

Request for Proposals

Asset Management System: Transit Asset Management

Proposal No. RFP 2017-108



Northern Arizona Intergovernmental Public Transportation Authority

Flagstaff, Arizona

Issued: November 18, 2016

Deadline for Questions: December 19, 2016

Proposals due by: December 23, 2016

1.0 Scope of Service

1.1 Introduction

1.1.1 Agency Information

Northern Arizona Intergovernmental Public Transportation Authority (NAIPTA) is a political subdivision of the State of Arizona established by the Coconino County Board of Supervisors to provide public transportation for an area of Coconino County and throughout the city of Flagstaff, and Northern Arizona University.

NAIPTA is a local government and provides local and regional transit services, including fixed route and paratransit programs. In addition, NAIPTA is in the planning process for a new Bus Rapid Transit (BRT) project comprised of both dedicated transit lanes as well as mixed traffic. NAIPTA provides a variety of public transportation services for the Flagstaff area, including parts of Coconino County. It operates fixed route (1.9 million passenger trips per year) and ADA complementary paratransit (25 thousand trip per year) service, Mountain Line and Mountain Lift respectively. Other services include taxi voucher and vanpool programs based on contracts with local partners. NAIPTA is currently in the planning process for a bus rapid transit service in Flagstaff and a commuter service connecting City of Winslow and Flagstaff.

NAIPTA operates 26 transit buses, 8 paratransit vans, three (3) supervisor vehicles, four (4) maintenance trucks, four (4) operator transport vehicles, and one (1) administration vehicle. Vehicles are equipped with a mix of fare collection systems, automated passenger information systems, wireless devices, two-way radios and security cameras depending on primary use.

Additionally, NAIPTA manages two (2) connection centers, one (1) full service maintenance facility including a drive thru wash facility, and 168 bus stops, with varying levels of amenities.

NAIPTA currently uses a third party software for fleet management, including parts inventory, fuel management, and maintenance tracking. Facility management is being tracked and recorded through use of spreadsheet and internally developed Microsoft Access databases. The Contractor will be required to import data from those systems for review by NAIPTA staff at the detail and summary report level.

All IT network and server infrastructure is maintained and supported by NAIPTA's IT department at an on-site location. NAIPTA is currently using a blend of hosted and in-house solutions for various systems and business needs.

The proposed Transit Asset Management (TAM) system is a comprehensive solution with a primary goal of maintaining, managing and forecasting asset needs. In addition, NAIPTA seeks to follow Federal Transit Administration (FTA) guidance for "State of Good Repair" relative to transit asset management under "MAP 21".

1.1.2 Current Asset Management

The organization's asset management needs are currently being met through the following solutions:

- Fleet Management is using Ron Turley and Associates for setting up preventative maintenance criteria, creating and tracking work orders, processing parts and supplies inventory, fuel management, performance reporting, etc.
- Facilities Management is using a variety of tools, including spreadsheets, internal databases, calendars, and task reminders to set up, perform, and track preventative maintenance and asset conditions.

Both programs are using a combination of electronic and paper forms in performance of asset management. The performance of most functions and reporting requires manual and labor intensive efforts by staff and are often dependent on manual calculations and manipulation of data. In addition, finance, operations, and other staff have no direct access to data.

1.1.3 Transit Asset Management

NAIPTA seeks an integrated solution using both stand-alone features and near-real time importing of data. Features detailed in the scope of work should be capable of being used as a stand-alone product. The solution must contain the following features:

- Work Order System and Asset Management Tracking
- Data Analysis, Reporting, and Planning

Any custom programming that is required to achieve full system integration with NAIPTA Financial Management and Asset Depreciation system as part of the new system is to be included in all proposals.

1.1.4 General Goals and Objectives

NAIPTA seeks a system that automates data entry and business processes to the maximum extent possible. The Contractor shall supply, license, install, develop interfaces, integrate, implement, and maintain a TAM system for NAIPTA's entire asset inventory.

The system shall provide management staff, analysts and front line technicians and data collectors with the ability to manage assets and asset-related projects with a user-friendly interface. As indicated earlier, NAIPTA receives data from various disparate sources. The successful system will act as NAIPTA's main hub for viewing, reviewing, analyzing and entering data. Data entry into the TAM system will be performed by NAIPTA employees initiating work orders relative to bus stop management, facilities management, internal IT assets, fare systems and other miscellaneous assets.

The software shall be user-friendly and provide users with accurate real-time data on a wide variety of assets with the capability to plan, control, and monitor all maintenance and asset management activities for one or more sites.

NAIPTA is requesting Contractors to provide pricing for systems to be licensed by asset and/or site-license rather than user in order to accommodate the multi- department integration described in this RFP.

All components must create/ensure real time data and information updates must be a feature. In addition, changes that are considered routine including, but not limited to:

- report and consolidation rollups;
- additions, deletions and changes to accounts, customers, vendors;
- user access, security, rights and approval limits;
- override capability;
- allocation factors and methodology

shall not require programming changes. Such capability, with appropriate user-defined security controls, shall allow the user to independently make changes and not be reliant on information technology staff, or outside vendor assistance. Furthermore, the asset management system must have the ability to efficiently store and retrieve data for a minimum of two prior years (preferably three) in addition to the current year within each of the respective modules without degrading the modules' performance. Additional historical data needs to be easily stored and retrieved by the user without reliance on IT intervention.

All new modules must have the report writing capability for the business user to be able to create fully customizable reports within each of the respective modules. The report writer must provide the ability to save reports and automatically schedule the production of reports that contain data for the respective reporting period. In addition, the user must be able to easily download/export data and reports into a Microsoft Excel spreadsheet and also create pdf files. This feature is critical to facilitate the customization of reports and statements tailored to the preparer's preferred report characteristics.

1.2 RFP Information

1.2.1 RFP Timeline

RFP Issued	November 18, 2016
Final Date for RFP Clarification Requests and /or Questions	December 19, 2016
Due Date for RFP	December 23, 2016

1.2.2 NAIPTA Contact Person

All questions related to this **RFP and the bid process** must be sent via email and should be directed to:

Heather Dalmolin, Administrative Director
Email: purchasing@naipta.az.gov

1.3 RFP Registration

In order to solicit information and/or register for the RFP, please register as an interested vendor on NAIPTA's purchasing page and contact Heather Dalmolin via email no later than 2:00 pm Arizona time, Monday December 19, 2016. Please include the following information in your email:

Company name, contact person's name, company address, telephone number, and email address.

Only vendors who register for the RFP are guaranteed to receive copies of questions and answers and/or any RFP Addenda.

1.4 Submission Information Requirements

NAIPTA reserves the right to accept or reject any or all proposals or any part of a proposal and to waive any informality and accept the most favorable proposal to meet the best interest of NAIPTA.

In order to be considered, proposals must be received by Purchasing by **2:00pm local time on Friday, December 23, 2016**. Late Proposals will not be considered. Proposals must be submitted via email and must include NAIPTA provided name of solicitation and project serial number in the subject line and contain name of submitting agency within body of email. Emails are to be sent to purchasing@naipta.az.gov. This procurement is not a sealed bid.

A responsive proposal package must include the following:

1. A letter of transmittal by the person(s) with the authority to bind the proposer, to answer questions, or to provide clarification concerning submitted proposals;
2. Proposer's technical and price proposal;
3. A complete and accurate project description that details the proposal and how the proposal addresses the specifications and submission requirements found in the RFP;
4. All certificates, etc. (see bidder checklist); and
5. All forms and affidavits, completed.

Per NAIPTA Purchasing Policy incorporating A.R.S. § 11-254.01, award will be made with reasonable promptness to the Proposer whose Proposal best conforms to the Proposal Scope of Work and will be most advantageous to NAIPTA with respect to price, conformity to Scope of Work and other factors.

If NAIPTA is unable to successfully negotiate a contract with the highest rated Proposer, NAIPTA may, begin negotiations with the next highest rated Proposal, cancel the RFP and re-solicit or completely cancel the RFP.

Proprietary Information

Any information contained in the proposal that the proposer considers proprietary must be clearly identified as such.

NAIPTA will respect requests for non-disclosure of proprietary information to the extent that information so restricted conforms to the Freedom of Information Act and any court rulings.

Late bids, Modifications, or Withdrawal of Bids

Any bid or modification of bids received at the NAIPTA office designated in the solicitation after the exact time specified for receipt will not be considered.

A bid may be withdrawn in person or by written request by a bidder or their authorized representative, provided their identity is made known and a receipt is signed for the bid, but only if the withdrawal is made prior to the exact time set for receipt of bids.

1.5 Questions Concerning the Project

1.5.1 Verbal and Written Questions

Proposers must submit substantive questions, comments, and concerns **in writing** by email to the contact person identified above if they desire additional information on the project. NAIPTA will not answer questions via telephone in order to ensure fairness in the provision of project information among all prospective vendors. Written questions must be received no later than 2:00pm local time on Monday, December 19, 2016. Questions will be answered in writing and distributed to all proposers on the RFP distribution list.

1.5.2 On-Site Interviews

NAIPTA reserves the right to conduct interviews with one or more of the top ranked proposers as part of the proposer evaluation and selection process. Proposers will also be required to hold a group presentation in person or via web conferencing before the final decision will be made.

1.6 Protest Procedures

Any Proposer objecting to the recommendation of award, rejection of a Proposal, solicitation procedures of an RFP or any portion thereof, must submit a written protest to the Administrative Director. The protest must be filed with the Administrative Director within five (5) business days from notification of the recommendation. A complete description of the protest procedures may be found in NAIPTA Purchasing Policy. A copy of the Policy may be obtained by contacting the Administrative Director, 928-679-8908.

2 Statement of Work

2.1 Scope Overview

NAIPTA is seeking a Transit Asset Management (TAM) system to support maintaining, managing and forecasting future asset needs. This section outlines the system goals and objectives and the minimum functional requirements that shall be obligated and deliverable by the awarded Contractor of this Request for Proposal (RFP). Please fill out all requested information and explanations in the scope of work and appendices.

2.2 Equipment & Software Requirements

Preference will be given to the vendor that provides equipment and software that is compatible with NAIPTA's existing equipment and that meets the following minimum specifications:

2.2.1 General

Although NAIPTA prefers a Hosted Solution, vendors can provide details and costs for both a fully hosted solution and a solution that would be housed at NAIPTA.

If a solution is to be housed at NAIPTA, the selected vendor, referred to as the "Contractor" in the rest of this document, shall provide the hardware and configuration details of the proposed system installation at NAIPTA.

All software applications to be installed in NAIPTA application environment must utilize the Microsoft Operating System consistent with current NAIPTA upgrades, patches and service packs on the servers and desktops. Current NAIPTA environment details are provided in Table 1.

Table 1. NAIPTA Software Infrastructure

<i>Category</i>	<i>Current NAIPTA</i>
<i>Server OS</i>	<i>Microsoft Windows Server</i>
<i>Desktop OS</i>	<i>Microsoft Windows</i>
<i>Productivity Software</i>	<i>Microsoft Office</i>
<i>Database</i>	<i>Microsoft SQL Server</i>
<i>Domain Controller</i>	<i>Windows Active Directory</i>
<i>Website Infrastructure</i>	<i>Website hosting is outsourced.</i>

The Contractor shall notify NAIPTA at least 90 days in advance of releasing new versions of installed products. Further, the Contractor shall notify NAIPTA at least one (1) year in advance of the date beyond when installed products can no longer be supported and also provide a transition plan to continue to provide existing features.

The Contractor must consult with and comply with NAIPTA’s IT Manager direction when making any changes to supported systems.

2.2.2 Hosted Solution

The hosting facility shall at a minimum have the following specifications:

- Should have diverse and redundant fiber connections to the internet
- Should have minimum N+1 Redundancy (Network, Power, Mechanical/Cooling, and Internet Connectivity).
- Should have Virtual Private Networking (VPN) and firewalls
- Should provide managed security services
- Should have redundant mechanical and electrical infrastructure
- Should have redundant power, cooling, and internet data center infrastructure
- Should have comprehensive fire suppression systems
- Should provide 24x7x365 network monitoring and management
- Should have frequent data back-ups of at least once per day.

Vendors shall include detailed descriptions of the proposed hosting facility and annual hosting costs (for the next three years) in the proposals.

2.2.3 In-House (Hosted at NAIPTA) Solution

Vendors shall provide details and costs associated for housing the system at NAIPTA, including:

- Recommended hardware
- Recommended Server
- Installation fees
- Vendor needs regarding access to the system (i.e. via VPN, citrix, etc.)

2.2.3.1 Computer Hardware and Software Installation

The Contractor shall implement a test environment, with all software components installed in parallel, where software updates and configuration changes can be tested prior to being implemented in the production system. All software upgrades or changes required by the Contractor must be made in the NAIPTA test environment before being implemented in the production environment.

The successful Contractor shall provide software and specifications for hardware that comprise the proposed central system, including the required number of licenses for all users. NAIPTA prefers to procure any servers, if needed. The cost of each component shall be provided per the instructions on the Price Proposal Form.

2.2.4 Source-code Escrow

The Contractor shall either provide their proposed system's source code to NAIPTA, establish an escrow account with the exact version of the source code being implemented at NAIPTA, or provide an alternative solution to ensure that NAIPTA has unrestricted access to and use of the source code in the event the Contractor ceases to exist, ceases to support the application, or otherwise terminates its relationship to and/or ownership of the product.

2.2.5 Information Security

All proposed software applications must support role-based security.

Web-based applications shall provide secure data exchange via current transport layer security (TLS)/secure socket layer (SSL) standard and shall comply with TLS 1.2 or better. Proposed web applications shall be digitally certified using common certification authorities (e.g., COMODO, DigiCert and Verisign/Symantec). **(applies only to an in-house solution)**

All software applications must have the ability to use Windows Authentication based upon Active Directory setup.

The methods used for encrypting stored passwords must be disclosed. Industry standard encryption methods utilizing at least 256-bit encryption techniques are required.

The Proposer must disclose the provisions to secure the database in its proposal. Any vulnerabilities or exploits discovered by the Contractor or others for the proposed application must be reported to NAIPTA immediately with a proposed mitigation strategy.

2.2.6 Data Storage and Maintenance

All database-related components of the solution (e.g. tables, stored procedures, scripts, extensible markup language [XML] schema, and related information) shall be fully accessible and available for support and use by NAIPTA and NAIPTA staff. **(applies only to an in- house solution)**

Proposer's solutions shall be developed and configured using prescribed standards for Microsoft SQL Server, and be flexible enough to run in consolidated database environments with other applications using different schemas and virtualization. **(applies only to an in- house solution)**

ITS data shall be retained in a read-only historical database for use by management and other NAIPTA staff to plan and assess system performance, and to address inquiries, conflicts and related issues.

The system shall allow all such data to be retrieved, even if it has been archived.

All queries made to the database shall be logged for audit purposes. NAIPTA shall have the ability to view these logs when required.

The online data storage system shall ensure data integrity in the event of a computer disk-drive failure.

In addition, the system shall include a means of archiving transaction data, or restoring data from an archive, while the system is in operation. It shall not be necessary to shut down the database to perform a successful backup operation. **(applies only to an in- house solution)**

The Contractor shall provide a data maintenance plan that will comply with NAIPTA's backup and archival

standards. The system shall store data for at least seven (7) years in the database before archival.

Proposers shall determine and describe the need and procedure for an incremental, daily or other time frame-based backup of data. Other needs related to the archiving of data, such hardware and software, shall also be determined and described by each Proposer. **(applies only to an in- house solution)**

The system administrator (SA) account shall not be used with SQL server applications. If it is, the solution must allow NAIPTA staff to change the SA password on a periodic basis without limitations. **(applies only to an in- house solution)**

The Contractor must provide the following:

- Scripts in order to recreate database;
- An entity relationship diagram;
- Database schema with a data dictionary detailing all database entities (e.g., tables, columns, and attributes); and
- Recommended practices document for support and maintenance of the database.

2.2.7 Data Access for NAIPTA and its Partners

The proposed system shall follow an open architecture model, providing the capability for NAIPTA to independently develop system interfaces or enable integration with other internal or third- party systems. The use of standard network communication protocols (e.g., Transmission Control Protocol/Internet Protocol [TCP/IP]) and application programming interfaces (APIs) is required. The database structures and any proprietary interfaces shall be documented in the proposal. NAIPTA shall be allowed royalty-free access to the database tables, and royalty-free use of the data and interfaces. If necessary, NAIPTA shall be allowed to extend such access and use to third party vendors for integration purposes.

All system data shall be the property of NAIPTA and shall be immediately available to NAIPTA. The Contractor shall acknowledge in writing that NAIPTA will own any and all data and the database where the data resides.

3 New Transit Asset Management System Requirements

As indicated throughout this RFP, NAIPTA seeks an integrated solution using both stand-alone features and near-real time importing of data. Features detailed in the scope of work should be capable of being used as a stand-alone product. However, there are many areas where features will be required to be based on importation and calculation of that imported data. At the time of this RFP, it is NAIPTA's intent to import data from existing data sources relative to fleet, fuel and facility maintenance. Proposers should be prepared to explain how various modules within their product will operate using imported data rather than data entry direct into their product. It should be noted that there will be direct data entry for various asset types such as bus stops, stations, real-estate, linear assets, IT and other equipment.

3.1 Work Order System and Asset Management Tracking

The application will provide a complete work order generation system for internal staff work orders, as well as a near real-time view to vehicle and facility asset management data from external data sources. Data generated from internal and disparate systems will drive a management, and reporting system including tracking labor hours and costs as well as parts usage and costs.

The application will provide access to users for data entry and management review using a mobile tablet, laptop and PC in both office and field environments via Wi-Fi (preferred for offline use in field with export upon return to office), cellular and LAN connections. Additionally, the application will be capable of an integrated and near real-time view and integration to NAIPTA's vehicle maintenance application system(s) or NAIPTA's facility maintenance software system. The following list of functional requirements must be explained and demonstrated by the proposer during written and oral review:

3.1.1 The application must support the tracking of asset records for all transit asset types and physical infrastructure: rolling stock vehicles (bus, non-revenue, paratransit, etc.), facilities/stationary assets, linear assets, and systems equipment.

3.1.2 For each asset the system must allow for maintaining up-to-date information about the following categories of data items, which are accessible for display and immediate change online at any time:

- Asset Id
- Description
- Date of Purchase
- Purchase Price
- Title Holder
- Ownership and Depreciation
- Location
- Replacement and Disposition
- VIN/Serial Number
- Make, Model & Year
- Status
- Class PM Program
- Individual PM Program
- Comments
- Meter Information
- Funding/Project Award Source
- Warranty
- Inspections
- Recurring Costs
- Links to External Files
- Lease Agreements

3.1.3 The software will capture all costs: labor, materials, services, tooling, etc. of any and all assets.

3.1.4 The application must support entry of specification data and an unlimited number of user-defined subsystems and parts data in categories such as component warranties, transmission, body, engine, axle, etc.

3.1.5 The application must support linear asset tracking using a linear reference system.

3.1.6 The application must support real estate asset tracking.

3.1.7 The application must support definition of a maximum meter value for each of two meters for each equipment unit.

3.1.8 If a meter on an equipment unit rolls over, the application must automatically detect the rollover (based on provided meter readings) and automatically resets the current meter reading to the new, rolled-over value.

3.1.9 The application must track the complete history of meter rollovers (and replacements) for each equipment unit and continues to track the total life usage for each unit to ensure proper PM scheduling and life cycle cost analysis.

3.1.10 The application must support the definition of any number of equipment classes.

3.1.11 Users must be able to assign each equipment unit to the following functional classes:

- Meter
- Maintenance
- Preventive Maintenance
- Standards
- Rental Rates
- Shop Scheduling

3.1.12 The application must support any number of user-defined locations for identification of shop, storage, fueling, parts inventory, facilities, passenger stops, passenger shelters and amenities, and inventory related to facilities maintenance. Users must be able to assign assets to any of these locations.

3.1.13 Application must support an unlimited number of inspections for each asset unit separate from PM inspections. These inspection types include periodic inspections with user defined periods, statutory inspections with user defined intervals and naming, and should also support any number of other user-defined inspection types and schedules.

3.1.14 The application must be capable of scheduling preventive maintenance automatically for all equipment units based on user-defined parameters including elapsed time, meter usage and fuel consumption since the last PM was performed.

- 3.1.15 The application must support user-defined sequencing of service with independent interval parameters for each PM service.
- 3.1.16 The application must support any number of user-defined checklists and checklist items detailing PM and inspection steps.
- 3.1.17 User-defined PM checklist items must print on the PM work order by user-defined sequence.
- 3.1.18 The application must allow for online tracking of completion of user- defined PM checklist items.
- 3.1.19 The application must allow for auto-generated messaging indicating that equipment is due for a PM.
- 3.1.20 The application must allow for creation of relationships among equipment units.
- 3.1.21 The application must allow for component nesting by assigning any equipment unit as a sub-component to another.
- 3.1.22 The application must allow for the generation of an alert when navigating a parent record if a child record requires inspection.
- 3.1.23 The application must allow for the calculation of metering of child equipment units based on the parent asset.
- 3.1.24 The application must allow for parent and child asset tracking to be calculated and preserved independently of each other.
- 3.1.25 The application must allow for filtering and sorting of data in multiple ways including but not limited to:
- Asset Id
 - Meter Types
 - Equipment Types
 - Maintenance
 - License Number
 - PM Program
 - VIN/Serial
 - Standards
 - Rental Rates
 - Shop Scheduling
 - PM Notification
 - PM Location
 - Operator
 - Service Level Agreement
 - Any field available on the asset record
- 3.1.26 The application must support copying and/or cloning of all primary and subsystem information
- 3.1.27 The application must support the re-assignment of any asset to a different class or category.
- 3.1.28 The application must track assignment history of assets, preserving the original history as well as assigning new status, location, assignment and date/time of changes.
- 3.1.29 The application must support the re-numbering of equipment. Re- numbering should allow the user to automatically update records with the new numbering scheme.
- 3.1.30 The application must allow for user-defined equipment campaigns and projects with user-defined naming, scheduling parameters, equipment assignment and checklists. Asset selection must be able to be made based on standard filtering criteria such as serial number range, asset type, location, equipment class or other values.
- 3.1.31 The application must allow for user-defined equipment performance standards including fuel consumption, oil consumption, repair groups, repair tasks, PM service, operating cost, repair cost and PM cost. Calculation of costs and usage must be able to be processed automatically.

3.1.32 The application must support the creation of service level agreements (SLA). SLA must allow for start and end dates along with other user- defined criteria relating to an asset SLA. The SLA must include the ability to define targets for asset availability and response time. The application must be able to calculate actual availability and response time relative to target goals.

3.1.33 The application must support calculation of both user and non-user caused downtime so it may be tracked separately or grouped as needed.

3.1.34 The application must contain a comprehensive work order entry system which provides for work queue management. Interface should provide for a comprehensive supervisor level view as well as detailed line-technician views for work management. Interface must be available for any type of work to be managed. Linear, real-estate, fleet, fuel, facility, IT and other assets should be accessible through the work order interface. The context within the interface should be relevant to the type of assets selected.

3.1.35 The work order management interface must allow users to view and/or enter service requests including shop assignment, repair reason, work class, work group and work type.

3.1.36 The work order management interface must allow users to automatically retrieve pending requests of any equipment unit on each work order and allow for viewing and changing of service request status.

3.1.37 The work order management interface must be capable of auto- calculating due, late or upcoming due dates. The system should also support automatic creation of work orders based on these milestones.

3.1.38 The work order management interface must be able to be configured to create mandatory data entry requirements of various fields within the work order such as meter reading, status, task codes, dates, repair reason and various other items deemed to be required by management.

3.1.39 The application must allow users to assign work, repair, auditing, inventory review and other asset management tasks through the work order management system. Scheduling software must allow the user to review priorities, PM schedules and work load while assigning tasks in the software.

3.2 Data Analysis, Reporting and Planning

Proposals will be considered for products that require an embedded 3rd party report licensing.

3.2.1 The application must be able to show equipment cost and history by multiple indicators such as cost per mile, engine hour at various period ranges such as current year to date, month to date, life to date or user-defined date ranges.

3.2.2 The application must be capable of storing cost data in separate cost buckets for each month of each year and grouped by various categories including:

- Fuel (gallon)
- Oil (quart)
- Operating Cost (Miscellaneous)
- Labor Repair Cost
- Parts Cost
- PM Labor Cost
- PM Parts Cost
- Capital Cost
- Depreciation Cost
- Downtime hours

3.2.3 The application must have the ability to require asset condition score updates during user-defined inspection cycles. Additionally, the application must have an option to auto-generate asset condition scores based on user-defined criteria such as historical maintenance and other automated analytics.

3.2.4 The system must have a functional capital planning component that includes the tracking of all capital

projects within the organization. The system must allow for maintaining up-to-date information for each project of the following data points:

- General Asset Information
- Funding Source
- Business Units/Ledgers
- Assets
- Risks
- Savings
- Personnel
- Internal and External Approval Process

3.2.5 The application must provide a fully integrated reporting tool contained within the application. The reporting tool must support ad-hoc and standard reports based on data generated by user entry and data import.

3.2.6 Preference: The application should include a power-user query writing tool that allows data analysts to write more complex and graphically designed reports. Query writing tools with the ability to write complex joins on multiple join filters and which allow for table aliasing are preferred.

3.2.7 Preference: In addition to a built-in query writing tool, the application should allow system administrators to access all columns and tables through ODBC via the central relational database management system for the purpose of writing data integrity reports, creating data exports to a disparate data warehouse and other data analyst tasks.

3.2.8 The application must provide security controls to manage user access to reports and dashboards based on security group level.

3.2.9 The report writing tools must allow reports to be designed for viewing in graphical, tabular or a combination of both formats.

3.2.10 The report writing tools must allow users to clone and modify reports based on standard canned reports.

3.2.11 The report writing tools must allow reports to be published using standard scheduling recurrence logic (nth day, week template, nth month, monthly, weekly, daily, day of week etc.). Logic must allow for event based scheduling which allows for triggering of reports due to absence or presence of data (Late PM for example). Reports must be deliverable in multiple formats such as PDF, XLSX, DOC, CSV and other formats.

3.2.12 Standard reports must be available within the solution, “off the shelf,” based on transit industry standards, FTA and NTD requirements. A complete report catalog with report definitions and sample reports must be submitted with proposals demonstrating at a minimum the following report categories:

- Cost analysis by asset, task, equipment class
- Asset information including equipment detail, inventory, equipment utilization and status
- Fuel analysis demonstrating fuel tickets, history, purchase and inventory
- National Transit Database (NTD) reports
- Inventory analysis
- Campaign analysis
- State of Good Repairs
- Capital Planning

3.2.13 The reporting tools must contain a dashboard interface that allows users to configure charts, gauges and other widgets. Dashboards must be based on real-time information (where available). Refresh rate for dashboards which use imported data from existing disparate data sources will be assessed and determined during operational and design review during project implementation.

3.2.14 The reporting tools must provide a library of standard dashboard measurements with definitions of key performance indicators. Definitions must include methodology of measurements (e.g. {Next PM-A Odometer} - {Total Current Odometer} = {Miles to Next PM-A}).

3.2.15 The report writing tools must allow users to clone and modify dashboards based on standard dashboards.

3.2.16 The report writing tools must provide a library of standard gauges, graphs, charts and widgets that can be

edited by users.

3.2.17 The report writing tools must allow dashboards to be configured by users to control maximum and minimum limits on gauges. Users must have the ability to set alerts which change the appearance of gauges when a user-defined threshold has been exceeded.

3.2.18 The application must allow for notifications, either through the report writing tool or a dedicated notifications module within the application in order to send alerts and notifications to users based on events within the application.

3.2.19 The application must be delivered with a catalog of standard notifications. Proposals must include catalog and provide descriptions of all standard notifications.

3.2.20 The application must provide the ability to export asset data in a format which can be imported into the FTA's Term Lite model replacement schedules. The software will provide this repository based on data captured through internal work order processes as well as through data provided by the Contractor's interface to disparate data sources defined in this RFP.

4 Project Implementation

4.1 Project Management

4.1.1 Project Status Tracking

4.1.1.1 System Implementation Plan

The Contractor shall prepare a System Implementation Plan (SIP), including the detailed implementation activities/schedule, roles and responsibility of parties in the proposed project team, progress milestones/status and assigned staff.

The initial draft of the SIP shall be provided to NAIPTA within two weeks from Notice to Proceed (NTP). Proposers shall provide sample SIPs along with their proposals.

The revised SIP, addressing comments from the first onsite meeting, shall be provided to NAIPTA within two weeks after this meeting. The SIP must be approved and accepted by NAIPTA before it can become effective. An updated SIP shall be submitted to NAIPTA at the beginning of each month. The SIP shall include the following content:

- Project team details;
- System roll out plan;
- A detailed schedule which lists each project task, start and end times for those tasks, and resource needs;
- Roles and responsibilities associated with each task, including assistance needed from NAIPTA staff;
- High-level plan for testing and system acceptance;
- High-level plan for quality assurance and quality control; and
- Identification of risks and risks mitigation strategies, as applicable.

4.1.1.2 Action Items List

The Contractor shall maintain an Action Items List (AIL), indicating for each item the following: (1) item number; (2) date generated; (3) item priority; (4) brief item descriptive title; (5) assigned person with lead resolution responsibility; (6) date resolved; and (7) ongoing dated notes on resolution status. The AIL shall be sorted, primarily by unresolved vs. resolved items, priority, and date the item was generated.

Items shall not be closed unless authorized by NAIPTA.

4.1.2 Conference Calls

The Contractor shall regularly (as determined by team to be necessary) participate in conference calls with the NAIPTA Fleet Manager, NAIPTA Facilities Manager, other NAIPTA staff, and outside consultants as determined necessary.

The agenda for these meetings shall be to discuss the most current status of and plans related to all issues identified in the recent releases of the SIP and AIL. NAIPTA reserves the right to identify for discussion any additional issues beyond those in the SIP and AIL.

A status report shall be issued to NAIPTA at least two days prior to each conference call, including (1) an agenda for the upcoming conference call highlighting key discussion items; and (2) an updated AIL with the updates incorporating the discussions of the previous conference call as well as other subsequent developments since the previous AIL release.

The Proposer shall be represented in these conference calls by at minimum its Project Manager, as well as any additional Proposer staff necessary to properly address the current issues and project status.

NAIPTA will be represented by its designated implementation management representatives. Conference call facilities will be arranged and paid for by the Proposer. The Proposer shall submit minutes within two days of each conference call.

4.1.3 Invoicing

The Contractor shall only submit an invoice as identified progress payment milestone has been achieved. The Contractor shall provide “percent-complete” status for the project with each invoice.

NAIPTA will withhold 10% retainage on each invoice. Total retainage amount held from each invoice shall be released by NAIPTA after Final System Acceptance.

4.2 System Design Reviews

4.2.1 Gap Analysis

The Contractor shall review the current system environment at NAIPTA and prepare a gap analysis report as part of the design phase. The gap analysis shall include but not be limited to the following:

- Computer hardware infrastructure
- Enterprise asset management system
- Time and attendance system
- Payroll system
- Existing reporting tools

4.2.2 Requirements Review

The Contractor shall participate in the development of a list or matrix of requirements, as part of the first onsite meeting. A Requirements Matrix (RM) may be developed by the Contractor and the Contractor will use this Matrix or the list of requirements to produce the draft Design Document for conducting the Design Review (DR) at the second on-site meeting.

The initial meeting shall discuss the following for each contract requirement: (1) the NAIPTA design intent; (2) the intended Proposer design approach; and (3) the general Proposer approach to demonstration through the acceptance testing process.

4.2.3 Preliminary Design Review

The Design Document (PDD) shall include the following materials:

- A conceptual diagram illustrating all elements in the system and data flows between those elements;
- A detailed system network diagram identifying all network nodes and connectivity;
- An overview of the equipment, system and configuration proposed for implementation;
- Detailed technical documentation for each equipment item;
- Details on servers, workstation and networking infrastructure;
- Detailed technical documentation on all software, including the functions of each module, the format of all user interface screens, the format of all reports, the data fields to be included in all data exchange interfaces and any other software aspects warranting advance agreement with NAIPTA prior to system customization/configuration;
- A table providing cross-references for each section of the PDD to the appropriate element of the RM.

The review and design meetings shall include a review of the facility and available resources that may need to be updated to accommodate the added technologies. The Proposer shall determine and detail the exact demand of resources required of NAIPTA. The Contractor shall update the design document based on NAIPTA feedback and submit the updated documentation as the final design document.

The final design document shall include the following materials: (1) updated preliminary design incorporating NAIPTA feedback and comments; (2) final list of equipment to be procured; (3) final design and configurations of the system to be built including all customizations to be made to the system; and (4) an updated table providing cross-references between requirements and final design.

4.2.4 Final Design Review

The Contractor shall conduct the final design review two weeks after final design has been submitted to NAIPTA. The various meetings and design documents are intended only to reduce the chance of any misunderstandings on the design intent or interpretation of the contract requirements. These meetings shall not alter the need for the successful formal demonstration of each requirement through the Acceptance Testing process.

Once complete, the Contractor shall provide a detailed list of equipment for the system. The Contractor shall provide a detailed list of system configurations for individual system components, as applicable. The Contractor shall document configurations of the fixed-end computer hardware and networking infrastructure (e.g., list of IP addresses).

4.2.5 Installation (some of the below will only apply to in-house solutions)

4.2.5.1 General

The Contractor shall install and configure the entire system, including any NAIPTA provided computer hardware and integration with existing systems at NAIPTA's central facility. The Contractor shall specify rack space needed for hardware as needed for the proposed solution. The Proposer shall comply with NAIPTA's naming conventions and networks configuration standards.

The Contractor shall provide all necessary personnel, tools, test equipment, transportation, hardware and supplies for the successful and complete installation of all equipment and software. The Contractor shall be responsible for its own and subcontractors' performance and safety. Installations shall be performed in accordance with all Federal, State, and local laws and regulations.

The Contractor shall supply any electrical equipment necessary to operate system components using existing AC electrical power at fixed facilities. If existing power arrangements are unsatisfactory, the Proposer must specify proposed alterations.

The Contractor shall supply any network cabling (Cat6 or Fiber) necessary to operate system components including any UPS. The capabilities of existing infrastructure affected by or to be integrated into the new system, such as NAIPTA's local area network(s) (LAN) and wide area network(s) (WAN) shall not be reduced at any time by system implementation.

The Contractor shall only be authorized to undertake installations after NAIPTA approval of a pre- installation inspection for each installation site, documenting the existing condition of any existing infrastructure that may be affected by the installation. After installations, the Contractor shall be responsible for restoring the condition of any affected existing infrastructure at the installation sites to their pre-installation condition.

The Proposer shall be responsible for the security of equipment prior to installation.

4.2.5.2 Installation

The Contractor shall submit an installation plan for NAIPTA approval prior to undertaking any installations.

The plan shall provide adequate detail to allow for quality installation by a technician without further training in conjunction with other installation instructions provided by the vendors of individual equipment components.

When applicable the plan shall provide detail on (1) equipment installation locations/mounting; (2) routing, conductors, color-coding, labeling, and connectors for power, communications and ground circuits; (3) connections with, any required modifications to and restoration of existing infrastructure; (4) work area and equipment storage requirements (5) methods and quality standards; and (6) supervision and quality assurance procedures.

The plan shall include procedures for pre- and post-installation checklists for tests to be performed by installers. The installations shall not be considered complete unless NAIPTA provides signoff on the pre and post installation checklist.

4.2.6 NAIPTA Responsibilities

NAIPTA shall provide space for the Contractor to establish secure storage facilities. The Proposer shall provide details on the space required for equipment storage.

NAIPTA shall provide building access and parking.

NAIPTA shall provide remote access to relevant virtual servers/network.

NAIPTA shall provide conference rooms/training rooms for on-site testing/training. NAIPTA shall provide space for central system installations. NAIPTA shall provide light and electrical.

4.3 Acceptance Testing

4.3.1 Acceptance Test Procedures

The Contractor shall submit an Acceptance Test Procedures document (ATP), for NAIPTA approval prior to undertaking any testing.

The ATP shall clearly address: (1) how each testable specification requirement will be demonstrated, including

the method for performing the test; (2) the results that will constitute success for each test; (3) responsibilities of both Contractor and NAIPTA’s representatives during each test; and (4) a cross-reference to which contract requirements are being addressed by each test procedure.

The ATP shall include the test stage at which each contract requirement will be demonstrated; and a cross-reference to the test procedure(s) that serve to address each contract requirement. The ATP shall be submitted to NAIPTA at least three weeks in advance of any intended testing. NAIPTA shall approve all ATPs prior to any required testing listed in this section is performed.

The ATP shall incorporate the following distinct testing stages for the proposed system: (1) Installation Acceptance Test (IAT); (2) User Acceptance Testing (UAT); and (3) Burn-In Testing (BT). NAIPTA may authorize the Contractor to proceed to the next testing stage with certain deficiencies not yet resolved after the Contractor provides an action plan to resolve outstanding issues from a test stage.

The Contractor shall provide written notice to NAIPTA at least two weeks in advance of any testing, indicating the specific tests to be completed as well as the date and time. The Contractor shall be required to reschedule testing if NAIPTA witnessing representatives cannot be present or if other circumstances prevent testing from taking place.

4.3.2 Installation Acceptance Test

IAT shall be conducted to demonstrate system functionalities using a test database. Any deficiencies from IAT shall be rectified before UAT.

4.3.3 User Acceptance Test

UAT shall be conducted on the system using the live agency database to demonstrate system functionalities in real-world operation. UAT shall be witnessed by the deploying agency representatives. NAIPTA staff shall be fully trained in system prior to UAT.

Any deficiencies through UAT shall be rectified before the initiation of BT. Once the UAT has been accepted, the system shall be approved to Go-Live.

4.3.4 Burn-in Test

BT shall involve revenue service use of the system over a 30-day period after the completion of UAT, and deficiencies shall be rectified before the deploying agency will grant Final System Acceptance (SA) of the system. During BT, NAIPTA shall record issues reported by staff, and in a punch list.

NAIPTA shall perform data audit during BT to determine any issues with the data and reports generated by the system installed by the Contractor. Any issues discovered during BT shall be included in the BT punch list and must be resolved by the Proposer. The Contractor shall resolve all issues in the BT punch list before acceptance can be granted for BT.

4.3.5 Acceptance Criteria

The Contractor shall provide written Test Results Documentation (TRD) after completing each stage of testing. The TRD shall document the results of each ATP procedure and provide an updated requirements list/matrix that indicates which contract requirements have been demonstrated.

The requirement list/matrix shall be used as a “punch list” to track which requirements have not yet been demonstrated at each stage of testing. A requirement classified as having been “demonstrated” during a certain AT stage can be subsequently redefined as having been “not demonstrated” if compliance issues emerge prior to

SA. The TRD must be approved before NAIPTA grants the SA. SA will not be granted for the system until all contract requirements have formally demonstrated through BT.

4.4 Documentation

The Contractor shall provide an As-Built Document (ABD) to NAIPTA for approval.

The ABD shall include: (1) all reference and user manuals for system components, including those components supplied by third parties; (2) all warranties documentation, including that for components supplied by third parties; and (3) the version number of all software and license counts, including that supplied by third parties.

The Contractor shall provide User Manuals (UM) for the system components and other relevant applications.

The Contractor shall provide a Systems Manuals (SM), documenting (1) the configuration and topology of central systems hardware and software; (2) central systems software functions and operations; (3) scheduled maintenance required for the central systems; and (4) database structure and data dictionary.

4.5 Training

The Contractor shall provide training courses for at least:

- Users of the system components/interfaces;
- Users of the reporting software; and
- Applications/systems administrators.

The Contractor shall ensure that trainers are knowledgeable about the components for which they are providing the training and have prior experience in delivering similar training sessions. The Contractor will describe the necessary pre-requisite computer skills and knowledge expected for each of the training courses in order to develop training classes based on user skill level.

The Contractor shall provide all training materials in both Microsoft Office and Adobe PDF formats on compact disc (CD) and DVD with a permission to reproduce copies later on. Additionally, the Proposer shall perform visual recording of training sessions for future reference of training videos by trainees.

The Training Plan (TP), including the training schedule and course outlines, must be provided to NAIPTA for review at least three weeks in advance of the start of training. At least the following topics must be included in the TP for each training session:

- Course objective;
- Topics to be covered;
- Required NAIPTA staff;
- Time required for training;
- Resources required from NAIPTA;
- Follow-up need (in-person or webinar);
- Prerequisites for trainees; and
- Evaluation procedure for students.

The TP must be approved by NAIPTA before the start of any training. Proposers shall provide a sample TP in their proposals. Proposers shall provide the number of training classes by each training course included in their proposals.

The Contractor shall furnish all special tools, equipment, training aids, and any other materials required to train course participants, for use during training courses only.

The instructors shall demonstrate a thorough knowledge of the material covered in the courses, familiarity with the training materials used in the courses, and the ability to effectively lead students in a classroom setting. If

any instructor is considered unsuitable by NAIPTA, either before or during the training, the Proposer shall provide a suitable replacement within five business days of receiving such notice from NAIPTA.

The Contractor shall provide brief refresher versions of each training course to the original trainees between three to six months after SA for the system at no additional cost.

The Contractor shall provide additional training to the original trainees after SA for the system at no additional cost if major modifications are made to the system after the initial training due to system upgrades or changes made under warranty; and/or SA occurs at least three months after the completion of training, due to delays for which the Proposer is responsible.

5 Warranty and Maintenance Support

The warranty period for the system shall run concurrently for all system components, through to two years from the date of SA.

The Contractor shall offer an option to extend the warranty period for additional years for up to five years from the date of SA. The Proposers shall document any differences in the warranty terms for these option years in their proposal.

The Contractor shall warrant that it has reviewed and evaluated all information furnished by NAIPTA and has made all inquiries necessary such that the Proposer is fully aware of NAIPTA's business requirements and intended uses of system, as set forth or referenced in the Request for Proposals and any Addenda, Amendments or Final Proposal Requests, as well as in released frequently asked questions.

The Contractor shall warrant that the system satisfies the foregoing requirements in all material respects and will be fit for such intended uses. The Contractor shall warrant that the documentation provided shall completely and accurately reflect the operation and maintenance of the equipment and software, and provide NAIPTA with all information necessary to maintain the system.

If there is a change in the production configuration of any equipment or software being installed prior to SA, NAIPTA will require that all previously installed equipment and software be upgraded to match the updated configuration.

The Contractor shall warrant compliance with all applicable laws and regulations relating to the project.

The Contractor shall warrant that its employees, agents and subcontractors assigned to perform services under this contract shall have the proper skill, training and background to perform in a competent and professional manner and that all work will be so performed. NAIPTA reserves the right to remove any subcontractors if their work is deemed incompetent or unprofessional.

During the warranty period, the Contractor shall, at no cost to NAIPTA, furnish such materials, labor, equipment, software, documentation, services and incidentals as are necessary to maintain the system in accordance with the warranty.

The Contractor shall provide any software updates and patches for the current software version at no cost to NAIPTA during the warranty period.

In addition to the foregoing warranties, the Contractor shall assign to NAIPTA, and NAIPTA shall have the benefit of, any and all Subcontractors', Suppliers', and Vendors' warranties and representations with respect to the deliverables provided.

In its agreements with Subcontractors, Suppliers and Vendors, the Contractor shall require that such parties (1) consent to the assignment of such warranties and representations to NAIPTA; (2) agree that such warranties and representations shall be enforceable by NAIPTA in its own name; and (3) furnish documentation on the applicable warranties to NAIPTA.

The Contractor shall provide a single point of contact for all warranty administration during the warranty period.

The Contractor shall warrant that NAIPTA shall acquire permanent title to all equipment and non-proprietary software provided under the Contract, free and clear of all liens and encumbrances.

5.1 Customer Support

Software support during the warranty period shall include technical support for all proposed hardware and software, with a 24x7 support line, as well as providing, licensing, installing and integrating all released software patches and updates for the proposed solution.

The Contractor shall provide, during the warranty period, supplementary support in accordance with an agreed-to escalation procedure. The escalation procedure can initially involve telephone support, but must culminate in the Proposer providing on-site support if needed. The proposal must define the proposed support escalation procedures.

NAIPTA must be able to view the status of their support request(s) at any time through an online tracking system to be provided by the Proposer.

5.2 Follow-up Analysis

The Contractor shall provide one week of onsite follow-up analysis at six-month intervals during the warranty period, including a written report on the findings of each analysis. Each report shall describe how the system is being used and if there are any additional training or system enhancement needs. Further, any required adjustments in the system configurations must be performed based on the system review.

The first follow-up support effort shall be completed no earlier than six months but no later than nine months after Final System Acceptance.

5.3 Software Maintenance Updates/Upgrades

Proposers must describe their maintenance update and upgrade approaches in their proposals. Proposers shall describe the difference in processes and costs associated with updates and upgrades.

The Contractor is required to notify NAIPTA at least 90 days in advance of the installation when new software releases become available. The Contractor is required to notify NAIPTA at least six months in advance when it is expected that the current releases and related systems will no longer be supported.

The Contractor shall ensure that all existing software configurations are protected after the system has been upgraded or updated for the entire duration of the time when NAIPTA uses the product. The Contractor must consult with and comply with NAIPTA's IT Manager direction when making any changes to supported systems. These changes must be reported to the NAIPTA Administrative Director.

6 Contract Obligations & Requirements

6.1 Contract Obligations

The contents of the RFP and the commitments set forth in the selected proposals shall be considered contractual obligations, if a contract ensues. Failure to accept these obligations may result in cancellation of the award. The contract will bind the bidder to furnish and deliver at the bid price, and in accordance with conditions of said accepted proposal and specifications for ninety (90) calendar days after the opening of the proposal.

The Proposer's products, services and facilities shall be in full compliance with all applicable Federal, State and local health, environmental and safety laws, regulations, standards and ordinances, regardless of whether or not they are referred to by NAIPTA. The Proposer shall be familiar with and operate within the guidelines set forth by the Occupational Safety and Health Act.

All known subcontractors to this Project must be indicated in the submittal. No subcontract will be construed as making NAIPTA a party of or to such subcontract, or subjecting NAIPTA to liability of any kind to any subcontractor. No subcontract shall, under any circumstances, relieve the successful Proposer of liability and obligation under such party's contract with NAIPTA; and despite any such subletting; NAIPTA shall deal through the successful Proposer. Subcontractors will be dealt with as workers and representatives of the successful Proposer.

The contract award will not be final until NAIPTA and the successful bidder have executed a mutually satisfactory contractual agreement(s). No contract activity may begin prior to the execution of a contractual agreement between the successful bidder and NAIPTA.

If the successful bidder refuses or fails to execute the contract, NAIPTA may award the contract to another bidder whose proposals comply with all the requirements of the RFP and any addenda thereto.

NAIPTA reserves the right to cancel an award immediately if new state or federal regulations or policies make it necessary to change the service purpose or content substantially or to prohibit any such goods and services.

All Proposals may be rejected if the Board determines that rejection is in the public interest.

State and Local Law Disclaimer

The rights and duties of the parties hereto shall be determined by the laws of the State of Arizona and to that end the contract shall be considered as a contract made and to be executed in the City of Flagstaff, Arizona and the State of Arizona. Court of Common Pleas in and for Coconino County shall have original jurisdiction over any legal matters arising from this tender.

NAIPTA's Purchasing Policy incorporates by reference, and is designed to be in accordance with, ARS § 11-254.01. The Board of Directors has adopted and approved this Purchasing Policy.

Exclusionary or Discriminatory Specifications

Apart from inconsistent requirements imposed by Federal statute or regulations, the Contractor agrees that it will comply by refraining from using any Federal assistance awarded by FTA to support procurements using exclusionary or discriminatory specifications.

Single Bid Response

If only one bid is received in response to the Request for Proposal, a detailed cost proposal may be requested of the single bidder. A cost/price analysis and evaluation and/or audit may be performed of the cost proposal in order to determine if the price is fair and reasonable.

Interest of Members or Delegates to Congress

The Contractor agrees that it will not allow any member of, or delegate to, the Congress of the United States to any share or part of this contract or to any benefit arising there from.

6.2 Certificates of Insurance (for contractual disclosure purpose, do not submit with response)

A. Contractor shall obtain and submit to NAIPTA before any Services are performed, certificates from the Contractor's insurance carriers indicating the presence of coverages and limits of liability as set forth in the Contract Documents, but in no event shall the coverages and limits be less than those specified as follows:

1. Workers' Compensation:

Coverage A. Statutory Benefits.

Coverage B. Employer's Liability.

Bodily Injury by accident	\$1,000,000 each accident
Bodily Injury by disease	\$1,000,000 policy limit
Bodily Injury by disease	\$1,000,000 each employee

Coverage must include a Waiver of Subrogation endorsement.

2. Commercial Auto Coverage:

Auto Liability limits of not less than \$1,000,000 each accident, combined Bodily Injury and Property Damage Liability insurance. Certificate to reflect coverage for "Any Auto" or "All Owned, Scheduled, Hired and Non-Owned".

If the Contract Documents require Contractor to remove and haul hazardous waste from the Project site, or if the Project involves such similar environmental exposure, pollution liability coverage equivalent to that provided under the ISO Pollution Liability-Broadened Coverage for Covered Autos Endorsement shall be provided, and the Motor Carrier Act Endorsement (MCS 90) shall be attached.

3. Commercial General Liability:

Each Occurrence Limit	\$1,000,000
Personal Injury/Advertising Injury Limit	\$1,000,000
Products/Completed Operations Aggregate Limit	\$5,000,000
General Aggregate Limit (other than Products/Completed Operations)	\$2,000,000

Coverage must include a Waiver of Subrogation endorsement.

Both policy forms must include:

- Blanket contractual coverage for the indemnity/hold harmless agreements assumed in this Contract and in any subcontracts. Any Employee Exclusion will be deleted.
- An endorsement naming NAIPTA, each of the Partners, and any other party required to be named as an additional insured under the Contract Documents, and any other parties in interest as Additional Insured(s) under the coverage specified under Comprehensive General Liability or Commercial General Liability. The endorsement shall be on ISO forms CG2010B 11/85 or CG2026 11/85, or equivalent. Additional Insured Endorsements on both ISO forms CG2010 10/01 and CG2037 10/01 are acceptable. ISO forms CG2010A or CG2010B 10/93 and/or 3/97, or their equivalent, ARE NOT ACCEPTABLE. Any form that does not grant additional insured status for both the ongoing operations and products/completed operations coverages IS NOT ACCEPTABLE.
- An endorsement stating: "Such coverage as is afforded by this policy for the benefit of the additional insured(s) is primary and any other coverage maintained by such additional insured(s) shall be non-contributing with the coverage provided under this policy."
- Coverage on an "Occurrence" form. "Claims Made" and "Modified Occurrence" forms are not acceptable.
- Coverage to include general aggregate limits on a "per project" basis.

4. Excess Liability:

Umbrella Liability to extend the above liability coverages and limits to reach a total combined limit of:	
Each Occurrence	\$1,000,000
Aggregate	\$2,000,000

5. Other Requirements

All policies must contain an endorsement affording an unqualified thirty (30) days notice of cancellation to the additional insured(s) in the event of cancellation, non-renewal or material reduction in coverage.

All policies must be written by insurance companies whose rating, in the most recent AM Best’s Rating Guide, is not less than an A. All coverage forms must be acceptable to NAIPTA.

Certificates of Insurance with the required endorsements evidencing the required coverages must be delivered to the NAIPTA prior to commencement of any Work. Failure of NAIPTA to demand such certificate or other evidence of full compliance with these insurance requirements or failure of NAIPTA to identify a deficiency from evidence that is provided shall not be construed as a waiver of Contractor’s obligation to maintain such insurance. NAIPTA shall have the right, but not the obligation, to prohibit Contractor or any of its subcontractors from entering the Project site until such certificates or other evidence that insurance has been placed in complete compliance with these requirements is received and approved by NAIPTA.

Contractor shall be responsible to satisfy any deductible or self-insured retention with respect to any of the coverages required by the Contract Documents.

NAIPTA reserves the right, in its sole discretion, to require higher limits of liability coverage if, in NAIPTA’s opinion, operations by or on behalf of Contractor create higher than normal hazards and, to require Contractor to name additional parties in interest to be Additional Insureds.

In the event that rental of equipment is undertaken to complete and/or perform the Work, Contractor agrees that it shall be solely responsible for such rental equipment. Such responsibility shall include, but not be limited to, theft, fire, vandalism and use by unauthorized persons.

In the event that materials or any other type of personal property (“personal property”) is acquired for the Project or delivered to the Project site, Contractor agrees that it shall be solely responsible for such property until it becomes a fixture on the Project, or otherwise is installed and incorporated as a final part of the Project. Such responsibility shall include, but not be limited to, theft, fire, vandalism and use by unauthorized persons.

Contractor shall maintain “all risk” insurance, on a replacement cost basis, covering loss or damage to personal property (for which it has title and/or risk of loss) which is to become a final part of the Project, during any time such personal property is in transit and while stored or worked upon away from the Project site. NAIPTA shall be named as additional insured under such insurance.

- B. NAIPTA and Contractor waive all rights against each other and against NAIPTA and the Partners for damages caused by fire or other perils covered by Builder's Risk or any other property insurance, except such rights as they may have to the proceeds of such insurance. Such insurance may be subject to an amount deductible from the sums otherwise payable thereunder and the burden of such deduction shall be borne by the party receiving the direct benefit of such insurance.

7 Instructions to Proposers

7.1 Proposal Format

Responses to the RFP must correlate with the alpha numeric characters and order of items in the Bidder Checklist. Each item in the RFP should be addressed in the proposal.

7.2 Bidder Checklist – see Excel Sheet “Forms for RFP 2017-108” for fillable forms

	Initials
A. Executive Summary – Transmittal Letter Must include a brief executive summary summarizing highlights of the proposal	
B. Complete Bidder Checklist (§7.2) Bidder must include this completed checklist	
C. Proposer Information (§7.3)	
D. Project Information (§7.3)	
E. Comparable Projects in Size & Scope (§7.3)	
F. References (§7.4) 3 Past Performance Surveys according to the requirements of this RFP.	
G. Company Detail & Questions (§7.5)	
H. Proposal (§7.6) Provide detailed proposal for providing solutions. Be sure to note any exceptions to the requirements within the scope of work.	
I. Pricing (§7.7) Pricing forms should be included according to the requirements of this RFP.	
J. Certifications (Exhibit A)	
Debarment and Suspension Certification	
Disadvantaged Business Enterprise Compliance Certification	
Disadvantaged Business Participation Form(s)	
Disclosure of Responsibility Statement	
Lobbying Certificate	
Overall Federal Regulations Compliance	
Non-Collusion Affidavit	
K. Project Management Information (§4.1.1.1) Sample implementation plan.	
L. Training Plan (§4.5) Sample training plan	
M. Acknowledgement of Addenda Should addenda relative to this RFP be released by NAIPTA, bidders must include a signed acknowledgment of receipt for each addendum	

7.3 Proposer Qualifications & Reference Form - see Excel Sheet “Forms for RFP 2017-108” for fillable forms

(Note: The Proposer authorizes NAIPTA to contact any person listed on this form for the purpose of investigating responsibility. Failure to provide complete information can be grounds for bid rejection.)

1. PROPOSER INFORMATION:	
a. Business Name:	
b. Owner Name:	
c. Business Address:	
d. Business Phone:	
Daytime:	Evening/Weekend:
Web address:	Email address:
e. Number of Employees:	Annual Sales \$:
f. Date Business Established:	
g. Insurance Agent Name:	
h. Insurance Agent Address:	
i. Insurance Agent Phone:	
2. FOR THIS PROJECT ONLY:	
a. Name of Project Manager:	
b. Business Phone:	
Daytime:	Evening/Weekend:
c. Business Address:	
3. COMPARABLE PROJECTS IN SIZE AND SCOPE:	
a. Name and dates of Project:	
Address:	
Size and Scope:	
b. Name and dates of Project:	
Address:	
Size and Scope:	
c. Name and dates of Project:	
Address:	
Size and Scope:	
d. Name and dates of Project:	
Address:	
Size and Scope:	
4. REFERENCES:	
a. Firm Name:	
Address:	
Name of Reference:	
Position Title:	
Telephone:	
b. Firm Name:	
Address:	
Name of Reference:	
Position Title:	
Telephone:	
c. Firm Name:	
Address:	
Name of Reference:	
Position Title:	
Telephone:	

7.4 References

The proposer must have 3 past performance surveys completed and returned directly to NAIPTA. It is preferred at least one reference be from a public entity, preferable a transit agency.

The Past Performance Survey can be found as Attachment B to this RFP.

7.4 Company Detail & Questions

All information requested in this section must be addressed in the vendor's proposal. **Your response is limited to page limitations as per below.** Proposers must provide information on the following:

1. Submit a history and overview of your firm to include number and location of offices in the U.S., list the total number of customers. The legal name of your company, if doing business under some name other than that by which the company is commonly recognized. If the company is owned or controlled by a parent organization, vendors are requested to provide the name of that organization, its address, and the name and title of the person responsible for your business unit. **(2-3 page)**
2. Include a description of the firm's experience and a description of the experience and training of all key individuals associated with the project. Proposals should detail all firm and individual experience relevant to the types of services described in this RFP. **(2-3 page)**
3. Provide an organizational chart with job descriptions of key individuals assigned to the project. Job descriptions should be specific to the project. **(1 page)**
4. Discuss the top three (3) distinctions between your company and its competitors. **(1 page)**
5. Identify all subcontractors to this Project and respective roles. Include a summary of previous working relationships. **(1 page)**

7.5 Proposal

The proposer must submit a complete proposal describing offered solution in detail. The narrative must include description of equipment and services required for successful implementation. **Please limit your responses to less than 5 single pages.**

7.6 Pricing

The proposer must submit a complete price proposal in the excel format provided by NAIPTA, see Appendix B. Equipment, software, services, profit, overhead, and miscellaneous expenses should be itemized. Sufficient descriptions or narrative detail should also be provided so that NAIPTA may assess the reasonability of the price proposal and assure equal evaluation of all proposers. Additional narrative, not included on the pricing form may be included at the bidder's discretion. Proposers who fail to provide sufficient detail or separately itemize expenses may be deemed non-responsive.

Proposers must also include pricing for any items that may represent value to NAIPTA but are not included in the specifications. These items should be noted as "optional" and will not be judged in the base price proposal.

Proposal price for any materials or equipment furnished shall be F.O.B. Flagstaff, including delivery to NAIPTA using point, unless otherwise indicated in the Proposal specification. Federal excise tax, if there is such a tax involved, shall be excluded in every case. However, the amount of the excise tax excluded shall be stated by the vendor submitting the Proposal. Proposal prices shall be firm. All relevant state and local taxes shall be included in the final Proposal amount shown. Out-of-state purchases are subject to a 6.5% Arizona use tax, and out-of-state Proposers are responsible for computing this tax and including it in the final Proposal amount shown.

8.0 Evaluation Criteria

An evaluation committee established by NAIPTA will assess the proposals received. The committee may elect to award to a proposer without further discussion, or may determine that no proposer meets the needs of NAIPTA.

Proposers identified for further consideration may be interviewed by the panel and may have the opportunity to revise their proposal as a result of these discussions, after which a second round of scoring may be conducted.

During the evaluation process, negotiation, and selection process, committee members may not disclose information from one proposer to another proposer. All information provided by proposers shall remain confidential after the conclusion of the procurement process, to the extent possible by law.

An Evaluation Team will review and analyze each proposal. Proposals will be evaluated and scored according to the following criteria:

Max points * Quality Level = Score

Evaluation Factors	Max Points	Quality Level	Score
Experience Proposer demonstrates experience in public transit requirements for an Asset Management System in addition to technical aptitude to provide and maintain these solutions.	20		
Understanding Proposer has demonstrated a thorough understanding of the scope of the project and their role and responsibilities as a partner.	20		
Solution Proposer will provide a total solution compliant with all bid specifications. Cost neutral add-ons and options available beyond the specifications that represent present or future value-added features are encouraged.	30		
Presentation Proposal is organized and responsive to all areas contained in the RFP. Proposer exhibits confidence and knowledge regarding the proposed products and services.	10		
Price Proposed price appears complete, realistic, and cost effective. Total price represents value for NAIPTA.	20		
TOTAL POSSIBLE			100

The Quality Level will be based on the following scoring method:

Quality Level	Points	Description
Excellent	100%	Meets all requirements; reflects significant enhancements or strengths as compared to minimum levels of acceptability; no offsetting weaknesses.
Very Good	85%	Meets all requirements; reflects some enhancements or strengths; few if any offsetting weaknesses.
Good	75%	Meets all requirements; strengths and weaknesses, if any, tend to offset one another equally.
Fair	60%	May contain significant weaknesses only partially offset by less pronounced strengths; should meet all minimum requirements, but some areas of doubt may exist.
Poor	35%	Serious doubt exists about ability to meet minimum needs but may be sufficient; significant weaknesses without offsetting strengths.
Deficient	0%	Will not meet minimum needs.

8.1 Discussion and Best and Final Offers

After the initial receipt and evaluation of proposals, discussions may be conducted with respondents who submit proposals determined to be the most responsive, which most closely meet the requirements of the Statement of Work, and which are the candidates most likely of being selected for award. NAIPTA, at its option, may request best and final offers from a selected firm or firms regarding the Statement of Work and/or fees.

8.2 Award of Contract

The selected Contractor will be required to comply with and sign the relevant certifications, based on contracted amount, included in Exhibit A of the Attachment A: Draft Contract.

NAIPTA staff shall recommend the contract be awarded to the best value responsible respondent whose proposal is most advantageous to NAIPTA, based on the evaluation criteria listed above. Cost shall not be the sole determining factor. The final decision shall be made by the General Manager - CEO.

The term of the resulting contract will be for no more than twelve (12) months with four (4) additional twelve (12) month options. Extensions are not guaranteed and are at NAIPTA's discretion. The contract date is expected to begin on or around February 1, 2017 with system implementation and testing completed by June 30, 2017.