Pantonium

City of Gainesville

Request for Proposals #RTSX-240002-DS

Mobility-On-Demand Software App (Rebid)

Pantonium Inc. Response

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Dear City of Gainesville - Procurement Division,

On behalf of Pantonium Inc.(“Pantonium”), thank you for the opportunity to respond to Gainesville Regional Transit System’s Request for Proposal #RTSX-240002-DS: Mobility-On-Demand Software App (Rebid). Within this response document, we present the advantages of our cutting-edge solution designed to help the City of Gainesville in continuing to improve the quality of its door-to-door, geofenced and fare-free mobility on demand service.

Our value proposition to our customers is also the foundation of our business strategy: superior technology combined with competitive pricing and friendly comprehensive service that will exceed your expectations.

If you wish to discuss this proposal, please do not hesitate to contact Daniel Barker, Business Development Representative at 1-866-797-0426 ext. # 707.

Sincerely,

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Executive Summary

We are looking forward to partnering with the City of Gainesville to provide a high-quality, door-to-door, on-demand transit system that will entice users into using public transit and increase ridership.

We commend your city for recognizing the connection between quality public transit and access to employment and economic well-being and for taking action to level the playing field. At Pantonium, this is a mission we can get behind because we know first-hand that quality public transportation changes lives.

At Pantonium, we believe in empowering people through smart public transit. We believe that by providing convenient, efficient, and cost effective on-demand transit we turn cities into communities by allowing riders to meaningfully participate in economic and social activities while reducing greenhouse gas emissions and congestion. We believe that by providing superior technology we can empower cities to do more with less and reach their goals while decreasing their overall spend through increased efficiency.

Our mission here at Pantonium is to transform public transportation through innovative technology solutions. We strive to create intelligent transportation systems that improve the efficiency, accessibility, and sustainability of public transit, while enhancing the rider experience and reducing transportation-related emissions. We are committed to pushing the boundaries of transportation technology and delivering exceptional value to our clients and the communities they serve.

Pantonium Inc. (“Pantonium”)’s on-demand solution is well suited to solve these issues with industry-leading technology to globally optimize the resources of the City of Gainesville. This means that transit vehicles would always be used as efficiently as possible to meet your agency’s needs.

Our high-powered optimization algorithm and continual global optimization will maximize the use of your City’s resources at all times. Our industry leading efficiency has made us the recipient of global prizes for our innovation including the World Energy Council’s Start Up Energy Transition Award for Smart Mobility and Transportation (2022) as well as the Global Mobility Award by the Smart City Expo World Congress for our innovative technology (2020).

Our solution also has a solid record of rider satisfaction, shown by increased public transit ridership of up to 400% in our deployments (above pre-on-demand transit levels). We do this by providing high-quality service with reduced overall wait and ride times by 50% on average. Our cutting edge efficiency makes this higher level of service affordable by doing more with less and reducing operating costs by up to 40%.

We look forward to building a strong business relationship with the City of Gainesville and assisting your team in meeting its goals of increasing ridership and accessibility.

2.4 PROJECT SPECIFICATIONS

The preferred software solution for the Regional Transit System ("RTS") MOD microtransit service operation shall include scheduling, dispatching, and capability for system reservation for bus passenger services.

2.4.1 Back Office Administrator Dashboard (browser-based)

The administrator dashboard is a back-end system that enables fully automated scheduling, reserving, dispatching, and all categories and sub-categories within the Technology Specifications section of this RFP.

This includes but not limited to:

- **Dynamic algorithms to optimize vehicle routing, efficiently match drivers and passengers, and facilitate pick-up and drop-off.**

  Yes, our solution creates on-demand routes in real time based on all available information that minimize waiting time and travel time. Every millisecond our global optimization algorithm examines all assigned rides to ensure that they are assigned in the most efficient way possible. In the event that a more efficient possibility arises, the system will automatically readjust the trips so that transit resources are always used optimally.

- **Ability to calculate distance between customer's origin and selected destination and to refuse trips which exceed customizable minimum and maximum distance parameters.**

  Yes, our proposal provides this information.
  Rider apps provide users a map with all available stops, destinations, points of interest, and in applicable a geofenced zone, which indicates where addresses for pick-ups or drop-offs can be selected.

  There is also a calendar available in the application which shows service hours for each day and allows riders to check when service is available. When riders are trying to book a trip outside of service area or time the system will disallow trips if they are outside of service area or hours, they will be notified the reason for the invalid trip.

- **Ability to manage number of allowable trips from the same customer/phone number within a defined time such as within 30 minutes of the last completed or cancelled trip.**

  Yes, our system can manage the number of allowable trips a customer can book within a defined time period. This is a flexible and adjustable parameter.

- **Manual methods for rejecting or redirecting ride requests.**

  Yes, rides can be manually rejected, unassigned from vehicles and redirected or reassigned to specific vehicles manually by users.

- **Ability to do keyboard search queries by name, phone number, and email address.**

Yes, our software has an order entry page to allow for Gainesville representatives to search Riders queries by all of these measures and book rides on behalf of transit riders.

- **Ability to efficiently add passenger(s) to a route in progress.**

  Yes, the system is constantly adjusting routes in-operation to add or remove trips to vehicles to maximize efficiency and ensure rider experience meets agency set parameters for wait and ride times.

- **Ability to add/remove/expand geo-fence boundaries.**

  Yes, the system allows users to add/remove any type of stop and adjust, create, add or remove and toggle geo-fenced zones and virtual/actual stops.

- **Ability to add and edit service areas and service hours.**

  Yes, our proposal allows administrative users to edit service areas and service hours.

- **Dispatch booking capabilities for users without smartphones or web access.**

  Yes, our proposal offers this feature.
  - For those riders unable to download a mobile application, we also provide an easy-to-use rider web portal which offers all the required features and is available on any device with internet access. Riders without access to technology or who are not comfortable using the rider web/mobile app, can call a customer service number to have a trip booked for them in real time.

- **Trip Requests – rider's name, trip request time, pick-up and drop-off times and locations, number of passenger(s), and seat type(s) selected.**

  Yes, in the app, app users have the ability to choose to book a ride as soon as possible, to arrive by a set time or to be picked up at a set time and choose their pick-up and drop-off location through the app and the admin system allows dispatchers to input all this information into rider profiles and in rider trip requests.

- **Allow multiple users on one account and permit user/account information update.**

  Yes, our proposal offers this service.
  - Our system allows users to configure all of the service parameters including maximum party size in a single booking, vehicle maximum passenger capacity, fleet characteristics, service span, service area add/remove/modify etc.

- **Configure service parameters, including but not limited to ability to add vehicles and vehicle capacities/parameters, such as maximum wait time, maximum in-vehicle time, etc.**

  Yes, our system allows users to configure all of those service parameters and more.

- **For ride requests with a pick-up or drop-off at a non-transit hub location, such as a school or hospital, the app automatically aligns pick-up and drop-off times to match a configurable schedule, such as school or business open/close times.**

  Yes, our software allows this. The system can be configured to set “fixed stops” for vehicles to align with open/close times of various destinations.

- **Assign rides by vehicle and location destination.**

  Yes, our solution allows for rides to be assigned based on vehicle and location destinations and does so in the most efficient way possible based on the available transit resources.

- **Real time monitoring and analytics for all service operations and vehicles.**

  Yes, the system provides real time location, speed, and other real time analytics for operations and vehicles in a number of screens, including a live map showing GPS locations of vehicles and trips.

- **Ability to add a minimum of 7 service geographic areas using 2-3 vehicles each.**

  Yes, our solution allows for the inclusion of as many service geographic areas as your city would like.

- **Ability to designate roles and permissions.**

  Yes, administrative users can designate roles and permissions for all users.

- **Configurable Agency settings.**

  Yes, our solution includes a high level of customizability in accordance with your agency’s desired settings.

- **Generate configurable promotional codes**

  Yes, we can create and send promotional codes, with more information on what types of promotions and means of delivery for riders.

2.4.2 Back Office Dispatcher-Facing Dashboard (browser-based)

- **Ability and ease to sign into account.**

  Yes, our solution makes it easy and secure for users to create and sign into accounts.

- **Dispatch booking capabilities for users without smartphones or web access.**

  Yes, our solution allows for dispatchers to book trips for riders who, for example, call into the service.

- **Ability to log drivers in**

  Yes, drivers are required to log into the solution using their required credentials.

- **View in-progress rides.**

  Yes, there are multiple screens to show and view rides in progress.

- **Ability to approve or deny ride requests based on predetermined parameters such as, but not limited to, group size, location, number of passenger no-shows.**

  Yes, the system can approve or deny trips based on all of those and more parameters.

- **Ability to add, edit or cancel rides in the system.**

  Yes, there is an ability for dispatchers to add, edit or cancel rides in the system, they can also manually move trips from one vehicle to another.

- **Ability to add/modify driver break and lunch periods.**

  Yes, this is available for schedulers to insert meals or break times into vehicle runs.

- **Ability to view services by service area geo-fence and generate reports by service area geo-fence.**

  Yes, this is included in our solution.

- **Ability to pan and zoom the map by geo-fence and to view the entire route on a map.**

  Yes, this is included in our solution.

- **Dispatcher portal shows pre-scheduled rides assigned to specific vehicle manifests immediately upon ride booking.**

  Yes, our visual journey screen and journey screen show dispatchers ALL rides assigned to specific vehicles in real-time as the planner assigns trips to vehicles.

- **Add out-of-zone addresses riders can choose from.**

  Yes, the system allows Administrators to identify the city, county, state or country of where addresses will be pulled from while populating a search, then the available addresses can be further reduced by a geo-fence. This will result in only those addresses available being searchable and selectable. Furthermore specific “transfer points” and “points of interest” can be added by Administrators to allow major destinations to be presented to riders in a drop down list.

- **Add or remove roads and locations that are not travelable.**

  Yes, roads, areas, stops and more can be manually removed by Administrators.

- **Ability to set a method to deny trips when demand outnumbers available resources.**

  Yes, our solution allows for a method to be set to deny trips when demand exceeds vehicle supply.

- **Configurable real-time dispatcher display screen.**

  Yes, the system has several configurable real-time dispatch screens, including a Trips screen showing all trips color coded and searchable, journey screen showing detailed trip manifests of vehicles, and visual journey showing status for all trips on all vehicles.

- **View and export reporting suite.**

  Yes, the admin system allows users to view and export a suite of reports.

- **View recent ride history by type.**

  Yes, you can see a recent (and all rides done) history that is searchable by type in the trips screen.

- **Dashboard for analysis of service operations and vehicles available.**

  Yes, we have several dashboards showing operational data and vehicles available.
  Our system allows for real time monitoring through the dashboard which shows vehicle locations, assigned trips and traffic conditions. The system includes handy colour coding to make it easy to monitor which trips are early, on-time and late.

- **Real-time analytics to alert dispatchers of demand surges and long wait times.**

  Yes, our solution includes several screens that can accomplish this.
  One screen is available to show “problem journeys” where there are operational issues, the journey visual screen can quickly show when a vehicle has many late, early or on-time trips, the real-time planner screen also shows in bright red, when the planner is creating runs that have latex or other problematic trips.

2.4.3 Passenger-Facing Features of the App

Passenger booking web-based portal and a consumer-facing smartphone application (iOS and Android) that have the following functionalities:

- **Application must be available for free download on the Apple App Store and Google Play store.**

  Yes, our application is available for free download on the Apple App Store and Google Play stores.

- **Application must be device agnostic and accessible to all current browsers.**

  Yes, our proposal includes a platform which is device agnostic and accessible to all current browsers.

- **Allow users to search for and book rides for themselves and others using the same phone number – multiple users on the same number.**

  Yes, this is included in our proposal.

- **Ability for users to book multiple trips (outside of a defined time window and within the allowable O-D trip distance), recurring rides, and pre-schedule rides up to a customizable number of days in advance.**

  Yes, riders can favorite riders for easy rebooking, book multiple trips, pre-schedule trips for a customizable number of days in advance.

- **Rider booking capabilities for users without smartphones or web access.**

  Yes, our proposal offers this feature.
  - Riders without access to technology or who are not comfortable using the rider web/mobile app, can call a customer service number to have a trip booked for them in real time.

- **Allow riders without smartphones or web access to receive trip alerts.**

  Yes, our proposal can offer this feature by integrating with a software that sends text notifications. Once a ride is booked the system will provide the rider with real-time SMS notifications about the status of the trip and when the bus is expected to arrive. Once a rider has boarded the bus, the system will provide the rider real-time notifications about the progress of their trip and when they can expect to reach their destination.

- **Present a 15-minute pick-up and drop-off window (or less) information for pre-scheduled trip requests for rider's acceptance before confirming the booking.**

  Yes, riders will be provided with customizable pick-up and drop off windows.

- **Trip time – ability to track ride's estimated wait time, arrival, and vehicle in real-time. Apps must allow customers to cancel rides if times provided are not convenient for riders.**

  Yes, riders can track ETAs in real-time and allow them to cancel trips. When a vehicle is on route riders can view the vehicle location in real-time on the application map.

- **Ability to request MOD vehicle and seat type.**

  Yes, our proposal allows this. A passenger can request an MOD vehicle and specify what type of seat they require for their journey.

- **Ability to enter place names (i.e. library, school, store or services) as well as addresses. Places and addresses will have autocomplete capability.**

  Yes, our proposal offers this feature.
  - The system allows Administrators to identify the city, county, state or country of where addresses will be pulled from while populating a search, then the available addresses can be further reduced by a geo-fence. This will result in only those addresses available being searchable and selectable. Furthermore specific "transfer points" and "points of interest" can be added by Administrators to allow major destinations to be presented to riders in a drop down list.

- **Ability to notify users of invalid rider requests (exceeded number of trips within a defined time window, rides within non-allowable O-D trip length, out of service area, service hours, or non-serviceable locations).**

  Yes, Pantonium has a method to deny trips when demand exceeds vehicle supply.
  When riders are trying to book a trip outside of service area or time the system will disallow trips if they are outside of service area or hours, they will be notified the reason for the invalid trip.

- **Ability to identify the number of passengers traveling.**

  Yes, our proposal offers this feature.
  - While booking trips, riders can input the number of passengers on foot and/or in wheelchairs and select an additional ride.

- **Ability to receive trip updates through the app or via SMS/email.**

  Yes, our proposal offers this feature.
  - Once a ride is booked the system will provide the rider with real-time notifications about the status of the trip and when the bus is expected to arrive. Once a rider has boarded the bus, the system will provide the rider real-time notifications about the progress of their trip and when they can expect to reach their destination. These notifications can be provided within the app or through push notifications to the riders' telephone.

- **Depict real-time vehicle locator map, including fixed route operations.**

  Yes, when a vehicle is on route riders can view the vehicle location in real-time on the application map. By uploading GTFS data the rider application can show the fixed route bus system and schedule.

- **Ability to view trip history and details.**

  Yes, riders can see their entire trip history with details including stops/destinations, times. This also allows riders to favorite and rebook riders.

- **Ability for users to contact customer service and/or dispatch (i.e. email, text, call).**

  Yes, information can be provided for a rider to call or email dispatch.

- **System assigns passenger bookings (including pre-scheduled rides) to a driver manifest immediately upon booking.**

  Yes, the system will automatically assign trip to vehicles immediately upon booking, except for the case of a rider booking a Paratransit ride, and the rider has not been approved for "self-serve" trip booking, in that case the trip won't be assigned and scheduled until a dispatcher approves the trip, this is an optional configuration.

- **System automatically updates and optimizes vehicle manifests when there are real-time cancellations, no-shows, a vehicle goes out of service, or vehicle is behind schedule.**

  Yes, our system globally optimizes the use of all available transit resources to find the most optimal solution for all assets at all times. New plans are run every millisecond to ensure distribution is optimal given all applicable constraints. If the planner makes real-time adjustments that impact vehicle manifest these changes are immediately sent to all driver applications and drivers are notified of the changes.

  The system looks at real-time data regarding rider trip requests, available vehicles and other constraints and costs as well as historical data regarding traffic and demand. This system then calculates millions of permutations to find a solution that complies with the business rules when determining what is the most efficient use of resources.

  Due to the nature of the system's global optimization algorithm, the cost of no shows and cancellations is significantly reduced. This is because the system constantly examines the assignment of trips between vehicles and reassigns them as appropriate to always ensure that all vehicles are being used in the most efficient way possible that aligns with the business rules.

- **RTS or Agency-branded consumer facing smartphone application that disallows advertisements. RTS-generated information is exempt.**

  Yes, this is included in our proposal.

- **App available in multiple languages such as Spanish.**

  Yes, the applications are available in multiple languages and will automatically detect what language the device a rider is set to and use that language.

- **App effectively interfaces with Braille technology.**

  Yes our app could effectively communicate with Braille Technology.

- **App has the ability to increase font size.**

  Yes, this is included in our proposal.

- **Ride star rating system with ability for customer comments.**

  Yes, the app allows riders to rate and comment on their experience.

- **Account Recovery - account management such as password/username recovery.**

  Yes, there is an account recovery feature for riders to change their password. Also dispatchers can change passwords in the admin system.

2.4.4 Driver-facing features of the App

Shall be a web-based portal (IOS required and Android optional) that interfaces with all web browsers and has the following functionalities:

- **Driver Itineraries - driver name, start time of itinerary, timestamp of each pick-up/drop-off, location of each pick-up/drop-off.**

  Yes, all this information is provided to drivers within the application.

- **Ability to send trip arrival alerts to riders through the app or via SMS/email.**

  Yes, our proposal offers this feature.
  - Once a ride is booked the system will provide the rider with real-time notifications about the status of the trip and when the bus is expected to arrive. Once a rider has boarded the bus, the system will provide the rider real-time notifications about the progress of their trip and when they can expect to reach their destination. These notifications can be provided within the app or through push notifications to the riders' telephone.

- **Driver Shift Actions - driver name, shift start time, shift end time, timestamp of an Offline action, timestamp of an online action, timestamp of accepting/rejecting a trip request.**

  Yes, all driver actions are logged and timestamped. But drivers cannot reject trip requests, only dispatchers can reject trips.

- **Ability for drivers to pause apps without redirecting rides to another vehicle.**

  Yes, this is included in our proposal.

- **Ability for driver sign-on to account.**

  Yes, our proposal offers this feature. All drivers will have a username and password to enable logging into the app.

- **Ability for drivers to accept ride requests from Dispatch and override service sequence and maintain app functionality.**

  Yes, our system allows for this.Typically, this is available only for dispatchers, however a driver can insert a stop for a set period of time at their discretion to allow a break for example, this would temporarily disable the vehicle. Drivers can also select an emergency stop option. This will halt the vehicle and remove any trips that have been assigned to it, and create a stop for other vehicles at the halted vehicle's location in order to pick up any riders that were on the vehicle at the time of the halt.

- **Ability for drivers to contact passengers if they cannot find them at designated pick-up locations via anonymized phone number(s).**

  Yes, this type of service can be provided, however there are additional costs of around $500-$1000 per month depending on call volume.

- **Ability to receive Dispatcher notes on specific trips/customers.**

  Yes, dispatch can leave rider notes, pick-up notes and drop-off notes that will be readable by drivers in the app at the appropriate time.

- **Turn by turn audio and visual (on screen) directions.**

  Yes, our system provides drivers with real-time directions to direct them to their next destination in the most efficient way possible.
  There are audio and visual turn by turn directions, this is optional for drivers to use.

- **Ability to log pick-ups and drop-offs.**

  Yes, each pick-up and drop-off can be logged by the driver

- **Ability to see disabilities indicated by riders (in their account) so they can provide an appropriate level of service.**

  Yes, our proposal offers this feature.
  - Rider mobility and needs can be shown by the app, also the app will show comments on the pick-up drop-off or rider made by dispatch.

- **Ability to log no-shows.**

  Yes, the driver can log no-shows and reports will identify the trip as a driver logged no-show.

- **Ability to add trip comments by driver to promote service improvement.**

  Yes, our proposal offers this feature. The driver can send back some canned messages to dispatch.

- **Ability to pan and zoom the map and view the entire route on the map.**

  Yes, this is included in our proposal.

2.4.5 Data Collecting and Reporting Requirements

Provide an online dashboard for reporting real-time data on riders, vehicles, drivers, and service performance/Key Performance Indicators (KPIs). (Note: where applicable, data should conform to National Transit Database (NTD) metric and reporting standards, as well as have the ability to be exported in a CSV format.) Data and reporting should capture, store, and report at a minimum:

- **Passenger trip data – total completed trips, total riders, by type of rider, by revenue hour, by trip, by source (call-in, app), origin and destination both of which must be tagged by postal code.**

  Yes, the system offers a standard trip report which has all those fields.

- **Travel times – wait time, ride duration, on-time percentage, and late percentage.**

  Yes, the system can report planned and actual on-time performance based on the parameters set by the agency.

- **A method for collecting on-time performance relative to planned drop-off times and estimated pick-up times.**

  Yes, the system can report planned and actual on-time performance based on the parameters set by the agency.

- **Trips Booked – rider name, rider name, trip request time, planned pick-up and drop-off times and locations,actual pick-up and drop-off times and locations, number of passenger(s), seat type(s) selected, ride status (including but not limited to completed, no-show, canceled by rider, canceled by system, and view errors that turned down the trip request).**

  Yes, the system offers a standard trip report which has all those fields.

- **Dispatch response time, missed calls.**

  Yes, the system offers a standard trip report which includes these fields.

- **Revenue Hours - Fields must include at a minimum for each hour: number of online minutes, number of trip acceptances, number of trip rejections, and number of minutes deadheading, number of minutes with passengers on board.**

  Yes, the standard journey report includes all these fields.

- **Reporting by geo-fence, with ability to add, alter, or remove geo-fenced zones with history**

  Yes, reports can be generated by Service Area/Zone. Zones can be removed or changed.

- **Reporting data inquiries within route number, date and time ranges.**

  Yes, our proposal offers this information.

- **Vehicle performance and reliability.**

  Yes, our proposal offers this information.

- **Total vehicle hours.**

  Yes, our proposal offers this information.

- **Trip and driver comments.**

  Yes, our proposal offers this information.

- **Driver hours.**

  Yes, our proposal offers this information.

- **Aggregate reports (e.g. daily and annual totals) must include breakdown reports, including at a minimum, breakdowns by vehicle and day so that total figures can be traced by an auditor to source data, including chronological vehicle manifests of pull-outs from garage, first pick-up, all pick-up/drop-off times and locations, all operator break and/or refueling begin and end times and locations, last drop-off time/location, pull-in garage, and any additional deadhead activity.**

  Yes, our proposal offers this information.

- **Reports including but not limited to revenue vehicle hours, must be tagged and allow breakdowns by service zone.**

  Yes, our proposal offers this information.

- **All statistics above are available on an individual trip basis in an agency-facing dashboard with maps and Graphical User Interface (GUI). At a minimum, the dashboard should include views for: all booked trips, including origin/destination mapping capabilities, all driver shifts, all KPI statistics, vehicle & driver management, and shift management.**

  Yes, there are specific screens with maps and GUI that show all booked trips, their locations, driver and vehicle shifts and real-time performance including color coded idle, late or early vehicle indicators.

- **Generate an NTD-standard report for upload to the Federal Transit Agency system.**

  Yes, the system generates a standard NTD report.

- **RTS/City of Gainesville must be able to own and access all data, including rider data, during and post-contract.**

  Yes, all data generated and stored by the system will be owned by the city, this is a standard clause in all of our contracts.

- **Proposal should clearly indicate any manual data input that will be required to capture sufficient data for reporting purposes, as well as how mileage and location data will be captured.**

  Yes, our system collects this. Mileage and location data are automatically collected by the system's AVL component.

- **Reportable data on pilot KPIs, including ridership, virtual stop usage and frequency, reservations, cancellations, promotional codes, trip ratings, driver ratings, comments, and customer service requests, riders per hour by individual geo-fence and system-wide.**

  Yes, our proposal offers this information.

The following constitute future capabilities:

- **Daily Reports of Key Performance Indicators are delivered by email to project stakeholders.**
- **Virtual stop usage and frequency.**
- **Number and percentage of trip transfers to and from fixed route.**
- **Driver and trip rating, number of passengers, and seat types selected.**
- **Number and success of marketing events – audience reached.**
- **Promotional or referral code usage and frequency.**
- **A concierge interface for hotels, restaurants, non-profit organizations, or employers to book a trip on behalf of a customer via web interface.**
- **GTFS (General Transit Feed Specification): Ability to consume the GTFS to provide additional information to the public.**
- **System should have an open API that is capable of integrating with trip planning and mobile ticketing apps (e.g. Kontron) that allows customers to plan a trip and pay for a trip on the service without using the provider's app. Native integration is preferred.**
- **Identify which app platforms the system currently integrates with and if it is a deep link or native integration solution in the proposal.**

Yes, our project team can constitute these future capabilities, and meet these requirements.

2.4.6 Technical Support, Software Upgrades and Releases

- **Provide a licensed software/technology platform that supports demand-responsive routing and dispatch of vehicles.**

  Yes, our system is exceptionally fast. We use a sophisticated global optimization algorithm that is capable of processing vast quantities of data in real time. This speed allows for users to schedule rides immediately upon request.

  Due to the strength of our global optimization engine our system does not slow down when many rides are requested the way that a pooling algorithm does. This is because our system approaches the problem from a completely different approach by solving the vehicle routing problem: one of the most difficult problems in math.

  The power of our algorithm provides a clear advantage especially in large deployments with many vehicles. It is also the reason our system has been so successful in optimizing on-demand transit in large zones using many vehicles and full-sized buses. Our system can speedily assign these trips and provide riders with necessary trip information right away.

  Every millisecond our system re-optimizes to ensure that all resources across the entire system are used in the most efficient way possible in compliance with the business rules. Our system is unique from systems that use a pooling approach to optimization because our system optimizes resources for the entire system as a whole. This provides higher levels of efficiency, reduced greenhouse gas emissions, and lower costs per ride.

- **Provide upgrades and new features to software generally made available to other licensees for no additional charge.**

  Yes, ongoing product support and maintenance is included in our offering. Product support and maintenance are handled by the Pantonium team staff and are done remotely. The team provides adequate notice ahead of an update deployment, and always communicates the

changes behind any maintenance or update. Client involvement is usually not necessary for most deployments. Occasionally, a client may require some training to use new features. This training is scheduled and provided by the Pantonium team before the update is completed. As the technology evolves, any newly created updates are deployed free-of-charge to the customer as the technology evolves.

- **Support Services must be provided via phone and email and must be available during RTS operating hours.**

  Yes, we account for this in our proposal. We provide on-going customer service and sales support for all of our clients. These services and support are provided by knowledgeable Pantonium representatives who have significant experience with all products offered.

  Customer Service and Sales Support

  - After implementation and "go live", clients will maintain their dedicated project manager as a main point of contact for general meetings, and overall project tasks.
  - At this stage, the Client will be supplied with Pantonium's general operations/support phone number and email contact.
  - Support requests and tickets are handled collaboratively in a first/second level model.
  - Requests are assigned and handled based on first availability.
  - Requests escalate through first, second, and development levels (Shown above at 3)

  Support Services
  - Training - All Pantonium support team members are trainers. From implementation to post implementation, our support team is equipped to provide training and training resources to core team members.
  - Technical Troubleshooting - Pantonium's support team provides technical and troubleshooting support for all our apps and platforms.
  - Bug Reporting - Pantonium's support team identifies, reports, and tracks bugs through resolution.
  - Feedback Collection - Pantonium's support team plays a primary role in collecting customer feedback, feature suggestions, and complaints.
  - Provide prior notice in a timely manner to RTS when the software will be unavailable for any reason, such as system maintenance, and coordinate a date/time that is outside of regular RTS operating hours.

  System & Rider Version Updates
  Updates to the system are frequent as the Rogers-Pantonium team continues to evolve the platform with new features and adjustments. Updates are categorized into deployments that require action and that do not require action. For no-action-required deployments, deployments are handled in the same way as maintenance, with 24-48 hours of notice. An example of a no-action-required deployment could be a minor feature enhancement or a bug fix. Action required deployments are described as updates where the change is significant or requires the client to take some action such as receiving training or re-installing an application. The Rogers-Pantonium team aims to provide between 5-9 days of notice for such deployments. If the update requires training, training will always take place well ahead of the update. The rider app is updated virtually the same way, where updates are remote, they are completed with release notes, and automatically pushed to rider's devices (provided they have chosen not to opt out of automatic updates).

Driver Application Version Updates
Since the driver application is purpose built for the customer, any updates do require the client to uninstall the existing driver application and re-install the new application. The entire process takes approximately 1 minute per device used by the customer. This is considered an action required deployment and thus notice is provided 5-9 days ahead of the update. Instructions and release notes are always provided with the notice.

- Software Security and User Privacy: Ensure privacy and security of all data maintained as part of the service.

  Yes,Pantonium has a comprehensive privacy plan and policy which can be found here: Privacy Policy
  Our solution provides high availability due to our dedication and focus on designing and implementing a reliable and secure platform. The Pantonium ODT Platform is a modern tiered and stable platform. All three basic tiers use stable and time-tested technologies. They are all capable of handling large scale operations and allow fine grained control. The production hardware environment is designed with scale, security, and redundancy in mind.

2.4.7 Privacy Requirements and Software Security

The software shall meet the following security and privacy requirements:

- **The passenger and driver apps are 'stateless' and do not store confidential passenger data on the local device.**

  Yes, we meet this requirement.

- All data is stored securely in the cloud (Amazon Web Services – 'AWS') or approved equal. All data stored securely in the cloud utilizing infrastructure that is designed and managed for maximum uptime and availability and in full compliance with IT security best practices and standards.

  Yes, the system will be hosted on a tier 3 standard server (Design certified by Uptime Institute), with extensive N+1 redundancy and enterprise infrastructure in Canada. The facility has 24x7x365 monitoring, video surveillance, biometric access and security. It is ISO 27001 and PCI DSS v.3.2.1 compliant. The facilities feature enterprise class infrastructure with power redundancy. We have multiple server locations in different geographic areas. This allows us to isolate production sites from areas encountering catastrophic failures in terms of power supply or internet connectivity.

  Pantonium owns and operates all server infrastructure which is specially designed to maintain the highest performance possible for our proprietary routing algorithm and optimization engines. Pantonium has multiple servers at different facilities and the facilities are set up to be easily scaled as required. We replicate the database of the production site across data centers. This allows us to start up a site on a different data center very quickly if the current data center where the site is hosted is encountering connectivity or other issues.

  Design Features
  - Certified Uptime institute Tier III for design, many features at Tier IV standard or better
  - Steel mesh reinforcement layer in drywall partitions

- 3 independent data center modules built within a concrete block foundation
- Shared customer lounge area with
- Access doors are all metal supported by metal frames
- Raised floor area contained within interior thermal envelope partition
- Interior building height: 22 feet
- Ceiling height: 12 feet from raised floor to drop ceiling
- Plenum height: 9 feet from drop ceiling to roof deck
- Raised floor height: 15 Inches, tiles rated for 1500 lb. load Telecom • Direct access to low latency, reliable and redundant connectivity
- 2 x Diverse entry points managed and owned by CP1 for fibre connections
- 2 x Diverse Carrier Meet Me Rooms for collocation of carrier network equipment and CP1 network equipment
- Multiple discrete communications paths and cross-connect points provided inside data center to customer cabinets
- All network equipment is on dedicated UPS/battery backup to ensure uptime
- All third party connections terminated in the CP1 meet-me room, cross connects performed by CP1 staff
- All cabling installation work is performed by certified CP1 staff within the data center

Pantonium has the follow procedures for data security:
1. All access to the production environment is allowed through whitelisted IP only.
2. All access to the production environment is through SSH only.
3. All user access to the containers is https (with http redirected to https automatically).
4. Only administrator accounts are allowed in the production environment.

As a company, we have integrated the protection of personal, confidential, and proprietary information into our hiring, onboarding and training practices to ensure appropriate handling of personal and confidential information. We have confidentiality and proprietary information agreements with all employees. We provide all employees with annual training on: personal and confidential information handling and security awareness. We also have data breach and incident response policies and plans in place to mitigate the risk of any incident.

- **The passenger and driver apps communicate securely with the cloud-based platform using RESTful APIs1.**

  Yes, our passenger and driver apps communicate securely with this.

- **Data is encrypted in transit using standard HTTPS, using a TLS wildcard certificate.**

  Yes, All Pantonium connections are through HTTPS protocol. Thus, all information accessed through browsers and mobile applications use an added encryption/decryption layer of SSL/TLS wildcard to protect the traffic. A secure channel is created whenever information is accessed from the browser to the web server as the SSL provides a combination of programs and encryption/decryption routines.

- **All public facing web servers have been hardened using industry best practices, including updating servers according to latest security bulletins. External tools are used to verify the integrity of the TLC certificates and how they are applied to the servers.**

  Yes, we meet this requirement.

- **Internal networks are shielded by AWS security groups which define allowable ports and IP addresses for internal services.**

  Yes, our system meets this requirement.

- **APIs are all secured using token authentication using the City of Gainesville identity management system. Tokens are only valid for one user and can only be acquired by successfully authenticating against our authentication API. For certain API calls, throttling exists to prevent against DOS type attacks.**

  Yes, our system meets this requirement.

- **Maintain a 99%+ uptime performance record and service level guarantee.**

  Yes, an uptime of 99% is included in our proposal. Please find attached an SLA at Exhibit "A"

- **Daily backups of production databases are taken and housed against an AWS S3 bucket for disaster recovery.**

  Yes, our company backs up data on a daily basis. The data is encrypted, and stored both on and outside the native database. The backups are encrypted using public key infrastructure and are tested quarterly.

- **The mobile applications and operations dashboards include their own terms of service to end users that include provisions relating to data privacy, confidentiality, and intellectual property rights.**

  Yes, the rider mobile application comes with a terms of service and privacy policy that considers all of these provisions and more.

- **In the future and when necessary, Software shall not store any payment card or billing information on our servers.**

  Yes, our proposal complies with this requirement.

2.4.8 Transfer of Data at Contract Termination or Expiration

Provide all services necessary to transfer administration of RTS' demand transportation program to the City of Gainesville/RTS or its designee at the expiration or termination of this Contract and no additional compensation will be allowed for such transfer services. For the purpose of this Section, "information" includes all information and/or data (hereinafter "data") stored and/or processed by successful vendor that is related to rider's data/account, without regard to the type of device or media that is used to store such data, that is within successful vendor's or successful vendor's sub vendor(s) to store and process such data. Upon termination or expiration of this Contract or upon RTS' written request at any time during the term hereof, successful proposer or contractor must provide such data to the Agency's designate using the same type of storage device as was used by successful proposer to store such data or any other storage device that stores the data in any manner that can be readily accessed and processed by RTS using a computer similar to the one that was used by successful proposer or successful sub-contractor(s) to store and process such data.
The default setting in our system is that all information/data stored in the system is retained indefinitely until it is either actively removed or until a site is de-commissioned. This is done

for data maintenance purposes, such that transit agencies can maintain data on trips and travel patterns. We allow transit agencies the option of deleting data in accordance with their preferred data retention schedule.

When a deployment is decommissioned we delete the associated client data.

All client data can be exported in a format requested by the client. Since different clients have different requirements for the data they need to transfer to a different system or for any other purposes, we do not have a standard set of exports set up.
We support exports in the following formats:
• JSON
• XML
• CSV

2.4.9 Import of Existing Data

Successful proposer must import the existing data from the current RTS system for the continuity of the operation including specialized client identification (ID) customer database, operator information and schedule information/GTFS feed.
During the registration process individuals are providing information that is considered personal information, therefore the successful proposer must comply with City's Minimum Technical Requirements (tab-4) on the Vendor Technology Questionnaire (Appendix A) by providing technical knowledge and support to Agency staff. The Vendor Technology Questionnaire is intended to identify and resolve privacy risks throughout the design or redesign of a technology, system, program or service.

Our solution has extensive data migration capabilities. They allow for the migration of data of all shapes and sizes. Because each client, dataset and use case is unique, we take a customized approach to data migration.

It is critical to any integration to understand not only what the data is, but also how the client uses (and/or wants to use) the data. As such, it will be fundamental that we establish early alignment between your team and Pantonium on the data definitions and use cases. To ensure this early and strong alignment, we put significant focus on the Discovery stage of our Data Conversion Plan. It is during this period that all questions about the data will be answered and clarified to ensure a seamless migration.

Our Data Conversion Approach & Plan outlined below, and split into four main phases, will include:

Migration of Information Required For:

- Customer information
- Transactions
- Locations

Migration will not be required for map data, or fleet and employee information, as Pantonium's software facilitates easy creation of fleet and employee user profiles, and comes fully equipped with mapping.

Phase One – Discovery (1-2 weeks). During this phase, Pantonium will:

- Conduct a summary review of data migration activities, requirements, formats, and needs.
- Request data definition and a representative dataset sample.
- Review all information and request clarification as needed.

Phase Two – Data Map (1-2 weeks); may commence prior to the end of Discovery. During this phase, our team will:

- Create a data map between your incoming fields and our existing field structure.
- Review and verify data map with your team, including, but not limited to review of: limitations, exclusions, exceptions, and format requirements.

Phase Three – Test Environment (2-3 weeks). During this phase, we will:

- Request a full dataset and perform testing of all field formats and values.
- Identify any exceptions (if any) and review with your team to determine appropriate action.
- Load and verify test samples of transformed data into your custom-built training system.

Phase Four – Production (1-2 weeks). During this final phase of our data conversion plan, Pantonium will:

- Load the full, transformed database into our production system.

We prefer to migrate data in CSV files but can migrate data in any standard file type.

We ask that all data be extracted in the same file type to facilitate an easier transition.

We encrypt all data while it is at rest and in-transit.

2.4.10 Training and Support

The software Provider shall provide training to RTS administrator, operators, dispatchers, and customer service representatives on how to use the software. This shall include any customer-facing and operations-facing applications, software, dashboards, or other related tools.

The Provider shall provide up to four (4) two-hour training sessions prior to service launch and on an as-needed basis, as requested by RTS. The training shall be administered virtually or in-person, as requested by RTS.

Pantonium takes a *train-the-trainer* approach, working with the transit agency to form a *Core Team* made up of administrators, managers, supervisors, and lead drivers. From there, the Support /Training Team will provide remote or on-site training (at the transit agency's preference) sessions to the relevant members of the Core Team. Each session covers a different role, including the administrator and dispatcher roles, as well as the driver and rider applications.

Once training is complete, Support provides instructional material, exercises, and guidance for the Core Team to take their staff through. At this time, both teams will establish a schedule of recurring sync calls to monitor progress, as well as identify and correct for any challenges that take place along the way.

Once the entire agency team is trained, Support provides instructions and guidance on "Trial Runs", where drivers and system administrators conduct a mock service on their Training system, which is an exact replica of their Production system intended for practice. Trial Runs establish familiarity and confidence with On-Demand Transit for all team members. They can feel free to experiment and learn without impacting the system they will eventually use in service. Throughout this process, both teams use the recurring sync calls and other tools such as an issue log to monitor for quality and risk, while recording any questions or concerns that may have been identified.

Finally, once the Trial Runs are complete, the Pantonium team meets once more with the Core Team and other senior members of the agency to ensure the first day of service is provisioned correctly. In this meeting, the Pantonium team will also take the Core Team through a pre-prepared launch readiness checklist. The Pantonium team also provides additional complimentary training on an ongoing basis as set out below:

- Any review of previous training can be done during pre-launch sync calls, and for 2 weeks afterward
- Training is complimentary on any new features deployed after the end of the training period
- Any training required because of any agency service change, such as an area expansion or fleet adjustment.

PART 3 – PRICE PROPOSAL

A. Price Proposal

Firm, all-inclusive price proposal that includes full implementation/set-up and first year maintenance and support, software documentation, and training, including any and all updates that may be required in accordance with specifications. Provide firm maintenance and support pricing for years 2-3 and for the optional two 1-year extension periods, including any and all updates that may be required.

All-Inclusive Implementation/Set-Up, Year 1 Maintenance and Support, etc.	
$45,000 - 3 Concurrent Vehicles operating on the system ($10,000 X 3) - Implementation, Set-Up, Training, & Documentation ($15,000) - Software Maintenance, Updates and Software Support included - Any additional Client vehicles will be invoiced in advance based on deployed vehicles at the following rates: o $10,000/ year per vehicle (1-8 passengers) o $12,500/ year per vehicle (9-15 passengers) o $15,000/ year per vehicle(15+ passengers) **OPTIONAL RESEARCH/ CONSULTING/DEVELOPMENT SERVICES PRICES** Provision of the below consulting services for Term: - System Feature Development ($250/hr) - Project Manager/Senior Analyst ($250/hr) - Transit Analyst ($200/hr) - Junior Data Analyst ($125/hr)	
Maintenance and Support, updates, etc. costs for Years 2-3 and Optional Extension Year 4 and Year 5	
Year 2	**$30,000**
Year 3	**$30,000**
Optional Extension Year 4	**$30,000**
Optional Extension Year 5	**$30,000**

NOTE: If travel is involved in the execution of an awarded contract for this solicitation, should any air travel be required the City's travel policy allows for Coach air travel only. All other travel will be billed in accordance with the Federal General Services Administration rates which can be found at: https://www.gsa.gov/travel/plan-book/per-diem-rates**.** In addition, long distance phone calls, printing, and other administrative costs may be billed at cost only -no mark-up. Evidence of these expenditures will be submitted when invoicing the City. Travel and administrative costs should be identified in the Price Proposal.

DRUG-FREE WORKPLACE FORM

The undersigned bidder in accordance with Florida Statute 287.087 hereby certifies that PANTONIUM INC. does:
(Name of Bidder)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.

2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for the drug abuse violations.

3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).

4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.

5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this bidder complies fully with the above requirements.

Date: June 9th, 2023 Bidder's Signature: 

BIDDER VERIFICATION FORM

LOCAL PREFERENCE (Check one)

Local Preference requested: ☐ YES ☑ NO

A copy of your ***Business Tax Receipt*** must be included in your submission if you are requesting Local Preference:

QUALIFIED SMALL BUSINESS AND/OR SERVICE DISABLED VETERAN BUSINESS STATUS (Check one)
Is your business qualified, in accordance with the City of Gainesville's Small Business Procurement Program, as a local Small Business? ☐ YES ☑ NO

Is your business qualified, in accordance with the City of Gainesville's Small Business Procurement
Program, as a local Service- Disabled Veteran Business ☐ YES ☑ NO

REGISTERED TO DO BUSINESS IN THE STATE OF FLORIDA
Is Bidder registered with Florida Department of State's, Division of Corporations, to do business in the State of Florida? ☐ YES ☑ NO (refer to Part 1, 1.6, last paragraph)

If the answer is "YES", provide a copy of SunBiz registration or SunBiz Document Number (#_____) If the answer is "NO", please state reason why:

Pantonium is not currently registered to do business in the State of Florida as we have not had the opportunity to work in the State up to this point. We are excited to register upon being awarded with this contract, and have no hesitations regarding our approval.

Bidder's Name: Pantonium Inc.

Printed Name/Title of Authorized Representative:
Remi Desa, CEO

Signature of Authorized Representative

Date: June 9th, 2023

REFERENCE FORM

Name of Bidder: Pantonium Inc.

Provide information for three references of similar scope performed within the past five (5) years. You may include photos or other pertinent information. Minimum of three years' experience in developing and administering MOD Apps required.

#1 Year(s) services provided (i.e. 1/2015 to 12/2018): December 2020- Ongoing

Company Name: Sioux Area Metro, South Dakota

Address: Planning & Development Services, P.O. Box 7402,

City, State Zip: Sioux Falls, South Dakota, 57117-7402

Contact Name: Sam Trebilcock, Senior Planner

Phone Number: 1-605-367-8890 Fax Number:

Email Address (if available): strebilcock@siouxfalls.org

#2 Year(s) services provided (i.e. 1/2015 to 12/2018): October 2021- Ongoing

Company Name: Fort Erie Transit, Ontario, Canada

Address: 1 Municipal Centre Drive,

City, State Zip: Fort Erie, Ontario, L2A 2S6

Contact Name: Jennifer Pennell-Ajie, EA to the Director, IS and Division Coordinator

Phone Number: 905-871-1600 Ext.2401 Fax Number:

Email Address (if available): jpennellajie@forterie.ca

#3 Year(s) services provided (i.e. 1/2015 to 12/2018): September 2018- Ongoing

Company Name: Belleville, Ontario

Address: 169 Front St,

City, State Zip: Belleville, Ontario, K8N 2Y7

Contact Name: Paul Buck – Senior Project Lead – Transit Procurement

Phone Number: 705-991-3536 Fax Number:

Email Address (if available): Pbuck@nexicom.ne

Exhibit “A”

Pantonium Service Level Agreement

This is a Service Level Agreement (“SLA”) between Pantonium Inc. (“Pantonium”) and CUSTOMER (“the Client”). This document outlines the expected level of service during the course of the Order.

1. Definitions. “Administrative Portal” means the website provided by Pantonium for the Client to configure, manage and monitor the Service. “Client Device” means the Client-owned or leased tablets or other wireless devices used by the Client in conjunction with the Client’s use of the Licensed Materials. “Drivers” means the people engaged by the Client to operate the Client’s public transit vehicles to provide the Service. “Driver Mobile Application” shall mean the on-demand transit solution provided by Pantonium for the Client or Pantonium’s installation and use on the Client Devices. “Pantonium Mobile Application” means the Android and iOS applications provided by Pantonium and available to Riders for requesting and monitoring Rides. “Pantonium Web Application” means the web application provided by Pantonium and available to Riders for requesting and monitoring Rides. “Riders” means the people who uses the Client’s public transit vehicles to take a Ride on the Service. “Ride” means the transportation of one or more Riders from one location to a different location. “Service Fees” means the fees paid by the Client to Pantonium for the provision of the Service. “Service Month” means any one-month period when the Client uses the Service. “Service” means the on-demand transit solution made available to the Client by Pantonium pursuant to this Order. “Transit Service Settings” means the acceptable tolerances settings for providing the Service and includes wait time tolerances, trip time tolerances and other criteria for the Service to assign Rides.

2. Service Levels and Credits. After implementing the Service and it having been operational for three months, Pantonium shall at all times during the term of this Agreement provide the Services to meet or exceed the Service Level Performance Measure for each Service Level Performance Criterion, as defined herein below.
Pantonium acknowledges that any failure to meet a Service Level may affect the business and operations of the Customer and that it shall entitle the Customer to the rights set out in this Agreement below, including the right to any Service Credits (as defined below).
Pantonium acknowledges and agrees that any Service Credit is a price adjustment reflecting the value of any lost service caused by failure to meet a Service Level. Both Parties agree that the Service Credits are a reasonable method of price adjustment to reflect a failure to meet the applicable Service Level.
Other than the Customer’s termination rights as set forth in the Order, A Service Credit shall be the Customer’s exclusive financial remedy for a failure to meet the applicable Service Level.

3. Performance Monitoring. Pantonium shall implement all measurement and monitoring tools and procedures necessary to measure, monitor and calculate Pantonium’s performance of the provision of the Services against the applicable Service Levels at a level of detail sufficient to verify compliance with the Service Levels.

4. Objectives. The objectives of the Service Levels and Service Credits are to:

1. Ensure that the Services are of a consistently high quality and meet the requirements of the Client;
2. Provide a mechanism whereby the Client can attain meaningful recognition of a failure by Pantonium to deliver the level of service it has contracted to deliver; and
3. Incentivise Pantonium to comply with and to expeditiously remedy any failure to comply with the Service Levels.

5. Service Levels

Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	**Service Credit for each Service Month**
Availability of the Service	Availability	99%	5% Service Credit provided for each percentage under the

			specified Service Level Performance Measure

6. Availability.
Available means that:
1) Riders are able to use the Pantonium Mobile Application or Pantonium Web Application to request and monitor Rides;
2) Drivers are able to use the Driver Mobile Application to receive requests for Rides, to board Riders and to record stops; and
3) The Client is able to use the Administrative Portal to manage Transit Service, monitor Transit Service and to adjust Transit Service Settings.

Achieved Service Level = [(a-b)/a] x 100%
"a" is Operating Hours, which means the number of scheduled operating hours during which the Client provides the Service to its Riders aside from Scheduled Downtime of the Service. Scheduled Downtime means the time during which the system is not operational due to scheduled maintenance or system upgrades.
"b" is System Downtime, which means the accumulated time during which the Service is not Available due to the issue of software configurations within the control of Pantonium measured from the time of such failure is reported to Pantonium to the time when the Service is returned to proper operation. For the avoidance of doubt, to qualify as System Downtime, the failure must be a crucial failure, preventing the Service from functioning without its repair.

6. Service Credits
Service Credits will be provided to the Client in the event that the Service Level achieved falls below the Service Level Performance Measure when averaged out on a monthly basis.
The Service Credit is determined by the Service Level achieved, the Service Level Performance Measure and the Service Level Threshold and is calculated by using the formula below:
Service Credit = (a-x)*c)*d
"a" is the Service Level Performance Measure (%) below which Service Credits become payable;
"x" is the Achieved Service Level (%) for a Service Month, as defined above;
"c" is the Service Credit (%) payable if the Achieved Service Level falls below the Service Level Target; and
"d" is the Service Fees payable in respect of the Service during the Service Month.
At no time shall Service Credits for any given month exceed the software licensing fees for that month.