the performance of this Contract.

### 29. DISQUALIFYING POLITICAL CONTRIBUTIONS

In the event of a proposed amendment to this Contract, CONTRACTOR shall provide prior to the execution of such amendment, a written statement disclosing any contribution(s) of \$250 or more made by CONTRACTOR or its subcontractor(s) to VVTA Board Members/Alternates or employees within the preceding twelve (12) months of the date of the proposed amendment. Applicable contributions include those made by any agent/person/entity on behalf of CONTRACTOR or subcontractor(s).

### 30. COMPLIANCE WITH LAW

CONTRACTOR shall familiarize itself with and perform the Work required under this Contract in conformity with requirements and standards of VVTA, municipal and public agencies, public and private utilities, special districts, and railroad agencies whose facilities and work may be affected by Work under this Contract. CONTRACTOR shall also comply with all Federal, State, and local laws and ordinances.

### 31. COMPLIANCE WITH LOBBYING POLICIES

- A. CONTRACTOR agrees that if it is a Lobbyist Employer or if it has retained a Lobbying Firm

# VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE

## ATTACHMENT C – SAMPLE CONTRACT

or Lobbyist, as such terms are defined by VVTA in its Ethics Policy, it shall comply or ensure that its Lobbying Firm and Lobbyist complies with VVTA's Ethics Policy.

- B. If CONTRACTOR (Lobbyist Employer) or its Lobbying Firm or Lobbyist fails to comply, in whole or in part, with VVTA's Ethics Policy, such failure shall be considered a material breach of this Contract and VVTA shall have the right to immediately terminate or suspend this Contract.

### 32. WAIVER/INVALIDITY

No waiver of a breach of any provision of this Contract by either party shall constitute a waiver of any other breach of the provision, or of any other breach of the provision of the Contract. Failure of either party to enforce any provision of this Contract at any time shall not be construed as a waiver of that provision

The invalidity in whole or in part of any provision of this Contract shall no void or affect the validity of any other provision.

### 33. FORCE MAJEURE

Performance of each and all CONTRACTOR's and VVTA's covenants herein shall be subject to such delays as may occur without CONTRACTOR's or VVTA's fault from acts of God, strikes, riots, or from other similar causes beyond CONTRACTOR's or VVTA's control.

### 34. CONFIDENTIALITY

CONTRACTOR agrees that for and during the entire term of this Contract, any information, data, figures, records, findings, and the like received or generated by CONTRACTOR in the performance of this Contract, shall be considered and kept as the private and privileged records of VVTA and will not be divulged to any person, firm, corporation, or other entity except on the direct prior written authorization of VVTA. Further, upon expiration or termination of this Contract for any reason, CONTRACTOR agrees that it will continue to treat as private and privileged any information, data, figures, records, findings, and the like, and will not release any such information to any person, firm, corporation, or other entity, either by statement, deposition, or as a witness, except upon direct prior written authority of VVTA.

### 35. CONTRACTOR'S INTERACTION WITH THE MEDIA AND THE PUBLIC

- A. VVTA shall review and approve in writing all VVTA related copy proposed to be used by CONTRACTOR for advertising or public relations purposes prior to publication.

CONTRACTOR shall not allow VVTA related copy to be published in its advertisements and public relations programs prior to receiving such approval. CONTRACTOR shall ensure that

# VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE

## ATTACHMENT C – SAMPLE CONTRACT

all published information is factual and that it does not in any way imply that VVTA endorses CONTRACTOR's firm, service, and/or product.

- B. CONTRACTOR shall refer all inquiries from the news media to VVTA and shall comply with the procedures VVTA's Public Affairs staff regarding statements to the media relating to this Contract or the Work.
- C. If CONTRACTOR receives a complaint from a citizen or the community, CONTRACTOR shall inform VVTA as soon as possible and inform VVTA of any action taken to alleviate the situation.
- D. The provision of this Article shall survive the termination or expiration of this Contract.

### 36. CONFLICT OF INTEREST

#### A. Prohibited Interests

- 1. During the term of this Contract, Contractor, its officers, employees, and their immediate families shall not acquire any interest, direct or indirect, that would conflict with the performance of services required to be performed under this Contract.
- 2. Violation of subparagraph A. (1) is a material breach of this Contract, and Agency shall have the right to debar Contractor from participating at any tier in any Agency contract for a period of up to five (5) years.
- 3. Contractor shall include a copy of subparagraphs A. (1), and A. (2), of this provision in any Contract it makes with its subcontractors.

#### B. Covenant

- 1. Contractor covenants that prior to award of this Contract, Contractor has disclosed any present interest and any interest existing within twelve (12) months prior to award of this Contract including, without limitation, any business or personal relationship that creates an appearance of a conflict of interest. Disclosable interests and relationships are those that may reasonably be viewed as creating a potential or actual conflict of interest. Disclosable interests and relationships are those that may reasonably be viewed as creating a potential or actual conflict of interest. Any existing or prospective interest acquired or occurring after submission of the initial Certification shall be provided in an amended Certification with the executed Contract and shall be incorporated into the Contract by this reference. Violation of this covenant is a material breach of this Contract.
- 2. In addition, Contractor shall immediately disclose in writing to VVTA and or to the other procuring agencies General Manager and Chief Legal Counsel any interest or relationship described in subparagraph B(1) acquired or occurring during the term of

# VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE

## ATTACHMENT C – SAMPLE CONTRACT

this Contract.

3. Violation of the above disclosure obligations is a material breach of this Contract.

### 37. COVENANT AGAINST GRATUITIES

#### A. Prohibited Conduct

1. During the term of this Contract, Contractor, its officers and employees and their immediate families are prohibited from offering or giving a gratuity in any form including, without limitation, entertainment, favors, loans, gifts, or anything of greater than nominal value for any reason including personal, non-business-related reasons to any Lead Procuring Agency officer or employee or their immediate families. For the purpose of this section, nominal value means anything: (1) having an aggregate value of \$35.00 (thirty-five dollars) or less per year; or (2) any perishable item (flowers or food) of any value except that prepared meals are subject to the \$35.00 limit. A campaign contribution is not a gratuity and is not prohibited by this Section.
2. Violation of subparagraph A(1) of this provision is a material breach of this Contract, and Agency shall have the right to debar Contractor from participating at any tier in any Agency contract for a period of up to five (5) years.
3. Contractor shall include a copy of subparagraphs A (1) and A (2) of this provision in any Contract it makes with its subcontractors.

#### B. Covenant

Contractor covenants that prior to award of this Contract, Contractor has disclosed, any gratuity, as described above, that it, its officers, employees, or their immediate families have offered or given to any Agency officer, employee or their immediate families for any reason including personal non-Business-related reasons within the twelve (12) months prior to award of this Contract. Any gratuity offered or given after submission of the initial Certification shall be provided in an amended Certification with the executed Contract and shall be incorporated into the Contract by this reference. Violation of this covenant is a material breach of this Contract.

### 38. WARRANTY OF AUTHORITY

The person executing this Contract on behalf of Contractor affirmatively represents that she/he has the requisite legal authority to enter into this Contract on behalf of Contractor and to bind Contractor to the terms, covenants, and conditions of this Contract. Both the person executing this Contract on behalf of Contractor and CONTRACTOR understand that VVTA is relying on this representation in entering into this Contract.

### 39. ENTIRE CONTRACT

This Contract, including any and all Exhibits, constitutes the entire Contract between VVTA and CONTRACTOR and supersedes all prior negotiations, representations, or Contracts, whether written or oral. In the event of a dispute between the parties as to the language of this Contract or the construction

**VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE  
ATTACHMENT C – SAMPLE CONTRACT**

or meaning of any term hereof, this Contract shall be deemed to have been drafted by the parties in equal parts so that no presumptions or inferences concerning its terms or interpretation may be construed against any party to this Contract.

**IN WITNESS WHEREOF**, the parties have executed this Contract on the day and year set forth above.

**VICTOR VALLEY TRANSIT AUTHORITY**

By: \_\_\_\_\_  
Nancie Goff, VVTA CEO

APPROVED AS TO FORM

By: \_\_\_\_\_  
VVTA Legal Counsel

**CONTRACTOR**

By: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

# VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE

## ATTACHMENT D – PROTEST PROCEDURES

### 1. PURPOSE

- A. This policy provides guidelines for the submittal and evaluation of protests relating to all procurements. VVTA shall ensure, to the extent reasonably possible, uniform, timely and equitable consideration of all protests received by VVTA pursuant to this policy.
- B. To be considered, a protest must be filed in a timely manner, as described herein, must satisfy all the applicable requirements described in this policy and must be brought by an interested party as defined below.

### 2. DEFINITIONS

The following definitions apply to this policy.

**A. Interested Party** – An actual proposer/bidder whose direct economic interest would be affected by the award of a contract or by the failure to award a contract. Interested parties do not include subcontractors or suppliers of an actual or prospective proposer/bidder, or joint venturers acting independently of a joint venture.

**B. Procurement Manager** - The person designated by VVTA who is responsible for managing the contracting and procurement function.

**C. File or Submit** – Shall mean the date of receipt of a written protest by VVTA.

**D. Receipt of Protest** – The date of receipt of the Protest will be the date in which VVTA receives the protest package.

### 3. REFERENCES

United States Department of Transportation, Federal Transit Administration, FTA Circulars, FTA Circular 4420.1 Third Party Contracting Guidelines. Note: Refer to the revision in effect at the time of protest.

### 4. BASIS OF PROTEST

#### A. Requests for Proposal

After the receipt of proposals by VVTA and after an action relating to the selection of a consultant/contractor by the VVTA Evaluation Committee, but prior to the award of a contract by the VVTA Board of Directors, a protest may be submitted on the basis of one or more of the following:

- i. VVTA Failed to adhere to the evaluation process set forth in the solicitation package.
- ii. VVTA failed to follow its own procurement policies and procedures.
- iii. VVTA violated a specific law, rule, or regulation in the procurement process.

#### B. Invitations for Bid

After the receipt of bids by VVTA, but prior to award of a contract by the VVTA Board of Directors, a protest may be submitted on the basis of one or more of the following:

# VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE

## ATTACHMENT D – PROTEST PROCEDURES

- i. VVTA failed to follow its own procurement policies and procedures.
- ii. VVTA violated a specific law, rule or regulation in the procurement process.

### 5. FILING OF PROTEST

#### A. Filing Written Protest with the VVTA Procurement Manager

An Interested Party wishing to protest a matter involving a procurement or proposed contract award shall file with the Procurement Manager, a written protest covering, at a minimum, the following:

- i. Name and address of the Interested Party;
- ii. Identification of the proposed procurement or contract;
- iii. Description of the nature of the protest;
- iv. A detailed statement of the legal and/or factual grounds for the issue(s) identified in the protest, including reference to the provision(s) of the solicitation, regulations, and/or laws upon which the protest is based; and any technical data, documentary evidence, names of witnesses or other pertinent information supporting the basis for the protest;
- v. A statement of the desired resolution to the protest by the Interested Party;
- vi. Signature of a properly authorized representative of the Interested Party.

#### B. Failure to Comply

Failure to comply with any of the requirements of this section may be grounds for dismissal of the protest.

#### C. Withdrawal of Protest

The Interested Party may withdraw its protest at any time before VVTA renders a decision by submitting a written request to the VVTA Procurement Manager.

### 6. SUMITTAL OF PROTEST

All protests must be submitted in writing to:

**Victor Valley Transit Authority**  
**Attn: Procurement Specialist**  
**17150 Smoke Tree Street**  
**Hesperia, CA 92345**  
**RE: Solicitation Protest – Solicitation/Contract Number**

### 7. PROTEST SUBMITTAL DEADLINE

#### A. Requests for Proposal

After opening proposals, VVTA will evaluate the proposals and determine which proposer shall be recommended to the VVTA Board of Directors for award of a contract. Once VVTA staff has

# VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE

## ATTACHMENT D – PROTEST PROCEDURES

determined which proposer will be recommended to the Board for award, a Notice of Intent to Award will be sent to all proposers.

- i. Protests must be filed within five (5) business days from the issue date on the Notice of Intent to Award.
- ii. The date of filing shall be the date VVTA receives the protest.

### **B. Invitations for Bid**

- i. Protests must be filed within three (3) business days from bid opening.
- ii. The date of filing shall be the date VVTA receive the protest.

## **8. PROTEST REVIEW PROCESS**

If the protest is determined to be timely and meets the criteria identified in the preceding sections 4, 5, and 7, this process will be followed:

- A. No additional material will be allowed to be submitted unless specifically requested by the Procurement Manager.
- B. The Procurement Manger will review all material submitted and will render a decision within thirty (30) days after the receipt of the protest.
- C. The Procurement Manager will consider only those specific issues addressed in the written protest.
- D. The decision of the Procurement Manager will then be given to the Executive Director, or a designee, for approval. The decision of the Executive Director is final.

# VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE

## ATTACHMENT E – REQUIRED FORMS

1. If a qualifier, i.e. (Required >\$100,000) follows the title of the form, then submit that form only if the Solicitation meets that requirement.
2. Duplicate forms as necessary.
3. **Submit ONLY those forms that are checked, unless required elsewhere in the IFB/RFP/RFQ.**
4. Submit the following checked items AT THE TIME OF BID SUBMISSION:
  - ☒ Proposal Pricing Forms (See Exhibits) (Sealed Separate Envelope)
  - ☐ Buy America Certification (Required >\$150,000)
  - ☒ Current Client References
  - ☒ Not on Excluded Parties List System (SAM.com) (Provide page from website)
  - ☒ Affidavit of Non-Collusion
  - ☒ Debarment, Suspension, & Other Responsibility Matters
  - ☒ List of Subcontractors and DBE's
  - ☒ Proposed Disadvantaged Business Enterprise (DBE) Participation; if you or a subcontractor are a DBE, please submit certification with bid.
  - ☒ Restriction on Lobbying form required of each Proposer and each subcontractor having)
  - ☒ PROPOSER's Warranty Procedures Form
  - ☒ Audited Financials or Tax Returns prepared by a Certified Public Accountant, for the most recent two-year period. (Required)
5. Submit the following **Required** forms **at the Time of Contract Award**:
  - a. **Proof of Licenses.** As required by law, in addition to contract requirements. Must be California approved, valid, showing expiration dates and license numbers. These include, but are not limited to (**Only those items checked**):
    - i. ☐ Sales or Services; if applicable
    - ii. ☐ Business: authorized by the city wherein business is to be conducted (if applicable.)
    - iii. ☐ Driver's: within classification, required, valid, etc...
    - iv. ☒ Others: any not mentioned herein, but required by industry standard, required by law, by requirements of Contract.
  - b. ☐ **Proof of Permits:** as required by law, in addition to contract requirements. Must be California approved, valid, showing expiration dates and license numbers.
  - c. ☒ **Insurance Certificate (Proof)** must meet the requirements in the RFP. If the Insurance Certificate with the additional insured endorsement is submitted with the bid, the Notice to Proceed can be issued sooner. Failure to submit the Proof of Insurance as requested may result in contract award annulment.
  - d. ☐ **Performance Bond:** One Hundred percent (100%) of the contract price
  - e. ☐ **Payment Bond:** One Hundred percent (100%) of the contract price.

VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE  
ATTACHMENT E – REQUIRED FORMS

CURRENT CLIENT REFERENCES

Proposer by its signature below, certifies that the following references for the same or very similar service supplied to other clients over the last seven (7) years (use additional pages as necessary): (A minimum of 5 are required)

<u>Agency Name</u>	<u>Contact Name/Phone</u>	<u>Year</u>
1.		
2.		
3.		
4.		
5.		
6.		
7.		

\_\_\_\_\_  
Signature of the Proposer's Authorized Official

\_\_\_\_\_  
Name and Title of the Proposer's Authorized Official

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Date

**VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE  
ATTACHMENT E – REQUIRED FORMS**

The proposer shall complete the following form and include same in their Proposal package.

By execution below Proposer hereby agrees to furnish the related equipment, and services as specified in Victor Valley Transit Authority's Request for Proposal (RFP) No. 2024-06 at the prices submitted in response to this solicitation.

PROPOSING COMPANY NAME: _____
STREET ADDRESS: _____
CITY, STATE, ZIP CODE: _____
AUTHORIZED OFFICER: _____
COMPANY OFFICER TITLE: _____
SIGNATURE OF AUTHORIZED OFFICER: _____
CONTACT INFORMATION: _____
OFFICE PHONE NUMBER: _____
EMAIL ADDRESS: _____

VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE  
ATTACHMENT E – REQUIRED FORMS

## Year 1 – Development and Implementation

**Key Personnel** – *Hourly Rates are to be fully burdened, including indirect, overhead and benefits.*

Name	Classification/Title	Job Function	Hourly Rate		Estimated Hours
			\$		
			\$		
			\$		
			\$		
			\$		
			\$		
			\$		
			\$		
			\$		
			\$		
			\$		
			\$		
			\$		
Subtotal Labor					\$

**Other Direct Cost Schedule (ODC)** - *All ODC's are to be proposed at cost-without mark- ups.*

Type of ODC	Unit Cost		Estimated Budget Amount	
	\$		\$	
	\$		\$	
	\$		\$	
	\$		\$	
	\$		\$	
	\$		\$	
	\$		\$	
	\$		\$	
Subtotal ODCs			\$	
Total Year 1 Costs: Labor Plus ODCs			\$	

VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE  
ATTACHMENT E – REQUIRED FORMS

## Year 2 – Maintenance/Upgrades/Enhancements

**Key Personnel** – *Hourly Rates are to be fully burdened, including indirect, overhead and benefits.*

Name	Classification/Title	Job Function	Hourly Rate		Estimated Hours
			\$		
			\$		
			\$		
			\$		
			\$		
<b>Subtotal Labor</b>					\$

**Other Direct Cost Schedule (ODC)** - *All ODC's are to be proposed at cost-without mark- ups.*

Type of ODC	Unit Cost		Estimated Budget Amount	
	\$		\$	
	\$		\$	
	\$		\$	
	\$		\$	
<b>Subtotal ODCs</b>			\$	
<b>Total Year 2 Costs: Labor Plus ODCs</b>			\$	

VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE  
ATTACHMENT E – REQUIRED FORMS

### Year 3 – Maintenance/Upgrades/Enhancements

**Key Personnel** – *Hourly Rates are to be fully burdened, including indirect, overhead and benefits.*

Name	Classification/Title	Job Function	Hourly Rate		Estimated Hours
			\$		
			\$		
			\$		
			\$		
			\$		
<b>Subtotal Labor</b>					\$

**Other Direct Cost Schedule (ODC)** - *All ODC's are to be proposed at cost-without mark- ups.*

Type of ODC	Unit Cost		Estimated Budget Amount	
	\$		\$	
	\$		\$	
	\$		\$	
	\$		\$	
<b>Subtotal ODCs</b>			\$	
<b>Total Year 3 Costs: Labor Plus ODCs</b>			\$	

VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE  
ATTACHMENT E – REQUIRED FORMS

**Three Year Project Total by Line Item**

Three Year Contract Price Summary	Labor		ODCs		Total	
Year 1: Development & Implementation	\$		\$		\$	
Year 2: Maintenance	\$		\$		\$	
Year 3: Maintenance	\$		\$		\$	
Total	\$		\$		\$	

VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE  
ATTACHMENT E – REQUIRED FORMS

**NON-COLLUSION AFFIDAVIT**  
**(Per Public Contract Code Section 7106)**

State of California )  
 ) ss.  
County of \_\_\_\_\_)

\_\_\_\_\_, being first duly sworn, deposes and says that he or she is \_\_\_\_\_, of \_\_\_\_\_ ("Proposer") the party making the foregoing proposal that the proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the proposal is genuine and not collusive or sham; that the Proposer has not directly or indirectly solicited any other Proposer to put in a false or sham proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any Proposers or anyone else to put in a sham proposal, or that anyone shall refrain from bidding; that the Proposer has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the proposal fee of the Proposer or any other Proposer, or to fix any overhead, profit, or cost element of the proposal fee, or of that of any other Proposer, or to secure any advantage against the public body making the award of anyone interested in the proposed award; that all statements contained in the proposal are true; and, further, that the Proposer has not, directly or indirectly, submitted his or her proposal fee or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, proposal depository, or to any member or agent thereof to effectuate a collusive or sham proposal.

I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

SUBSCRIBED AND SWORN TO BEFORE ME

This \_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

\_\_\_\_\_  
Notary Public (Seal)

# VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE

## ATTACHMENT E – REQUIRED FORMS

### FTA CERTIFICATION REGARDING DEBARMENT, DEBARRED BIDDERS CERTIFICATION SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION

For Contracts and Subcontracts in Excess of \$25,000.00

#### Instructions for Certification

1. By signing and submitting its bid or proposal, the prospective lower tier participant is providing the signed certification set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into; If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, VVTA may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to VVTA if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms “covered transaction,” “debarred,” “suspended,” “ineligible,” “lower tier covered transaction,” “participant,” “persons,” “principal,” “proposal,” and “voluntary excluded,” as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549 [49 C.F.R. Part 29]. You may contact VVTA for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting its bid or proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized in writing by VVTA.
6. The prospective lower tier participant further agrees by submitting its bid or proposal that it will include the clause, set out below, titled “Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transaction,” without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Non-procurement List issued by U.S. General Service Administration.
8. Nothing contained in the foregoing shall be construed to require establishment of system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE  
ATTACHMENT E – REQUIRED FORMS

9. Except for transactions authorized under Paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to all remedies available to the Federal Government, RT may pursue available remedies including suspension and/or debarment.

**“Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier covered Transaction”**

1. The prospective lower tier participant certifies, by submission of its bid or proposal, that neither it nor its “principals” [as defined at 49 C.F.R. §29.105(p)] is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
2. When the prospective lower tier participant is unable to certify to the statement in this certification, such prospective participant shall attach an explanation to its bid or proposal.

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Signature of the Proposer’s Authorized Official

---

Name and Title of the Proposer’s Authorized Official

---

Company Name

---

Date

VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE  
ATTACHMENT E – REQUIRED FORMS

FTA CERTIFICATION OF RESTRICTIONS ON LOBBYING  
(For Bids Over \$100,000)

I. \_\_\_\_\_, hereby certify on behalf of \_\_\_\_\_ (Company Name)  
that:

1. No Federal or State 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 State or Federal agency, a Member of the State Legislature or the United States Congress, an officer or employee of the Legislature or Congress, or an employee of a Member of the Legislature or Congress, in connection with the awarding of any State or Federal contract, the making of any State or Federal grant, the making of any State or Federal loan, the entering into of any State or Federal cooperative agreement and the extension, continuation, renewal, amendment or modification of any State or 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 Federal agency, a Member of Congress, or an officer or employee of Congress, in connection with this contract, grant, loan or cooperative agreement, which is funded in whole or in part by Federal funds, 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 any subcontractor at any tier performing work under this Federal-Aid funded Contract and that all subcontractors of any tier 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 § 13 52, 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 \_\_\_\_\_, \_\_\_\_\_

\_\_\_\_\_  
Signature of the Proposer’s Authorized Official

\_\_\_\_\_  
Name and Title of the Proposer’s Authorized Official

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Date

VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE  
ATTACHMENT E – REQUIRED FORMS

**PROPOSAL DEVIATION, PRE-OFFER CHANGE OR APPROVED EQUAL**

This form shall be completed for each condition, exception, reservation or understanding (i.e., deviation) in the proposal according to “Condition, Exceptions Reservations and Understanding.” This form must also be used for requested clarifications, changes, substitutes, or approval of items equal to items specified with a brand name and must be submitted as far in advance of the Due Date as specified in “Proposal Timeline.”

Deviation Number: \_\_\_\_\_

Proposer: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Page Number: \_\_\_\_\_

Section: \_\_\_\_\_

**Detailed**

**Description of Requested Deviation:**

**Rationale**

**(Pros and Cons):**

**VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE  
ATTACHMENT E – REQUIRED FORMS**

**ACKNOWLEDGEMENT OF ADDENDA**

The following form shall be completed and included in the proposal package.

Failure to acknowledge receipt of all addenda may cause the proposal to be considered non-responsive to the solicitation. Acknowledged receipt of each addendum must be clearly established and included with the Offer.

The undersigned Proposer acknowledges receipt of the following addendum to the documents:

Addendum No.	Date:
Addendum No.	Date:
Addendum No.	Date:
Addendum No.	Date:
Addendum No.	Date:
Addendum No.	Date:

\_\_\_\_\_  
Signature of the Proposer's Authorized Official

\_\_\_\_\_  
Name and Title of the Proposer's Authorized Official

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Date

VVTA RFP 2024-06 ADA/MICROLINK DISPATCHING SOFTWARE  
ATTACHMENT E – REQUIRED FORMS

**SUBCONTRACTOR'S LIST**

(If additional space is needed, supply information on separate form)

COMPANY NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY/STATE/ZIP: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ FAX: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

CONTRACTOR'S LICENSE NUMBER: \_\_\_\_\_ DIR Registration #: \_\_\_\_\_

CERTIFIED DBE? \_\_\_\_\_ CERTIFICATE # \_\_\_\_\_  
YES NO

If yes, please provide certification.

COMPANY NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY/STATE/ZIP: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ FAX: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

CONTRACTOR'S LICENSE NUMBER: \_\_\_\_\_ DIR Registration #: \_\_\_\_\_

CERTIFIED DBE? \_\_\_\_\_ CERTIFICATE # \_\_\_\_\_  
YES NO

If yes, please provide certification.

COMPANY NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY/STATE/ZIP: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ FAX: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

CONTRACTOR'S LICENSE NUMBER: \_\_\_\_\_ DIR Registration #: \_\_\_\_\_

CERTIFIED DBE? \_\_\_\_\_ CERTIFICATE # \_\_\_\_\_  
YES NO

If yes, please provide certification.