

FRED RFP 14 001
Requirements Response for Offerors

ID	REQUIREMENT	RESPONSE
<i>(General)</i>		
1.1	The successful offeror shall provide a project schedule and conduct weekly progress meetings. Progress meetings to include a review of completed activities, planned activities for the next period, and issues requiring resolution.	
1.2	Offeror shall provide the resume of the project manager and any key staff.	
1.3	The successful offeror is the sole point of contact for FRED and is responsible for satisfactory completion of all work whether performed by its staff or subcontractors.	
1.4	Include a separate cost estimate for the Real-Time Scheduling Software, Transit Website and Bus Stop Annunciators. Each cost estimate shall be independent of the other.	

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Real-Time Scheduling Software:

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<i>Task 2 (General)</i>		
2.1	The successful offeror shall provide a real-time schedule driven information system for FRED.	
2.2	The application shall be owned and operated by FRED.	
2.3	The application shall provide FRED with the ability to manage schedule and route information in real-time.	
2.4	The application shall show the location of all transit vehicles in operation in real-time.	
2.5	The successful offeror shall convert all existing route and schedule information into the successful offeror specified format and identify the method and the level of effort associated with future conversions of new or modified route and schedule information.	
2.6	<p>The successful offeror shall provide customized training for the following FRED staff which shall be designed to focus on attendees roles and responsibilities as they pertain to the proposed system:</p> <ul style="list-style-type: none"> • System Administrators (Director, Managers and Supervisors) • Schedulers/Dispatchers • Fleet Manager • Shift Supervisors • Vehicle Technicians • Drivers • Mechanics <p>Electronic copies of all training materials shall be provided to FRED for approval prior to training.</p>	
2.7	The City shall own the license to the software system and any additional software licenses required for complete system operation. The successful offeror shall fully disclose all software fees and version updates.	
2.8	The Offerors shall provide a 5-year warranty on all software and hardware provided as a part of this project.	
2.9	The successful offeror shall provide the opportunity for FRED staff to attend user group meetings on an annual basis.	
2.10	The successful offeror shall include in the project cost all software and firmware version updates for 5 years from the date of system acceptance.	
2.11	The system shall feature the capability for a dispatcher or a driver to assign a vehicle to be dead-heading, in revenue operation, or other.	
<i>Task 3 (Architecture)</i>		

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3.1	Offerors shall propose and provide a detailed design of the interfaces and proposed operating environment.	
3.2	<p>The application shall provide for an open architecture that integrates with existing FRED transit technology systems and the planned stop annunciator system. Existing FRED technology systems that the offeror shall integrate with include:</p> <ul style="list-style-type: none"> • Apollo Vehicle Information Management Software (ViM) Version 1.6 Rev. C • Apollo RoadRunner MR Series Video Surveillance System (using Apollo niuu that features J1939 – CAN buss, 10/100 Ethernet – 4 RJ-45, ports, RS-232 DB9 Serial ports, and 10 pin terminal board – discrete i/o connections • Motorola MOTOTRBO Digital Two-Way Radio System 	
3.3	The successful offeror shall evaluate the options for transmitting video, voice, GPS, and operational data between buses and FRED and recommend the preferred option that addresses cost, efficiency, and effectiveness.	
3.4	The application shall be user expandable to be able to accommodate planned or potential service growth.	
3.5	The application shall be compatible with the existing data collection processes and hardware.	
3.6	The application shall be compatible with the existing GPS data available from the Apollo Video Technology RoadRunner Video Surveillance System.	
3.7	The application shall be considered Commercial Off the Shelf (COTS).	
3.8	Any hardware or supporting software applications required to support the primary Scheduling application shall be COTS.	
3.9	Offerors shall disclose if the proposed software can/will be hosted in a virtualized environment.	
Task 4 (Data and Information Management)		
4.1	FRED shall own all data and information generated by the route scheduling software application. All FRED data and information shall be secured. The successful offeror shall not have access or rights to any FRED data, unless granted by the City.	
4.2	All proprietary software shall be disclosed in the offerors proposal.	
4.3	The successful offeror shall use the City's GIS street data.	
4.4	The application shall include data analysis tools. The data analysis tools shall feature the capability to perform statistical analysis of ridership data showing historical trend analysis and forecasting.	

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4.5	<p>The application shall automatically generate the following reports and data to be included in reports:</p> <ul style="list-style-type: none"> • Data for National Transit Database (NTD) reports for the Federal Transit Administration (FTA) • Data for Online Grant Administration (OLGA) reports for the Department of Rail and Public Transportation (DRPT) • Data for Triennial Reports for FTA • On-Time Performance Reports • Data for Budget Reports • Ridership Reports • Vehicle miles running/hours running report • Maintenance Activity Reports • Data for Nondiscrimination compliance reporting under Title VI <p>The system shall feature the capability for data that is not captured by the system to be entered manually into the system through a graphical user interface.</p>	
4.5.1	<p>The system shall collect the following data and this data shall be available in customizable reports:</p> <ul style="list-style-type: none"> • Vehicle revenue miles • Vehicle revenue hours • Vehicle deadhead miles • Vehicle deadhead hours • Maintenance/training miles • Maintenance/training hours <p>The system shall record all information by route, by fiscal year, by zones.</p>	
4.5.2	<p>The system shall prepare reports which include the following information:</p> <ul style="list-style-type: none"> • Unlinked passenger trips • Vehicle revenue hours • Vehicle revenue miles • Vehicles operated in maximum service <p>The system shall record all information by fiscal year.</p>	
4.5.3	<p>The system shall prepare reports which include the following data:</p> <ul style="list-style-type: none"> • Total actual vehicle revenue hours • Total unlinked passenger trips • Actual vehicle revenue miles • Operating expenses <p>The system shall record all information by route, by fiscal year, by zones.</p>	

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4.5.4	<p>The system shall record all deviations from fixed routes and shall record the following information:</p> <ul style="list-style-type: none"> • Date request was made • Date of deviation • Passenger name • Pick-up address • Drop-off address • Time of pick-up • Time of drop-off • Route • Driver name <p>This information shall be searchable and sortable by all attributes.</p>	
4.5.5	<p>The system shall collect and store vehicle information with a customizable unique ID. The information stored by the system shall include the following:</p> <ul style="list-style-type: none"> • Total number of vehicles • If the vehicle is dedicated to the fleet • Vehicle type • Funding source of vehicle • Year of manufacture • Year of rebuild • Manufacture code • Vehicle model number • Number of active vehicles in fleet • Number of ADA accessible vehicles • Fuel type • Length of vehicle • Seating capacity of vehicle • Standing capacity of vehicle • Total miles on active vehicles during a specified period of time • Average lifetime miles per vehicle <p>This information shall be searchable and sortable by all attributes.</p>	
4.6	<p>All data collected by the system shall be searchable and query-able using the successful offeror's provided software tool.</p>	

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4.7	The successful offeror shall evaluate and recommend whether the system shall operate from servers that reside at the City's server room or hosted on the successful offeror's servers. The recommendation shall identify the advantages, disadvantages, and costs associated with the hosting options. If the system is to be hosted on City servers, the successful offeror shall provide server specifications and storage requirements. If hosted on the City's servers, the successful offeror shall be required to enter into a third-party agreement for remote access to the City's network for trouble-shooting and debugging. If hosted on the successful offeror's servers, the successful offeror shall propose a service-level agreement for review and approval. The offeror is required to sign third-party access policy and is required to keep FRED data secure.	
4.8	The server storage shall be appropriately sized to store a minimum of 5 years of data.	
4.9	All collected data shall be available on a live basis and all stored data shall be available for query out to five years of data. The offerors shall clearly explain how the data is managed and available for query and discuss potential performance considerations.	
4.10	The successful offeror shall prepare report templates for FRED staff to approve.	
4.11	Offerors shall describe the system's security and security administration. Indicate whether security is at the data element level and if not, describe the level at which security is maintained by the system.	
4.12	The collected data shall be compatible with commercial relational databases.	
4.13	The system database shall support standard query language (SQL).	
Task 5 (Functional)		
5.1	The application shall provide real-time transit scheduling functions on a route and vehicle-specific level of detail.	
5.2	The application shall feature configurable route performance alerts, and schedule adherence for all transit vehicles in operation.	
5.3	The application shall provide transit scheduling adherence capabilities on a route and vehicle-specific level of detail.	
5.4	The application shall provide automated route and schedule recommendations of transit vehicle assignments.	
5.5	The application shall provide a tool for scheduling specific vehicles to specific routes that is integrated into the overall system.	
5.6	The application shall provide a tool for scheduling drivers to specific vehicles which is also integrated into the overall system.	

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5.7	The application shall provide fiscal and financial analysis tools (passenger fare and vehicle operating cost information, to include mileage and service hour based costs) on a route and vehicle-specific level of detail.	
5.8	The application shall provide the ability to assign specific drivers to specific buses and specific routes for tracking purposes.	
5.9	The application shall provide the ability to match bus number and route/trip number on a real-time, daily basis.	
5.10	The application shall include an archiving feature for storage of all superseded scheduling output.	
5.11	The application shall show a live map of buses traveling all routes, along with estimated arrival times updated in real-time.	
5.12	The application shall feature the ability for riders to sign up for text message alerts on regular mobile phones to receive notifications of any delays or changes made to their route by going to the FRED website and subscribing to specific routes.	
5.13	The application shall feature an output function to generate General Transit Feed Specification (GTFS) ready files.	
5.14	The application shall feature an output to generate static schedules in PDF format.	
5.15	The application shall feature the ability to add, delete and update route and schedule information.	
5.16	The system shall feature configurable alerts on vehicle status and schedule for internal FRED use. The alerts shall be customizable and shall be sent via email to a configurable set of users.	
5.17	The system shall feature a password protected login screen with configurable list of users. The system shall have different user levels with configurable set of permissions for each user.	
5.18	The system shall feature the ability for deviated routes to be entered into the system by FRED staff and for updated route schedules to be generated based on the requests. The system shall be configured to accept automated deviated route requests from the website.	
5.19	The system shall feature demand forecasting capabilities for routes.	
5.20	Offerors shall identify how their system would be integrated and the level-of-effort and cost of integrating with the City's Fleet Management system.	
5.21	Offerors shall fully disclose and describe all ad hoc reporting capabilities of the system being proposed and indicated 3rd party product included as part of the system, if any.	

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Task 6 (Testing, Validation & Documentation)		
6.1	The successful offeror shall prepare a testing and system validation plan for review and approval by FRED.	
6.2	The successful offeror test plan shall map each requirement to a test case.	
6.3	The successful offeror test plan shall demonstrate that all system requirements have been successfully met prior to FRED user acceptance testing.	
6.4	FRED staff shall perform user acceptance testing on the system prior to placing the system into operation.	
6.5	The successful offeror shall provide documentation, reference guides, training material, installation guides, and as-built documentation on the installed system.	
6.6	Prior to commencement of testing the successful offeror shall provide FRED with a test plan and all test scenarios, test scripts for review and approval by FRED. The successful offeror shall not proceed with testing until all test plans have been reviewed and approved by FRED.	
6.7	Data from the system shall be made available to external sources as approved by FRED such as Google, RITIS or other public or private applications at no cost to FRED.	
6.7	The successful offeror shall identify operational process and procedure changes precipitated by software implementation. (Manual notifications or data collection practices that should change based upon the software's functionality.)	
6.8	Offerors shall provide an explanation of how upgrades and new software releases are implemented and how customizations may be affected.	

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Bus Stop Annunciator System:

ID	REQUIREMENT	RESPONSE
<i>Task 7 (General)</i>		
7.1	The system shall meet or exceed all ADA requirements currently in effect including those found in 49CFR Parts 37.167 and 38.35.	
7.2	The system shall announce accurate and timely next stop information to riders on all FRED transit vehicles.	
7.3	The initial system setup shall be conducted by the successful offeror. This shall include the programming of all devices in all vehicles for all routes and stops.	
7.4	The system shall be compatible with existing power available on FRED transit vehicles.	
7.5	The system shall be installed on 30 FRED vehicles. The system shall be expandable and capable of supporting additional vehicles.	
7.6	The system shall not require recording studio time to generate messages and all messages shall be text to speech.	
7.7	The successful offeror shall provide a minimum of one hour of training to all drivers, all maintenance personnel shall receive a minimum of one hour of training on installing and repairing automated announcement equipment. The successful offeror shall provide transit managers and route planners with sufficient classroom and hands on instruction to become proficient on the setup and configuration of the system. Training to include supporting training and technical support manuals/guidebooks.	
7.8	The vehicle operator's use of the on-board PA system shall override any automated announcements.	
7.9	In the event that a vehicle is operating off-route, the automated announcements shall not be made. The system shall detect reacquisition of the route, at any point along the route, and automatically determine and announce the next valid bus stop or other designated location.	
7.10	Off-route and on-route detection and recovery shall be automatic and not require operator intervention or action, nor shall it require the vehicle to be driven to special reacquisition points.	

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7.11	The successful offeror shall create the initial set of audio messages in English for the entire system. FRED shall have the right to approve scripts and to select a “voice” to be used system wide. Data shall be created for one route, in both directions, and tested on the first equipped bus, in revenue service for, at least, five (5) days. Development of system-wide scripts shall not commence until after this test.	
Task 8 (Hardware)		
8.1	Offerors shall include with the hardware purchase all firmware updates for a minimum of five years from system acceptance at no additional cost to FRED.	
8.2	The system shall automatically announce stops and shall not require driver input. The annunciation system shall use the vehicle location information to trigger these announcements on-board the vehicle whenever the vehicle enters a “trigger zone.” A trigger zone is a user-defined area that is located just prior to each stop location. For example, the trigger zone may begin 800 feet before each stop or other announcement location. The successful offeror shall set up this system and all trigger zones in consultation with FRED staff.	
8.3	The system shall support at a minimum two speakers, one directed at the passengers inside the vehicle and a second directed at passengers waiting to board. The system shall integrate with the existing vehicle audio system and automatically override music if playing in the bus. It is the responsibility of the successful offeror to test the audio system speakers for proper operation and provide speakers or replace speakers as needed.	
8.4	The system shall automatically turn on when the vehicle ignition is activated.	
8.5	The volume of the announcements shall be automatically adjusted according to the noise level on the vehicle at the time.	
8.6	The system shall feature GPS-driven hardware which automatically activates the stop announcement based on vehicle location.	
8.7	The in-vehicle hardware shall be hardened for transit vehicle environments. The hardware shall be shock protected.	
8.8	The system shall feature support for optional on-board LED signs.	
Task 9 (Software)		
9.1	The software shall utilize a text to speech engine.	
9.2	The software shall feature multiple language support. At a minimum the system shall be provided with an English text to speech engine.	

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9.3	FRED shall own the license to the text to speech engine and shall not pay a user fee for the use of the system or the text to speech engine.	
9.4	The system shall announce the bus route and destination to riders waiting at the door. The outside speaker announcement shall be triggered when the vehicle comes to a complete stop and the door opens.	
9.5	The system shall be provided with Windows compatible desktop software which lets users preview pronunciation of words.	
9.6	Offerors shall provide a cost for software and license updates for a minimum of five years from system acceptance.	
9.7	Offerors shall provide an explanation of how upgrades and new software releases are implemented and how customizations may be affected.	

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Transit Website:

ID	REQUIREMENT	RESPONSE
<i>Task 10 – Plan</i>		
10.1	The successful offeror shall utilize 5 sample websites provided by FRED as examples and ideas for the new design and incorporate best practices from each website into the design of the final FRED website.	
10.1.1	The successful offeror shall demonstrate working examples of any features they recommend for incorporation into the final FRED website.	
10.2	The successful offeror shall use applications and technology that is considered industry standard and COTS to create the website.	
10.2.1	The successful offeror shall demonstrate all technology and website features to FRED prior to final website build.	
10.3	The successful offeror shall demonstrate and provide a content management system (CMS) that shall allow FRED staff to easily update and maintain the website from a remote location (i.e., through the use of a simple dashboard control panel). The CMS shall allow for tiered access levels to content and controls (e.g., author, publisher, and administrator).	
10.4	The CMS shall:	
10.4.1	Be user-friendly and intuitive for the average user.	
10.4.2	Be browser-based and feature cross-browser, cross-platform content updating from tablets and smart phone devices.	
10.4.3	Allow for automatic posting and removal of certain content items on a specified date/time.	
10.4.4	Provide for website visitors to rate and/or comment on individual web pages.	
10.4.5	Allow portal functionality that provides customizable access to the website's content.	
10.4.6	Allow for auditing trails of individual content blocks.	
10.4.7	Allow for a history trail of individual content blocks so historic content can easily be republished.	
10.4.8	Feature the ability to cut/paste from Microsoft Word with automatic 'clean-up' of background code.	
10.4.9	Allow for Active Directory Integration for Content Management.	
10.4.10	Allow easy access to background HTML code.	
10.4.11	Allow access to help/troubleshooting information without exiting the active transaction.	
10.4.12	Feature online user's manuals including a table of contents, index, search capability, and hypertext links.	
10.5	The successful offeror shall convert existing content/pages in the website to the new design template. (Offerors shall identify this cost as a separate line item in their proposal.)	

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10.6	The successful offeror shall demonstrate the ability of the website to integrate with social media applications to include, but not be limited to, Twitter, Linked-in, Google+ and Facebook.	
10.7	The successful offeror shall consult with the FRED Social Media Site Administrator (SMSA) to develop a plan for how the FRED Twitter feed shall be incorporated into the design of the website and how it shall be managed when the website goes live.	
10.8	Offerors shall indicate in their proposal whether or not the system can operate in a virtual environment.	
10.9	Offerors shall explain how FRED will access the website for updates.	
Task 11 – Design		
11.1	Successful offeror shall provide, in the form of electronic documents that FRED can mark up, a sample website design that includes single-page mockups of:	
11.1.1	A homepage, with the following features shall be provided: <ul style="list-style-type: none"> • Main rotating content area • Service/News alerts • Trip planner (Google Transit) • Interactive Event Calendar • Links/navigation 	
11.1.2	A general content page, with the following features shall be provided: <ul style="list-style-type: none"> • Formatted headlines, body text, links, lists, etc. • News alerts • Links/navigation 	
11.1.3	Any complex/specialty technical pieces shall be provided, including: <ul style="list-style-type: none"> • Route maps • Trip planner (FRED travel alerts and Twitter feed integration) • Mobile versions 	
11.2	The successful offeror shall obtain written/electronic approval from FRED on all design elements (homepage, content page, specialty pieces, and style guide) before proceeding to build new FRED website.	
11.3	The successful offeror shall create a Style Guide that shall be used to determine a standardized format and enhanced graphical look thereby establishing a unified theme throughout the entire website. This guide can be submitted in PDF form.	
11.4	The website shall feature integration with Google Analytics.	

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11.5	The successful offeror shall design the website to function effectively with common versions of software and hardware. The successful offeror shall provide a list of the versions of software and hardware supported with the proposal.	
11.6	The successful offeror shall utilize Section 508 and W3C Content Accessibility Guidelines when designing and developing the FRED website.	
11.7	The website shall provide for high-speed upload/download times for low-end to high-end computers and mobile devices. A page size of less than 75kb for template elements is preferred.	
11.8	The website shall feature 'breadcrumb' navigation in the design so users can at any time tell their whereabouts on the website.	
11.9	The website shall include the functionality to incorporate dynamic polls and surveys and the ability to easily export poll and survey data into standard formats (pdf, xls, csv).	
11.10	The successful offeror shall design a website that features newsletter support and subscription functionality that allows website visitors to subscribe to one or more on-site topics and receive updates through email and text.	
11.11	The successful offeror shall design a website that is easy to use and intuitive and shall use a 'the less clicks the better' concept (no more than 3 clicks).	
11.12	The successful offeror shall develop a website with templates that are CSS driven which will allow for restrictions on colors, font-types, etc.	
11.13	The successful offeror shall design a website with end to end, online time for the central data processing system that satisfies the following performance requirement during normal processing periods: <ul style="list-style-type: none"> • No greater than 3 seconds 97% of the time for page load. 	
11.14	The successful offeror shall integrate basic Google search capability for the entire website.	
11.15	The successful offeror shall design a website with security features that allow remote access by authorized individuals but will inhibit hacking by unauthorized individuals.	
11.16	The website shall feature tracking and reporting tools to identify attempts at unauthorized access.	

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Task 12 - Build		
12.1	The successful offeror shall provide a project schedule and conduct weekly check-in meetings where progress updates shall be shared. Updates should include: The progress of the successful offeror in building the website and the progress of FRED staff in generating content. The successful offeror shall tie the schedule to the website requirements.	
12.2	The successful offeror shall coordinate with FRED to establish who on FRED staff shall be responsible for generating, approving and submitting content to the successful offeror for use in the new FRED website.	
12.3	The successful offeror shall prepare a procedure for identifying, generating, approving, and implementing changes to content, that shall be approved by FRED.	
12.4	The successful offeror shall create all content and pages to provide the same level of service to users with visual, hearing, motor, or cognitive disability as it does to the general public.	
12.5	The successful offeror shall include RSS feed from the website data.	
12.6	The successful offeror shall incorporate a trip planner into the website that allows users to input a starting bus stop/address, an arriving bus stop/address, and date/time info to plan their FRED use. The trip planner shall use the FRED information provided by Google Transit.	
12.7	The successful offeror shall incorporate an alerts/delays area that allows FRED staff to post real-time service updates and incorporates the FRED Twitter feed.	
12.8	The successful offeror shall design and integrate a route deviation request feature on the website that the successful offeror shall integrate with the real-time schedule system to request route deviations. The route deviation request feature shall automatically notify users making a request if their deviation location is greater than a user configurable distance off the main transit route.	
12.9	The successful offeror shall provide browser-based remote login functionality for website maintainers to update content on the website through a graphical user interface.	
12.10	The successful offeror shall ensure that all services provided by the website are fully functional on the mobile version of the website as well.	
12.11	The successful offeror shall design a website that builds upon proven and accepted website development standards while maintaining the flexibility to easily grow and add new functionality for audiences and administrators over time and with minimal cost.	
12.12	The website shall allow for URL aliases to provide a more understandable name to the content.	

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12.13	<p>The successful offeror shall develop a website that is compatible with the latest version (latest version at the time of the website deployment) of all major web browser platforms to include but not be limited to:</p> <ul style="list-style-type: none"> • Safari • Firefox • Internet Explorer • Chrome 	
12.14	<p>The successful offeror shall develop a website featuring integration of the following communication methods that shall be used to keep audiences up-to-date:</p> <ul style="list-style-type: none"> • Email notification • Text notification • RSS feeds • Blogs • Gov 2.0 	
Task 13 - Test		
13.1	<p>The successful offeror shall test the website (homepage, content page, specialty pieces, mobile version) to make sure that professional standards are met in the categories of:</p>	
13.1.1	Americans with Disabilities Act (ADA), Section 508.	
13.1.2	Search Engine Optimization (SEO).	
13.1.3	Language Translation Capabilities (Google page translation).	
13.1.4	Mobile browser optimization (iOS, Windows, and Android browsers).	
13.1.5	Cross-browser compatibility (Safari, Firefox, Opera, Internet Explorer, Chrome, any other major browsers).	
13.1.6	Printer-friendly versions of all pages.	
13.1.7	File hosting/performance minimums.	
13.1.8	Page/file loading and downloading time.	
13.1.9	Overall website security.	
13.2	The successful offeror shall provide FRED staff with a document describing all performance test procedures.	
13.3	The successful offeror shall submit all test results to the client for review, and approval, at least 6 weeks before the launch of the website.	
13.4	The website shall feature the capability to prepare an automated listing of broken links on the website.	
13.5	When the website is up and running, the successful offeror shall fix any problems found within 4 hours of when they are reported and include an escalation and resolution process for any fixes anticipated to exceed the 4 hour window.	
Task 14 - Implement		

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14.1	<p>The successful offeror shall launch the new FRED website by the date determined by FRED. ‘Full launch’ includes:</p> <ul style="list-style-type: none"> • Completed and consistent redesign • All pages functional • All content accessible • No issues within any categories from task 4.1 • Fully functional mobile version 	
Task 15 - Train		
15.1	The successful offeror shall prepare a training syllabus/guide for the FRED review and approval.	
15.2	The successful offeror shall provide a minimum of 4 hours of training to FRED staff on how to access, understand, update, and troubleshoot the launched website.	
15.2.1	The successful offeror shall provide 5 copies of the training syllabus/guide and all documentation on the website.	
Task 16 – Support		
16.1	<p>Offerors shall clearly describe their proposed maintenance plan. The plan shall include an appropriate time and resolution escalation process. The successful offeror will be expected to enter into a maintenance agreement in accordance with the mutually agreed maintenance plan. The agreement should cover; at a minimum; the first 3 years of operation.</p>	
16.2	<p>Offerors shall clearly identify whether the website shall be hosted on the offeror’s server or the City’s server. The recommended approach shall identify the pros/cons, costs, performance and other advantages that support the recommendation. The hosting shall feature a guaranteed 99% uptime. At the time of the proposal submission if the offeror proposes to host the website, their proposal shall provide FRED with a cost for each additional year of hosting beyond 3 years and up to 6.</p>	
16.3	The successful offeror shall provide remote support capabilities as part of support agreement.	
16.4	The successful offeror shall support software updates and bug reporting available via the internet.	
16.5	The website shall feature an audit trail to track and document all changes, who made each change, and the time of each change.	
Task 17 – Maintain		
17.1	The successful offeror shall ensure that updates to the CMS, Google Transit, or hosting technology used by the website do not affect its functionality.	
17.2	Offerors shall provide a cost breakdown using the form provided for a full website re-design from 5 years after the date of final acceptance .	
17.3	The successful offeror shall provide the option of new technology integration every two years.	

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17.3	The successful offeror shall be available on a consultant basis at an agreed upon per hour rate for future upgrades. At the time of proposal submission Offerors shall provide FRED with an hourly rate valid for up to two years following final project acceptance.	
17.4	The successful offeror's plan and design shall provide data storage for 5 years of website data and updates.	
17.5	The successful offeror shall provide all corrections and system updates as part of maintenance agreement, New major enhancements will be identified at additional charge.	