DEFINITION OF KEY TERMS

**Onboard:** A location (mobile) within a service vehicle

**Onboard Equipment:** All CAD/AVL components and onboard surveillance system

Acronyms and Abbreviations

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AVL</td>
<td>Automatic Vehicle Locator</td>
</tr>
<tr>
<td>APC</td>
<td>Automatic Passenger Counter</td>
</tr>
<tr>
<td>CAD</td>
<td>Computer-Aided Dispatch</td>
</tr>
<tr>
<td>DVR</td>
<td>Surveillance System (Digital Video Recorder)</td>
</tr>
<tr>
<td>CITY</td>
<td>City of Phoenix Public Transit Department</td>
</tr>
<tr>
<td>EA</td>
<td>Emergency Alarm</td>
</tr>
<tr>
<td>FDR</td>
<td>Final Design Review</td>
</tr>
<tr>
<td>ITD</td>
<td>City of Phoenix Information Technology Department</td>
</tr>
<tr>
<td>IVU</td>
<td>In-Vehicle Unit</td>
</tr>
<tr>
<td>MDT</td>
<td>Mobile Digital Unit</td>
</tr>
<tr>
<td>OEM</td>
<td>Original Equipment Manufacture</td>
</tr>
<tr>
<td>RMA</td>
<td>Return Merchandize Authorization</td>
</tr>
<tr>
<td>SOP</td>
<td>Standard Operating Procedures</td>
</tr>
<tr>
<td>VLU</td>
<td>Vehicle Logic Unit</td>
</tr>
</tbody>
</table>

1. **Overview**

This document establishes Technology requirements for the CONTRACTOR to use Information Technology systems and will set forth a framework for maintaining the integrity and security of all CITY Public Transit Department (CITY) data and resources. This guide applies to all awarded Contractors and addresses City standards, technical and performance specifications, problem escalation and oversight.

The CITY is the host site for regional transit technology and maintains a complex combination of Local and Wide Area Networks (LAN/WAN) that provide various forms of transit related data. The CITY is responsible for applications used by Valley Metro agencies and affiliates in multiple jurisdictions. Nearly every member of Valley Metro has a direct dependency on the information network. Each must be able to depend upon the electronic link to the system.

Particular care must be exercised when connecting to the CITY enterprise network. These connections will typically be used to permit the sharing or exchange of information. Data stored on the CITY databases is considered public domain; however, the impact of data loss or disturbance in terms of lost business access and employee time to restore normal operations may be very high. Accordingly, the CITY data assets will be protected at a level commensurate with the risk of damage or loss.
Due to the constant evolving nature of technology, this document represents the CITY requirements and is subject to change at the discretion of the CITY. As these requirements change, the CONTRACTOR shall be responsible to comply with changes.

To maintain a consistent and reliable technical environment, the following controls will be required. Following this guide will ensure that the CITY technical standards are met.

2. **System Software**

*Computer Aided Dispatch/Automatic Vehicle Locator (CAD/AVL) System*

The CITY currently uses the Conduent OrbCAD system to manage and communicate with buses while in service or in the field. CAD/AVL system helps manage transit service by providing voice and data to all equipped vehicles, and by tracking and displaying vehicle location and schedule adherence using an automatic vehicle location system and a Geographic Information System (GIS). System tracks bus on-time performance and collects data relative to bus operations, incidents, and accidents. Other notable events are recorded by CAD/AVL system as well.

The Contractor will be responsible for below tasks in relation to CAD/AVL maintenance:

- The Contractor shall maintain the Onboard Equipment to Manufacturer (OEM) specifications and shall be financially responsible for all maintenance/support costs associated to the non-warrantied CAD/AVL parts.

- The CITY will supply the Contractor with spare CAD/AVL components as currently maintained and warranted by the CITY’s CAD/AVL vendor. The Contractor shall be fully responsible for supplying all other CAD/AVL non-warranted components, at the Contractor’s expense, to ensure CAD/AVL-equipped vehicles are programmed and fully operational prior to placement into revenue service. The CONTRACTOR shall reimburse the CITY for the cost of repair or replacement of warranted components that are missing or damaged due to misuse or vandalism.

The Contractor shall be trained in the use of the CAD/AVL, with day to day management, control and oversight of buses in revenue service or in the field to be provided by the CITY’s Operations Control Center (OCC).

The CITY is currently in process of upgrading to a Clever Devices – CAD/AVL system. The CONTRACTOR shall make all appropriate provisions and accommodate the CITY’s transition to the new CAD/AVL system. The transition to a new CAD/AVL system is expected to take approximately 12-16 months. The vehicle deployment stage for the CAD/AVL upgrade project is anticipated to commence in early 2018. During this transition the CONTRACTOR will utilize two CAD/AVL systems (Conduent and Clever Devices) until all vehicles are transitioned to the new Clever CAD/AVL system. The
CONTRACTOR shall assist the CITY with transition of the fleet to the Clever Devices CAD/AVL system. The CONTRACTOR tasks will include but not limited to the below:

- Attend meetings and provide feedback for the CAD/AVL upgrade project as needed to achieve system performance deliverables.
- Coordinate with the CITY as needed to facilitate the transition to the new CAD/AVL system.
- Participate in new Clever CAD/AVL training to include all relevant system users.
- Run and compile system vehicle performance reporting before, during and after system upgrade.
- Perform pre/post on-board electronic equipment inspections as directed by the CITY

**HASTUS – Scheduling and Dispatch System**

The CITY utilizes GIRO - HASTUS for bus schedule creations. Any tasks that will require the CONTRACTOR to provide data fed in HASTUS, the CONTRACTOR shall provide the associated data in a HASTUS acceptable format.

The CONTRACTOR shall use the HASTUS Dispatch Module as provided by the City. The HASTUS dispatch module is based on the current operation Contractor's specific operational rules. The CONTRACTOR shall be responsible for any costs incurred to modify and implement the existing CITY HASTUS version for their use.

The CONTRACTOR shall use the HASTUS BidWeb module as provided by the CITY. The HASTUS BidWeb module allows for bus operators to select their work assignments as designated intervals over the internet. The CONTRACTOR shall be responsible for any Cost incurred to modify and implement the existing CITY HASTUS version for their use.

During the term of the agreement, if any upgrades/modifications are made to the scheduling software, the CONTRACTOR shall support the CITY as below:

- Assign sufficient staff resources to provide input during requirements gathering or specifications study for the software.
- Attend meetings and provide feedback during various stages of the upgrade.
- Assign sufficient resources to perform testing for the software upgrade tasks as relevant to the CONTRACTOR.
- Support a successful and timely software upgrade.

3. **Onboard Equipment**

The CITY utilizes and promotes onboard equipment standards to leverage regional system investments as well as align with departmental strategic goals. Unless specified,
the onboard equipment requirements herein apply to all relevant modes of transportation including bus, paratransit, and light rail.

The CITY is currently upgrading to 800 MHz radio frequency network. During the transition time both 450 MHz and 800 MHz will be operational until all vehicles are transitioned to 800 MHz radio system.

The CITY is also upgrading to a new Computer Aided Dispatch/Automatic Vehicle Locator system tentatively scheduled to be completed by January 2019.

<table>
<thead>
<tr>
<th>ON-BOARD SYSTEM MAINTENANCE REQUIREMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>OVERVIEW</td>
</tr>
<tr>
<td>The CONTRACTOR is responsible for maintaining, diagnosing, and repairing all onboard equipment. All onboard equipment will be in an operational state prior to vehicle entering into service.</td>
</tr>
<tr>
<td>The onboard equipment to be maintained and supported includes, but is not limited to, the following components:</td>
</tr>
<tr>
<td>1. In-Vehicle Unit</td>
</tr>
<tr>
<td>2. Mobile Digital Terminal</td>
</tr>
<tr>
<td>3. Handheld Mic</td>
</tr>
<tr>
<td>4. Emergency Alarm (EA)</td>
</tr>
<tr>
<td>5. Automatic Passenger Counter (APC) system</td>
</tr>
<tr>
<td>6. Passenger Information Display (PID)</td>
</tr>
<tr>
<td>7. PA AMP</td>
</tr>
<tr>
<td>8. Mobile Radio</td>
</tr>
<tr>
<td>9. GPS unit</td>
</tr>
<tr>
<td>10. Wireless Antenna</td>
</tr>
<tr>
<td>11. Onboard Surveillance System</td>
</tr>
<tr>
<td>12. System cables, wire harnesses</td>
</tr>
<tr>
<td>13. Radio box exhaust fans</td>
</tr>
<tr>
<td>The CONTRACTOR shall be responsible to understand all aspects of onboard equipment maintenance and repair.</td>
</tr>
<tr>
<td>The CONTRACTOR shall ensure onboard component are maintained to OEM specifications.</td>
</tr>
<tr>
<td>The CONTRACTOR shall be responsible to obtain and provide ongoing training for onboard equipment maintenance.</td>
</tr>
<tr>
<td>The CONTRACTOR shall not install onboard components that will compromise the CITY’s voice/data communications system.</td>
</tr>
<tr>
<td>The CONTRACTOR is responsible to maintain onboard equipment in existing mounted location as originally installed by CAD/AVL vendor or unless written approval is granted by the CITY.</td>
</tr>
<tr>
<td>The CONTRACTOR shall use only CAD/AVL vendor approved hardware when replacing cable, wire harnesses, and/or additional onboard components.</td>
</tr>
<tr>
<td>The CONTRACTOR shall maintain all system wire fasteners and/or clamps as installed by CAD/AVL vendor.</td>
</tr>
</tbody>
</table>
The CONTRACTOR shall maintain all user end components such as MDT displays, headset, and relevant operator interface components in original mounting locations.

The CONTRACTOR shall include reasonable provisions to protect all equipment and components from common vandalism, unauthorized access and physical abuse as may be expected on vehicles.

The CITY onboard equipment is designed to be “hot swappable”. The CONTRACTOR will ensure access to components, as originally installed, will be maintained.

The CONTRACTOR shall continually review, as needed or determined by the CITY, equipment maintenance procedures to ensure components operate within OEM specifications and/or the CITY recommendation.

The CONTRACTOR shall maintain vehicle’s electrical systems in operational condition to support all onboard components power requirements.

The CITY and CAD/AVL vendor determine the layout of all fonts, key assignments, menu structures, colors, and screen layouts. Future changes to existing MDT display maybe possible. If the CONTRACTOR requests fixed end menu MDT layout modifications the CONTRACTOR will be responsible for any cost incurred, if any.

The CONTRACTOR shall provide, when needed, an inventory of all onboard equipment including spare components as requested by the CITY. The acceptable formats are XML, CSV, and XLSX or other CITY approved format.

The CONTRACTOR shall understand that the current onboard equipment is subject to normal end-of-life hardware replacement. The CONTRACTOR shall assist and coordinate, per CITY’s direction, to ensure future onboard equipment upgrades are successful.

The CONTRACTOR shall maintain and not remove any protection mechanisms in place to guard against RFI and Electromagnetic Interference (EMI) emission sources, as well as internal conductive or inductive emissions.

The CONTRACTOR shall not use wire splices to repair onboard system communication issue. The CONTRACTOR shall repair wire damaged areas by replacing entire cable.

The RMA process allows for the CONTRACTOR to submit specific onboard components to the CAD/AVL vendor for repair. The CONTRACTOR will use the CITY’s RMA process to return specific onboard failed components for repair. The specific components covered under the existing CAD/AVL Vendor Repair contract are as follows:

1. MDT
2. IVU
3. RADIO
4. Handheld Mic
5. TIB
6. APC Analyzer
7. APC Sensor

The CITY shall have the right to add/modify the CAD/AVL Vendor Repair component list as needed throughout the life of the contract.

The CONTRACTOR shall maintain, at its own expense, a spare ratio of all non CAD/AVL Vendor Repair list components such as cables, GPS, antennas, wire harnesses, fasteners, and fuses per OEM specifications.
4. Technical Environment

To maintain a consistent and reliable technical environment, the following controls will be required. Following this guide will ensure that CITY technical standards are met.

### 4.1 PTD Permitted System Access

The CITY will provide access to transit business related systems upon a submitted and approved business justification outlining the need for such access. All contractor staff members who are given access to city systems are given a Person of Interest (POI) account. To set up POI accounts, it is required for contractor to provide contact cell phone number, zip code, email address, first and last name, job title. Other necessary information will be requested to provide access to city systems.

All user access requests for applications and data (i.e., Virtual Private Network (VPN), CAD/AVL, etc.) will be submitted on-line using the electronic security access form (SAF), which is accessible on the CITY Contractor web page.

- The CONTRACTOR shall follow the CITY’s established process of two weeks advance notice of its request to activate the CONTRACTOR’s user account.

<table>
<thead>
<tr>
<th>Onboard components failure, resulting from CONTRACTOR’s neglect is not covered under the RMA process. Examples of neglect are as below:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Water damage</td>
</tr>
<tr>
<td>2. Physical damage</td>
</tr>
<tr>
<td>3. Breaking or Removing Vendor seal</td>
</tr>
<tr>
<td>4. Opening Proprietary Components</td>
</tr>
<tr>
<td>5. Graffiti</td>
</tr>
<tr>
<td>6. Removing Serial/Model information from unit</td>
</tr>
<tr>
<td>The CAD/AVL vendor will make the determination if failure is a result of the CONTRACTOR neglect. The CONTRACTOR will be responsible to replace any components damaged due to neglect.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The CONTRACTOR shall establish separate and distinct business relationship with specific vendor(s) to supply OEM parts for the CITY’s onboard equipment.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The CONTRACTOR shall not tight cable ties as to cause indentation and damage to the insulation.</td>
</tr>
<tr>
<td>The CONTRACTOR shall not use adhesive to fasten wire ties or cable supports.</td>
</tr>
<tr>
<td>The CITY requires CAD/AVL vendor to deliver all onboard equipment with component cables to be clearly indexed, labeled and schematically identifiable. Labels shall not peel off or abrade with normal cable installation, handling and use. Labels shall be at each end of the cable.</td>
</tr>
<tr>
<td>The CONTRACTOR shall maintain an active role in ensuring onboard component cabling is maintained as delivered by CAD/AVL vendor and/or CITY.</td>
</tr>
<tr>
<td>The CONTRACTOR shall maintain an active role in ensuring onboard component cabling repairs remain insulated and protected as delivered by CAD/AVL vendor.</td>
</tr>
</tbody>
</table>
• The CONTRACTOR shall communicate to the CITY any updates to accounts belonging to employees in the CONTRACTOR's control.
• The CONTRACTOR shall inform the CITY within one (1) business day when a CONTRACTOR employee who is granted the CITY systems access has been terminated or will otherwise be leaving the CONTRACTOR employment.

The CONTRACTOR shall designate a representative who will be responsible for the system access process and will work with the CITY as required for the duration of this agreement.

4.2 Communication Contacts

The CONTRACTOR shall supply the CITY with an Internet email address capable of reaching all CONTRACTOR transit staff. This information will be used to communicate critical CITY system information as needed. The CONTRACTOR shall supply Internet email addresses within 30 days after the agreement is signed. The CONTRACTOR shall provide to the CITY the following contact information and communicate changes within one (1) business day for the duration of this contract:

• Local Information Technology contact
• Local CONTRACTOR Operations contact and/or Management contact

4.3 Virtual Private Network (VPN) Software

The CONTRACTOR shall install VPN software on all desktop computers requiring access to the CITY systems for the duration of this agreement. City uses two-factor secure VPN which requires the installation of certificates on desktop computers. Certificate needs to be installed for each user using a workstation and does not allow sharing of profile between multiple users.

• The CONTRACTOR shall be responsible for supplying all personnel support required for VPN software installation.
• The CONTRACTOR shall be solely responsible for testing VPN software with their desktop computer software environment in advance of widespread distribution within their organization.
• The CITY will not be held liable for any damage or disruption to any desktop computer or to the CONTRACTOR's data environment as a result of the installation of VPN software.
• The CITY shall act in a consulting role and provide telephone support.
• The CITY reserves the right to make changes to the VPN software product, functionality and access requirements.

5. Technical Standards

Proper Use of Systems
All CONTRACTOR employees granted access to the CITY systems will be bound by the rules and conduct set forth in CITY Policies and Administrative Regulation(s) (A.R.) 1.63, 1.84, 1.90, 1.91, 1.95.eu1_2,

- A.R. 1.63 Electronic Communications and Internet Acceptable Use
- A.R. 1.84 Information Security Management
- A.R. 1.90 Information Privacy and Protection
- A.R. 1.91 Information Privacy and Protection Supplement – Data Shared With Third Parties
- A.R. 1.95 PRIVACY PROGRAM
- eu1.2 Desktop PC Software

- Call Escalation Chart for Public Transit Application Support

The CITY will provide the above Administrative Regulation(s) to the CONTRACTOR upon request.

The CITY will provide the CONTRACTOR with CITY Administrative Regulation(s), standards and policies listed above. The CONTRACTOR shall distribute CITY A.R. (s), policies and standards to every employee under the CONTRACTOR control who is granted access to transit business applications or data. Additional requirements may be added in the future depending on the CITY’s security standards.

The CONTRACTOR shall direct all employees under their control to read and sign the CITY document “IT Standards and Signature Sheet”, to convey receipt, comprehension and intent to comply. The CONTRACTOR shall retrieve from their employees and submit electronically the signed documents to CITY.

For all new accounts, CITY document “IT Standard and Signature Sheet” must be attached to the Security Access Form (SAF) submitted electronically.

The CONTRACTOR shall perform user account review and provide “IT Standards and Signature Sheet” on an annual basis and the CITY will provide any revisions to standards and policies to the CONTRACTOR for the duration of this agreement.

*Improper Use of PTD Systems*

Any CONTRACTOR employee found in violation of CITY A.R. (s), policies or standards for proper system usage will be considered a potential risk factor resulting in account suspension.

Should any CITY system-wide failure occur as a result of improperly maintained or unauthorized software installation by a CONTRACTOR employee, CITY will assess CONTRACTOR those costs required to restore the network retroactive to its full and healthy condition.
Any system failure that is caused by the CITY and is longer than three (3) hours in duration, the Contractor will not be liable for any possible liquidated damages assessed for on-time performance (Section 2.32.1), telephone performance (Section 2.32.5), and contractor influenced customer contacts (Section 2.32.4) for the month in which the failure occurred.

6. **Computer Desktops Requirements**

The CONTRACTOR shall be required to supply desktop computers to their employees for non-CITY applications.

The CITY shall provide CAD/AVL controller/dispatch desktops. CONTRACTOR shall not relocate hardware unless approval has been granted by the CITY.

**TECHNICAL SUPPORT**

There are common areas where technical issues may arise.

- VPN log in
- CAD/AVL Software Application
- Automated Scheduling Dispatch Software Application

Information Technology Support Processes and Procedures

<table>
<thead>
<tr>
<th>Problem</th>
<th>Contractor Operations Staff</th>
<th>Local CONTRACTOR IT Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cannot access the internet</td>
<td>Local CONTRACTOR IT Information Technology (IT)</td>
<td>To be determined by CONTRACTOR</td>
</tr>
<tr>
<td>Cannot log into VPN</td>
<td>Local CONTRACTOR IT IT</td>
<td>COP Enterprise Help Desk</td>
</tr>
<tr>
<td>Cannot log into the CAD/AVL workstation</td>
<td>Local CONTRACTOR IT IT</td>
<td>Follow the Call Escalation Process</td>
</tr>
<tr>
<td>Problem within the HASTUS Software Application or CAD/AVL Software</td>
<td>Local CONTRACTOR IT IT</td>
<td>Follow the Call Escalation Process</td>
</tr>
</tbody>
</table>

For issues with configuration, application access and function, CONTRACTOR should:

1. Contact Local CONTRACTOR IT
2. Follow the Call Escalation Chart for Public Transit Application Support

The following functions are the responsibility of CONTRACTOR local IT staff:
CAD/AVL related operation functions: (examples below, this is not an exhaustive list)

- Modifying AVL configuration views and Non-CAD/AVL functions.
Saving print screen images to an external data storage device (i.e. USB drive)

CAD/AVL and other City supported system user manuals are accessible on CITY Contractors and Regional Contractor’s web page.

The CONTRACTOR shall be responsible for providing first level maintenance and support to CITY provided equipment. First level hardware support to CITY provided equipment to include, but not limited to:

1. Ensure appropriate provision are taken to keep equipment clean and operational
2. Diagnose workstation connectivity issues and escalate as needed
3. Validate power to desktop equipment
4. Login and validate application functionality as requested by the CITY
5. Coordinate and respond CITY staff as needed to resolve issues

7. System Maintenance

CITY reserves the right to establish and communicate specific dates and times to perform system maintenance. CITY shall provide CONTRACTOR at least a one week notice in advance of a non-emergency scheduled or planned system outage. For routine maintenance the schedule will be provided after contract is awarded with electronic reminder.

In the event of emergency, CONTRACTOR will be notified; however, notification may not occur in advance.

8. Network Infrastructure Requirements

The Contractor’s Information Technology (IT) Specialist will be responsible for providing onsite technical support and will be responsible for all issues related to CITY network access. The IT Specialist will act as the Contractor’s representative and work directly with the CITY to address any technical issues as they arise for the duration of the contract.

- A structured cabling system is defined as the complete collective configuration of cabling and associated hardware at a given site that has been installed to provide a comprehensive telecommunications infrastructure. This infrastructure is intended to serve a wide range of usage, such as to provide telephone service or computer networks and should not be device dependent.

- City of Phoenix Information Technology Services Department (ITS) responsibilities:
  - Inside and outside telecommunications system facilities
  - The associated backbone cabling
  - Telecommunications cabling pathway
  - The infrastructure necessary to support the horizontal and riser cabling systems
○ The necessary infrastructure to interconnect buildings: including routes, conduit, manholes, pull boxes and building entrances, cables, splices, D-marc points.

- All wiring from the telecommunications closets through the risers and out to the walls are the responsibility of the CITY’s ITS.

- **CONTRACTOR Responsibilities:**
  Any requirements for repairs or additions to the current telecommunication wiring within the facility must be made in writing. This request must include the following information:

  o Facility Address (campus location)
  o Building (within the campus location)
  o Floor
  o Office Location
  o Jack Number
  o Problem Description

This information must be submitted to the Public Transit, Technology Services Section at 302 North 1st Avenue, 9th floor, Phoenix, Arizona 85003. This information will be logged and submitted to the CITY’s Information Technology Services Department. All work and materials shall be performed and provided by the CITY’s Information Technology Services Department and in full accord with the requirements of the Arizona Administrative Code, the State Fire Marshall, the Division of Industrial Safety, the National Electric Code and other applicable City and state laws or regulations. Nothing in the specifications shall be construed to permit work not conforming to these codes and orders. The CONTRACTOR will be responsible for all expenses related to additional jacks which will be based on estimates received at the time of request.

If the CONTRACTOR does not comply with the structured cabling guidelines and fails to take immediate action to correct the violation, the CITY may terminate the Contract for default. Additionally, should wiring be found to be installed without notification to the CITY, the CONTRACTOR will be assessed those costs required to restore or correct any damages.

- Telecommunication circuits are defined as a dedicated, private or leased line on which information is transmitted. The application of standards and guidelines for telecommunications circuits will remain facility sensitive. The size, architecture, location and intended use of a facility will significantly affect the design of the telecommunication circuits for a building or campus. The details for the specific voice and data circuits shall be the responsibility of the CONTRACTOR.

- The CONTRACTOR will be responsible for obtaining its own telecommunication circuit. These circuits will be allowed to run over existing CITY structured cabling. This will allow the CONTRACTOR to use existing
wiring from the telecommunication closets (block and patch panels) out to the wall jacks.

- The CONTRACTOR will be responsible for providing onsite technical support. Support personnel will be responsible for all day-to-day issues related to the voice and data communications network and will act as a liaison to the CITY for any break fix or additional connectivity requests.

- Any requirements for repairs or additions to the current telecommunication wiring within the facility must be made in writing. This request must include the following information:
  
  - Facility Address (campus location)
  - Building (within the campus location)
  - Floor
  - Office Location
  - Jack Number
  - Telephone Number
  - Problem Description

  This information must be submitted to the Public Transit, Technology Services Section at 302 North 1st Avenue, 9th floor, Phoenix, Arizona 85003. This information will be logged and submitted to the CITY’s Information Technology Services Department and work will be conducted as per the structured cabling standards.

  If the CONTRACTOR does not comply with the Voice and Data Circuit guidelines and fails to take immediate action to correct the violation, the CITY may terminate the Contract for default. Additionally, should wiring be found to be installed without notification to the CITY, the CONTRACTOR will be assessed those costs required to restore or correct any damages.

9. **Data Requirements**

CONTRACTOR shall be able to provide any CITY related data from the systems maintained and managed by the CONTRACTOR; at any time on CITY’s request in an acceptable format (text or excel).

10. **Transit Application Plan**

CITY manages the Transit applications used for Transit business. Access to applications requires Contractor to follow a written plan for maintaining account access to Transit applications. Contractor shall fully comply with the security standards associated with access to Transit applications and Contractor is required to have a formal written plan for maintaining account access to Transit applications and submit the plan to CITY annually for review.

At a minimum, the plan shall be updated annually and shall:
Identify and define goals and objectives and provide tangible evidence of how they are achieved;
- Address and be specific to the current Transit applications to be accessed by the Contractor;
- Outline procedures for maintaining accounts including but not limited to all on-board systems;
- Describe account maintenance procedures;
- Adhere to application vendor’s requirements for data integrity and application use as indicated in vendor provided System Administrator, Data Administrator and User manual(s);
- Be updated annually to account for industry changes;
- Be submitted to the CITY annually in electronic format.

11. Training

The Contractor shall be responsible for providing comprehensive training to their personnel for operation, administration, and elementary troubleshooting of the City provided system software. When the CITY allows the Contractor to provide any additional modules or its preferred application, the Contractor shall be responsible for providing the CITY staff responsible, training on the components and parts in the application. Training may be conducted by the Contractor, the Contractor's subcontractors, third-party software suppliers, and/or Original Equipment Manufacturers (OEMs).

12. Procedures to operate a City maintained Software:

Software supported and maintained by the CITY will require the CONTRACTOR to maintain and provide general level Standard Operating Procedures for essential and critical job duties. The amount of detail and length of which would need to be coordinated by end-users and Technology Services. As a minimum, procedures that are critical for essential job duties using the CITY software should be clear and concise enough so that other individuals can understand and follow these instructions should the main individuals performing these tasks be unavailable temporarily or long-term, or through turnover.

Examples include but are not limited to:
- Procedure to use HASTUS software for Dispatch purposes.
- Procedure to use BidWeb for Operators.
- CAD/AVL operational procedures.