



# Integrated Mobility Platform Final Specifications

## Attachment - 0



Prepared for NEORide  
by IBI Group  
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# 1 Introduction

## 1.1 Project Overview

### 1.1.1 Background

NEORide along with participating member agencies (“Participating Agencies”) is releasing this request for proposal (RFP) to procure an Integrated Mobility Platform (“Mobility Platform”) to **manage all services that are not run as a traditional fixed-route on fixed-schedule** using a single product, preferably in form of Software as a Service (SaaS). The Mobility Platform will be required to accomplish the following functions:

- 1) Design, launch and manage flexible/ on-demand general public demand response transit (DRT), and microtransit services as specified in Section 3.2.
- 2) Manage specialized demand response services and ADA paratransit services as specified in Section 3.3. As described in Section 3.3, the Proposer may offer the required functionality:
  - a) Fully within their own platform; or
  - b) Through an integrated platform in partnership with another vendor; or
  - c) Through integration with the existing platform at a participating agency. For integration with an existing product, NEORide prefers that vendors shall use transactional data specification (TDS), or propose a vendor- agnostic standards-based interface approach that is scalable and replicable in a multi-agency/multi-vendor environment without added license cost.

For TDS, please refer to TCRP Report 210 - Development of Transactional Data Specifications for Demand-Responsive Transportation (<https://www.trb.org/Main/Blurbs/180593.aspx> ).

### 1.1.2 Goals

The key goals of the project are as follows:

1. Improved customer mobility experience.
2. Improved management and monitoring of services.
3. Regional service interoperability.

### 1.1.3 Pilot Program

The procured Mobility Platform will be monitored by each of the participating agency per key performance indicators (KPIs), as defined in Section 6, for a period of 12 months after the date of Final System Acceptance (see Section 4.4 for the definition of Final System Acceptance).

Once the KPIs defined for the pilot program are met, the Mobility Platform will be accepted by an agency for a longer-term operation and maintenance (O&M) contract.

## 1.2 Document Overview

The rest of the document is organized as follows:

- Section 2 provides background information on participating agencies.
- Section 3 lists technical requirements for the Mobility Platform.

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- Section 4 lists requirements for the system implementation.
- Section 5 lists pilot program performance management requirements.

## 2 Background

### 2.1 Existing Agency Environment

#### *2.1.1 NEORide Background*

NEORide serves as a council of governments (COG) that provides transportation-specific procurement services to its members. NEORide supplies regionally coordinated transportation solutions to partnered transit agencies. NEORIDE is designated as the grantee of all federal and state grants to support public transit within Ohio, Kentucky, Michigan, and Arkansas. Currently, NEORide has 19 member agencies as of February 2022.

This procurement involves eight (8) of the NEORide member agencies and a background on agencies participating in this procurement is provided in Section 2.1.3.

#### *2.1.2 Other Relevant NEORide Initiatives*

NEORide has launched several projects that provide its members with innovative transportation solutions including the EZConnect-Mobility Center and EZfare electronic payments solution. Both projects aim to improve customer experience and promote regional coordination through enhanced interoperability.

##### **2.1.2.1 EZfare**

In 2019, NEORide partnered with Masabi to develop the regional mobile payment solution, EZfare. EZfare is a software as a service (SaaS) mobile ticketing platform that aims to improve customer satisfaction, efficiency, and regional coordination. Riders can use EZfare by purchasing tickets through the EZfare mobile app, the EZfare website, the EZfare trip planning applications (e.g., Transit App, the Moovit App). Riders can also load value to their EZfare accounts by depositing cash at thousands of partner retail locations nationwide.

All participating agencies in this RFP have deployed the EZfare platform and the Mobility Platform shall integrate with EZfare, as described in Section 3.4.1.

##### **2.1.2.2 EZConnect/ Mobility Center**

In May 2021, NEORide completed a technology feasibility plan for a regional mobility center (RMC). The envisioned RMC is going to be based in one or more locations, and will fulfill the functions related to registration, eligibility determination, trip planning, booking and service delivery using omni-channel cloud-based contact center solution. EZConnect will be utilized by multiple partner transit agencies as well as other potential non-profit or for-profit transit partners. Also, EZConnect center will permit participating transit agencies to pool their resources regionally to overall enhance mobility management and serve customers better on a regional cross-county scale.

EZConnect Mobility Center will utilize the Mobility Platform being procured as part of this RFP, as described in Section 3.4.3.



## **2.1.3 Background on Participating agencies**

### **2.1.3.1 Service Characteristics**

The following agencies are participating in this procurement:

- Ann Arbor Area Transportation Authority (AAATA)
- Butler County Regional Transit Authority (BCRTA)
- Community Action Rural Transit System (CARTS)
- Stark Area Regional Transit Authority (SARTA)
- Western Reserve Transit Authority (WRTA)
- Trumbull County Transit (TCT)
- Greater Cleveland Regional Transit Authority (GCRTA)
- Southern Ohio Regional Transit Authority (SORTA)

A brief overview of non-fixed route/schedule services provided by these agencies is provided in the following subsections. An operational summary to indicate the number of trips and vehicle needs is provided in Table 1.

#### **2.1.3.1.1 Ann Arbor Area Transportation Authority (AAATA)**

AAATA provides the following demand-response services:

- GoldRide: is a demand response service offered to seniors ages 65 and older.
- FlexRide: is an on-demand curb-to-curb transportation service offered to the general public.
- NightRide also provides curb-to-curb service during late night hours and on major holidays when regular fixed route service is not available.

Also, AAATA provides A-Ride complementary ADA paratransit service to eligible customers.

#### **2.1.3.1.2 Butler County Regional Transit Authority (BCRTA)**

BCRTA provides BGO curb-to-curb, on-demand service offered to the general public. Also, BCRTA provides BCARE complementary paratransit service.

#### **2.1.3.1.3 Community Action Rural Transit System (CARTS)**

CARTS provides Columbiana County residents with a deviated fixed route service.

#### **2.1.3.1.4 Stark Area Regional Transit Authority (SARTA)**

SARTA provides Proline ADA paratransit service and MedLine demand response service. MedLine is a certified non-medical transportation provider for I/O and Level 1 waivers through the Stark County Department of Developmental Disabilities. MedLine provides transport to employment sites, adult day support, and vocational training.

#### **2.1.3.1.5 Western Reserve Transit Authority (WRTA)**

WRTA provides ADA All-Access door-to-door service dedicated to ADA paratransit eligible customers and residents ages 65 and older.

WRTA also provides Countywide Service from 6:00 am to 6:00 pm Monday thru Friday and 7:00 am to 5:00 pm on Saturday.

Further, WRTA operates a Late-Night service that provides a curb-to-curb transportation service Monday through Friday between the hours of 9:15 PM and midnight within the Mahoning County fixed route service zones. An app-based demonstration for this service ended in Aug 2021.

**2.1.3.1.6 Trumbull County Transit (TCT)**

TCT provides a countywide curb-to-curb on-demand service to qualified residents that primarily include older adults and persons with disabilities.

**2.1.3.1.7 Greater Cleveland Regional Transit Authority (GCRTA)**

GCRTA provides complementary ADA paratransit service to its residents. Services are managed using both in-house and contractor vehicles. DRT/on-demand services are planned but not operational.

**2.1.3.1.8 Southwest Ohio Regional Transit Authority (SORTA)**

SORTA operates an ADA paratransit service called Access. Access service is provided within ¼ mile from SORTA’s fixed-route service. Access provides between 900 and 1,000 trips on a typical weekday, using 46 vehicles.

SORTA is completing a Mobility-on-Demand study that will identify 6 neighbourhoods to receive MOD service. It is expected that MOD service will be implemented by the end of 2022.

*Table 1. Operational Summary for Participating Agencies*

Agency	Service Type	Avg. Trips Per Day	Vehicles Available	Peak Vehicle Need	Vendor
AAATA	GoldRide/ FlexRide	60	Contractor, Supplied, not limited	5	Dashride
	A-Ride	250	31	24	Trapeze
BCRTA	BGO/BCARE	190	26	18	Ecolane
CARTS	Deviated Flex	300	37		CTS
SARTA	MedLine		30		Trapeze
	ProLine	576	53		Trapeze
WRTA	All-Access	160	22	13	Trapeze
SORTA	Access	1000	56	46	Trapeze
GCRTA	ADA Paratransit- contracted	588	80	50	Trapeze
	ADA Paratransit- in-house	585	84	51	Trapeze
Trumbull County Transit	On-Demand	135	14	12	None

### 2.1.3.2 Applicable Use Cases for Demand Response Transit (DRT)/Microtransit Service

The Mobility Platform will support a range of a DRT/microtransit services as follows:

- **Fixed Route Alternative/Flex-Route Operations:** refers to route or point deviated flexible services that are designed to operate where regular fixed-route services are not sustainable to operate due to low demand.
- **Point-to-point / Zone-based Service:** refers to point-to-point service designed to serve residents within a defined geographic service zone.
- **Fixed-route Connector / Feeder:** refers to a demand responsive service that is primarily designed to serve a defined checkpoint on a fixed route network (stop or station), often acting as a first/last mile connector service.
- **ADA Paratransit Alternative:** services specifically designed to serve customers that qualify for ADA paratransit but exceed the criteria as defined in the ADA paratransit regulations in 49CFR37 (<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/part-37-transportation-services-individuals-disabilities>). Examples are:
  - 1) utilization of consumer choice model to provide same day service; and
  - 2) providing service to previously certified ADA eligible customers that may not be within a ¼ mile buffer of a fixed route (e.g., due to fixed route service reduction).

Table 2 provides use cases of services by agency to be supported by the Mobility Platform. Specific details of these services, except for those that are currently operational (see Section 2.1.3.1), are not determined yet.

*Table 2. Use Cases Identified by Participating Agencies*

Use Cases	AAATA	BCRTA	CARTS	SARTA	WRTA	SORTA	GCRTA	TCT
<b>Fixed Route Alternative</b>	X		X					X
<b>Zone Point to Point</b>	X	X	X	X	X	X	X	X
<b>Fixed Route Connector/ Feeder</b>	X					X	X	
<b>ADA Paratransit Alternative</b>	X	X		X	X	X	X	X

### 2.1.3.3 ADA Paratransit and Specialized DRT Service

BCRTA intends to utilize the Mobility Platform to also manage its complementary ADA paratransit service.

AAATA, SARTA, WRTA, and SORTA require the Mobility Platform to interface with existing platform to accomplish ADA Paratransit and Specialized DRT Service needs.

## ***2.1.4 Tentative Project Implementation Plan***

### **2.1.4.1 Scope**

A High-level overview of the required deployment components is as follows:

1. DRT/ Microtransit (see Section 3.2)
  - a. Rider-facing application using web, mobile and IVR communication channels to provide registration, trip planning, booking and status information capabilities.
  - b. Vehicle application to provide driver login, view trip details and record trip performance.
  - c. A central application, available as a cloud-based SaaS product to manage registration, customer profile and eligibility, mapping and visualization, service design and configuration, scheduling and optimization, brokerage, and reporting.
2. ADA Paratransit and Specialized DRT (see Section 3.3)
  - a. Eligibility application automation.
  - b. Additional capabilities beyond Section 3.2 for registration and customer profile management.
  - c. Additional capabilities beyond Section 3.2 for scheduling and optimization.
  - d. Additional capabilities beyond Section 3.2 for dispatching and operations management.
3. Integration
  - a. Integration with EZfare payment system used by all agencies.
  - b. Integration with EZfare trip planning applications used by all agencies.
  - c. Integration with EZConnect Mobility Center infrastructure.

### **2.1.4.2 Implementation Timeline**

Figure 1 provides a tentative deployment plan for the Mobility Platform to implement the use cases as defined in Table 2.

Agency	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23
AAATA	Yellow	Orange	Green	Grey	Blue	Brown				
BCRTA	Yellow	Orange	Green	Grey	Blue	Brown				
WRTA		Yellow	Orange	Green	Grey	Blue	Brown			
CARTS		Yellow	Orange	Green	Grey	Blue	Brown			
SARTA			Yellow	Orange	Green	Grey	Blue	Brown		
GCRTA					Yellow	Orange	Green	Grey		
SORTA					Yellow	Orange	Green	Grey	Blue	Brown
TCT		Yellow	Orange	Green	Grey	Blue				

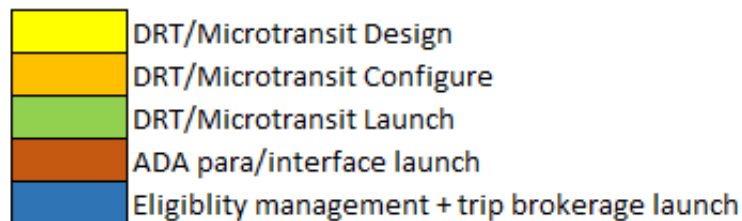


Figure 1. Tentative Deployment Plan for Each Agency

### 2.1.4.3 System Architecture

Figure 2 provides a system architecture for the mobility service delivery by NEORide member agencies by utilizing tools available from this Mobility Platform and the future tools available from the EZConnect mobility center. The Mobility Platform being procured as part of this RFP is a core product that will be used for the functions as specified in this RFP. Individual agencies will have access to their own separate installations. However, EZConnect will be designed such that information on all agencies is accessible from a common interface (see 3.4.3 for details) for EZConnect staff is able to address customer requests for all agencies. Please note that EZConnect is a separate effort but the Mobility Platform vendor will be required to provide necessary application programming interface (APIs) to implement the required functionalities.

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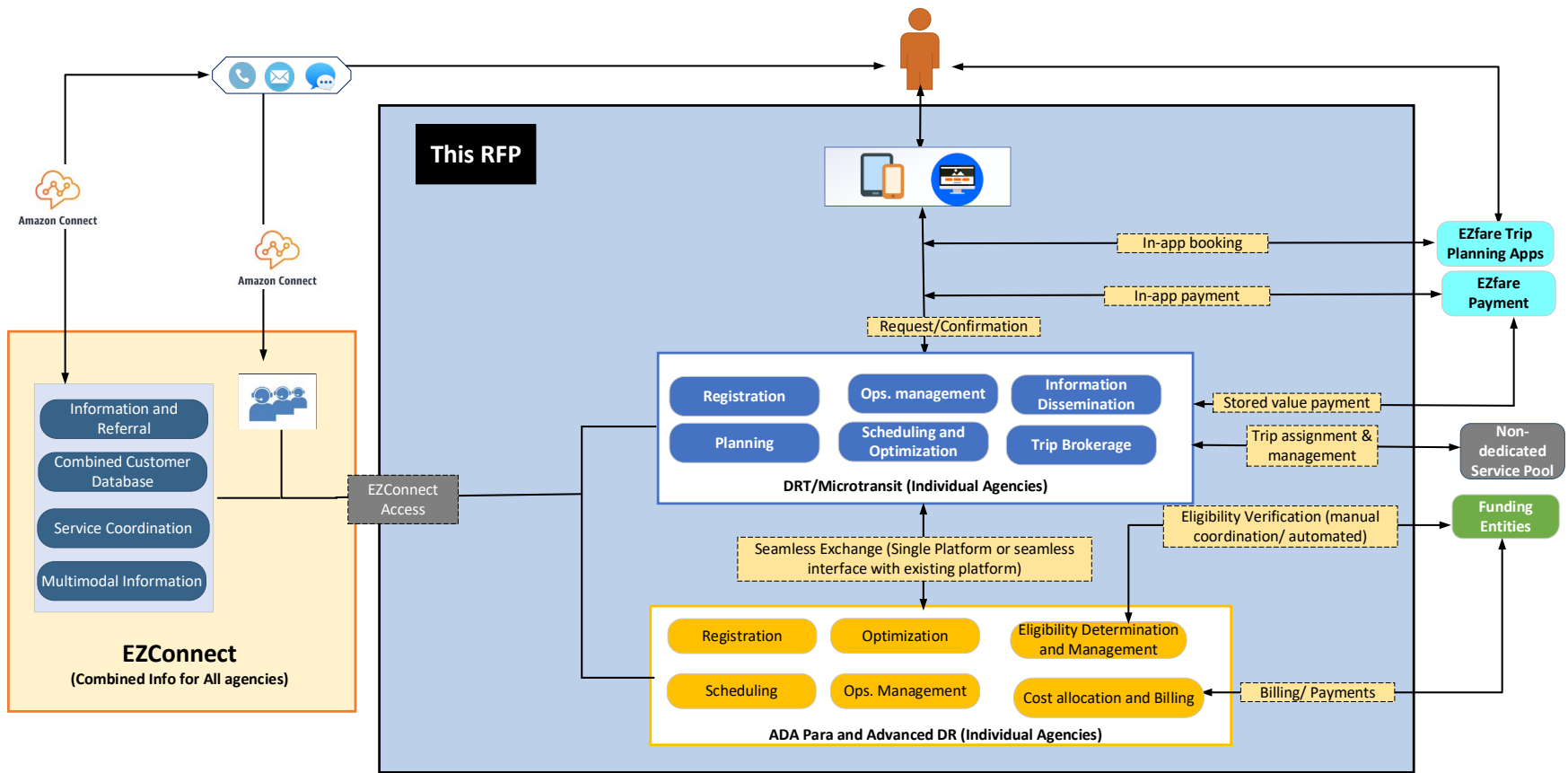


Figure 2. System Architecture for DRT/Microtransit/ADA Para trips

## 3 Requirements

This section defines technical requirements for the Mobility Platform under the following subsections:

- **Infrastructure:** Defines requirements for the cloud infrastructure for the vendor hosted solution.
- **DRT/Microtransit Management** defines requirements for managing vehicle, rider-facing and central applications for DRT/microtransit services.
- **ADA Paratransit and Specialized DRT Management** defines requirements for managing ADA paratransit specific and specialized DRT-specific services.
- **Integrations:** defines requirements for integrating Mobility Platform with external systems/platforms.

### 3.1 Infrastructure

This section provides requirements for hosting, security, access, and performance. Ideally, the system(s) will be provided as a SaaS product.

#### 3.1.1 *Cloud-based Hosting*

1. The Contractor shall provide SaaS based model for providing the required functionality described in the scope of work.
2. System operation in a multi-tenant platform is acceptable, provided that, in addition to Contractor staff, only authorized NEORide staff and Participating Agency--designated users, have access to NEORide data.
3. The Contractor shall deliver and maintain at least two instances for each agency: test and production.
4. The Contractor shall make provisions for designated users at NEORide and Participating Agencies to test any new updates, patches, upgrades and configuration changes to the customer mobile application, and back-office system before being implemented in the production environment.
5. The Contractor shall be responsible for designing, configuring, delivering, installing, testing, and ensuring the availability of all required system functionality.
6. The system and services shall maintain 99.99% availability as measured on a rolling monthly and annual basis, excluding pre-approved system maintenance down time and issues with networks provided by other Contractors.
7. The Contractor shall test all updates, patches, upgrades, and configuration changes on Contractor's internal development environment prior to being implemented in the production environment. Reports of this testing shall be provided to NEORide and its Participating Agency upon request.
8. The Contractor shall provide provisions for NEORide and its Participating Agency to test any new updates, patches, upgrades, and configuration changes to system before being implemented.
9. The Contractor shall provide a Disaster Recovery Plan highlighting how continued functionality can be provided in a disaster scenario (e.g., failover, fallback, recovery point objective [RPO], and recovery time objective [RTO]).
10. Any system failover to support disaster recovery shall be completed within a recovery time objective (RTO) of one (1) hour.
11. Any system failover shall be completed with a recovery point objective (RPO) of 1 minute.

12. The Contractor shall set-up the central system in redundant configuration by default.
13. The system shall automatically switch to geographically redundant secondary (failover) site in case the primary site is unavailable. A secondary (failover) site shall be available when the system goes into revenue service.
14. The system shall not lose any data when transitioning over from the primary to secondary site during a disaster induced failover or test, or when transition back from the secondary to primary site.

### ***3.1.2 Cybersecurity***

1. NEORide shall have access to data from Participating Agencies, as authorized by a Participating Agency for the operation of EZConnect mobility center and reporting.
2. The Participating Agency shall have access to a subset of data that is linked to said agency (e.g., role [agency-based] data access). When agencies in a region intend to coordinate services (e.g., via EZConnect center operations), the Contractor shall enable the Mobility Platform to allow such service coordination.
3. Supplied applications shall provide secure data exchange via transport layer security/secure socket layer protocol (version 1.2 or higher).
4. Supplied applications shall be digitally signed with established third-party Certification Authorities using methods appropriate to the targeted platforms.
5. The system shall track and monitor all access and attempted access, including suspected threats to network resources, field devices, applications, and cardholder data.
6. Vulnerabilities or exploits discovered by the Contractor or others shall be reported to NEORide and its Participating Agencies immediately (within 1 [one] business day of identification of issue) with a proposed mitigation strategy and remediation plan with expected resolution dates.
7. Application security shall be provided in accordance with best practices identified in the National Institute of Standards and Technology (NIST) Cybersecurity Framework or an equivalent alternative published standard from a recognized security-standards body, if approved by NEORide and its Participating Agencies.
8. The Contractor shall inform NEORide and its Participating Agencies of any security breaches or data loss within 1 (one) business day of discovery of the incident.
9. The Contractor shall provide a detailed security incident response plan. The incident plan shall, at minimum, include the following:
  - a) Incident reporting process and how details of an incident will be communicated to NEORide and its Participating Agencies.
  - b) Incident reporting process and how the details of an incident will be communicated to the riders if deemed appropriate by NEORide and its Participating Agencies.
  - c) Process for reporting vulnerabilities or exploits discovered by the Contractor or others and include at minimum a proposed mitigation strategy and remediation plan with expected resolution dates.
10. The Contractor shall provide annual assurance statements of recertification and regulatory compliance delivered to NEORide's Contract Liaison. The Contractor shall provide annual attestations of compliance program certifications relevant to the controls and security plan devised for the solution or system.
11. Solution or system and Contractor's safeguards of the privacy of the Participating Agency and its customer data shall be documented in a system security plan that shall include:
  - a) Description of all customer data in accordance with Federal, State, and Local regulations.
  - b) Statements of purpose for the collection of personally identifiable information (PII).



- c) Description of data quality and integrity checks that provide for validation and verification of PII.
  - d) Description of data minimization and retention checks that ensure PII collected, used, and retained is relevant and necessary for the purpose for which it was originally collected.
12. The Contractor shall provide notice of a loss or suspected loss of privacy sensitive data to NEORide and its Participating Agency, within 24 hours of loss or suspected loss.

### ***3.1.3 Access Control***

1. All Contractor supplied applications shall support role-based security, allowing access to system functionality and data based on the roles of the users.
2. The system shall have the ability to regulate access to functionality and access to data for authorized external or third-party users.
3. The system shall record login, logout, and configuration change activities of all users from NEORide and its Participating Agency.
4. The activity log shall be accessible by authorized system administrators from each agency for audit.
5. Access control shall be configurable by NEORide and its Participating Agency -authorized system administrators.

### ***3.1.4 Data Access***

1. The Contractor shall provide access to all data the Contractor is collecting from NEORide and its Participating Agency via an API and/or access to the database.
2. NEORide and its Participating Agency shall have access to provide all system generated data to third-parties, subject to execution of any applicable non-disclosure agreements.
3. Contractor shall provide data stewardship information about location of data storage, addressing requirements to keep all data in the United States.
4. Data collected by system will remain under the ownership of NEORide and its Participating Agency, and shall be made available on request by NEORide and its Participating Agency.

### ***3.1.5 Integration Needs***

1. The Contractor shall develop and provide documentation for all internal and external system interfaces and APIs, including Interface Control Documents (ICDs), detailing data, data definitions, data formats, communications protocols and relevant database tables and views being accessed.
2. Detailed requirements for integration are defined in Section 3.4.

## **3.2 DRT/Microtransit Management**

This section lists requirements for demand response services that cover the following use cases (see Section 2.1.3.2 for description):

- Fixed Route Alternative/Flex-Route Operations.
- Point-to-point / Zone-based Service.
- Fixed-route Connector/Feeder.
- ADA Paratransit Alternative.

The focus of requirements in this section is on delivery of same day/on-demand service that is commonly characterized as microtransit.

### **3.2.1 General**

1. The application shall have NEORide branding.
2. The system shall provide individual mobile application for each Participating Agency.
3. The mobile application shall support integration with EZfare, as described in Section 3.4.1 and 3.4.2 (for both fare payment and trip planning).

### **3.2.2 Rider-facing Applications (web, mobile and IVR)**

#### **3.2.2.1 General**

1. The Rider-facing Application shall be capable of managing both DRT/Microtransit trips as defined in Section 3.2 and ADA Paratransit requirements listed in Section 3.3.

#### **3.2.2.2 Mobile and Web Applications**

1. The mobile application shall be available in native format for Android and iOS devices.
2. The application shall permit customers to manage account information (e.g., address, email, phone/mobile number), location tracking preferences, mobile app notification preferences and trip history.
3. The application shall allow customers to plan, book, and modify trips based on the service configuration of its Participating Agency.
4. The application shall allow customers to save favorite pick-up and drop-off locations (e.g., recurring locations such as grocery stores, work, hospitals for said customer) for easier future trip planning on the IVR, website, and mobile app.
5. The application shall permit customers access to historical trip records along with trip details and performance history (e.g., completed, cancelled, missed or no-show) for up to the most recent 24 months.
6. The application shall permit customers to access NEORide and Participating Agency- related information including announcements, fare policies, service bulletins, customer policy, and a user training module.
7. The application shall provide customers with aids and instructions in accordance with requirements established by NEORide and the Participating Agency.
8. The application shall have the capabilities to support both single and multiple user accounts (e.g., dependents or institutions).
9. The application shall allow users to authorize a third-party (e.g., caregiver) to book and manage trips on their behalf.
10. The application shall provide real-time transit status (e.g., predicted pick-up arrival time; or vehicle is arriving in x minutes) updates to customers per their notification preferences.
11. The application shall support modifications to existing trips per agency policy.
12. The application shall provide customers with the option to speak with a customer service representative via phone call in response to a help request during business hours.
  - a) All calls received after hours shall be sent to the incoming IVR system.

- b) The application shall provide customers with the option to speak with a customer service representative via live web chat in response to a help request during business hours.
  - c) After EZConnect deployment is complete, all calls will be sent to EZConnect call center (except AAATA and GCRTA) and then routed to agencies as needed.
13. The system shall track the following per approved configurations by application users:
- a) Time and pick up/drop off location of search requests.
  - b) Time and pick up/drop off location of trip requests denied.
  - c) Time and pick up/drop off location of trip requests completed.
  - d) Time and pick up/drop off location of trip requests not fulfilled (e.g., no-show, missed, cancelled) and the reasons for unfulfillment, as available.
  - e) Payment amount and payment method for each completed trip.

### **3.2.2.3 IVR**

1. The system shall integrate with the
  - o Agency-provided IVR system for AAATA and GCRTA.
  - o NEORide EZConnect-provided IVR system for all other Participating Agencies. Note that EZConnect IVR system is currently not implemented but NEORide and Participating agencies plan to use Amazon Connect or similar Contact Center as a Service (CCaaS) infrastructure.
2. Optionally, when Mobility Platform is integrated with IVR based on Participating Agency service configuration, the IVR shall allow customers to book trips to and from favorited pick-up and drop-off locations.
3. The IVR shall allow customers to inquire about their booked trips (e.g., trip status) and cancel planned trips.
4. The IVR shall have automated dial-out and/or SMS for when a vehicle is approaching for pick-up, if the customer has selected dial-out and/or SMS as communication options in their account profile.
5. The system shall allow customers to contact Participating Agency CSRs via the IVR.
6. The system's API for the IVR shall track the number of trips booked via the IVR

### **3.2.2.4 Registration**

1. The system shall allow new users to register for DRT/microtransit with a Participating Agency.
2. The system shall allow entry of relevant disability aid tools including at least mobility devices or service animals.
3. When entering data, the system shall alert the user if there is an existing customer account entry under the same name.
4. The Participating Agency shall be able to review, approve, and reject the registration requests.
5. The system shall allow users to use all planning, booking, information functions in a "Guest Mode" without registration which shall require only minimal information for unique customer identification (e.g., email address and phone number). The number of trips booked in "Guest Mode" shall be limited per agency policy.

### **3.2.2.5 Trip Planning**

1. The system shall list multimodal options for all services offered by agency for on-demand and future trips (up to 2 weeks in advance).

2. The system shall provide the following information along with options
  - o Real-time status for available vehicles and drivers.
  - o Trip fare/price for the displayed options.
  - o Expected travel time from pick-up and drop-off locations.
3. The system shall present fixed route options and real-time status of upcoming trips when available.
4. Riders shall be able to identify their mobility preferences for customized search (e.g., mobility aides, if any).
5. Riders shall be able to identify any applicable funding sources to get correct info on fares.
6. The application shall permit customers to select exact locations using a map-view or points of interest (landmarks).

### **3.2.2.6 Trip Booking**

1. The system shall provide features to book a trip for any of the options that are presented via trip planning interface (except fixed route) and the booked trips shall be confirmed immediately with a unique confirmation number.
2. The system may not assign trips to vehicles until day of service or x mins prior to pick-up. However, vehicle types (e.g., wheelchair accessible) shall be reserved at time of booking though so no trips are denied on the day of service.
3. The system shall allow booking of return trips if requested by the customer.
4. The system shall allow booking of multiple legs of a trip within the same transaction if requested by a customer.

### **3.2.2.7 Trip Status Information**

1. The application shall provide customers with vehicle approaching notification for pick-up arrival via IVR, in-app notification, text alerts or email per the customers' configured notification settings.
2. The application shall provide real-time location tracking of an approaching vehicle.
3. The application shall provide real-time location tracking upon the arrival of a vehicle at a pick-up location.
4. The application shall allow customers to track their location in real-time during the trip.
5. The application shall have the ability to communicate with the driver via text or phone call during the pick-up stage.
6. The customer shall have the ability to setup push notification alerts preferences for the mobile application, website, and IVR.
7. The mobile application shall have the capability to share a customer's location with dispatching agents and/or assigned driver/vehicle at any point during their trip.
8. The system shall provide customers with the vehicle type (e.g., make/model), and vehicle # or license plate to help ensure passengers get on the right vehicle.

## **3.2.3 Vehicle Application**

### **3.2.3.1 General**

1. The Contractor shall be vehicle application in native format for Android and iOS devices.

2. The Participating Agency will be responsible for arranging the vehicle hardware and cellular connectivity.
3. The Proposer shall identify methods to secure the trip data end-to-end and guide the Participating Agency in procuring appropriate connectivity from the cellular carrier.
4. The Proposer shall determine and implement any application-level encryption method needed to secure data as necessary and shall not rely on cellular carrier-provided security methods.
5. The vehicle application shall provide operators with their trip manifests and details (e.g., current pick-ups and drop-offs).
6. The vehicle application shall provide navigation routing to operators upon request.
7. The vehicle application shall provide the customer's real-time location to the operator for pick-up events, if location data is available and the vehicle is near the location within the pick-up window.
8. The vehicle application shall allow the operator to mark the completion of pick up and drop off events.
9. The Participating Agency shall have the capability to geofence the trigger of trip completion by a driver to ensure customers are being picked up and dropped off per the locations in the scheduled trip.
10. The vehicle application shall allow the operator to designate a "no-show" if the vehicle has arrived at a pick-up and the customer does not show up within a configurable time window permitted by a Participating Agency.
11. The vehicle application interface shall be designed to ensure safe operations and any interaction with the on-board device shall be minimized and discouraged when the vehicle is in motion.

### **3.2.3.2 Login and Access**

1. Drivers shall log into their profile on the vehicle application to view their manifests.
2. The Proposer shall describe the logon and logon validation methods supported by their in-vehicle applications.
3. All drivers shall be approved by their employing Participating Agency and the agencies shall have the ability to manage account setup.

### **3.2.3.3 Data Connectivity and support for Offline Mode**

1. The system shall support communication over cellular data.
2. The Proposer shall estimate the data plan needed by agency in terms of per vehicle per month usage. Where trip estimates cannot be defined (e.g., for future microtransit trips where demand is currently unknown), proposers shall define the parameters to estimate the data plan needs.
3. Offline mode shall be supported to account for intermittent loss in connectivity for location and trip status update using built-in storage on devices. The vehicle application shall resync with the central application as soon as the connectivity is restored, and no operational data shall be lost.

### **3.2.3.4 Driver communications**

1. The vehicle application shall support communication with Dispatchers via canned messages and voice (VoIP) call. Free format text messages shall not be allowed unless vehicle is not in motion.
2. The vehicle application shall support communication with Riders via text and voice (VoIP) call for pick-up events within the configured time window or location distance. Free format text messages shall not be allowed unless vehicle is not in motion.

### **3.2.3.5 Trip Details**

At a minimum, trip details in the driver manifest shall include: First and Last Name, pick-up address, drop-off address, pick-up time, drop-off time, mobility needs, fare due, payment method (e.g., cash/EZfare mobile/ EZfare card), and notes for pick-up or drop-off.

### **3.2.4 Central Application**

The central system shall allow NEORide and the Participating Agency users to monitor operations in real-time and perform appropriate dispatch functions.

#### **3.2.4.1 General**

1. The Participating Agency dispatchers shall be able to update manifest, including Trip manifests and Vehicle assignments from their web-based application.
2. The Participating Agency dispatchers shall have reporting functionality available within the same central application.

#### **3.2.4.2 Registration and Customer Profile**

1. The system shall allow the agency to create accounts on behalf of customers.
2. The system shall allow manual entry of customer information by NEORide and Participating Agency staff. At a minimum, the system shall allow entry of the name, address and phone number and the information for a caregiver for disabled customers, if applicable.

#### **3.2.4.3 Web-based mapping and Visualization**

1. The system shall allow for the defining and adding point and shape layers that shall include, street network, fixed route network, points of interest locations and (POIs) and service area/jurisdiction layers.
2. The standard formats to be supported shall include KML, KMZ, SHP, and Geo JSON.
3. The system shall allow visualization of spatial data obtained in real-time (e.g., vehicle location, rider location, pick-up or drop-off location, vehicle path).

#### **3.2.4.4 Service configuration**

1. The system shall allow a Participating Agency to configure separate service parameters specific to them. This shall include at least the configuration of:
  - a) Service zone boundary.
  - b) Service hours.
  - c) Fare structure.
  - d) Available vehicle pool, including those available from non-dedicated service providers (NDSP).
  - e) Available driver pool including those available from non-dedicated service providers (NDSP).
2. There shall not be a limitation on the number of zones to be configured for a Participating Agency.
3. There shall not be a limitation on the number of vehicle/driver service pools to be defined for a Participating Agency.

### **3.2.4.5 On-demand scheduling and Optimization**

1. The system shall allow trip scheduling up to 30 minutes' notice before the pick-up time, or as allowed by Participating Agency service configuration.
2. The system shall allow modification and cancelation within a defined window (e.g., 1 hour), as allowed by the Participating Agency service configuration.
3. The system shall optimize trips in real-time for utilization of available service capacity.
4. The system shall continuously optimize trip assignment for better capacity management during a service day and make vehicle or driver reassignments as needed to meet Participating Agency goals for operational performance and productivity.
5. The system shall dynamically reassign trips to a new vehicle/driver in the event of a service disruption.
6. The system shall allow manual override if needed by dispatchers for trip assignments.
7. The system shall optimize trip assignment to provide shared rides, where possible.
8. The system shall utilize real-time traffic/incident, when available, for better real-time trip scheduling and routing.

### **3.2.4.6 Operations Management**

1. The system shall automatically assign trips to driver and vehicle pools based on preconfigured business rules (e.g., type of trip, service zones).
2. The system shall track the location and available capacity along with any constraints (e.g., wheelchair space) on Participating Agency or their contractor vehicles (see Section 3.2.4.7 for trip brokerage to contractors) in real-time.
3. The trip performance information shall provide the following details:
  - a) Trip details (e.g., trip ID, customer name, pick-up and drop-off locations, pick-up and drop-off times).
  - b) Driver (e.g., driver ID).
  - c) Vehicle (e.g., vehicle ID, location and heading).
  - d) Trip status and exceptions (e.g., scheduled/not picked up, in-progress, on-time, delayed, cancelled, no-show).
4. The operations staff shall be able to make trip reassignments as necessary. The system shall flag any violations during reassignments.
5. The system shall provide a dashboard that provides real-time information on trip status and capacity utilization. Details to be included on the dashboard shall be configurable.

### **3.2.4.7 Trip Brokerage**

1. The system shall provide support for utilizing non-dedicated service provided (NDSPs) from at least:
  - a) Contracted service operator.
  - b) Transportation Network Company (e.g., Uber, Lyft).
  - c) Taxis.
  - d) Volunteer drivers, when available.
2. For brokered trips, the system shall have the ability to exchange at least the following information with the third-party system:

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- a. Trip details (e.g., trip ID, customer name, pick-up and drop-off locations, pick-up and drop-off times).
  - b. Driver (e.g., driver ID).
  - c. Vehicle (e.g., vehicle ID, location and heading).
  - d. Trip status and exceptions (e.g., scheduled/not picked up, in-progress, on-time, delayed, cancelled, no-show).
3. Brokerage via standards such as TDS is preferred, but the proponent is allowed to describe an alternate approach that is replicable and scalable without any added license cost.

### **3.2.4.8 Reporting**

1. The system shall support National Transit Database (NTD) reporting focused on operations. Please refer to S-10 needs on NTD website ([https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/ntd/S-10\\_1.pdf](https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/ntd/S-10_1.pdf))
2. At a minimum, the system shall support the following KPIs:
  - a) Operations
    - I. Trips/Rides per hour.
    - II. Rides per zone.
    - III. On-time performance by service and system-wide.
    - IV. Service reliability.
    - V. Successful transfers/missed connections.
    - VI. Missed trips.
    - VII. Lost service time.
    - VIII. Unaccommodated trips.
    - IX. Fleet Utilization.
    - X. Shared Rides Percentage by service.
    - XI. Number of no-show events by trip type.
    - XII. Number of cancellation events by trip type.
  - b) Customer Satisfaction
    - I. Passengers wait time.
    - II. Average on-board time/travel time.
    - III. Satisfaction:
      - A. Driver Rating (through in-app survey)
      - B. Service Rating (through in-app survey)
    - IV. Access to destinations.
    - V. Service reliability.
    - VI. Trip denials.
  - c) Financial
    - I. Overall revenue trend.
    - II. Cost/revenue hour.



- III. Cost/revenue mile.
- IV. Cost/trip.

### **3.3 ADA Paratransit and Specialized DRT Management**

#### ***3.3.1 General***

1. This section lists requirements for paratransit and specialized DRT needs (e.g., healthcare transportation). This includes any ADA paratransit services in compliance with 49CFR37 (<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/part-37-transportation-services-individuals-disabilities>).
2. The focus of requirements described in this section is on trips booked the day before, as required per the ADA paratransit regulation.

#### ***3.3.2 Eligibility Application Automation***

1. The system shall provide capability to intake eligibility application through the app or web interface.
2. The system shall provide workflow automation: capability to track application status (for both agency staff and riders). For customers, their eligibility status can be tracked via the website and mobile app.
3. The system shall provide the capability to develop a questionnaire as needed to meet the needs of agency operations, policy and as defined by the funding entity eligibility criteria.
4. Once eligibility is determined, their eligibility for a funding along with expiration date shall be stored in the Participating Agency customer database.

#### ***3.3.3 Registration and Customer Database***

1. The Contractor shall be responsible for converting the existing customer database currently used by the Participating Agency, if ADA paratransit is provided within the Mobility Platform.
2. The system shall identify and notify the user if there may already be a customer database entry under the entered name.
3. The system shall assign a unique customer identification number for each entry in the customer database of each transit agency.
4. The system shall link unique customer identification numbers to other identification numbers that are on file for each customer (e.g., Medicaid).
5. The system shall permit entry of one or more billing codes for each customer.
6. The system shall indicate third party trip payment options for certain trip purposes.
7. The system shall record and track the number of trips taken by customer by billing code.
8. The system shall permit the entry of additional comments or information of importance to the customer database.
9. The system shall accept and store any of the following file types with a customer profile:
  - a) Microsoft Word document
  - b) Image (JPG/JPEG or others).
  - c) Portable document format (PDF)
  - d) Audio file (WAV, MP3 or other)

- e) Video file (AVI or other)
- 10. The system shall permit each agency to select specific customer information to be included in the driver manifest or trip details.
- 11. The system shall allow authorized users to edit customer details in the database at any time.

### ***3.3.4 Scheduling***

1. The system shall provide the capability to manually override details of scheduled trips where needed to meet ADA standards, including negotiation window.
2. The system shall notify the call center representatives or the customer upon booking when the number of permitted trips for a pre-determined timeline for a specific billing code has been reached.
3. The system shall notify the customer service representative upon booking if a customer is approaching the expiration of their eligibility status.
4. The system shall notify the customer of an approaching expiration date via a message on website and mobile app, and voice message on the IVR upon booking.
5. The system shall permit the booking of subscription trips.
  - a) The system shall at least provide daily, weekly, and monthly subscription trip booking options.
  - b) The system shall permit the suspension of subscription trips by entering the start date and end date of the suspension period.
  - c) The system shall automatically suspend subscription trips on non-service days such as holidays.
  - d) The system shall notify the customer when a subscription trip has been suspended via a message on website and mobile app, and voice message on the IVR.
  - e) The system shall notify the customer the duration of which a subscription trip has been suspended via a message on website and mobile app, and voice message on the IVR.
6. The system shall prioritize scheduling of ADA paratransit trips. Also, ADA paratransit trips, once scheduled, shall be anchored (i.e., not modified) during batch or continuous optimization process.
7. The system shall allow booking of return trip upon customer request and shall automatically fill out the information using the previous original trip information.

### ***3.3.5 Operations Management***

1. The system shall allow management of trips in real-time as described in 3.2.4.6. All operations management functions shall strictly follow the guidelines as required for the management of ADA paratransit trips.
2. The system shall provide the capability to manual override where needed to meet ADA service standards.
3. The system shall permit manual overriding of trip negotiations when necessary to meet ADA standards.
4. The system shall automate violation notices issuance upon the day of violation.
5. The system shall provide a printable version of the automated notice that will include the customers' mailing address.
6. The system shall provide a daily report of trip violations where all printable notices will be accessible.

### **3.3.5.1 Cost Allocation and Billing**

1. The system shall support scenarios when trips funded by multiple funding sources may be on the same vehicle and determine allocation of cost to appropriate funding sources.
2. The system shall include the capability to setup billing rules and generate invoices for funding entities.
3. There shall not be a limit on funding sources or billing rules that can be configured for an Agency.

## **3.4 Integration:**

### **3.4.1 EZfare Payment System**

1. The Mobility Platform shall integrate with Masabi/EZfare application using a RESTful API as offered by Masabi (current EZfare vendor) to complete the payment for a trip within the same application once the trip is complete.
2. In the event of a no-show or cancellation outside the allowed window, payment shall be charged at the time of no-show or cancellation event is confirmed.
3. The Mobility Platform shall determine the appropriate amount to charge to the EZfare account based on Participating Agency fare structure, cost allocation and funds available through a billing source.
4. If Masabi/EZfare account does not have enough funds, the Mobility Platform shall allow alternate methods of payment.
5. The Mobility Platform shall allow accommodation of any discount credit/coupon/voucher as allowed by the Participating Agency.
6. The Driver and Central Applications shall be updated with the accurate payment amount paid by the customer.

### **3.4.2 Trip Planning Applications**

1. The Mobility Platform shall integrate with the NEORide-approved trip planning applications using TDS or RESTful API offered by the Contractor.
2. The Mobility Platform shall allow booking of a trip that is searched by a customer using one of the NEORide- approved trip planning applications.
3. The Mobility Platform shall allow modification of details for a booked trip using one of the NEORide-approved trip planning applications.
4. The Mobility Platform shall provide trip status information for trips booked by using one of the NEORide-- approved trip planning applications.

### **3.4.3 EZConnect Mobility Center**

1. For EZConnect users, the Mobility Platform shall determine appropriate agency to deliver a trip based on customer trip preferences, applicable funding source, geographic jurisdiction, and available capacity at the Participating Agency that are part of EZConnect Mobility Center operations to enable optimal resource pooling.
2. For EZConnect users, the Mobility Platform shall provide a common customer profile and eligibility database involving all Participating Agencies.
3. The Mobility Platform shall interface with EZConnect system/service to provide rider facing IVR functions as described in Section 3.2.2.3.
4. The Mobility Platform shall provide the following information for service coordination by EZConnect Mobility Center staff for agencies looking to pool their resources:

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- A. Real-time status of trips managed by all Participating Agencies.
- B. Real-time location of all vehicles being run by all Participating Agencies or their Contractors (including NDSP).
- C. Real-time capacity available on all available vehicles run by all Participating Agencies or their Contractors (including NDSP).
- D. Real-time location of Riders for all Participating Agencies (if available to support coordination at the time of pickup).

## 4 Implementation Services

### 4.1 General

1. The Contractor shall prepare baseline requirements traceability matrix (RTM) per technical requirements/SOW included in the contract (using the requirements defined in Section 3) and maintain that throughout project implementation and use it to track compliance with requirements.
2. The Contractor shall be present in-person for the project meetings. Virtual meeting may be acceptable if confirmed by NEORide and the Participating Agency.

### 4.2 Project Management

1. The Contractor shall prepare a Project Management Plan (PMP), describing the approach to delivering and making operational the system for the Participating Agency. The PMP shall include the following at minimum:
  - a) Identification of functionality and features required to be operational such that the system can be placed into revenue service.
  - b) Design process and timing.
  - c) Testing and acceptance process and timing.
  - d) Rollout plan for all vehicles and operations.
  - e) Software development and feature rollout plan.
  - f) Consolidated project schedule in Microsoft Project or similar format incorporating all of the above and current progress on each.
  - g) A risk register identifying and quantifying project risks and risk mitigation plans.
2. The PMP shall be updated at least monthly.
3. The Contractor shall host and participate in regular bi-weekly meetings with NEORide and each of its agencies.
4. The Contractor shall provide the agenda for these meetings. Agenda for these meetings will primarily be to review open actions and high priority risks.
5. The Contractor shall provide detailed meeting notes and actions within two (2) days of each meetings
6. The Requirements Traceability Matrix shall be updated and maintained for each Participating Agency separately.

### 4.3 Design

1. The Contractor shall submit the Design Review Document (DRD) which shall include the following material:
  - a) Overview of the system and configuration proposed for implementation for all NEORide and Participating Agency choosing to deploy the system.
  - b) Detailed technical documentation on the software, addressing 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 the deploying agency prior to the system configuration/customization.
  - c) Network and system user access level configurations.

- d) Data conversion and procedures.
2. DRD shall be common for all agencies describing the common system design and functionality.
3. The Contractor shall update the DRD based on Agency feedback and provide a list of configurations by Agency before the DRD is finalized.
4. NEORide and its Participating Agency shall require sign-off of the design before implementation proceeds.

## **4.4 Configuration and Testing**

1. Stages of testing specific to each agency deployment shall include the following
  - a) Sandbox Testing
  - b) Mini-fleet Testing (MFT)
  - c) System Acceptance Testing (SAT)
  - d) Burn-in Testing
2. The Contractor shall define Acceptance Test Procedures (ATPs) to be followed for each test stage. ATPs shall be approved by the Participating Agency before testing each stage.
3. Sandbox testing shall include testing of the system in a test environment using past or simulation data and configuring system parameters.
4. MFT shall involve testing the system in production environment on a limited number of vehicles designated by the Participating Agency deploying the system.
5. SAT shall include testing system functionality in production across all the vehicles and platforms.
6. Burn-in Testing shall include testing of system functionality and performance over a period of 30 days after the SAT.
7. All stages of testing shall be completed for each Participating Agency deploying the system.
8. The Contractor shall provide written Test Results Documentation (TRD) for each stage of testing, including results of each test and a summary of deficiencies to be resolved.
9. TRD shall be approved by Participating Agency deploying the system before Test Stage Completion is granted.
10. NEORide and the Participating Agency may authorize proceeding to the next testing stage with certain deficiencies not yet resolved after action plan is provided to resolve outstanding issues from a test stage.
11. During Burn-in Testing, NEORide and the Participating Agency shall record all issues discovered in a deficiency list.
12. Any deficiencies noted in the system that cause system outages, prevent regular operations, or leave the system open to fraud, litigation, reputation damage or other risks shall result in Burn-in Testing being terminated and restarted once issues are resolved. Testing shall be stopped and restarted at the sole discretion of NEORide and the Participating Agency.
13. Final System Acceptance shall be granted for an Agency deployment when:
  - a) All required equipment, systems, and services required to implement the system have been provided.
  - b) All functionality is available and demonstrated (i.e., all contract requirements have been validated to the satisfaction of NEORide and the Participating Agency.
  - c) All training is completed.

- d) All required documents are submitted.
- e) All testing is completed, signed off by NEORide or the Participating Agency.
- f) All issues noted in the deficiency list have been addressed.

## **4.5 Documentation and Training**

1. The Contractors shall provide training materials that are accessible online and are available on-demand without any additional cost.
2. The Contractor shall provide online training videos.
3. NEORide and the Participating Agency reserve the right to record all training sessions.
4. The Contractor shall provide NEORide with tailored documentation (e.g., train-the-trainer, instructor, and/or student guides; manuals).
5. The Contractor shall provide training courses for the following stakeholders:
  - a) Planners (including reporting).
  - b) Agency dispatchers.
  - c) Agency drivers and supervisors.
  - d) Agency customer service representatives.
  - e) Agency system administrators.
  - f) Agency executive and management staff.
  - g) EZConnect Mobility Center staff.
  - h) NEORide staff.
6. Every Participating Agency deploying the system will receive separate training sessions designed for the system deployed at the agency.
7. NEORide and the Participating Agency shall have the right to copy and reproduce the training materials as needed.
8. The Contractor shall provide a training plan for each of the Participating Agencies deploying the system. The following topics shall be included in the Training Plan for each training session at each agency, at a minimum:
  - a) Course objectives.
  - b) Topics to be covered.
  - c) Time required to complete each course.
  - d) Suggested attendees.
  - e) Resources required from NEORide and the Participating Agency.
  - f) Approach to follow-up training.
  - g) Any prerequisites for the course.
  - h) Approach to evaluating student learning and retention.
9. The Contractor shall provide all training materials for review to NEORide and the Participating Agency at least 2 weeks prior to any anticipated training.
10. The Contractor shall provide training for any new modules added to the system in the future.
11. The Contractor shall provide at least 2 refresher training sessions including all modules for each agency every year for the duration of the contract.

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12. The Contractor shall provide annual IT security awareness and applicable role-based training to all concerned staff members.



## 5 Support Services

### 5.1.1 Service Level Agreement

The Service Level Agreement (SLA) shall be negotiated between the Contractor and NEORide / Participating Agencies before the project closeout. This forms the basis for support roles and responsibilities, reporting/response/resolution processes and timelines, and incident examples and criticality. KPIs for the pilot program are defined in Section 6.

### 5.1.2 Technical Support

1. Contractor shall provide Participating Agencies with Maintenance and Support Services in accordance with the following table, which sets out the actions to be taken by Contractor and the Service Level applicable thereto in response to an Incident.

*Table 3. SLA Requirements*

Incident Priority	Action	Service Level
<b>High</b>	(i) contact NEORide and Participating Agency representatives by email or telephone; (ii) provide Contractor's incident number to NEORide representatives by email and a short description of the Incident;	Within one (1) hour from reception of the Incident report from NEORide or Participating Agency with sufficient details or within one hour of discovery by Contractor.
	Assign a member of Contractor personnel to either correct such confirmed High Priority Incident or to provide a reasonable workaround, and such assigned personnel shall contact NEORide and Participating Agency representatives	Within four (4) hours after the Incident report is submitted by NEORide or Participating Agency with sufficient details or within four (4) hours of discovery by Contractor.
	(i) Escalate the correction efforts by assigning additional member(s) of Contractor personnel to the Incident correction until a correction or reasonable workaround is provided to Participating Agencies; and  (ii) Report on to NEORide and Participating Agency representatives on the progress of the correction and on when such High Priority Incident is expected to be corrected or reasonable workaround is expected to be provided.	Within one (1) day after the Incident report is submitted by NEORide or Participating Agency with sufficient details or within one (1) day of discovery by Contractor.  Reports provided each day.
<b>Medium</b>	(i) contact NEORide and Participating Agency representatives by email or telephone; (ii) provide Contractor's incident number to NEORide representatives by email and a short description of the Incident;	Within one (1) Business Day after the Incident report is submitted by NEORide or Participating Agency with sufficient details or within one (1) Business Day of discovery by Contractor

Incident Priority	Action	Service Level
	Assign a member of Contractor personnel to either correct the Medium Priority Incident or provide a reasonable workaround.	Within one (1) Business Day after the Incident report is submitted by NEORide or Participating Agency with sufficient details or within one (1) Business Day of discovery by Contractor.
<b>Low</b>	Correction of Low Priority Incident provided as part of a future Maintenance Release. If any Low Priority Incidents are reported in a calendar quarter, then Maintenance Releases shall be provided no later than the end of the following quarter.	

- The Contractor shall provide NEORide and Participating Agency with Maintenance Release(s) at no additional fees if the Agreement is in effect, and NEORide and its Participating Agency shall put into production such Maintenance Release(s) as soon as reasonably possible.
- Maintenance and Support Services will be provided during Contractor’s Business Days and Business Hours for Medium and Low Priority Incidents, and twenty-four (24) hours per day, seven (7) days per week for High Priority Incidents.

### 5.1.3 Failure to Meet Service Levels

If Contractor commits a “High” Service Level Failure (as defined in Table 3), without limiting the other requirements set forth in this Agreement, Contractor will provide a financial credit refunded to NEORide to compensate NEORide for the reduced value of the Services actually provided by the Contractor (and not as a penalty or exclusive liquidated damages) (“**Service Level Credit**”).

The Service Level Credits are described in Table 4:

*Table 4. Service Level Credits*

Trigger	Service Level Credit
<b>5 or more Service Level Failures with respect to High Priority Incidents within one (1) calendar month period</b>	20% of fees paid in the calendar month.
<b>Less than 5 but more than 3 Service Level Failures with respect to High Priority Incidents within one (1) calendar month period</b>	10% of fees paid in the calendar month
<b>Less than 3 Service Level Failures with respect to High Priority Incidents within one (1) calendar month period</b>	5% of fees paid in the calendar month

### 5.1.4 Incident Reporting

- The Contractor shall provide a reliable method for telephone and web-based reporting of High Priority Incidents, available twenty-four (24) hours per day, seven (7) days per week, three hundred and sixty-five (365) days per year.
- The Contractor shall provide a reliable method for reporting Medium and Low Priority Incidents via telephone during Contractor’s business hours, and via a web-based solution available twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year. The web-based

solution should provide NEORide with an Incident tracking number and confirmation of receipt of the Incident report.

3. When reporting an Incident, NEORide will to the best of its ability, provide a detailed written description allowing the Contractor to reproduce the Incident. NEORide will also indicate to the Contractor the appropriate priority of the Incident (High, Medium, or Low). If no priority is indicated by NEORide, Contractor will determine which priority applies to the Incident according to the detailed description provided by NEORide and will inform NEORide accordingly. Either Party may ask to review the priority of the Incident by providing information justifying its reclassification.

### ***5.1.5 Software Upgrades***

1. Contractor shall make Software Upgrades to the Deliverables available to NEORide and its Participating Agencies at no additional licence fees. Software Upgrades shall be made available to NEORide and its Participating Agencies if this Maintenance SOW has remained in force between the parties without interruption since the original installation of the Deliverables and until the Software Upgrade is requested by NEORide and its Participating Agencies.
2. All required services (adaptations, configuration, installation, training, support, etc.) and travel expenses to implement the Software Upgrade will be charged at Contractor fees applying for the period when the services are provided. Maintenance and Support Fees may be adjusted at the acceptance date of the Software Upgrade to be in line with the value of services for the additional functionality delivered. If such Software Upgrades require additional charges due to third party licence fees, NEORide and its Participating Agencies shall be responsible for such charges. A Software Upgrade for which implementation services will be required from Contractor will be subject to a new Statement of Work to be entered into between the parties and such Statement of Work will address implementation fees charged by Contractor and any adjustment in Maintenance and Support Fees and any third-party licence fees.

### ***5.1.6 Refresher Training***

The Contractor shall provide optional pricing (base + yearly escalation %) for refresher training courses (e.g., system administrators, customer service representatives, planners, dispatchers, supervisors/operators) that NEORide and its Participating Agencies can exercise over the lifetime of the system. Please note that this refresher training requirement is beyond what is required in 4.5.

## 6 Pilot Program Performance measurement

1. The system shall be operated for 12 months from the date of Final System Acceptance for a pilot period of 12 months before an Agency will proceed for long term O&M contract. The pilot period will be assessed based on the KPIs defined in this section.
2. The Contractor shall be responsible for calculating KPIs and providing through the Central Application Dashboard for daily operations and reporting as follows:
  - a. Daily
  - b. Weekly
  - c. Monthly
  - d. Pilot period
  - e. A defined time period
3. For on-demand reporting, an Agency shall be able to filter reports by zone, service type, and service pool (driver or vehicle).
4. The Contractor shall be responsible for ensuring the accuracy of the date being reported as a part of the performance evaluation.

Table 5 summarizes the performance metrics. Proposers shall identify constraints or caveats (e.g., vehicle capacity needs, service zone boundary) as applicable to meet these KPIs in their proposal.

*Table 5. Pilot Program KPIs*

No.	Description	Minimum Standard
1	Average on-time Performance (OTP) for on-demand trips, measured as the percentage of successfully delivered trips within +/-1 minutes of ETA window.	95%
2	Trip denial for same day/on-demand trips, measured as the percentage of trips not accommodated out of total requested	Less than 10%
3	Productivity measured in terms of trips delivered per hour during an operational period by an agency.	2 trips/hour
4	Wait time for on-demand trips, measured as amount of time between end of trip planning/booking confirmation and being on-board.	≤ 20 mins
5	Reduction in deadhead mileage, measured as the number of deadhead miles after and before the pilot period	At least 10%
6	Service availability, measured as the average number of options available per customer trip request	2
7	Service rating, measured as the average customer score received for a service delivered, with 5 as highest and 1 as lowest rating	4 or above
8	Reduction in the cost of trips delivered	20%
9	System Availability: The System shall be available for 99.9% of the operational time every month, unless NEORide is notified of any planned system outage.	Availability during 99.99% of the operational time.
10	System Repairs and Restoration: Provide seventy-two (72) hour corrective action response time, from notice to completion of issue resolution, to restore all Contractor-provided services and work covered by this Scope of Work, regardless of the number of concurrent failures.	Service provided 99.99% of the time