2023-963J

Proposal – Gainesville Mobility-On-Demand Software App (Rebid)

RFP Number: RTSX-240002-DS

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June 9, 2023

City of Gainesville
200 E University Ave
Gainesville, FL 32601

Attention: Daphyne Sesco, Procurement Specialist 3

Reference: Mobility-On-Demand Software App (Rebid) – RFP #RTSX-240002-DS

RideCo U.S. Inc. (RideCo) is pleased to respond to the City of Gainesville's request for a proposal regarding Mobility-On-Demand Software App.

Drawing on our years of microtransit experience, we have a very clear understanding of the City of Gainesville's intent to leverage microtransit services to address local mobility challenges in low density areas. We feel passionately that microtransit is the correct tool for addressing the City's challenges and that RideCo is the best partner to help Gainesville increase ridership with targeted local mobility and connections to the broader fixed route network.

RideCo is an industry leader in on-demand transit technology, enabling on-demand ride sharing for transit riders around the globe. We partner with transit agencies, municipalities, and experienced local fleet operators to design and operate on-demand microtransit and paratransit services for a growing list of mobility-related challenges and use cases, **including first and last mile access challenges for transit hubs, replacing underperforming bus routes, and low-density local area mobility, to name a few.**

RideCo has spent years developing industry-leading technology and expertise to assist transit agencies in planning and deploying on-demand transit services of all types – including advanced reservation and microtransit systems. Our solution provides a unique continuous optimization approach that is proven to reduce travel time, decrease walking distance, and increase service frequency for passengers while lowering transit agencies' cost-per-ride, reducing demand for parking, and attracting net new riders to transit systems.

We have crafted a unique approach to deliver on all of Gainesville's technology requirements while in parallel improving your passenger, driver, and team member experience across the agency.

Some highlights of our proposed software solution include:

- **Passenger Experience** – Your passengers will benefit from an enhanced convenience with both advance-day and same-day trip booking options through a seamless booking experience. Additionally, passengers will enjoy peace of mind knowing exactly when their ride will arrive, either using the Passenger App and/or receiving an automated call. Wait times will be drastically reduced and rider ratings will grow exponentially.

- **Efficiency** – Self-service booking and tracking solution coupled with continuous automated vehicle manifest optimization that can boost a 50% reduction in workload for reservationists and an 80% reduction for dispatchers, all while improving passengers per hour (PVH) and on-time performance (OTP). We encourage you to review our customer references and case studies to verify our claims. Your passengers will benefit from an enhanced convenience with both advance-day and same-day trip booking options through a seamless booking experience.

- **Unique and Innovative** – RideCo will provide an innovative and refreshed technology approach to improve the ridership and driver experience. The approach leverages leading hardware technology solutions integrated with RideCo's best-in-class on-demand software solution. We will deliver to Gainesville a robust, unique, yet standardized, driver and passenger ecosystem that complements your strategy and future proofs your approach to transit.

RideCo's technology is complemented by our unique, proactive, and data driven approach to deployment and support that seeks to align our technology with our customers' operational policies, budgets, and vision. In addition, our services include transit planning staff that are available at no additional charge to support future expansions and to ensure the most optimal solution is deployed for future zones. Our proven track record in these areas has earned the trust of major agencies in North America – including, Houston METRO, VIA Metro San Antonio, Calgary Transit, and Los Angeles Metro.

Since RideCo's founding over 8 years back, we have been focusing on making on-demand transit more accessible for passengers and financially sound investment for agencies. We are thrilled to be able to share this experience with you here. We welcome the opportunity and look forward to working with the City of Gainesville to provide a robust and innovative software solution. If you have any questions regarding our submission, please feel free to reach out to us at your convenience.

Sincerely,

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2 Executive Summary

After a thorough review of the RFP, we have a firm understanding of the immediate technology and business needs of the City of Gainesville and are confident that we are compliant with the requirements set forth in the RFP. **In fact, most of the project specifications, especially the passenger facing app features and data collecting and reporting requirements requested are completely in line with RideCo's software solution.**

In addition, we have studied the RTS Transit Development Plan and believe that we are uniquely positioned to offer a technology solution and partnership to help bring that vision into reality for your Mobility-on-Demand (MOD) service strategy.

INNOVATIVE TECHNOLOGY

The first aspect of our value proposition is our technology, which is second to none. Our solution, including core features such as, a modern, app-based booking process, unique automated trip negotiation and robust optimization of vehicle manifests has changed the game for demand response transit services. Agencies were once forced to choose between rider convenience and operational efficiency; that is no more. RideCo-driven agencies are realizing amazing results, such as:

- 20-30% higher passenger per vehicle hour (PVH) than our leading competitors.
- 98% average on-time performance across all services.
- 36% reduction in cost per passenger – *VIA Link, San Antonio VIA Metro*
- 4.9-star ratings for rider satisfaction - *Loudoun County, VA ADA Paratransit.*
- 6.0+ passenger per vehicle hour on peak days - *Cobourg Rides – Paratransit and microtransit commingled.*
- 20% ridership growth - *Houston METRO Curb2Curb.*
- Reducing call center volume by 66% - *Houston METRO Curb2Curb.*

Specifically for Gainesville, RideCo will take advantage of several crucial technology and service offerings to deliver on the RTS vision for an integrated multi-modal service approach to expand mobility options throughout the service area:

- **App-Based Booking Process**: White labeled, intuitive app for easy booking that offers automated trip negotiation and guaranteed pick up times with integrated ETAs for an unparalleled customer experience.
- **Continuous Optimization**: Trips are offered to riders based on actual capacity and slack in the schedule, which is facilitated by RideCo's continuously optimizing scheduling solution. In addition, advanced and same day service anomalies are automatically corrected (self-healed) to increase OTP while also improving PVH.
- **Intuitive Driver Experience**: Operators are guided throughout the day by an intuitive in-vehicle application with in-app navigation and limited manual trip data collection to ensure drivers are focused on the road.

- **Unparalleled Data and Reporting**: RideCo's data, reporting, and dashboards provide unique insights into the performance of services and are used by our customers and our support team to ensure that services are delivered according to expectations and objectives are met.
- **Partnership through Planning and Data Analysis**: The RideCo Partnership includes planning services to align technology and operational policies to meet objectives of other MOD Zones, paratransit services, and potentially comingling of ADA and MOD Services
- **Integration**: MOD services are most valuable as a complement to other service modes. To be most effective, RideCo offers integration capabilities with Multi-Modal trip planning solution and mobile payment solutions for a seamless customer experience.

TECHNOLOGY TRANSITION

The firm belief we have in successfully delivering on Gainesville' objectives is backed by our extensive experience in the industry. Alongside the expansion of on-demand transit within the mobility ecosystem, RideCo's solution has helped many agencies replace their existing software with state-of-the-art, fully automated scheduling and routing software. This technology transition and adoption of RideCo's value proposition of productivity, reliability, and partnership, is bringing a transformative shift in the traditional transit systems. In fact, many RideCo customers start exactly where Gainesville is today: driven to replace a legacy and underperforming software solution that offers little to no support. We understand and have demonstrated success migrating customers from several solutions, including TransLoc system, with data conversion services and a comprehensive understanding of the differences between the technologies. **Detailed further in our proposal below, examples of RideCo's technology transition, especially from TransLoc include SunLine Transit Agency, CA (SunRide) and Plymouth, MN (Plymouth Metrolink -Click-and-Ride).**

SUPERIOR ROUTING PLATFORM

On the following pages, you will read about Solver, RideCo's patented automated scheduling and routing optimization solution and its many features that separate it from the industry. The RideCo platform was designed to automate many of the manual scheduling and dispatch processes through a process we call 'continuous optimization'.

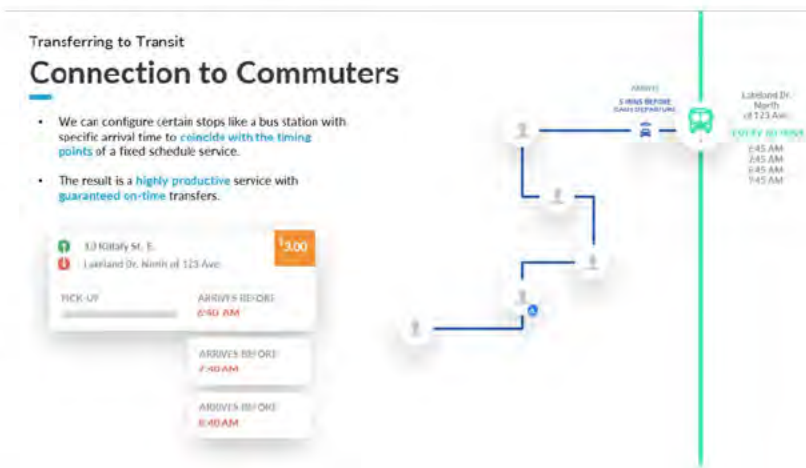
Solver is the most advanced routing algorithm in the world and provides transit agencies with unmatched reliability and productivity. Because of Solver, RideCo is reliably able to deliver productivity outcomes that are 30-300% better than our contemporaries.

Every 20-30 seconds, Solver analyzes every booking currently in the system and executes a global optimization to ensure the most efficient combination of rides and routes, subject to the defined service parameters while preserving every passenger's "arrives before time". Because of the near-constant optimization run by Solver – RideCo's platform is incredibly flexible to changes in conditions. For example, if traffic conditions suddenly change, Solver will identify a new set of routes within 20-30 seconds and update the schedule. As another example, if a vehicle goes out of service, all rides that were tentatively scheduled for that vehicle are instantaneously reassigned to other vehicles without any manual intervention or interruption to the passenger.

Solver can be configured across more than 1,000 unique parameters enabling RideCo to tune the service and performance outcomes to match your operational objectives and KPIs. The following are some parameters we can tune to deliver this customized routing algorithm:

- **Time Snapping**: This enables Solver to account for local fixed-route schedules in its routing. With this information, Solver intelligently restricts passengers from arriving too early or too late for their connections. Instead, it only provides trip options that arrive on time for seamless transfers.
- **Wait times**: RideCo can tune the algorithm to provide different wait times that typically range from 8 minutes to 30 minutes based on your requirements.
- **On-board times**: RideCo can tune the algorithm to provide different on-board times. The default recommendation is to set the on-board time to the maximum, 150% of the duration of a direct drive.
- **Stop Locations**: In addition to Curb to Curb or Door to Door service options, Virtual Stops locations are also supported and passengers intuitively directed to a stop for service.
- **Vehicle capacities** (wheelchair, bike rack, service animal, etc.): As part of the system setup, we configure the fleet types in the software to match the fleet type on the ground. Solver considers actual and predicted capacity into its calculations.
- **Non-travelable roads**: RideCo can configure certain roads to be excluded from routing.
- **Pre-scheduling rules** (number of days a passenger can schedule in advance): Gainesville will have the ability to set the number of days in advance a passenger can book. Typically, we recommend that this be set to two days; however, it can be set to any number of days.

Time Snapping: This feature is specifically designed for microtransit use cases where integration with fixed routes is the goal. Through our unique design and technology, rides are automatically grouped and timed such that connections to transit time points are prioritized and guaranteed, ensuring fidelity to the rider experience while also improving productivity through shared rides.



Automated Trip Negotiation: As part of our trip booking process, regardless of whether the booking takes place via a mobile app, website, or call center, ride options are presented that automatically negotiate pick-up and drop-off times based on the actual, real-time capacity in the schedule. Negotiation windows and service levels may be different depending on the mix of service levels Gainesville deploys – e.g., MOD with 15 minutes wait time, MOD with 25 minutes wait time, or ADA paratransit services.

In short, RideCo's patented technology is industry leading and offers the most robust optimization solution available to the on-demand/demand response transit industry today. We encourage you to speak with our customers about our technology and the benefits they have experienced. We think you will be very impressed.

UNMATCHED SERVICE

The successes outlined here and detailed in the following pages are not only a function of our technological prowess but are also borne out of our unique approach to continuously supporting and improving upon our customers' experiences. Just like our technology continuously optimizes your vehicle manifests – seeking efficiencies and ways to keep customers happy, our support team continuously and proactively monitors your system. Our team is immediately alerted to anomalies in agency driven KPIs and proactively addresses any potential issues with your team to ensure success. Our technology continuously monitors non-compliant data. Our team investigates root causes and recommends solutions with focused and agency-defined protocols. Practical examples relate to technology configuration changes based on some material change in service (demand, etc.) or operational driver changes, modifying shift times etc. Any material changes in the agreed upon parameters trigger triage and agreed upon protocols.

EXPERIENCED TEAM

No project is successful without a strong and experienced team. RideCo has assembled our best team of professionals to implement this project for the City of Gainesville. The key personnel allocated have worked on the project case studies referenced in this proposal and bring a successful track record of working well together and delivering great customer outcomes. For example, **our team's performance has been highly commended by the Executive Director of Concord Kannapolis Area Transit (CK Rider) – RideCo's recent on-demand paratransit deployment. Mr. L.J. Weslowski, stated:**

- **"It has been one of the best business partnerships we've established in a long time – perhaps ever. [The] RideCo team have been fantastic to work with – highly organized, on time, on point, responsive, and very quick to react to challenges or specific nuances we needed adjusted or worked on within their platform."**

POWERFUL VALUE PROPOSITION

To summarize, RideCo offers a truly unique and powerful value proposition based on proven technology and unique features that are demonstrable across a broad range of customers and use cases. Have confidence that our proactive, continuous support approach will guarantee success and position the City of Gainesville to achieve your transit vision.

3 Company Profile and Qualifications

RideCo is a privately-owned corporation and alongside its parent company Transit Labs Inc., have North American operations in Waterloo, Canada, Los Angeles, California, and staff in offices across the U.S. including in San Francisco, Denver, Atlanta, and North Carolina. We have been in business for over eight (8) years and have launched 65+ microtransit and paratransit services across North America and Asia with a healthy pipeline of launches already scheduled in 2023. Our notable large city clients include VIA Metropolitan Transit San Antonio, Houston METRO, Los Angeles Metro, Calgary Transit, and RTC of Southern Nevada. Our demand-response transit services collectively transport more than 2.4 million passengers annually on RideCo's platform today, and with our scheduled new launches in 2023, this will surpass 5 million annual rides by the year-end.

With a passion of increasing accessibility and equity, while increasing efficiency and productivity, RideCo provides solutions for a growing list of mobility-related challenges and use cases:

- Low-density area community trips.
- First and last mile access challenges for transit hubs.
- Upgrading paratransit to be more efficient and on-demand.
- Replacing underperforming bus routes.
- Rural mobility & intercounty connectivity.
- Parking management challenges at transit/rail stations.
- Lengthy or otherwise challenging commuting conditions for workers.

3.1 Innovative Features with Industry-Best Passenger Experience

Solving First/Last Mile Mobility: Recognizing the need for flexible and convenient transportation options, RideCo's on-demand transit software is an effective solution for solving first/last mile mobility challenges. The solution offers accessibility to passengers ensuring they have convenient access to public transit, flexibility in terms of pick-up and drop-off times and locations, and most importantly, seamless integration with the existing public transit system. By linking with bus stops, train stations, and other transit hubs, we create a seamless transition for commuters. Users can easily transfer from an on-demand vehicle to a bus or train, enabling a smooth and efficient journey from the first mile to the last mile.

Time Snapping – A critical feature for enabling seamless connections to transit: Time Snapping enables RideCo's algorithm to account for local fixed-route schedules in its routing. With this information, our algorithm intelligently restricts passengers from arriving too early or too late for the connection. It accomplishes this by only providing trip options that arrive on time for seamless transfers. This eliminates the possibility of vehicles dropping off multiple passengers at different times for the same connection. This results in improved pooling rates and reduces total journey times for passengers.

Guaranteed Pick-up Windows – Ensuring passengers can plan their trips efficiently: Compared to the floating pick-up times of our competitors, RideCo's fixed pick-up windows offer passengers a far more reliable experience, which builds trust between transit passengers and their local on-demand service. Not only is measuring on-time performance more difficult with floating arrival times, but passengers may regularly miss connecting transit, appointments, or work start times by being picked up even a few minutes late. Our fixed pick-up windows ensure that every passenger knows precisely when to expect their vehicle, regardless of whether they booked their trip the night before or 20 minutes before their scheduled pick-up.

Guaranteed "Arrives Before" Time – Ensuring passengers arrive at their connecting service on time: As with our pick-up times, our arrival times are guaranteed. This is a feature that is unique to RideCo and one that allows passengers to travel with the confidence that they will always make their connecting trains or buses, get to work, or get to their appointments on time. Arrival times are aligned with departure times for fixed-route transit for a seamless passenger journey across the various means of transit that passengers may take.

Instantly Scheduled Trips – Predictability and reliability for passengers: Unlike other microtransit software providers, RideCo's system not only books trips instantly, but schedules them instantly as well. When a passenger books a trip in advance (as opposed to on-demand), it is automatically assigned to an actual live manifest. Our software begins making vehicle itineraries the second a single trip is booked and builds the rest of that itinerary around existing trips as new trips are added.

Rider Communication: RideCo's Passenger App provides passengers with live vehicle tracking through an onscreen map, real-time vehicle arrival times that are updated every few seconds, the number of stops their vehicle will make before their own (for both pick-up and in-vehicle/drop-off purposes), push notifications (when their vehicle is on its way) and the ability to communicate with their driver (through text message or phone call).

Comprehensive Data Collection, operational dashboard, and integration with different technology partners (Masabi, Transit app and Swiftly) to make service change decisions, enhance the passenger experience and streamline national transit database reporting.

RideCo's Capacity Configuration Optimizer: Once a passenger books a ride with a specific requirement, our system continuously optimizes against all possible seat configurations within the fleet to rearrange passengers dynamically and autonomously. This will ensure that the agency can serve as many passengers as possible in the most efficient way. Using the Capacity Configuration Optimizer, paratransit and microtransit services can be commingled within a single fleet to accommodate every possible passenger type while increasing your passengers per vehicle hour. This feature allows your agency to utilize a mixed fleet of different vehicle models to further optimize operating cost and utilization, while also adhering to regulations on service levels to special needs passengers.

Rides Optimization with a Mixed Fleet: RideCo's solution brings a strong ability to optimize the allocation of rides based on the agency's strategic preferences. For example, in a zone with electric and conventional vehicles, the agency may wish to prioritize the allocation of rides to the electric vehicle to support the strategic goal of reducing vehicle emissions. RideCo's platform includes this capability to prioritize certain vehicle types (e.g., electric, autonomous). In addition, the system is always aware of the mobility options supported by each type of vehicle. That means if passengers require specialized equipment like a wheelchair seat/ramp the correctly equipped vehicle is always dispatched.

Operator Tailored Search Results: Through the RideCo Passenger App and Booking Site, call center staff and operators are now able to be provided with varied ride results in comparison to standard passenger booking. For example, call center staff may need to see results that have a longer on-board time or potentially limiting certain service zones to call in bookings only. This feature builds upon the already strong commingled offering that RideCo boasts.

Driver Scorecard: Also known as “guardrail,” the Driver Scorecard provides a visual and statistical overview of driver performance over the past 90 days. It provides daily summaries that outline driver behavior, incidents, and mistakes that impacted the service. This actionable information is designed to continuously help the improvement of service productivity, reliability, and on-time performance. Alerts include pick-up step delay, step ignored, late start, drop-off step delay, and location areas. Each driver is scored on several criteria based on individual actions that contribute to avoidable inefficiencies within the program. This information can be used to assist in pinpointing potential coaching and retraining opportunities on an individual and program-wide level.

Dynamic Breaks: RideCo’s patented Dynamic Driver Break feature intelligently determines the best time for a driver to go on break during their shift. The system considers the driver’s current location, upcoming pickups, status of other drivers and rides, in optimizing the allocation of breaks. By doing so, it minimizes dead-heading, better matches supply with demand, and ensures OTP. Considering ride demand over the course of their shift, any union or agency requirements and any other relevant criteria (e.g., driver special allowances), breaks will be assigned to drivers at the appropriate time to minimize disruption to the greater schedule. This eliminates the need for dispatch to manually assign and communicate breaks and ensures that each driver gets a break without compromising operational efficiency.

Break prompts come through the Driver App at the first moment that a driver has dropped off their last in-vehicle passenger, and driver’s scheduled break period in the system has begun. Driver break rules can be configured to the agency’s preference or union requirements (as applicable).

Automatic Booking Limitation: The Automatic Booking Limitation feature automatically places a temporary booking limitation on users who have a high rate of cancellation and no-shows. This feature helps discourage and prevent unfavorable behavior from passengers. It also keeps the service running more efficiently, as it can prevent future no-shows and late cancellations from entering the system from users who are gaming the service. This feature takes the approach of educating users about their impact on service rather than removing their ability to book altogether. Users who fix their poor behavior will automatically have limitations removed.

Native Booking APIs: Driven by a partnership with Unwire and the DART GoPass app, RideCo has created an integration platform called RideCo Connect. This new conduit into the RideCo platform will allow for native ride searching, booking, and tracking in third party applications, and will be expanded for further tight integration into existing agency infrastructure. The first launch of RideCo Connect is live in the

GoPass application and demonstrated in Tulsa, OK as part of the launch of Tulsa Micro Transit. RideCo Connect is the next generation of interconnectivity with existing Microtransit and Paratransit offerings and will help agencies stay ahead of their ever-expanding technology portfolio.

Passenger Callouts (IVR): Passenger independence is crucial to a successful services and Passenger Callouts emphasize just that. Passengers are able to receive IVR (Interactive Voice Response) trip notifications for applicable rides. Once the IVR call is received by the passenger, ride details will be read out, providing the rider the option to cancel their ride or connect to dispatch for additional information. Multiple alerts can be set up based on the requirements of service, like day before callouts - this provides riders with the option to cancel their trips to avoid last-minute cancellations or avoidable no-shows.

A Managed Service: The success of an on-demand program relies on more than just the right tech. RideCo will staff this program with a dedicated team of service designers, business analysts, program managers, and developers who are dedicated to the project. They will work in partnership with you to design the service, configure the technology, launch the service, provide continued monitoring, and make recommendations for post-launch modifications and configurations to ensure that the service meets agency's on-demand microtransit objectives.

4 Proposed Software Solution

RideCo's software solution for the City of Gainesville's MOD microtransit service operation will have the following components:

- **Passenger App:** Customer facing smartphone application, web portal, and internal concierge tool for trip reservation & management.
- **Driver App:** In-vehicle driver facing application for automated vehicle location, mobile data communication, and real-time dispatch and data collection.
- **Solver:** RideCo's proprietary, industry-leading cloud-based routing optimization system.
- **Operations Center:** Dashboard suite designed to streamline operations and service monitoring for your dispatch center.
- **Data Insights:** Standardized and custom reporting to provide the operational and business intelligence required to monitor your deployment.

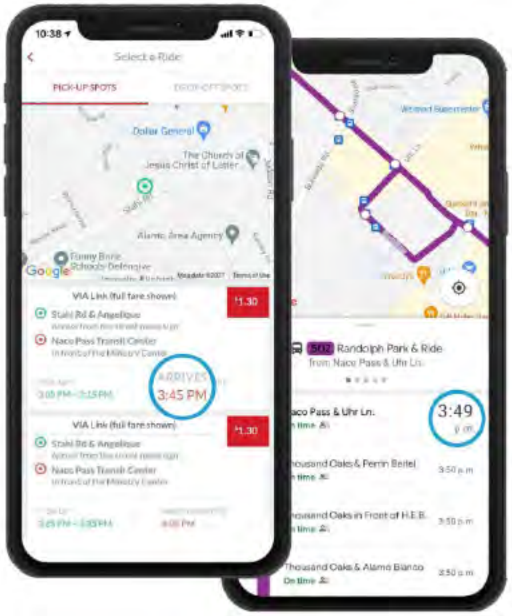
These components are flushed with built-in features and functionality. These features aim to enhance two areas: the passenger experience and the operational experience. To improve the passenger experience, RideCo delivers the transit industry's highest rated smartphone app, provides stand-alone and/or integrated electronic payments, and is connected directly to the existing fixed-route network. This user-friendly app is also available as a web portal with the same functionality, and both the app and web portal enable booking in advance or on-demand. Our technology provides a guaranteed pick-up time and RideCo's average on-time performance is 98%, providing a consistent and enjoyable experience.

The technology is also built to maximize the operational experience. Reservationists are provided easy tools to book trips on behalf of passengers while schedulers and dispatchers are provided relief with automated scheduling and dynamic optimization tools, and "Solver" (our cloud-based optimization tool) delivers world-leading passenger per vehicle mile (PVM). Real-time communications and data collection with the in-vehicle Driver App increases operational efficiencies and reduces redundancies and errors.

4.1 Passenger App

RideCo's Passenger App makes demand response travel booking quick, easy, and intuitive. It is well received by transit passengers, consistently receiving 5-star reviews, and **averaging 4.7 – 4.9 stars across all of our managed services**. This adoption is not only a welcome change for passengers, but it shifts the burden historically placed on transit providers to staff call centers as we consistently see reductions in **call center volumes between 55 – 65%** in the first year of deployment.

The Passenger App offers the following key features that are completely in line with the requirements of the City of Gainesville, as outlined in the RFP.



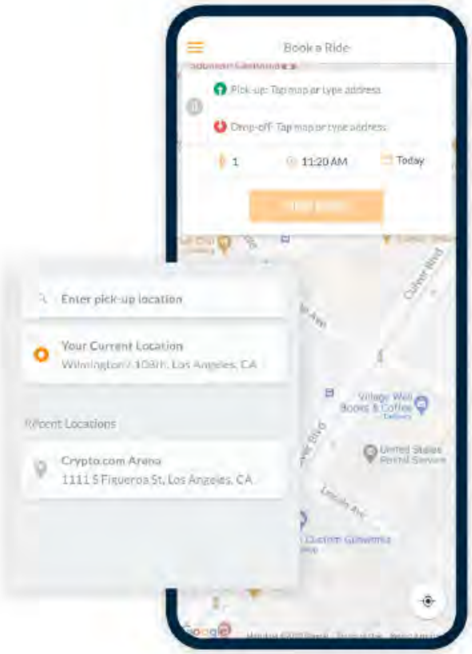
- The app is available for free download on iOS and Android, as well as any standard web browser (with the same functionality). It is device agnostic and accessible to all current browsers.
- Highly configurable app that can aligned with Gainesville's unique service parameters. Furthermore, RideCo will white label the app to match Gainesville's desired branding.
- Users create an account using their email and phone number and then book on-demand trips with the ability to book multiple trips, recurring rides, and pre-schedule rides up to a customizable number of days in advance. They can identify number of passengers traveling with them at the time of booking. Should passengers forget their password, we have a recovery system to help them reset it; the passenger has the option to be sent an email to reset their password.
- Passengers with no smartphone or web access can use the telephone support line that will be provided and staffed with reservationists during all service hours. The call center staff will be trained to help the passenger create their account if it is their first time using the new service. Creating an account over the phone takes just a few minutes and once completed, their account will be accessible through the app, website, and of course through the call center.
- To ensure passengers are kept updated for their upcoming or in-progress rides, SMS, anonymous calling between drivers and passengers, and automated callouts (IVR) are available to inform passengers of their trip details. Passengers also receive an SMS message when their driver is on the way to the pick-up point and receive a confirmation of booking email as soon as the trip booking has been processed.
- Passengers are given a 10-minute pick-up window at the time of booking; hence they do not experience waiting outside of that defined window. The app (or reservationist) will provide a ride-booking confirmation that includes a nearby flex stop for pick-up and a flex stop that is close to their destination. The booking will include a description of the flex stop as well as access to walking directions (via Google

Maps). The system provides several options to the passenger and allows the passenger to choose the best-matched trip from a series of options.

- Passengers are provided with guaranteed pick-up and arrives before times upon booking to ensure they get to their destination on time. The dynamic vehicle routing performed by the software platform ensures this on-time guarantee is met. This differentiating features is a firm commitment from RideCo that enables passengers to plan their trips with confidence. This is especially important when going to work, a medical appointment, or connecting to transit.
- Passengers can use the Passenger App or web application to check the status of their trip, including real time ETAs and vehicle location without the need to dial into a call center.
- Users may cancel a ride before their vehicle arrives after booking. Cancelations have limited impact on the system as our software is continually optimizing every 20 seconds. Canceled rides are simply removed from the tentative schedule, and no vehicle is dispatched. Since drivers are only seeing one step at a time (their next pick-up or next drop-off location), they will not experience anything when a ride is canceled and removed from their itinerary. Additionally, passengers are able to receive IVR (Interactive Voice Response) trip notifications for applicable rides. Once the IVR call is received by the passenger, ride details will be read out, providing the rider the option to cancel their ride or connect to dispatch for additional information. Multiple alerts can be set up based on the requirements of service, like day before callouts - this provides riders with the option to cancel their trips to avoid last minute cancellations or avoidable no-shows.
- The app allows passengers to book seat types. A passenger can book an individual ride, themselves plus a friend, add a large item or piece of luggage, even a bicycle, if the vehicle is so equipped. Companions can also book rides on behalf of passengers with disabilities.
- The app offers users to enter place names (i.e., library, school, store, or services) as well as addresses. Places and addresses have autocompleted capability.
- The app notifies a user of invalid rider request, if a user tries to book a ride out of service area, service hours, or non-serviceable locations.
- The app offers users to view trip history and details and allows them to contact the driver, if needed.
- When a passenger books a trip in advance, it is automatically assigned to an actual live manifest. Our software begins making vehicle itineraries the second a single trip is booked and builds the rest of that itinerary around existing trips as new trips are added. Our algorithm optimizes vehicle utilization (maximizes the number of shared rides) but never presents passengers with trip options that violate the promised arrival time of any other passenger's already booked trip.
- The 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.
- The app can be configured to be available in multiple languages such as Spanish.
- The app effectively interfaces with Braille technology and has ability to increase font size.
- After each trip, passengers are prompted to rate their ride/driver out of 5 stars. Passengers are also offered the chance to leave specific comments/feedback regarding issues or other feedback about the service or their specific trip or driver.

The following Passenger App walkthrough demonstrates the process through which passengers can book rides.

4.1.1 Passenger App Walkthrough

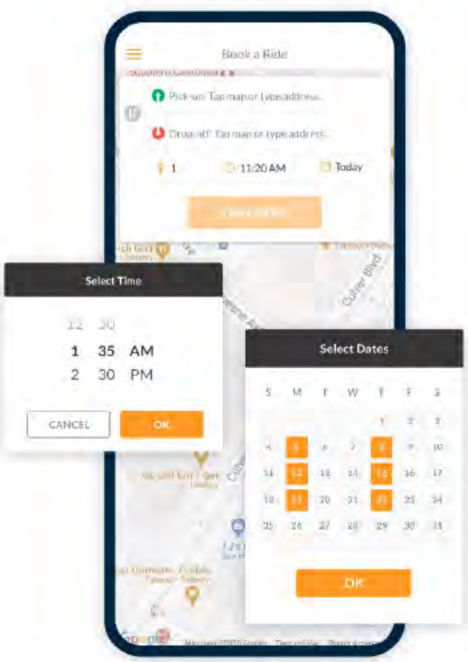


1

Type in pick-up or drop-off location

Or, choose locations from recent locations.

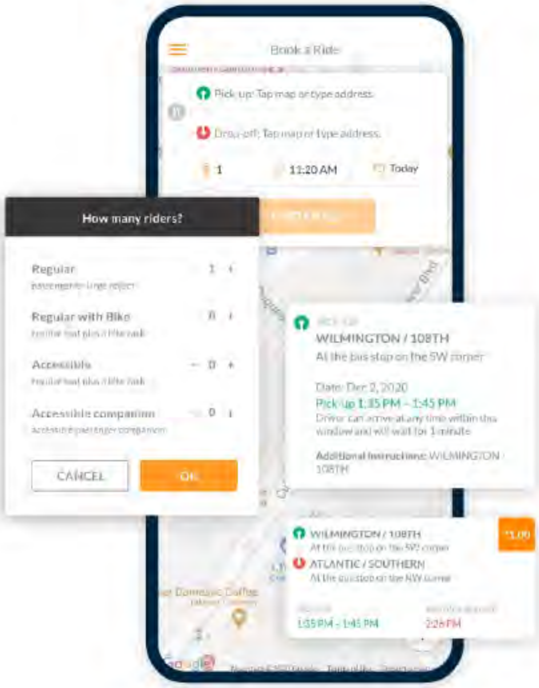
Or, drop pins on the map to select pick-up and drop-off location.



2

Select the time and date of the trip

To schedule single or multiple trips in the future, select the pick-up and drop-off times and dates.



3

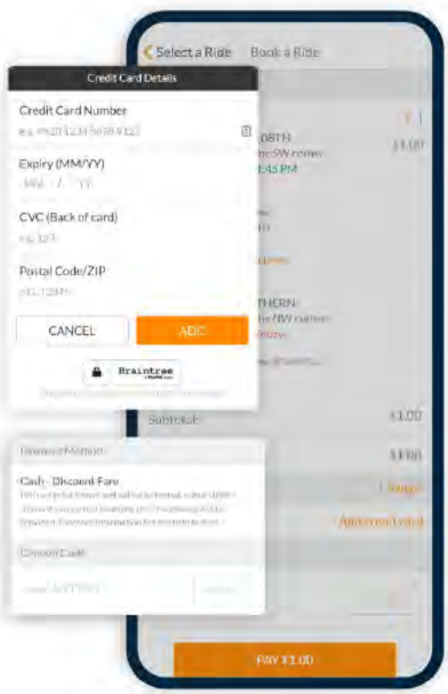
Select seat type

Seat type fields and supporting text are customizable to the mobility options you support. Different fares can be set-up for each rider type.

Each search result includes both a "pick-up" and "arrives before" time. This is our promise to pick-up and get riders to their destinations on time.

Additional instructions confirm origin and destination as well as remind the rider about the pick-up window.

- **RideCo's platform incorporates real-time inputs and analyses such as traffic data, current and pre-booked demand, vehicle locations and more in its dynamic routing engine. The out put is an on-time service that ensures riders know their pick-up and drop-off times across trip options in real time.**

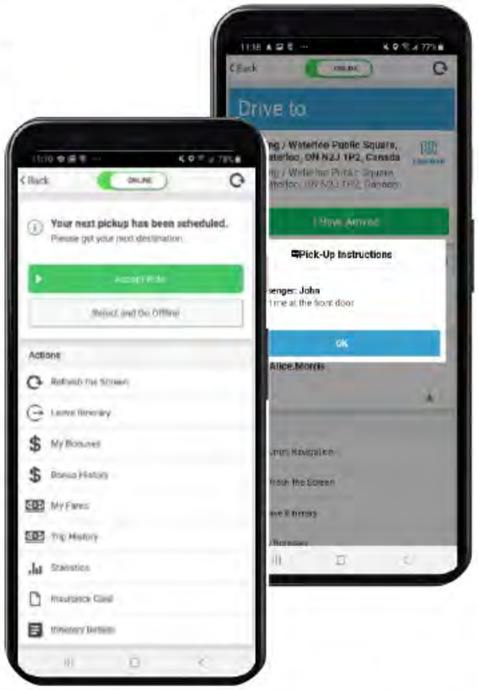


4

Select fare type and confirm trip

4.2 Driver Mobile Application

RideCo's Driver App is powered by standard off-the-shelf Android smartphones or tablets.
The Driver App offers the following key features that are completely in line with the requirements of the City of Gainesville, as outlined in the RFP.

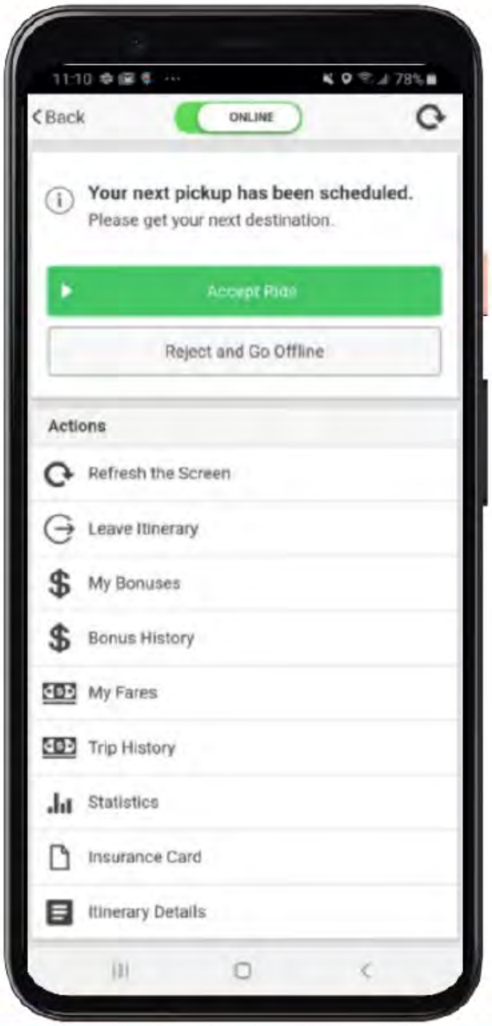


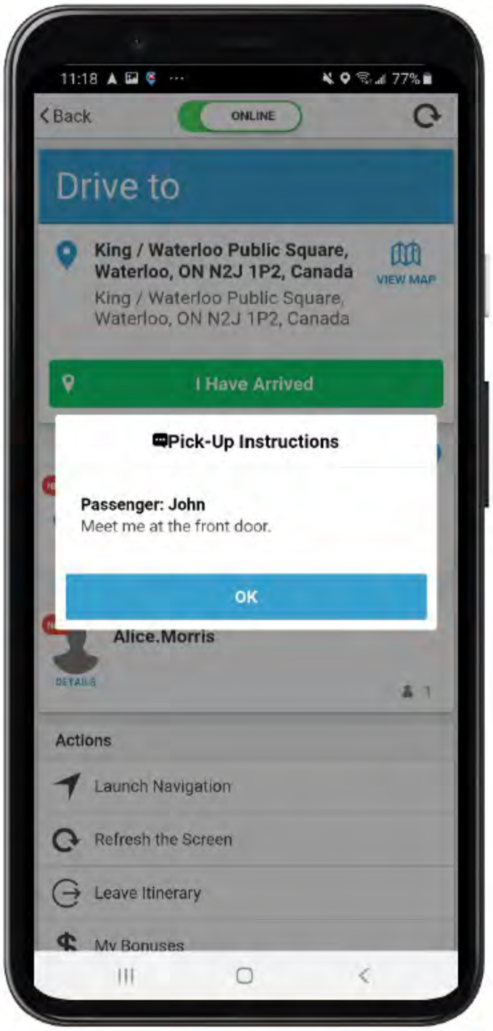
- Vehicle operators must set-up an account using their name, phone number, and email address. Accounts are then approved for service by the transit agency administrator or driver supervisor. A new driver can be added to the system in a matter of minutes.
- The Driver App provides start time of the itinerary, timestamp of each pick-up/drop-off, and location of each pick-up/drop-off.
- The app offers user-friendly step-by-step instructions to facilitate fully automated dispatching and dynamic routing. Automated updates of dispatched trips are sent to the mobile data terminals/tablets. The app provides real-time, turn-by-turn navigation support – including audiovisual directions and notifications through Google Maps. The app is powered by the RideCo's backend routing engine, which integrates real-time traffic data with drive time estimates and route generation.
- Operators sign-in to their personal account at the beginning of each shift and log out at the end of each shift. Signing on and off is easily done by having an operator enter their username and password into the app. Therefore, the same tablet/device can be used by multiple operators by having one sign out and the other sign in which takes just a matter of seconds.
- Our software begins making vehicle itineraries as soon as a trip is booked and builds the rest of that itinerary around existing trips as new trips are added. Because schedules are constantly being optimized, we provide the driver's itinerary one step at a time. This way, we can adapt to changes in schedules if a new booking comes in, or if a vehicle falls behind schedule.
- Cancellations do not impact the system as drivers are only provided with one step at a time. Cancellations are simply removed from the tentative schedule, and no vehicle is dispatched. No-shows do occur from time to time. When a driver arrives at the pickup location, and presses "I have arrived" the driver application will begin a wait timer. Once the timer has expired, the driver will have the option to press "no show". After confirming "no show" the driver will be provided the next step, which could be another pickup or drop off. We have provided RideCo's Driver App walkthrough as an attachment.

A Driver App walkthrough is provided below:

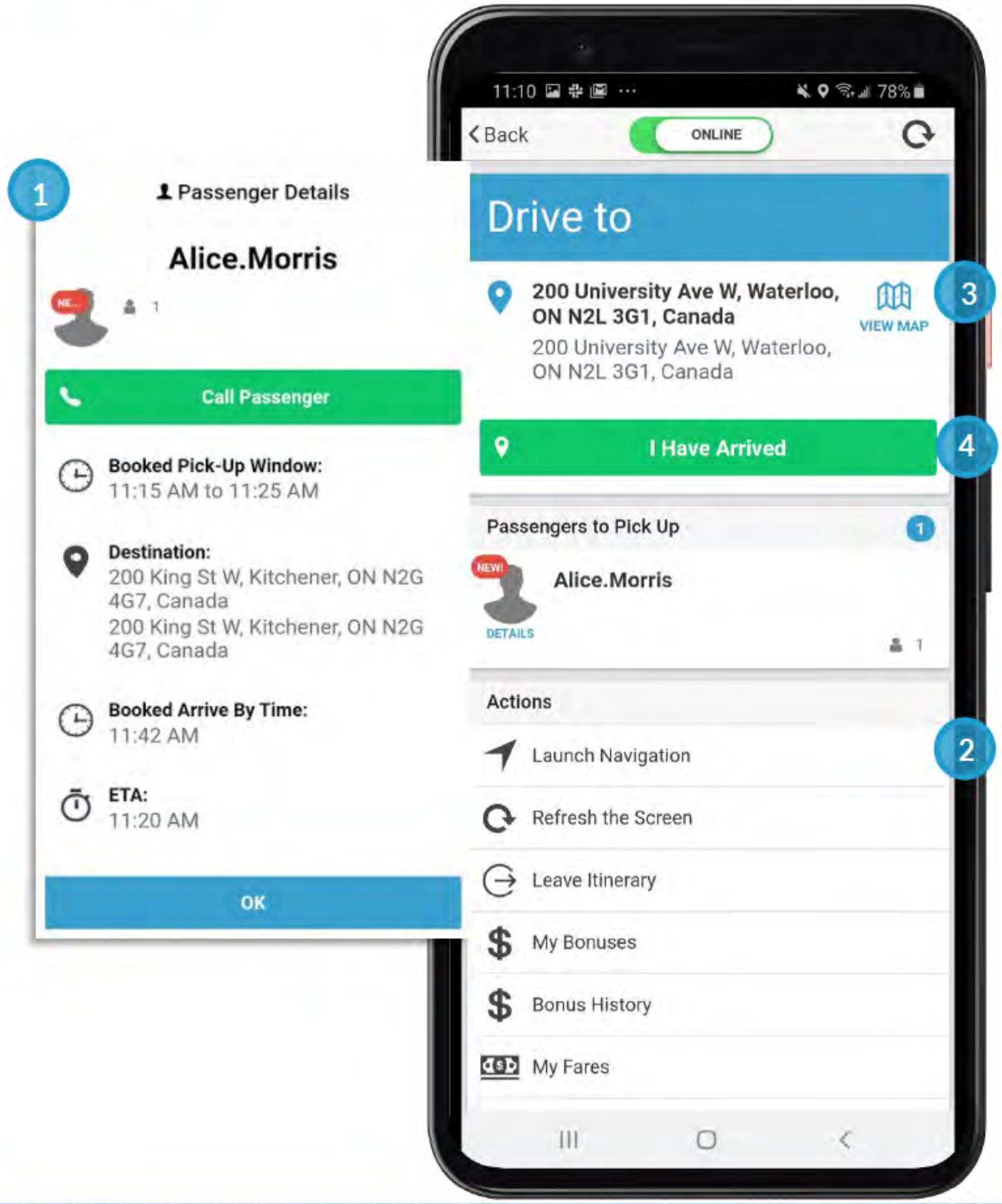
4.2.1 Driver App Walkthrough

Once an operator has entered their login credentials, the RideCo platform sends them the first ride in their itinerary and prompts them to accept the ride. After the operator has accepted their first trip, they are sent in-app turn-by-turn navigation to the pick-up location – though they may also launch a third-party navigation app (e.g., Waze or Google Maps).

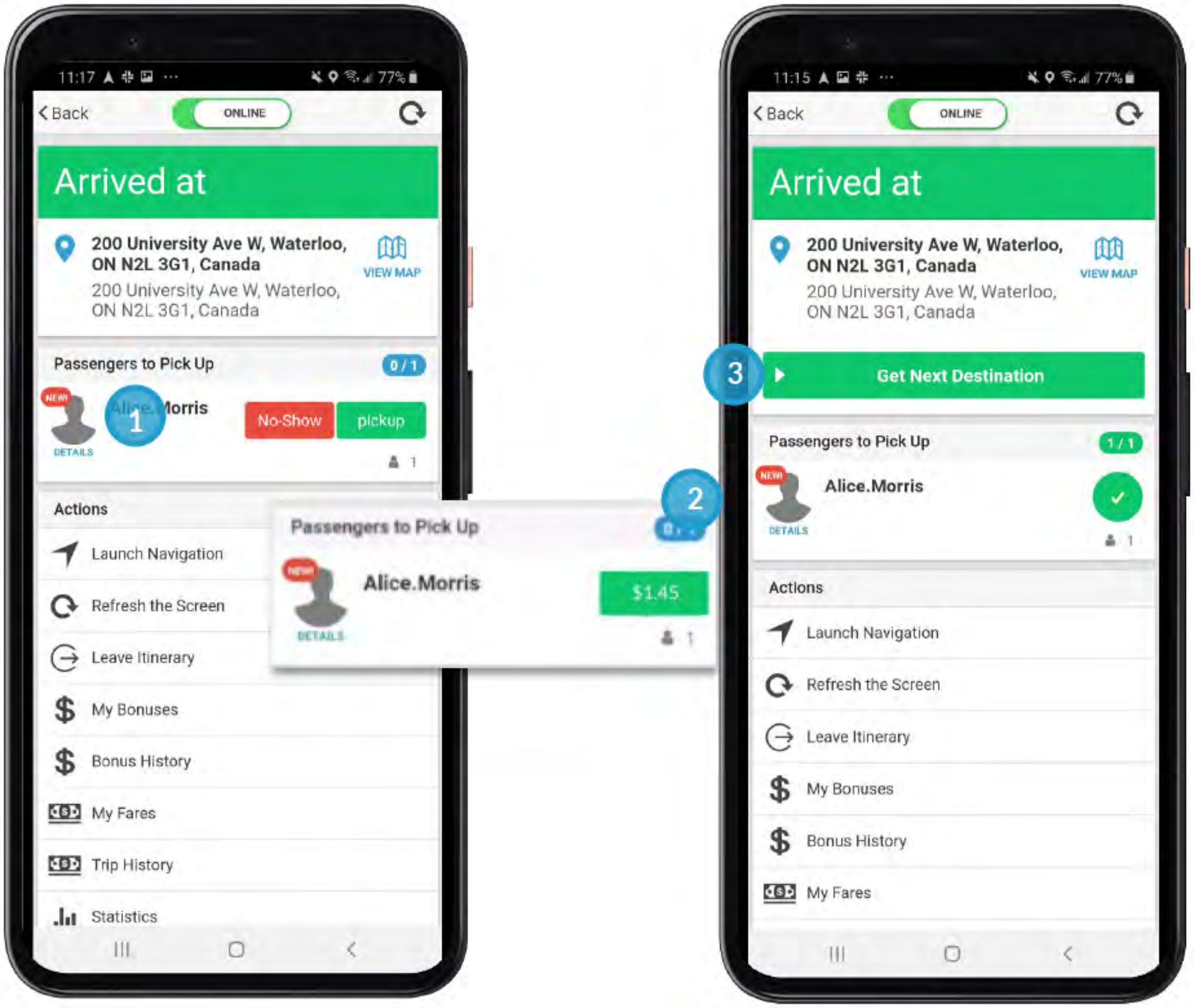




Upon trip acceptance, the app displays the name of the passenger, the pick-up location, and any additional pick-up instructions provided by the passenger. The app displays one trip at a time to mitigate confusion and the platform fully automates all itineraries.



1. Confirm passenger's name, number of additional riders and onboarding notes (if any), and pick-up location.
2. Click "Launch Navigation" to launch the operator's preferred navigation app (the destination is automatically entered by the RideCo app)
3. Operators can also choose to view the pick-up location on an in-app map.
4. Once arriving at the destination, the driver selects "I Have Arrived" – which tells the passenger their vehicle is at the pick-up location.



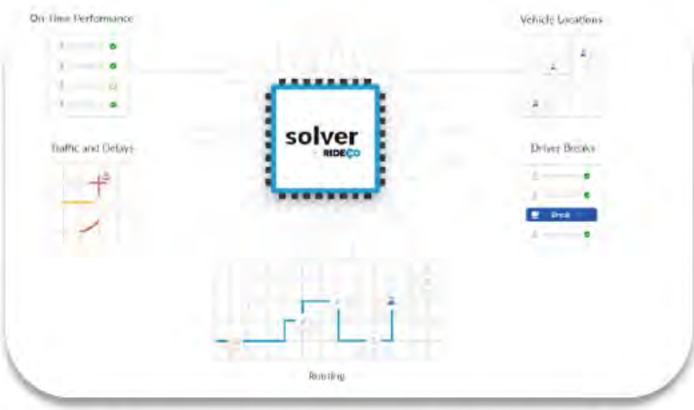
1. At the destination, operators either confirm that the passenger is picked up or marks them as a no-show.
2. Operators confirm their passenger's identity and validate their chosen method of payment as displayed in the app.
3. Once the passenger is safely onboarding the vehicle, the operator selects "Get Next Destination" to launch the next phase of their itinerary.

4.3 Solver

What differentiates RideCo, however, is "Solver" – our patented cloud-based logistics platform. Solver is the most advanced routing algorithm in the world and provides transit agencies with unmatched reliability and productivity. Because of Solver, RideCo is reliably able to deliver productivity outcomes that are 30-300% better than our contemporaries.

Every 20-30 seconds, Solver analyzes every booking currently in the system and executes a global optimization to ensure the most efficient combination of rides and routes, subject to the defined service parameters while preserving every passenger's "arrives before time". Because of the near-constant optimization run by Solver – RideCo's platform is incredibly flexible to changes in conditions. For example, if traffic conditions suddenly change, Solver will identify a new set of routes within 20-30 seconds and update the schedule. As another example, if a vehicle goes out of service, all rides that were tentatively scheduled for that vehicle are instantaneously reassigned to other vehicles without any manual intervention or interruption to the passenger.

SOLVER CONFIGURATION



Solver can be configured across more than 1,000 unique parameters enabling RideCo to tune the service and performance outcomes to match your operational objectives and KPIs.

The following are some parameters we can tune to deliver this customized routing algorithm:

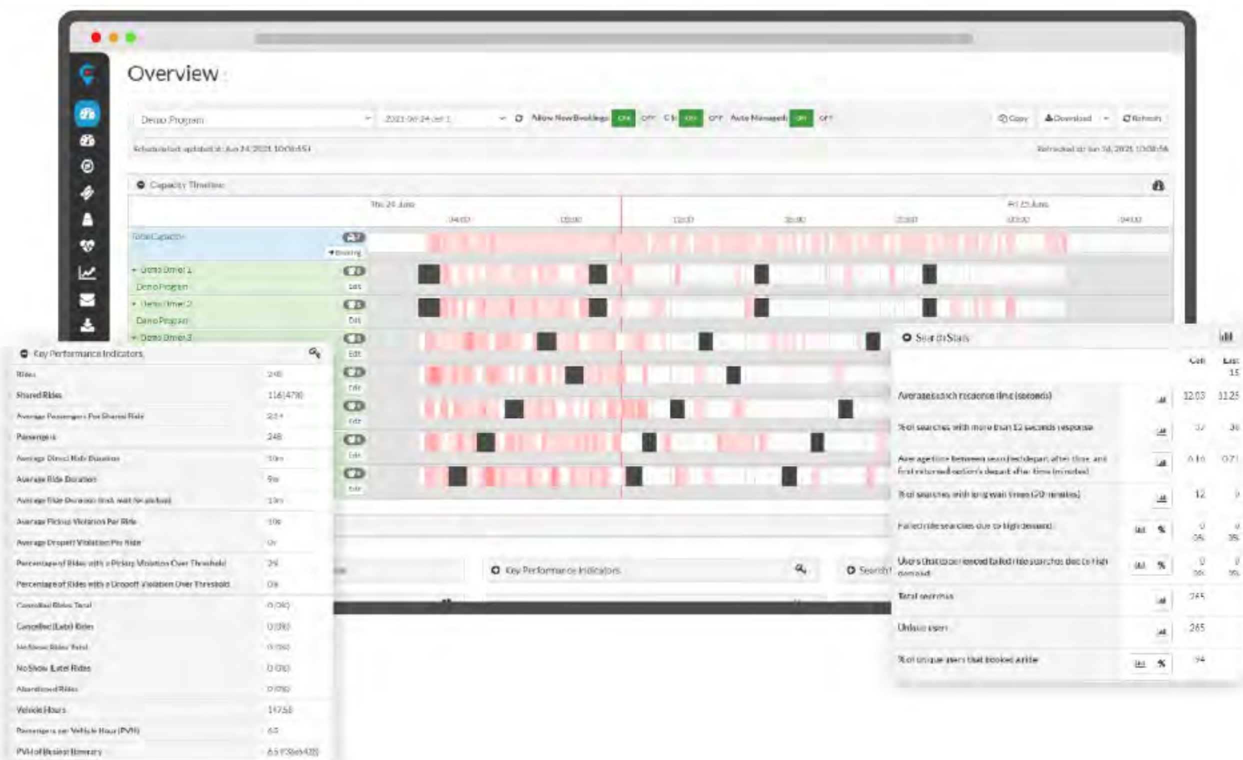
- Time snapping: This enables Solver to account for local fixed-route schedules in its routing. With this information, Solver intelligently restricts passengers from arriving too early or too late for the connection. Instead, it only provides trip options that arrive on time for seamless transfers. This eliminates the possibility of vehicles dropping off multiple passengers at different times for the same connection and results in improved ridesharing and reduced trip times for passengers.
- Wait times: RideCo can tune the algorithm to provide different wait times. Typically, agencies that wish to focus on convenience opt for shorter wait times, while agencies that want to maximize pooling and productivity select longer wait times. Wait times typically range from 8 minutes to 30 minutes.
- On-board times: RideCo can tune the algorithm to provide different on-board times. The default recommendation is to set the on-board time to the maximum, 150% of the duration of a direct drive. Longer on-board times result in higher pooling rates but decreased convenience.
- Flex stops locations (carefully vetted).
- Vehicle capacities (wheelchair, bike rack, service animal, etc.): As part of the system setup, we configure the fleet types in the software to match the fleet type on the ground. Solver considers actual and predicted capacity into its calculations.
- Non-travelable roads: RideCo can configure certain roads to be excluded from routing.

- Pre-scheduling rules (number of days a passenger can schedule in advance): The Agency will have the ability to set the number of days in advance a passenger can book. Typically, we recommend that this be set to two days; however, it can be set to any number of days.

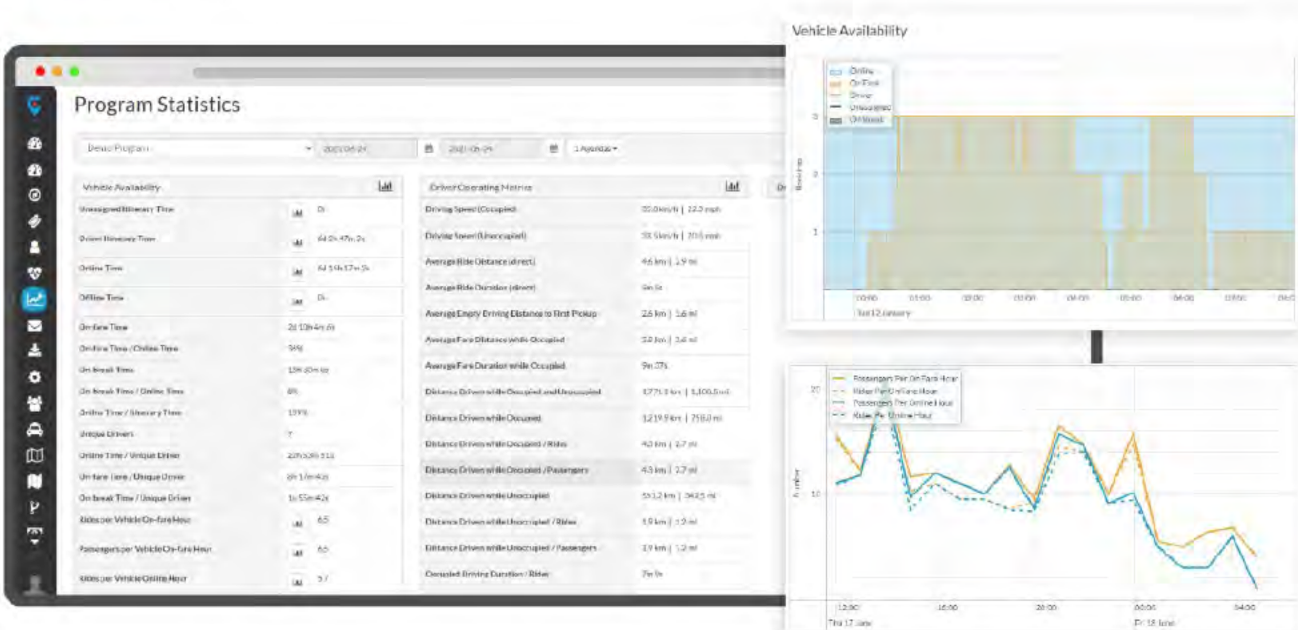
4.4 Operations Center

RideCo's Operations Center comprises a comprehensive suite of data dashboards tailored to support roles within Gainesville's operations. There are seven (7) dashboards available to the City, and access can be permitted depending on individual job functions. RideCo's goal with our dashboard suite is to provide an autonomous experience for RideCo and the City staff while delivering complete visibility into the current and historical on-demand options. The system generates significant and digestible data that can be leveraged by the service planning and executive teams to make informed decisions about future network enhancements to improve the passenger experience system-wide while optimizing the budget.

Lead Project Manager and Executive Use: Typically lead project managers and executives leverage the **overview dashboard** to view high-level KPIs for the current and historical service days. Additionally, the overview highlights the current vehicle supply, upcoming operator breaks, and high-level passenger demand trends. Unique to RideCo, Lead Project Managers or executives can view the search performance of RideCo's platform to distill information about how quickly passengers receive trip options and if any failed rides have occurred throughout the service. This is a good opportunity to adjust vehicle supply accordingly if resources are available.

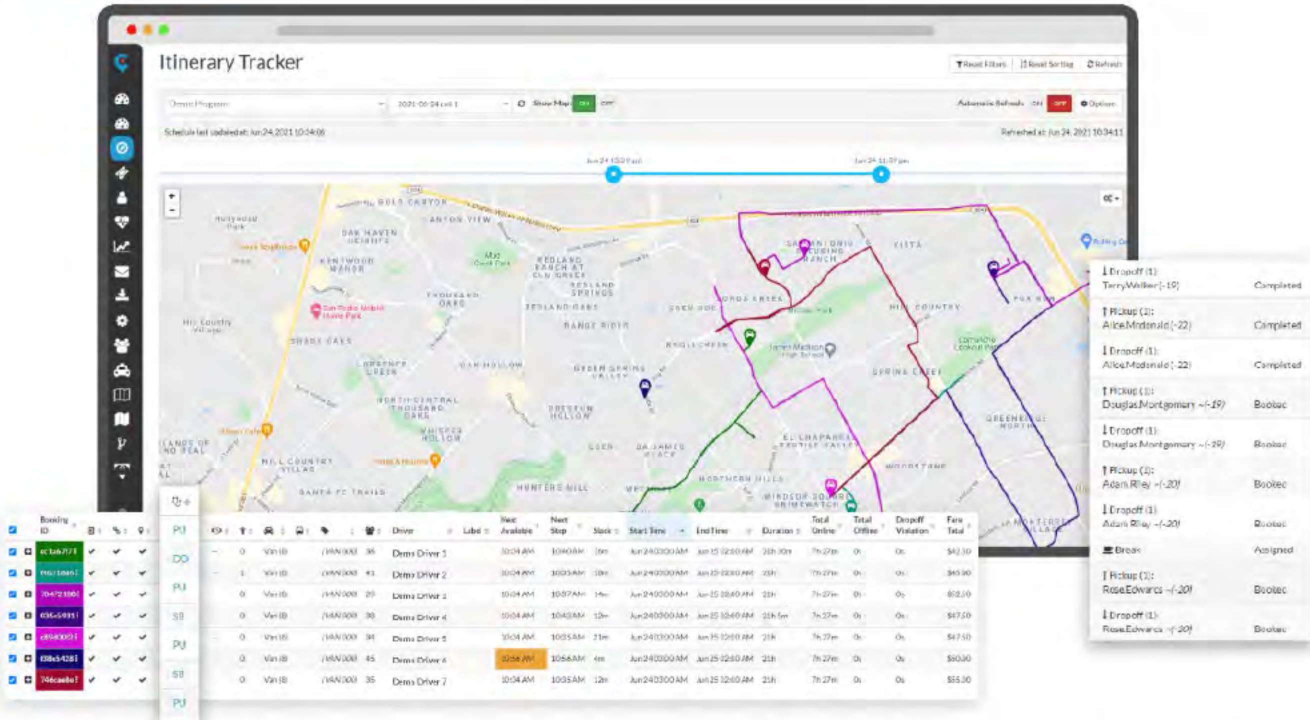


The **program statistics dashboard** is a great tool to evaluate and analyze vehicle utilization and capacity trends while benchmarking vehicle supply with passengers' demand during a service day or over a specific operating period. Additionally, this dashboard can be used to monitor overall operator performance and analyze on-trip driving time versus unoccupied driving time. Once again, this enables RideCo and the City to make data-driven decisions to align vehicle supply to experience-based demand profiles, lowering the cost per passenger.

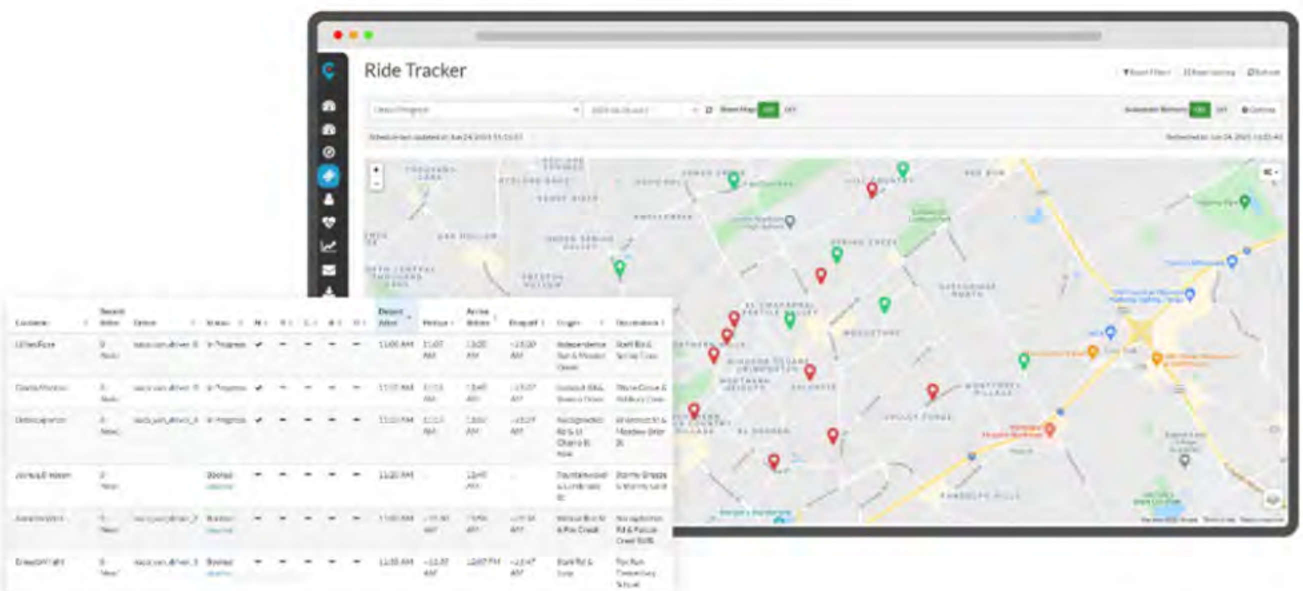


To perform broader ad-hoc analysis on the service, the exports dashboard provides access to real-time and historical raw data that encompasses all reporting aspects of the on-demand operations in a .CSV format. This can be viewed per zone or on a global consolidated basis. If the City wishes, the raw data exports can be integrated into the reporting and analytics tool through an exposable API. More information about our exports and data analysis can be found in Data Insights below.

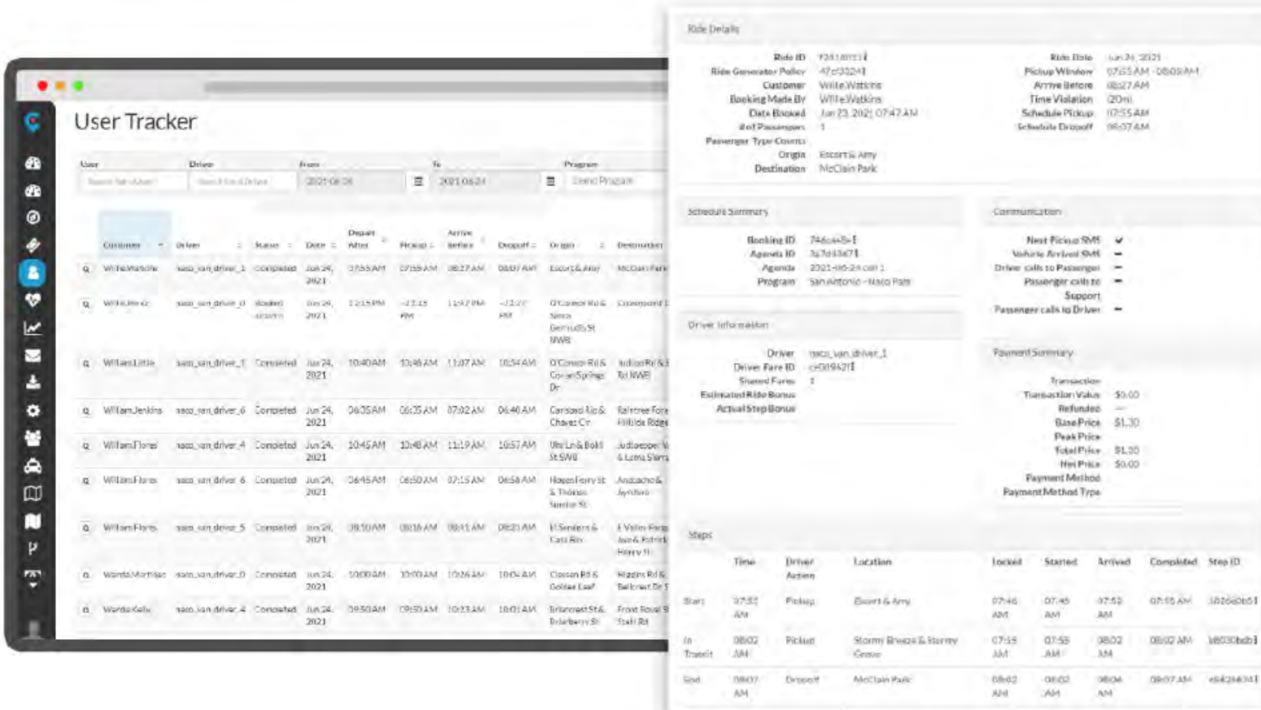
Dispatch & Day-to-Day Use: The RideCo's dashboard suite is autonomous and does not require constant monitoring from the RideCo team or the City staff; however, we know the operations manager will want to view real-time vehicle locations, monitor past, and tentatively assigned future itineraries while tracking the overall health of the system. This day-to-day viewpoint can be seamlessly accessed on the **itinerary tracker dashboard**. Operations manager can also leverage this dashboard to track operator performance in real-time, monitor newly on-boarded operators' behavior, and perform investigative inquiries.



For live tracking of origin and destinations, imminent ride performance and ride investigations, the ride tracker and user tracker dashboards provide granular snapshots of each passenger's experience from the time of booking to completion of the trip and ride rating. The **ride tracker** provides a holistic view of the service and trips completed/upcoming within a particular service day.



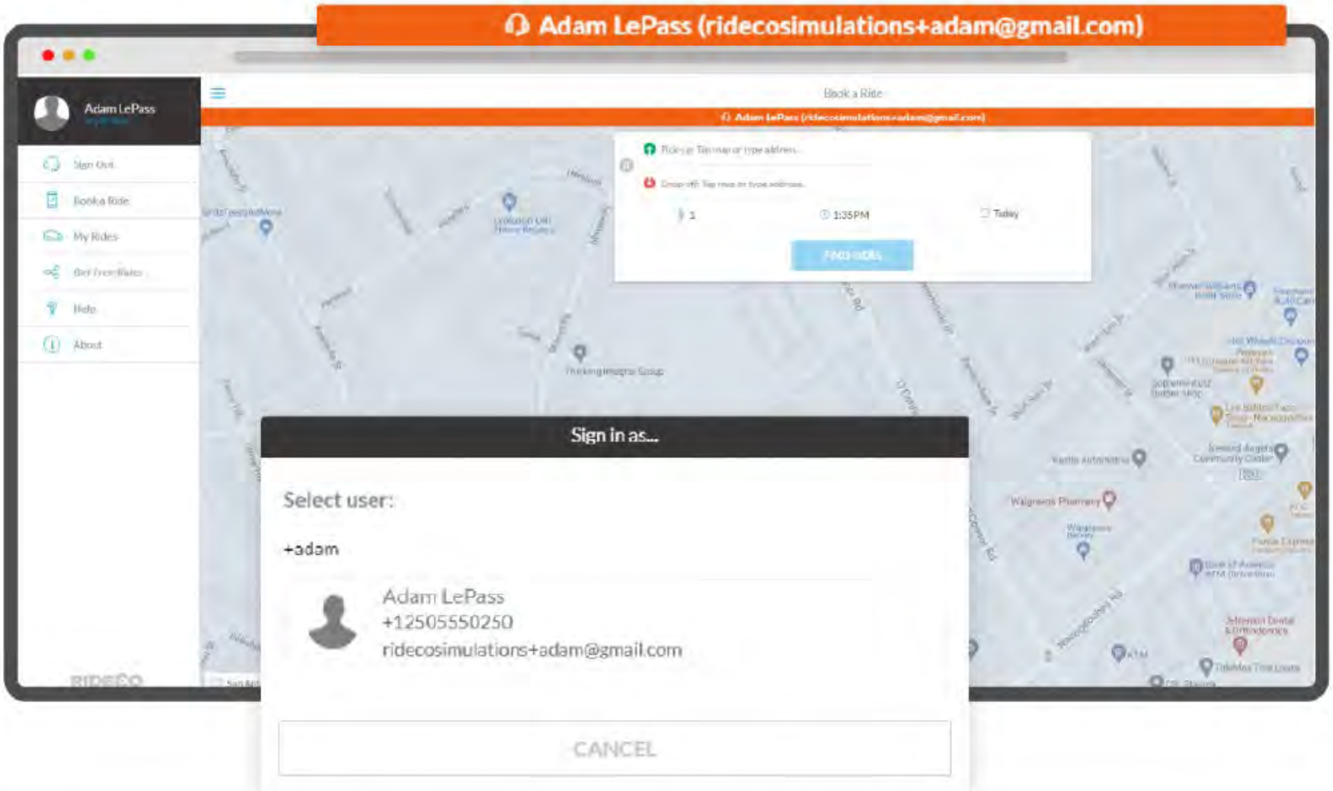
The **user tracker** provides a specific view of all trips booked/canceled/completed for an individual passenger within a defined period. This tool is great for performing investigations to understand when operators accept trips, how long passengers are onboard specific vehicles, and to address issues with no-shows, cancelations, and potentially lower-rated trips. Leveraging the user tracker, the City can also view fare payment methods and the fare level that was charged to a specific passenger type.



It is important to reiterate the dashboard suite is autonomous, and live monitoring is not required. The comprehensive view is designed to be a support tool that enables real-time transparency for the City staff to oversee passenger and operator behavior.

Additionally, the operations manager would leverage our driver and fleet management tools. This enables RideCo staff to change vehicle schedules, add or remove vehicle types, manage multiple vehicle operations, make operators unavailable for trips in emergency situations, for example, vehicle breakdowns, and effectively schedule operator breaks that dynamically optimize around real-time passenger demand within defined parameters or shift windows.

Call Center & Customer Support Use – City Staff: RideCo's reservationist portal is built with the same user-friendly booking flow as the Passenger App. Call center staff/live agents can log in into a passenger's account and book rides, provide ride updates and vehicle information as requested. In line with the Passenger App, all trips are autonomously scheduled into the system and re-optimized based on new search requests and changes to the operating environment. Like the operations manager, call center staff, and customer support can have permissions to the user tracker to conduct potential service investigations.



Besides, through the RideCo web-based graphical/dashboard suite, the City will be able to access service performance metrics through both raw data exports and daily, weekly, or monthly KPI reports.

4.5 Data Insights

Data Insights comprise autogenerated Key Performance Indicator (KPI) reports, and supportive analytics, as follows:

4.5.1 Visual KPI Dashboards

The robust Visual KPI Dashboards can assist across several areas of your organization. The overview dashboards provide key insights on metrics you care more about. The ridership dashboard provides an understanding of how ridership is trending and key elements of service usage. The customer experience dashboard highlights metrics such as wait times, onboard times, on-time performance, and ride ratings. The productivity dashboard allows assessing how productive the service is with information about passengers per vehicle hour, revenue hours and sharing rates. Lastly, the planning dashboard provides key information such as vehicle utilization, overtime, and maximum hourly vehicles in service. All dashboards provide charts, metrics, and graphs of data, and can be customized by each user to show the data they care the most about for their operation. In addition, a user can set the date range preferences to view all of this data.

4.5.2 Raw Data Exports

The City can export raw data (rides, vehicles, times, locations, etc.) in .csv format from RideCo platform for further analysis. The raw trip request data (origin/destination/time points) is also available for export and can be used for future transportation planning. All output options are flexible and can meet all standard reporting requirements as required, such as **origin and destination information, vehicles operated in maximum service, unlinked passenger trips, vehicle hours, total vehicle hours, vehicle miles, vehicles' miles traveled, passenger miles traveled, total passenger counts, and total vehicle miles**. RideCo can also provide API access to data should the City want to bring their MOD data into their pre-existing database provided by a third-party provider (Tableau, Power BI, etc.)

4.5.3 Daily Key Performance Indicator (KPI) Reporting

RideCo offers standardized KPI reports that can be sent to your inbox daily. Reports include several KPIs, including weekly/monthly ridership and revenues, ridership by time of day, booking times, driver performance statistics, and customer ride ratings, and much more.

Ride data, provided at the trip level, will include information associated with requested locations of pick-ups and drop-offs, the actual locations of pick-ups and drop-offs, the price of each trip (including any discounts applied), and fare payment data (e.g., fare type, payment type).

Driver data, provided at the individual driver level, will include start and end times of shifts (including breaks), total vehicle miles traveled (by start of day to end of day and by terminal to terminal), and total revenue miles. Other examples of data from monthly summary reports include:
- Demand summary data (origin/destination, time of use, boardings per revenue hour, total ridership).
- Trip data (travel times, routes trip denial rate, booking abandonment rates, on-time percentage).
- Revenue summary data (total revenue, revenue broken down by types of passengers).

Business intelligence-style data (e.g., information on number of in-service vehicles vs. active passengers, efficiency data etc.) is collected and reported by the RideCo system. RideCo also compiles and provides fully completed NTD reporting in formats that are ready to be submitted to the FTA.

5 RideCo's Premium Features

This section outlines premium features that are unique to RideCo and the on-demand transit industry as a whole. These advanced and innovative offerings will undoubtedly further enhance the quality of service experienced by the agency, passengers, and drivers alike.

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6 Technical Support, Software Upgrades and Releases

RideCo will be solely responsible for maintaining, managing, updating, and upgrading the platform. We will provide the City with the following support services:

- Clarification of software functionality.
- Adjustments to software configuration.
- Creation of new program/service configurations based on pre-existing templates in the software.
- Advice on the use and results of the service offerings.
- Resolution of problems directly relating to the software.

RideCo's multi-tenant cloud platform is continuously updated monthly at no additional cost during the period of the contract, and our customers always have the latest version of the software. Updates and bug fixes to the software are provided free of charge throughout the life of the contract. Bug fixes and upgrades occur silently in the background, without users noticing. We will provide the City with prior notice of all bug fixes and system/software maintenance or outages, and our customer support team is available to answer any questions the City has regarding these updates.

Release cycles are typically done on a monthly cadence but require no downtime and will be transparent to the City and all customers. Releases contain a combination of bug fixes, security updates as well as new features as we continue to enhance the cloud-based platform.

RideCo has a 99.99%+ platform uptime standard, and our technical team offers 24/7 support for critical platform issues. Our system is configured to immediately notify our engineers of any issues such as downtime, and issues are often resolved before the end-user is affected or even aware of them. We also have nightly backup in the event of an extreme disaster with widespread impact.

For day-to-day business support (e.g., interpretation or configuration of dashboards), support is provided within one business day. The customer support team will be available by phone, email, and Zendesk. All calls and online support provided will be logged by the contractor through a Zendesk portal. Issue and action items shall be tracked and logged. The log shall be accessible 24 hours, 7 days a week. For business support (e.g., interpretation or configuration of dashboards), support is provided in accordance with our service level agreement.

RideCo's team continues to provide proactive support throughout the duration of the contract. Our team will schedule regular meetings after the launch, during which they will review the performance of the service and provide proactive data-driven recommendations for service improvements and modifications.

Technical support is available if operators need assistance while providing the service. All vehicle operators go through an orientation program, which includes customer service, dispatch, administration, and maintenance procedures. The last phase of the orientation is for a driver to perform a "ride around" with an experienced driver for final training and to answer any questions. Drivers then perform a soft launch or "mock go-live" wherein they pick-up fake passengers and real test users (typically RideCo and transit agency staff) to smooth out any last-minute issues that might arise and to ensure that drivers begin active service confident in their ability to understand all features and functionality of the Driver App.

If vehicle operators require assistance during service, they will have the following options:

- Referencing their driver training handbook provided to them during training (handbook will be stored in every vehicle supporting the program)
- Contacting dispatch through an emergency phone number.

In addition, technical support is also available if the City needs assistance using backend tools for creating reports. RideCo provides technical support for all aspects of the back-end platform, such as:

- Support for using and interpreting the dashboards and capabilities of the system.
- Configuration changes in the system, including updates to service territory, flex stop locations, pricing, referral, and coupon codes, etc.
- Data analytics services to provide weekly or monthly reports.
- Education and training for new features deployed with software updates.

7 Data Privacy and Software Security

RideCo's privacy and security standards with respect to protecting personal information on the cloud are multifaceted and are regularly updated to meet transit agency's specific requirements.

The Passenger and Driver Apps are stateless and do not store confidential passenger data on the local device. All data generated by RideCo's platform is stored on Amazon Web Services (AWS). AWS is fully compliant with federal, provincial, and local laws and regulations regarding global data protection standards – including ISO/EEC 27002 for Privacy Information Management Requirements and Guidelines. **All data at rest is encrypted in our database using the industry standard AES-256 encryption algorithm. When in transit, data is encrypted over HTTPS using 2048-bit SSL certificates.**

Additionally, all users are required to accept a standard terms and conditions and privacy policy the first time they use the app and for any subsequent changes to the terms of service. To reduce risk and protect customers' personal information, user data is limited to necessary information only; an email and phone number are all that is required to set up an account. Ride request and booking data are stored, but actual user GPS locations are never transmitted back to the RideCo system. No further personally identifiable information is stored in the RideCo system either.

In terms of how RideCo's software platform interacts with personally identifiable information, the privacy and user security arm of our engineering team set systems in place that automatically obfuscate all personally identifiable information by converting it into randomized string data so that any specific record(s) cannot be tied back to any individual(s).

RideCo has never had a reported data breach or security incident. We use third-party security researchers to continuously audit our system's security posture and identify any unauthorized access. In the event of a reported vulnerability, the issue is escalated to a response team who identifies and remedies the vulnerability based on the determined severity and threat level. Finally, as an additional layer of security, all permission escalations are flagged and audited daily by our security team to identify any possible breaches as soon as they happen.

Personal information is destroyed by a member of the security arm of RideCo's engineering/software development team. The disposal process is simple, since our platform is cloud-based, and no information is ever stored locally. Our security team deletes the specific data/information in question from the cloud and turns off the archive settings so that the information is no longer stored in the archive either.

For physical equipment requiring disposal, we have a hardware sanitization procedure in place that erases all data permanently from the device in question before it is disposed of or reused by the current/future employees. All storage devices that are provisioned by RideCo's IT department start out with encryption enabled by default, so there is an inherent level of security when dealing with this hardware.

All returned storage devices (including those in laptops such as hard disk drives) are scrubbed using the Linux tool 'shred.' This tool securely deletes files and devices so that it is extremely difficult to recover them, even with specialized hardware and technology.

If a storage device has failed and is unable to be powered on and scrubbed in the usual way, it will be physically destroyed. For hard disks, this means opening the case and destroying the individual platters. For USB keys, this means opening the case and destroying the individual memory chips. It should be noted that all storage devices set up by RideCo's IT department has encryption enabled, so the data on the devices should not be readable even if physical fragments are lost or stolen. Physical storage, such as CD ROMs, is destroyed by a physical shredder.

All actions relating to the collection, retention, correction, copying or disposal, or data are automatically logged in the RideCo system's backend and are subjected to auditing on a regular basis by our security team, as well as an annual external audit by an external security team.

To ensure that personal information will be retained for a minimum of one year after its last use, our system automatically archives all service data for a period of five years. While five years is our default setting, longer archival periods can be set if required.

Finally, our backend system automatically stores all records and information generated by each individual service. The City can access this data through the backend dashboard suite and the KPI reports sent to them on a regular basis by RideCo's project management team.

TRANSFER OF DATA AT CONTRACT TERMINATION OR EXPIRATION

RideCo will provide all services necessary to transfer administration of Gainesville's MOD at the expiration or termination of this Contract and no additional compensation will be allowed for such transfer services.

8 Data Migration

RideCo will import the existing data from RTS, including specialized client identification (ID) customer database, operator information, and schedule information. RideCo will undergo a Privacy Impact Assessment by providing technical knowledge and support to the City staff.

The breakdown of activities can be seen the table below. In general, RideCo will take on most of the work during the migration process and will only rely on the City for the initial export of client data.

Data Migration		
Task	**Deliverable**	**Owner**
Define Required Data	Documentation outlining the data fields to be exported from City	RideCo
Export	Export CSV through export function. Estimated work 20-60 minutes.	City (RideCo available to support)
Build CRM	Set up CRM environment with necessary custom fields	RideCo
Import	Populated database	RideCo
Validate Data	Confirmation that data is complete and accurate	RideCo
Training	Reservationists and Management are confident with all CRM functions	RideCo

9 Training and Support

RideCo will provide training to RTS administrators, operators, dispatchers, and customer service representatives on how to use the software. Our driver training team has developed detailed, user-friendly training documentation through our experience working with partners, drivers, and transit system drivers.

Our training program has graduated over 1,000 drivers. Several agencies, including LA Metro, Houston METRO, and VIA Metro San Antonia, (among others) have trusted RideCo to train their team of drivers, call center reservationists/dispatchers, and administrators. Our Project Manager will set up the Gainesville's team for long-term success throughout the implementation period and for the long term. RideCo staff will work with the Gainesville's staff to provide the following training for the proposed service:

- Driver App interactive training and documentation.
- Customer assistance training for support personnel.
- In-person 'train the trainer' training for system administrators and reservationists/dispatch personnel on the use of the apps and dashboards.
- Follow-up one-on-one training at any time for the trainers, coordinators or end-users of the operations dashboards or analysis/reporting tools.

Our training program couples video-based lessons with in-person guidance to train drivers on the Driver App and how to report technology issues that may arise during service. Drivers will be provided with handbooks that explain the use of the app and will be able to assist passengers with most questions they might have about the technology.

All vehicle operators/drivers go through an orientation program, which includes customer service, dispatch, administration, and maintenance procedures. The last phase of the orientation is for a driver to perform a "ride around" with an experienced driver for final training and to answer any questions. RideCo's staff will also provide technical training to system administrators on all aspects of the back-end dashboard suite, such as:

- How configuration changes work in the system, including updates to service territory, flex stop locations, fare/pricing, and referral and coupon codes.
- How to use and interpret the dashboards and what the system capabilities are.

Our customer success team customizes our driver training manual in a way that accounts for the specifics of each unique RideCo-powered service. The manual for the City will include information on the following:

- Starting new itineraries in the Driver App.
- Navigating between destinations.
- Going online and offline in the Driver App.
- The procedure for picking up and dropping off passengers.
- How to create a new driver profile.

The number of staff to be trained is at the City's discretion; however, we recommend training all staff who will be directly involved in the day-to-day operations of the system. We typically provide between 10 and 12 hours of instruction for call centre training, dashboard suite training, Zendesk (our preferred CRM) customer ticketing portal training, reservationist training, and Driver App training.

Our Project Manager for this service will conduct follow-up one-on-one training at any time (scheduled upon reasonable notice) for local trainers, coordinators, or end-users of the operations dashboards and analysis/reporting tools.

RideCo has also developed a customer-facing support portal that can be found at support.rideco.com. This extensive knowledge base is continually updated with the latest RideCo release information as well as useful articles and FAQs that promote self-learning and growth for the ongoing program. This portal also contains user guides, announcements, and single-click access to contact RideCo to share ideas. This portal can also be used to submit requests to the RideCo team for support.

10 Payment Options

The RideCo platform supports multiple payment models and fare structures. Depending on what is desired by the City, the passenger will have the option to pay by credit/debit card, magnetic stripe transit passes, cash, or mobile ticket.

To make use of our mobile fare payment options, passengers enter their card details on the payment screen. RideCo does not directly store credit card information at any point. Rather, all credit card information is securely processed and stored by our third-party payment processor Braintree (a division of PayPal). Braintree is a validated level 1 PCI-DSS (Payment Card Industry – Data Security Standard) compliant service provider. If the agency does not wish to use credit card payments, then the payment option can be removed.

Users who wish to pay with cash, transfer, pass, or mobile ticket will have the option to select their desired payment method from a menu in the application. The passengers will validate their selected fare media onboard the vehicle. The Driver App will notify the driver of which fare to expect. This is our solution with Los Angeles Metro to support their TAP card as well as our solution with the RTC of Southern Nevada to support their Masabi-based Ride RTC app mobile tickets.

Users without a banking institution or who do not own a credit card have the following options:

- Use a pre-paid credit card, which can be purchased with cash at convenience stores, pharmacies, or gas stations and used to purchase rides in the passenger mobile app. Program, such as the American Express Serve card, is purchasable without a credit check, requires no minimum balance, and is reloadable at over 45,000 locations including convenience stores.
- Use City's existing fare media such as monthly or annual transit passes.
- Pay with cash.

If the passenger chooses to pay onboard (e.g., with a cash fare or a transit pass), the booking is accepted and payment is validated by the driver at the time of pick-up. To distinguish between different fare structures, passengers are white labelled as a member of a specific group based on their valid qualification for that user type (e.g., student ID or senior card). These passengers are then automatically charged a discounted rate upon booking. Additionally, passengers can also enter special codes to obtain a discount at the time of ride booking. For example, an employer may give their employees the code "GetToWork" to provide them with discounted trips (with the difference subsidized by the employer) or a student might enter "student" as a special code to obtain a discounted student fare. Similarly, passengers with accessibility requirements will be provided with a special code upon account registration that they must enter to book an accessible vehicle. Our software can support many coupon codes. These codes can be geofenced to only be valid for trips to/from specific locations if necessary.

RideCo's system can also be integrated with third-party fare collection systems. We have experience integrating with new providers from previous deployments that used Masabi mobile ticketing and Validators as well as Token Transit.

11 Hardware Requirements

RideCo's software is cloud-based and as such does not require the City to have any dedicated servers. Our Driver Mobile Application functions on any android smart device, such as a smartphone or tablet. RideCo recommends Samsung Galaxy Tab A 8" tablets for each vehicle expected to be used during revenue service. These tablets are the appropriate size and have the operating specs required to best operate our platform. RideCo's back-end dashboard suite and booking website function on any modern web browser (from within the past 2 years). Furthermore, tablets can be easily moved between vehicles as required and our software can support logins from approved operators on any device. The agency will also have to provide the required data plans, the in-vehicle mounts, and power accessories for each device.

11.1 Approved Equipment/Third Party Software

Passenger Mobile App Requirements:

- iPhone running the most recent iOS major version release and two previous major version releases, or Android device running the most recent Android OS major version release of and two previous major version releases with Google Play Services.
- Minimum screen resolution 800x480.
- Minimum recommended CPU: dual-core 1.5GHz.
- 1GB RAM.
- 200MB internal storage.

Driver Mobile App Requirements:

- Android device running the most recent Android OS major version release of and one previous major version release with Google Play Services.
- GPS enabled phone.
- High speed (4G recommended) data plan with a minimum of 2GB/month.
- Minimum screen resolution 800x480.
- Minimum recommended CPU: Mid-to-High range performance CPU based on.

ARMv8-A 64-bit Architecture

- 2GB RAM.
- 1GB internal storage.

Browser requirements for operations dashboards:

- Google Chrome (the most recent major version release and one previous major version release).
- Firefox (the most recent major version release and one previous major version release).
- Safari (the most recent major version release and one previous major version release).

12 Project Team

RideCo has assembled an experienced team to implement this project for the City of Gainesville. The team brings extensive experience in deploying microtransit projects for similar agencies across North America. This team becomes an extension of Gainesville, attending closely to your needs and meeting on at least a bi-weekly cadence with key stakeholders.

Brian Hageman – Senior Project Manager

Responsibility: Brian will be responsible for the overall management of the project and will be the main point of contact for Gainesville. He will ensure timely execution of all deliverables and will be responsible for the overall project schedule and budget.

Qualifications: Brian brings in-depth knowledge of public transit, on-demand microtransit, and paratransit programs. Being in the industry for over seven years, he uses his extensive real-world experience to ensure successful deployments and analyzes operational data to optimize services and exceed target KPIs. In his role as a Senior Project Manager – Customer Success at RideCo, Brian leads the end-to-end integration process including project management, technical implementation, data migration, testing, training, and onboarding of new clients. He nurtures trusted client relationships, emphasizing progress towards achieving KPI and operational goals. In addition, Brian has volunteered his time as a transit and connectivity board member in his local community for over six years.

Brian has launched and managed several on-demand projects, including Tulsa Transit (Tulsa OK), SporTran (Shreveport, LA), Plymouth Transit (Plymouth, MN), and CK Rider (Concord, NC).

Clayton Goes – Technical Product Manager

Responsibility: Clayton will oversee the technical deployment of the program and will be available for senior technical advice to the team, if required.

Qualifications: Clayton is RideCo's Director of Product where he leads the product development organization, removes roadblocks, leads strategic technical initiatives, and oversees the entire product development lifecycle. He has played a critical role in all key deployments from our first service in Milton (Ontario) where he served as Project Manager, to our most recent launches such as Los Angeles Metro and VIA Metropolitan Transit in San Antonio, Texas, where he oversaw the technical deployment of RideCo's platform. Clayton now oversees a team of engineers and product managers, in addition to managing the product roadmap and technology strategy. To date, Clayton has overseen service and platform customization for over 45 different transit agencies and private operators.

Richard Taylor – Technical Customer Support Manager

Responsibility: Richard will be responsible for ensuring a timely resolution of any technical issues that may occur during implementation. He will maintain end-user satisfaction.

Qualifications: Richard has 5+ years of technical support experience on SaaS platforms. As a Technical Customer Support Manager, Rich provides support to RideCo's clients and partners, to ensure a timely resolution of issues and maintain superior end-user satisfaction. He escalates complex issues to the appropriate internal and external resources to collaboratively troubleshoot and resolve them accordingly.

John Keating – Training Manager

Responsibility: John will lead the training program of the applicable staff for this project. He will be responsible for developing training materials, training videos, job aids, reference materials and will deliver technical in-person and/or virtual training in collaboration with the Project Manager.

Qualifications: As a Training Manager, John is responsible for RideCo's training function. He develops training materials, training videos, job aids, reference materials and delivers technical in-person and/or virtual training to RideCo clients and partners. He is also responsible for the professional development training for RideCo's employees. John brings more than 15 years of experience in developing and implementing training programs for enterprise-wide software implementations. John also manages RideCo University, our online learning portal. He has delivered training for both online and in-person to various clients and partners, including LA Metro (Los Angeles), RTC (Las Vegas), CK Rider (North Carolina), KCATA (Kansas City), and OmniRide (Virginia).

Sam Haas – Service Modeling

Responsibility: Sam will be responsible for service modeling and will ensure the launch is set up for success from the start. He will set flex stop locations, run simulations using the agency data, and will work with the Project Manager to ensure the service is successful.

Qualifications: Sam is RideCo's Head of Service Design and leads the service modeling process of all major RideCo deployments to ensure the launches are set up for success from the start. He develops on-demand service models that achieve clients' objectives and leverage the unique capabilities of the RideCo platform. This includes setting virtual stop locations, running simulations using transit agency data, and working with Project Managers to ensure our services are designed in a way that facilitates sustainable growth over time as ridership increases.

Since joining RideCo in 2020, Sam has played a critical role in several deployments and ensured RideCo's service models align with the transit agencies' needs and improve with time. Some notable RideCo deployments where Sam led the service modeling include SunLine Transit Agency in Riverside County, California, VIA Metropolitan Transit in San Antonio, Texas, Calgary Transit in Alberta, Canada, Leduc Transit in Alberta, Canada, Metropolitan Transit Authority of Harris County, Texas, Porter County Aging and Community Services, Inc., Regional Transportation Commission of Southern Nevada (RTC), to name a few.

Alex Mereu –Solutions Engineer – Service Planning and Modeling

Responsibility: Alex will be responsible for the service planning and modeling and will ensure the launch is set up for success from the start. He will set flex stop locations, run simulations using the agency data, and will work with the Project Manager to ensure the service is successful.

Qualifications: As RideCo's Solutions Engineer, Alex works with the existing and prospective clients to develop on-demand service models that achieve client objectives and leverage the unique capabilities of the RideCo platform. He learns the ins and outs of an agency's operations to provide a model that both solves challenges and compliments existing operations. He develops on-demand service models that achieve clients' objectives and leverage the unique capabilities of the RideCo platform. This includes setting virtual stop locations, running simulations using transit agency data, and working with Project Managers to ensure our services are designed in a way that facilitates sustainable growth over time as ridership increases.

Adeline Chien – Senior Marketing and Outreach Manager

Responsibility: Adeline will collaborate with the agency's marketing personnel for the creation of a marketing plan, go-to-market strategy, customer acquisition plan, and any related marketing collateral to operate and promote the service, and ensure marketing material is on-brand and following best practices.

Qualifications: As the Senior Marketing and Outreach Manager, Adeline assists RideCo's clients to successfully execute marketing campaigns and promote the service to reach ridership goals. She has worked extensively with Los Angeles County Metropolitan Transportation Authority (LA Metro) to build strategies leveraging integrated marketing channels including, but not limited to, paid digital, social, email, website, press releases, out-of-home, and community outreach. Adeline has been instrumental in helping LA Metro launch new service zones by ensuring all parts of the project are executed within budget and on time. Being a marketer, Adeline can provide insights both creatively, but also analytically based on data.

Adeline comes to RideCo with ~10 years of marketing experience from advertising agency and various brands.

14 Implementation Plan

RideCo's launch and implementation of Gainesville's MOD program will span a comprehensive set of processes spanning 9-12 weeks structured within the Project Management Institute's (PMI) five Process Groups or Phase approach.

RideCo's Project Manager will lead the overall implementation effort, system setup, app white-labeling, and conducts all driver, administrator, and reservationist training. The Project Manager will conduct regular weekly meetings with the City's team throughout the implementation process to ensure a successful launch. During the initial phase, the team will monitor the performance of the data daily, continue to have regular meetings with the City, proactively provide opportunities to capture additional ridership, and make any modifications or adjustments required.

The Project Manager will act as a single point of contact and will be available to the City's team through email, cell phone, and shared messaging platforms such as Slack or Microsoft Teams. In accordance with our service level agreement, the Project Manager or project team are available 24/7 to respond to critical issues.

The project team facilitates a smooth transition during the implementation process through a detailed training program that covers every aspect of our platform and ensures that reservationists, dispatchers, operators, and administrators are completely proficient with the technology and service parameters.

RideCo's support extends beyond just transition. We continue to provide proactive support throughout the duration of the contract. RideCo's project team schedules regular meetings after launch, during which they review the performance of the service and provide proactive data-driven recommendations for service improvements and modifications.

All phases of the implementation process with associated timelines to complete are highlighted in the Project Timeline Gantt Chart below.

Please note that this plan/schedule is flexible and can be adjusted to meet the City's level of staffing, time commitment, and requirements. What is included here is our standard plan along with a detailed Implementation Schedule reflective of the time frame from the contract award to go-live.

Project Implementation Timeline - Anticipated Launch: January 1, 2024

Weeks to Launch								Launch		Post Launch	
1	2	3	4	5	6	7	8	9	10	11	12
Week 1	Week 2	**Initiating** RideCo: Provide project schedule and Gantt chart, weekly status reports, white labeling assets, schedule team meetings, implement the City-approved privacy solutions; and aid the City in conducting privacy impact assessment Joint Effort: **Contract execution and receipt of NTP**, finalize project team; identify stakeholders and communication channels; finalize project plan; identify risks & mitigation; create communications plan: client data collection City: Conduct privacy impact assessment									
		Week 3	Week 4	**Planning** RideCo: Determine service requirements & gap analysis; provide the City with required data, resources for test/production environments, documentation specifying required hardware, software, and finalizing white-labeling requirements Joint Effort: Define user roles and permissions; document data structure & standard procedures; approve service requirements and service model							
			Week 4	Weeks 5, 6		**Executing** RideCo: Configure software solution to meet the City-identified requirements; customize software solution to agency branding; monitor and communicate progress through weekly status reports and project team meetings; train the City staff and drivers Joint Effort: Develop & finalize service stops, fare, and remittance process; conduct training and prepare pre-launch test materials City: Acquire and onboard driver & vehicles					
Monitoring and Controlling RideCo: Prepare for soft launch and user acceptance testing (UAT), develop transition plan; debrief with project team to review issues, timelines & responsibilities; provide tech. support; answer any outstanding questions; fix any Issues and document resolution Joint Effort: Set up additional data required to support soft launch and go-live; monitor and communicate progress through KPI reports & meetings test materials						Week 7	Week 8	Week 9			
Closing RideCo: Provide ongoing technical support; hand over all project documentation to the City; make all data associated with the pilot available to the City where required; help advance the on-demand transit service to larger areas Joint Effort: Develop detailed roadmap outlining expansion phases, rollout plan, dependencies, timelines, and resource requirements for both RideCo and the City; conduct "lessons-learned" session									Week 10	Weeks 11, 12	

15 Exceptions to the RFP

Following are some exceptions to the requirements in the RFP and the alternative solution RideCo would offer for each exception.

- **RFP Section 2.4.1 Back Office Administrator Dashboard (browser-based)**

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

  RideCo's Response: Instead of taking the approach of limiting the number of rides a user can book within a given amount of time, RideCo instead takes the approach of penalizing users who abuse the system by booking several rides and then canceling/no showing most of the rides. This is done through automatic booking limitation through which the system can automatically place temporary booking limitations on users who have a high rate of these occurrences. By discouraging and preventing unfavorable behavior from passengers, services can run more efficiently without the impact of users who are misusing the system. This feature takes the approach of educating users about their impact on service rather than removing their ability to book altogether and users who correct this behavior will automatically have limitations removed. This is done because a user could book multiple rides for others on the same account within 30 minutes (providing the alternative name in the booking instructions). Ex. Parent booking for their kids or a caregiver booking on behalf of others.

- **RFP Section 2.4.2 Back Office Dispatcher-Facing Dashboard (browser-based)**

  Requirement: Ability to log drivers in.

  RideCo's Response: To ensure the security of the devices being utilized by drivers, RideCo's Driver App requires operators to enter their login credentials before accessing. To avoid the situation where passwords are forgotten, agencies can use secure password keepers when available. In the case where passwords are forgotten, we have a "forgot password" flow available to drivers that they can access from the Driver App.

- **RFP Section: 2.4.3 Passenger-Facing Features of the App**

  Requirement: Ability to notify user of invalid rider request (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).

  RideCo's Response: The user is alerted for all of the reasons for an invalid ride request mentioned above (rides within non-allowable O-D trip length, out of service area, service hours, or non-serviceable locations), with the exception of being notified that they have exceeded the number of trips within a defined time window. This is because, as discussed above, instead of taking the approach of limiting the number of rides a user can book within a given amount of time, RideCo instead takes the approach of penalizing users who abuse the system by booking several rides and then cancels/no shows most of the rides. This is done through automatic booking limitations.

- **RFP Section 2.4.4 Driver-facing features of the App**

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

  RideCo's Response: RideCo's Driver Application is available for Android only.

  Requirement: Ability to add trip comments by driver to promote service improvement.

  RideCo's Response: RideCo has the ability to embed survey links and form links to receive driver feedback. This has the benefit of promoting service improvement. Additionally, We do not provide instant feedback for drivers on a per trip basis but, we do collect feedback on a per trip basis. It's all in how we serve this to the driver. We do not want drivers out on the road getting instant feedback from passengers, as it can cause stress, among other reasons, and potentially impact passenger safety.

16 Price Proposal

All-Inclusive Implementation/Set-Up, Year 1 Maintenance and Support, etc.
[redacted]

Maintenance and Support, updates, etc. costs for Years 2-3 and Optional Extension Year 4 and Year 5	
Year 2	[redacted]
Year 3	[redacted]
Optional Extension Year 4	[redacted]
Optional Extension Year 5	[redacted]

Pricing Terms:

- All prices are in U.S. dollars and exclude taxes.
- The pricing and terms stated in this proposal are valid for 90 days.
- [redacted]
- All amounts are due thirty (30) days after the date of invoice. Interest shall accrue at the rate of twenty percent (20%) per annum on all charges remaining unpaid after due. In addition to RideCo's right to receive late payment interest on unpaid invoices, RideCo reserves the right to immediately cease provision of Service Offerings under this agreement if any invoice is in arrears for sixty (60) or more days from the date of invoice.
- Additional languages (Spanish, French etc.) for the RideCo/customer web application, Passenger App and Driver App can be accommodated based on mutually agreed terms and fees.
- Third-party payment processors if applicable (e.g., credit card related) - Credit card related fees (including charge backs) are passed through directly to the customer.
- Required hardware (MDTs, tablets, mounts, cables, etc.) is not included.
- [redacted]

17 Attachments and Signed Documents

The following documents are attached on the following pages:

- RFP Cover Page
- References Form
- Drug-Free Workplace Form
- Bidder Verification Form
- Certification Regarding Debarment
- Certification Regarding Lobbying
- Contractor Responsibility Certification
- Disclosure of Lobbying Activities
- Bidder's W-9
- Addenda Acknowledgement (1, 2, 3)
- Federally Funded Purchase Questionnaire
- Subcontractor Bidder Status
- Appendix A – Vendor Technology Questionnaire
- Pre-requisite Vendor Questionnaire

BID COVER

Procurement Division
(352) 334-5021(main)

City of
Gainesville

Issue Date: April 3, 2023

REQUEST FOR PROPOSAL: #RTSX-240002-DS
Mobility-On-Demand Software App (Rebid)

PRE-PROPOSAL MEETING: ☐ Non-Mandatory ☐ Mandatory ☒ N/A ☐ Includes Site Visit
DATE: **TIME:**
LOCATION:

QUESTION SUBMITTAL DUE DATE: **May 2, 2023**

All meetings and submittal deadlines are Eastern Time (ET).

DUE DATE FOR UPLOADING PROPOSAL: **May 22, 2023, 3:00pm**

SUMMARY OF SCOPE OF WORK:
Mobility-On-Demand software app solution for microtransit service to include scheduling, dispatching, and capability for system reservation for bus passenger services. App to be live and in service no later than January 1, 2024.

For questions relating to this solicitation, contact: Daphyne Sesco, Procurement Specialist 3, sescoda@gainesvillefl.gov

Bidder is not in arrears to City upon any debt, fee, tax or contract: ☑ Bidder is NOT in arrears ☐ Bidder IS in arrears
Bidder is not a defaulter, as surety or otherwise, upon any obligation to City: ☑ Bidder is NOT in default ☐ Bidder IS in default

Bidders who receive this bid from sources other than City of Gainesville Procurement Division or DemandStar.com MUST contact the Procurement Division prior to the due date to ensure any addenda are received in order to submit a responsible and responsive offer. Uploading an incomplete document may deem the offer non-responsive, causing rejection.

ADDENDA ACKNOWLEDGMENT: Prior to submitting my offer, I have verified that all addenda issued to date are considered as part of my offer: Addenda received (list all) # 1, 2 and 3 issued on April 4, May 3, and May 4 respectively

Legal Name of Bidder: RideCo U.S. Inc.

DBA:

Authorized Representative Name/Title: Lara Johnson, Senior Program Manager

E-mail Address: lara.johnson@rideco.com | proposals@rideco.com FEIN: 30-1271461

Street Address: 10880 Wilshire Boulevard, Westwood Village, Suite 1101, Los Angeles, 90024

Mailing Address (if different): 57 Erb St. W, Waterloo, ON N2L 6C2, Canada

Telephone: (213) 293-3312 Fax: (866) 837-2786

By signing this form, I acknowledge I have read and understand, and my business complies with all General Conditions and requirements set forth herein; and,

☐ Proposal is in full compliance with the Specifications.

We have provided exceptions to some specifications in Section 15 of the proposal.

☑ Proposal is in full compliance with the Specifications except as specifically stated and attached hereto.

SIGNATURE OF AUTHORIZED REPRESENTATIVE:

SIGNER'S PRINTED NAME: Lara Johnson, Senior Program Manager **DATE:** May 17, 2023

This page must be completed and uploaded to DemandStar.com with your Submittal.

REFERENCE FORM

Name of Bidder: RideCo U.S. 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): September 2020 – Present

Company Name: [redacted]
Address: [redacted]
City, State Zip: [redacted]
Contact Name: [redacted]
Phone Number: [redacted] Fax Number:
Email Address (if available): [redacted]

#2 Year(s) services provided (i.e. 1/2015 to 12/2018): May 2019 – Present

Company Name: [redacted]
Address: [redacted]
City, State Zip: [redacted]
Contact Name: [redacted]
Phone Number: [redacted] Fax Number:
Email Address (if available): [redacted]

#3 Year(s) services provided (i.e. 1/2015 to 12/2018): May 2021 – Present

Company Name: [redacted]
Address: [redacted]
City, State Zip: [redacted]
Contact Name: [redacted]
Phone Number: [redacted] Fax Number:
Email Address (if available): [redacted]

We have provided detailed case studies of these programs on the following pages

This page must be completed and uploaded to DemandStar.com with your Submittal.

METRO Partners with RideCo to Modernize Public Dial-A-Ride Throughout Houston

Operating a public dial-a-ride service that primarily relied on manual intervention, The Metropolitan Transit Authority of Harris County (METRO) was searching for an alternative solution that could optimize service delivery and improve the overall passenger experience. To address the challenges with the existing service, METRO partnered with RideCo to implement a modernized service that had the capabilities to automate operations using their industry-leading on-demand transit platform.

Problem

Legacy dial-a-ride platform required manual intervention that impacted efficient and scaleable service delivery

Key Challenges

- Manual scheduling and optimization through call center
- Trips booked through the call center and at least 60 min. in advance

The RideCo Solution

- **Acres Homes:** 7 sq. mi.
- **Hiram Clarke:** 22 sq. mi.
- **Missouri City:** 18 sq. mi.
- **Kashmere Gardens:** 17 sq. mi.

Using RideCo's on-demand transit platform, METRO replaced its existing public dial-a-ride service with the curb2curb program. RideCo's patented routing algorithm, Solver, ensures efficient routing through continuous optimization, delivering an autonomous solution for METRO's challenges with manual dispatching. Passengers have the flexibility to book trips on demand, in advance, or pre-book for multiple days through the Passenger App on their smartphones, web booking portal, as well as through the call center.

Initially providing convenient door-to-door service for Houston residents living in the Missouri City and Kashmere zones, curb2curb has since expanded to two additional service zones in Acres Homes and Hiram Clarke.

Fleet Implementation

5 cutaways

- 14 passengers each
- Wheelchair accessible

16 minivans

- 5 passengers each

Fleet Operator

Service Results

The increase in convenient booking options through RideCo's platform has delivered significant reductions in call center bookings for METRO and wait times for passengers. Through enhanced service delivery, curb2curb continues to achieve steady ridership growth across all service zones, **increasing an average 15% quarter over quarter, and moving an average 492 passengers per day.**

54%
reduction in call center bookings

67%
increase in passengers per vehicle hour

58%
average shared rides

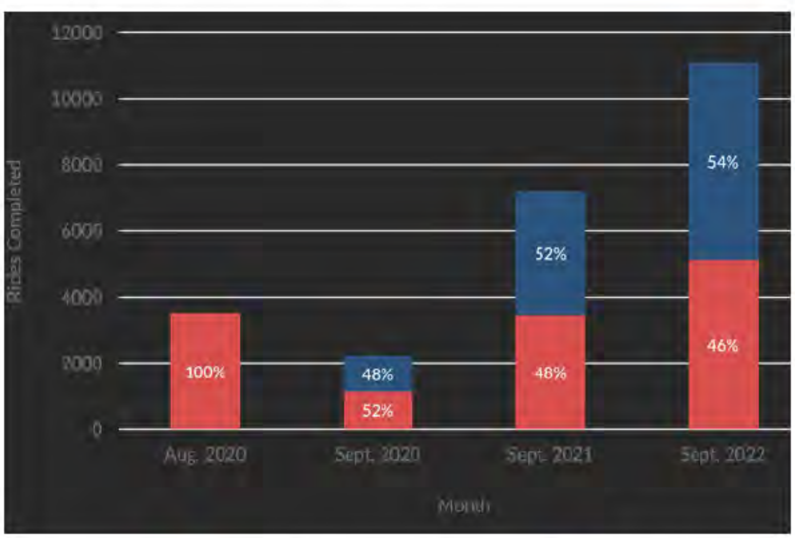
11 min.
average wait time

88%
average on-time performance

4.8/5
average star trip rating

BEFORE	AFTER
Manual scheduling and dispatching	Automated scheduling and dispatching
Static itineraries difficult to amend during service	Dynamic service responsive to real-time changes
No vehicle tracking	In-app and real-time vehicle tracking

Completed Rides by Source



Legend: Call Center Bookings RideCo App

METRO | Houston, Texas

"With the RideCo app, operators are able to onboard customers on their own. In the past, they would have to call in over the radio and a dispatcher would have to schedule that trip ... and place it on the schedule. This new service has allowed more freedom for the customer and ... the operators to manage their own trips."

— Michael Andrade
Director, Paratransit Services

San Antonio, Texas

RideCo On-Demand Transit Reduces Cost per Passenger by 36%

With few mobility options, Northeast San Antonio residents had limited access to transit hubs using the three underperforming bus routes that serviced the low-density suburban area. As the more cost-effective and productive solution, San Antonio's VIA Metropolitan Transit engaged RideCo to replace the bus routes completely with on-demand transit.

Problem

Fixed-route buses provided limited coverage with subpar productivity, underserving residents living in low-density suburban area

Key Challenges

- Low-density suburban area: 19 sq. mi.
- Small fixed-route catchment area and high headways
- Bus productivity at <15 boardings PVH
- Limited access to transit hubs

Legend:

- Service area
- Flex stops
- Old bus route
- Transit hubs

The RideCo Solution

RideCo provides on-demand transit technology and solutions that serve Northeast San Antonio residents on short local trips and daily commutes to work. Fleet operations are provided by zTrip.

Fleet Implementation

12 5-seat vans

- ADA compliant and bike rack equipped

425+ flex stops

- offering pickup and drop off

Service Zone Stats

19 sq. mi.
service area

80K / 25K
population / jobs

Fleet Operator: zTrip

Service Results

One of the fastest growing public microtransit services in the United States, this service has achieved industry-leading vehicle productivity—surpassing its goals within 14 weeks of its launch in May 2019.

5.0
weekday passengers per vehicle hour
30%+ higher than the competition

650
passengers per weekday
100+ passenger increase

12 min.
pickup wait
previously 60 min.

4.7/5
star trip rating

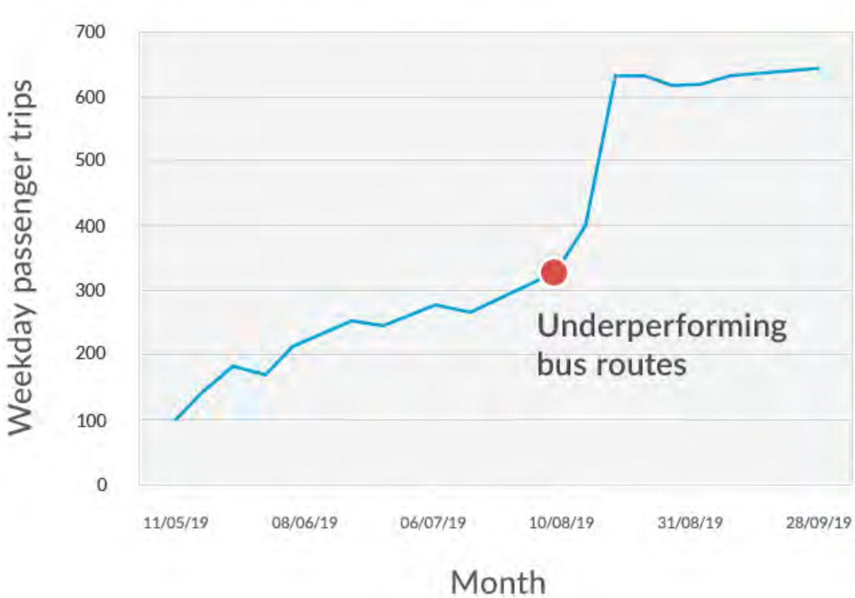
70%
shared rides

15+
rides per passenger per month

BEFORE	AFTER
600+ ft. walking distance	<260 ft. walking distance
$11 cost per passenger	$7 cost per passenger **36% reduction**
Limited access to transit hub	40% connectivity to transit hub

RideCo's on-demand transit solution consistently delivers industry-best vehicle productivity and optimizes cost savings for agencies.

Weekday passenger trips (5 months in)



VIA | San Antonio, Texas

"RideCo's on-demand transit has proven to be a true game-changer. The service has been tremendously successful as a flexible travel option that helps us become more efficient and provides connections to the places our customers go."

— Jeffrey C. Arndt
President and CEO, VIA Metropolitan Transit

RideCo's Innovative Technology Enables Productive and Reliable Commingled Service Across Las Vegas Valley

Committed to bringing reliable public transit to Las Vegas Valley, the Regional Transportation Commission of Southern Nevada (RTC) wanted to test an innovative but flexible mobility solution that could address several use cases. The agency engaged RideCo as the sole technology provider, commingling on-demand microtransit and paratransit in a single service, to move more people across the region.

Pilot Purpose

To address several use cases, the agency needed one technology provider that could integrate existing policies and fare structures within a commingled service

Objectives

- Universalizing transit
- Maximizing fleet usage
- Improving access in a transit desert

Legend:

- Extended paratransit service zone
- Microtransit service zone

The RideCo Solution

Using RideCo's transit technology, the RTC-OnDemand service commingles on-demand microtransit and paratransit passengers with the same vehicle fleet. While microtransit customers connect to a defined point of interest or flex stop, paratransit customers can travel to and from anywhere within the service zone. RideCo's solution also integrates with the transit network's existing fare structure, allowing passengers to pay for their trips through the RTC-OnDemand app for a seamless onboarding experience.

Service Implentation

Buses/minivans

- ADA compliant

233 flex stops

Microtransit Zone Stats

33 sq. mi. service area

171,108 population

Extended Paratransit Zone Stats

397 sq. mi. service area

1,886,011 population

Service Results

Despite a short timeline to decide on service and system configurations and to set up and test the service, the RTC-OnDemand program successfully launched within eight weeks. Since its launch, the on-demand microtransit service has consistently seen a high percentage of shared rides with an average **8.2+ passengers per vehicle hour during peak commuting times**. Continued adoption and growth of the commingled service has enabled the agency to reach new segments of both microtransit and paratransit customers across Las Vegas Valley.

Microtransit Service Results

79% shared rides

98% on-time performance

19 min. average pickup wait time

4.8 average star trip rating

Extended Paratransit Service Results

44% in-app bookings

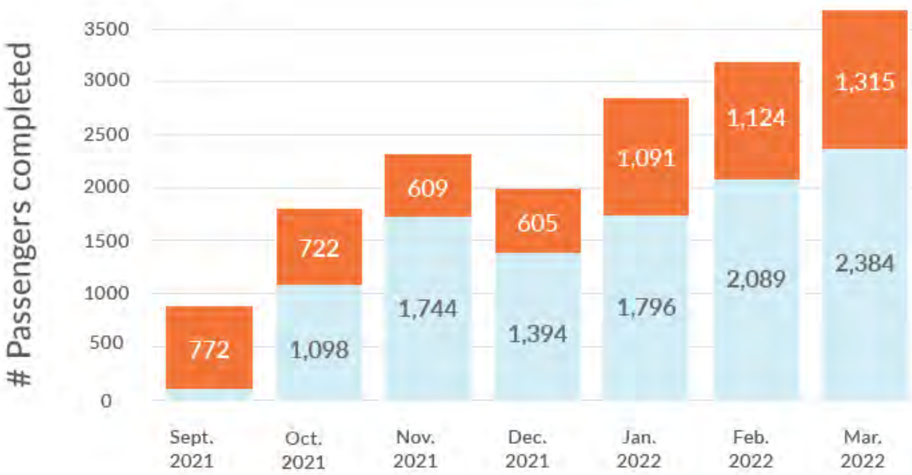
45% same-day bookings

21 min. average pickup wait time

4.6 average star trip rating

BEFORE	AFTER
Paratransit riders had to reserve rides 24 hours in advance	Paratransit riders can now book rides at any time
Manual paratransit scheduling and dispatching through the call center	Automated paratransit scheduling and dispatching reduces call center volume

Total ridership



Las Vegas, Nevada

"Our partnership with RideCo has given us the opportunity to further test the efficiencies of on-demand microtransit service, and more importantly, determine if we can safely and reliably provide universal transit options that allow paratransit customers to share rides with fixed-route transit customers on a single platform."

— MJ Maynard
CEO, RTC

DRUG-FREE WORKPLACE FORM

The undersigned bidder in accordance with Florida Statute 287.087 hereby certifies that

RideCo U.S. 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.

Bidder's Signature

May 17, 2023
Date

In the event of a tie bid, bidders with a Drug Free Workplace Program will be given preference. To be considered for the preference, this document must be completed and uploaded to DemandStar.com with your Submittal.

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: RideCo currently doesn't have any customers in Florida.
We will proceed with the registration upon award of this contract.

RideCo U.S. Inc.
Bidder's Name

Lara Johnson, Senior Program Manager
Printed Name/Title of Authorized Representative

____________________ May 17, 2023
Signature of Authorized Representative Date

This page must be completed and uploaded to DemandStar.com with your Submittal.

CERTIFICATION REGARDING DEBARMENT

The Contractor shall comply and facilitate compliance with U.S. DOT regulations, "Nonprocurement Suspension and Debarment," 2 C.F.R. part 1200, which adopts and supplements the U.S. Office of Management and Budget (U.S. OMB) "Guidelines to Agencies on Governmentwide Debarment and Suspension (Nonprocurement)," 2 C.F.R. part 180. These provisions apply to each contract at any tier of $25,000 or more, and to each contract at any tier for a federally required audit (irrespective of the contract amount), and to each contract at any tier that must be approved by an FTA official irrespective of the contract amount. As such, the Contractor shall verify that its principals, affiliates, and subcontractors are eligible to participate in this federally funded contract and are not presently declared by any Federal department or agency to be:

a) Debarred from participation in any federally assisted Award;

b) Suspended from participation in any federally assisted Award;

c) Proposed for debarment from participation in any federally assisted Award;

d) Declared ineligible to participate in any federally assisted Award;

e) Voluntarily excluded from participation in any federally assisted Award; or

f) Disqualified from participation in ay federally assisted Award.

By signing and submitting its bid or proposal, the bidder or proposer certifies as follows:

The certification in this clause is a material representation of fact relied upon by CITY. If it is later determined by CITY that the bidder or proposer knowingly rendered an erroneous certification, in addition to remedies available to CITY, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The bidder or proposer agrees to comply with the requirements of 2 C.F.R. part 180, subpart C, as supplemented by 2 C.F.R. part 1200, while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

Signature of Bidder's Authorized Official

Lara Johnson

Name of Bidder's Authorized Official

Senior Program Manager

Title of Bidder's Authorized Official

May 17, 2023

Date

This page must be completed and uploaded to DemandStar.com with your Submittal.

CERTIFICATION REGARDING LOBBYING

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions

3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

Signature of Bidder's Authorized Official

Lara Johnson

Name of Bidder's Authorized Official

Senior Program Manager

Title of Bidder's Authorized Official

May 17, 2023

Date

This page must be completed and uploaded to DemandStar.com with your Submittal.

CONTRACTOR RESPONSIBILITY CERTIFICATION

The Proposer is required to certify compliance with the following contractor responsibility standards by checking appropriate boxes. For purposes hereof, all relevant time periods are calculated from the date this Certification is executed.

	YES	NO
1. Has the firm been suspended and/or debarred by any federal, state or local government agency or authority in the past three years?		X
2. Has any officer, director, or principal of the firm been convicted of a felony relating to your business industry?		X
3. Has the firm defaulted on any project in the past three (3) years?		X
4. Has the firm had any type of business, contracting or trade license revoked or suspended for cause by any government agency or authority in the past three (3) years?		X
5. Has the firm been found in violation of any other law relating to its business, including, but not limited to antitrust laws, licensing laws, tax laws, wage or hour laws, environmental or safety laws, by a final unappealed decision of a court or government agency in the past three (3) years, where the result of such adjudicated violation was a payment of a fine, damages or penalty in excess of $1,000?		X
6. Has the firm been the subject of voluntary or involuntary bankruptcy proceedings at any time in the past three (3) years?		X
7. Has the firm successfully provided similar products or performed similar services in the past three (3) years with a satisfactory record of timely deliveries or on-time performance?	✓	
8. Does the firm currently possess all applicable business, contractor and/or trade licenses or other appropriate licenses or certifications required by applicable state or local laws to engage in the sale of products or services?	✓	
9. Does the firm have all the necessary experience, technical qualifications and resources, including but not limited to equipment, facilities, personnel and financial resources, to successfully provide the referenced product(s) or perform the referenced service(s), or will obtain same through the use of qualified, responsible subcontractors?	✓	
10. Does the firm meet all insurance requirements per applicable law or bid specifications including general liability insurance, workers' compensation insurance, and automobile liability insurance?	✓	
11. Firm acknowledges that it must provide appropriate documentation to support this Contractor Responsibility Certification if so requested by the City of Gainesville. The firm also understands that the City of Gainesville may request additional information or documents to evaluate the responsibility of firm. Firm agrees to provide such additional information or supporting documentation for this Certification.	✓	

Under the penalty of perjury, the Bidder's authorized representative hereby certifies that all responses marked in this form or otherwise submitted for purposes of determining the Bidder's status as a responsible contractor is true, complete and accurate and that he/she has knowledge and authority to verify the information in this certification or otherwise submitted on behalf of the Bidder by his or her signature below.

Signature of Bidder's Authorized Official

Senior Program Manager
Title of Bidder's Authorized Official

Lara Johnson
Name of Bidder's Authorized Official

May 17, 2023
Date

This page must be completed and uploaded to DemandStar.com with your Submittal.

N/A

DISCLOSURE OF LOBBYING ACTIVITIES

Approved by OMB 0348-0046

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352

(See next page for public burden disclosure.)

1. Type of Federal Action:	**2. Status of Federal Action:**	**3. Report Type:**
☐ a. contract b. grant c. cooperative agreement d. loan e. loan guarantee f. loan insurance	☐ a. bid/offer/application b. initial award c. post-award	☐ a. initial filing b. material change **For Material Change Only:** year________ quarter________ date of last report____________

4. Name and Address of Reporting Entity: ☐ Prime ☐ Subawardee Tier____, *if known* : **Congressional District,** *if known: 4c*	**5. If Reporting Entity in No. 4 is a Subawardee, Enter Name and Address of Prime:** **Congressional District,** *if known:*
6. Federal Department/Agency:	**7. Federal Program Name/Description:** CFDA Number, *if applicable:*____________
8. Federal Action Number, *if known* :	**9. Award Amount,** *if known* : $
10. a. Name and Address of Lobbying Registrant *(if individual, last name, first name, MI):*	**b. Individuals Performing Services** *(including address if different from No. 10a) (last name, first name, MI):*
11. Information requested through this form is authorized by title 31 U.S.C. section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when this transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.	Signature:____________ Print Name: Lara Johnson Title: Senior Program Manager Telephone No.: +1 (213) 293-3312 Date: May 17, 2023
Federal Use Only:	Authorized for Local Reproduction Standard Form LLL (Rev. 7-97)

INSTRUCTIONS FOR COMPLETION OF SF-LLL, DISCLOSURE OF LOBBYING ACTIVITIES

This disclosure form shall be completed by the reporting entity, whether subawardee or prime Federal recipient, at the initiation or receipt of a covered Federal action, or a material change to a previous filing, pursuant to title 31 U.S.C. section 1352. The filing of a form is required for each payment or agreement to make payment to any lobbying entity for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with a covered Federal action. Complete all items that apply for both the initial filing and material change report. Refer to the implementing guidance published by the Office of Management and Budget for additional information.

1. Identify the type of covered Federal action for which lobbying activity is and/or has been secured to influence the outcome of a covered Federal action.

2. Identify the status of the covered Federal action.

3. Identify the appropriate classification of this report. If this is a follow-up report caused by a material change to the information previously reported, enter the year and quarter in which the change occurred. Enter the date of the last previously submitted report by this reporting entity for this covered Federal action.

4. Enter the full name, address, city, State and zip code of the reporting entity. Include Congressional District, if known. Check the appropriate classification of the reporting entity that designates if it is, or expects to be, a prime or subaward recipient. Identify the tier of the subawardee, e.g., the first subawardee of the prime is the 1st tier. Subawards include but are not limited to subcontracts, subgrants and contract awards under grants.

5. If the organization filing the report in item 4 checks "Subawardee," then enter the full name, address, city, State and zip code of the prime Federal recipient. Include Congressional District, if known.

6. Enter the name of the Federal agency making the award or loan commitment. Include at least one organizational level below agency name, if known. For example, Department of Transportation, United States Coast Guard.

7. Enter the Federal program name or description for the covered Federal action (item 1). If known, enter the full Catalog of Federal Domestic Assistance (CFDA) number for grants, cooperative agreements, loans, and loan commitments.

8. Enter the most appropriate Federal identifying number available for the Federal action identified in item 1 (e.g., Request for Proposal (RFP) number; Invitation for Bid (IFB) number; grant announcement number; the contract, grant, or loan award number; the application/proposal control number assigned by the Federal agency). Include prefixes, e.g., "RFP-DE-90-001."

9. For a covered Federal action where there has been an award or loan commitment by the Federal agency, enter the Federal amount of the award/loan commitment for the prime entity identified in item 4 or 5.

10. (a) Enter the full name, address, city, State and zip code of the lobbying registrant under the Lobbying Disclosure Act of 1995 engaged by the reporting entity identified in item 4 to influence the covered Federal action.

    (b) Enter the full names of the individual(s) performing services, and include full address if different from 10 (a). Enter Last Name, First Name, and Middle Initial (MI).

11. The certifying official shall sign and date the form; print his/her name, title, and telephone number.

According to the Paperwork Reduction Act, as amended, no persons are required to respond to a collection of information unless it displays a valid OMB Control Number. The valid OMB control number for this information collection is OMB No. 0348-0046. Public reporting burden for this collection of information is estimated to average 10 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0046), Washington, DC 20503.

Form **W-9**
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

▸ **Go to *www.irs.gov/FormW9* for instructions and the latest information.**

Give Form to the requester. Do not send to the IRS.

Print or type.
See **Specific Instructions** on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

Rideco US Inc.

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC ☑ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▸ ________

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ▸

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) ________

Exemption from FATCA reporting code (if any) ________

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.

Oppenheimer Tower 10880 Wilshire Blvd,Westwood Village, Suite 1101

Requester's name and address (optional)

6 City, state, and ZIP code

Los Angeles, CA, 90024

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN,* later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

☐☐☐ – ☐☐ – ☐☐☐☐

or

Employer identification number

3 0 – 1 2 7 1 4 6 1

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here **Signature of U.S. person** ▸ **Date** ▸ Nov15, 2022

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9.*

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, *later.*

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),

2. Certify that you are not subject to backup withholding, or

3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and

4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting,* later, for further information.

Note: If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien;
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States;
- An estate (other than a foreign estate); or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.

In the cases below, the following person must give Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States.

- In the case of a disregarded entity with a U.S. owner, the U.S. owner of the disregarded entity and not the entity;
- In the case of a grantor trust with a U.S. grantor or other U.S. owner, generally, the U.S. grantor or other U.S. owner of the grantor trust and not the trust; and
- In the case of a U.S. trust (other than a grantor trust), the U.S. trust (other than a grantor trust) and not the beneficiaries of the trust.

Foreign person. If you are a foreign person or the U.S. branch of a foreign bank that has elected to be treated as a U.S. person, do not use Form W-9. Instead, use the appropriate Form W-8 or Form 8233 (see Pub. 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the payee has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items.

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.

2. The treaty article addressing the income.

3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.

4. The type and amount of income that qualifies for the exemption from tax.

5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

Example. Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity, give the requester the appropriate completed Form W-8 or Form 8233.

Backup Withholding

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS 24% of such payments. This is called "backup withholding." Payments that may be subject to backup withholding include interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, payments made in settlement of payment card and third party network transactions, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester,

2. You do not certify your TIN when required (see the instructions for Part II for details),

3. The IRS tells the requester that you furnished an incorrect TIN,

4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or

5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See *Exempt payee code,* later, and the separate Instructions for the Requester of Form W-9 for more information.

Also see *Special rules for partnerships,* earlier.

What is FATCA Reporting?

The Foreign Account Tax Compliance Act (FATCA) requires a participating foreign financial institution to report all United States account holders that are specified United States persons. Certain payees are exempt from FATCA reporting. See *Exemption from FATCA reporting code,* later, and the Instructions for the Requester of Form W-9 for more information.

Updating Your Information

You must provide updated information to any person to whom you claimed to be an exempt payee if you are no longer an exempt payee and anticipate receiving reportable payments in the future from this person. For example, you may need to provide updated information if you are a C corporation that elects to be an S corporation, or if you no longer are tax exempt. In addition, you must furnish a new Form W-9 if the name or TIN changes for the account; for example, if the grantor of a grantor trust dies.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of $50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a $500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Line 1

You must enter one of the following on this line; **do not** leave this line blank. The name should match the name on your tax return.

If this Form W-9 is for a joint account (other than an account maintained by a foreign financial institution (FFI)), list first, and then circle, the name of the person or entity whose number you entered in Part I of Form W-9. If you are providing Form W-9 to an FFI to document a joint account, each holder of the account that is a U.S. person must provide a Form W-9.

a. **Individual.** Generally, enter the name shown on your tax return. If you have changed your last name without informing the Social Security Administration (SSA) of the name change, enter your first name, the last name as shown on your social security card, and your new last name.

Note: ITIN applicant: Enter your individual name as it was entered on your Form W-7 application, line 1a. This should also be the same as the name you entered on the Form 1040/1040A/1040EZ you filed with your application.

b. **Sole proprietor or single-member LLC.** Enter your individual name as shown on your 1040/1040A/1040EZ on line 1. You may enter your business, trade, or “doing business as” (DBA) name on line 2.

c. **Partnership, LLC that is not a single-member LLC, C corporation, or S corporation.** Enter the entity's name as shown on the entity's tax return on line 1 and any business, trade, or DBA name on line 2.

d. **Other entities.** Enter your name as shown on required U.S. federal tax documents on line 1. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on line 2.

e. **Disregarded entity.** For U.S. federal tax purposes, an entity that is disregarded as an entity separate from its owner is treated as a “disregarded entity.” See Regulations section 301.7701-2(c)(2)(iii). Enter the owner's name on line 1. The name of the entity entered on line 1 should never be a disregarded entity. The name on line 1 should be the name shown on the income tax return on which the income should be reported. For example, if a foreign LLC that is treated as a disregarded entity for U.S. federal tax purposes has a single owner that is a U.S. person, the U.S. owner's name is required to be provided on line 1. If the direct owner of the entity is also a disregarded entity, enter the first owner that is not disregarded for federal tax purposes. Enter the disregarded entity's name on line 2, “Business name/disregarded entity name.” If the owner of the disregarded entity is a foreign person, the owner must complete an appropriate Form W-8 instead of a Form W-9. This is the case even if the foreign person has a U.S. TIN.

Line 2

If you have a business name, trade name, DBA name, or disregarded entity name, you may enter it on line 2.

Line 3

Check the appropriate box on line 3 for the U.S. federal tax classification of the person whose name is entered on line 1. Check only one box on line 3.

IF the entity/person on line 1 is a(n) . . .	**THEN check the box for . . .**
• Corporation	Corporation
• Individual • Sole proprietorship, or • Single-member limited liability company (LLC) owned by an individual and disregarded for U.S. federal tax purposes.	Individual/sole proprietor or single-member LLC
• LLC treated as a partnership for U.S. federal tax purposes, • LLC that has filed Form 8832 or 2553 to be taxed as a corporation, or • LLC that is disregarded as an entity separate from its owner but the owner is another LLC that is not disregarded for U.S. federal tax purposes.	Limited liability company and enter the appropriate tax classification. (P= Partnership; C= C corporation; or S= S corporation)
• Partnership	Partnership
• Trust/estate	Trust/estate

Line 4, Exemptions

If you are exempt from backup withholding and/or FATCA reporting, enter in the appropriate space on line 4 any code(s) that may apply to you.

Exempt payee code.

- Generally, individuals (including sole proprietors) are not exempt from backup withholding.
- Except as provided below, corporations are exempt from backup withholding for certain payments, including interest and dividends.
- Corporations are not exempt from backup withholding for payments made in settlement of payment card or third party network transactions.
- Corporations are not exempt from backup withholding with respect to attorneys’ fees or gross proceeds paid to attorneys, and corporations that provide medical or health care services are not exempt with respect to payments reportable on Form 1099-MISC.

The following codes identify payees that are exempt from backup withholding. Enter the appropriate code in the space in line 4.

1—An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2)

2—The United States or any of its agencies or instrumentalities

3—A state, the District of Columbia, a U.S. commonwealth or possession, or any of their political subdivisions or instrumentalities

4—A foreign government or any of its political subdivisions, agencies, or instrumentalities

5—A corporation

6—A dealer in securities or commodities required to register in the United States, the District of Columbia, or a U.S. commonwealth or possession

7—A futures commission merchant registered with the Commodity Futures Trading Commission

8—A real estate investment trust

9—An entity registered at all times during the tax year under the Investment Company Act of 1940

10—A common trust fund operated by a bank under section 584(a)11—

A financial institution

12—A middleman known in the investment community as a nominee or custodian

13—A trust exempt from tax under section 664 or described in section 4947

The following chart shows types of payments that may be exempt from backup withholding. The chart applies to the exempt payees listed above, 1 through 13.

IF the payment is for . . .	THEN the payment is exempt for . . .
Interest and dividend payments	All exempt payees except for 7
Broker transactions	Exempt payees 1 through 4 and 6 through 11 and all C corporations. S corporations must not enter an exempt payee code because they are exempt only for sales of noncovered securities acquired prior to 2012.
Barter exchange transactions and patronage dividends	Exempt payees 1 through 4
Payments over $600 required to be reported and direct sales over $5,000[1]	Generally, exempt payees 1 through 5[2]
Payments made in settlement of payment card or third party network transactions	Exempt payees 1 through 4

[1] See Form 1099-MISC, Miscellaneous Income, and its instructions.

[2] However, the following payments made to a corporation and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees, gross proceeds paid to an attorney reportable under section 6045(f), and payments for services paid by a federal executive agency.

Exemption from FATCA reporting code. The following codes identify payees that are exempt from reporting under FATCA. These codes apply to persons submitting this form for accounts maintained outside of the United States by certain foreign financial institutions. Therefore, if you are only submitting this form for an account you hold in the United States, you may leave this field blank. Consult with the person requesting this form if you are uncertain if the financial institution is subject to these requirements. A requester may indicate that a code is not required by providing you with a Form W-9 with "Not Applicable" (or any similar indication) written or printed on the line for a FATCA exemption code.

A—An organization exempt from tax under section 501(a) or any individual retirement plan as defined in section 7701(a)(37)

B—The United States or any of its agencies or instrumentalities

C—A state, the District of Columbia, a U.S. commonwealth or possession, or any of their political subdivisions or instrumentalities

D—A corporation the stock of which is regularly traded on one or more established securities markets, as described in Regulations section 1.1472-1(c)(1)(i)

E—A corporation that is a member of the same expanded affiliated group as a corporation described in Regulations section 1.1472-1(c)(1)(i)

F—A dealer in securities, commodities, or derivative financial instruments (including notional principal contracts, futures, forwards, and options) that is registered as such under the laws of the United States or any state

G—A real estate investment trust

H—A regulated investment company as defined in section 851 or an entity registered at all times during the tax year under the Investment Company Act of 1940

I—A common trust fund as defined in section 584(a)J—

A bank as defined in section 581

K—A broker

L—A trust exempt from tax under section 664 or described in section 4947(a)(1)

M—A tax exempt trust under a section 403(b) plan or section 457(g) plan

Note: You may wish to consult with the financial institution requesting this form to determine whether the FATCA code and/or exempt payee code should be completed.

Line 5

Enter your address (number, street, and apartment or suite number). This is where the requester of this Form W-9 will mail your information returns. If this address differs from the one the requester already has on file, write NEW at the top. If a new address is provided, there is still a chance the old address will be used until the payor changes your address in their records.

Line 6

Enter your city, state, and ZIP code.

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN.

If you are a single-member LLC that is disregarded as an entity separate from its owner, enter the owner's SSN (or EIN, if the owner has one). Do not enter the disregarded entity's EIN. If the LLC is classified as a corporation or partnership, enter the entity's EIN.

Note: See *What Name and Number To Give the Requester,* later, for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local SSA office or get this form online at *www.SSA.gov*. You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at *www.irs.gov/Businesses* and clicking on Employer Identification Number (EIN) under Starting a Business. Go to *www.irs.gov/Forms* to view, download, or print Form W-7 and/or Form SS-4. Or, you can go to *www.irs.gov/OrderForms* to place an order and have Form W-7 and/or SS-4 mailed to you within 10 business days.

If you are asked to complete Form W-9 but do not have a TIN, apply for a TIN and write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note: Entering "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

Caution: A disregarded U.S. entity that has a foreign owner must use the appropriate Form W-8.

Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if item 1, 4, or 5 below indicates otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). In the case of a disregarded entity, the person identified on line 1 must sign. Exempt payees, see *Exempt payee code,* earlier.

Signature requirements. Complete the certification as indicated in items 1 through 5 below.

1. Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983. You must give your correct TIN, but you do not have to sign the certification.

2. Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983. You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.

3. Real estate transactions. You must sign the certification. You may cross out item 2 of the certification.

4. Other payments. You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. “Other payments” include payments made in the course of the requester’s trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments made in settlement of payment card and third party network transactions, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), ABLE accounts (under section 529A), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions. You must give your correct TIN, but you do not have to sign the certification.

What Name and Number To Give the Requester

For this type of account:	Give name and SSN of:
1. Individual	The individual
2. Two or more individuals (joint account) other than an account maintained by an FFI	The actual owner of the account or, if combined funds, the first individual on the account[1]
3. Two or more U.S. persons (joint account maintained by an FFI)	Each holder of the account
4. Custodial account of a minor (Uniform Gift to Minors Act)	The minor[2]
5. a. The usual revocable savings trust (grantor is also trustee)	The grantor-trustee[1]
b. So-called trust account that is not a legal or valid trust under state law	The actual owner[1]
6. Sole proprietorship or disregarded entity owned by an individual	The owner[3]
7. Grantor trust filing under Optional Form 1099 Filing Method 1 (see Regula ions section 1.671-4(b)(2)(i)(A))	The grantor*

For this type of account:	Give name and EIN of:
8. Disregarded entity not owned by an individual	The owner
9. A valid trust, estate, or pension trust	Legal entity[4]
10. Corporation or LLC electing corporate status on Form 8832 or Form 2553	The corporation
11. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
12. Partnership or multi-member LLC	The partnership
13. A broker or registered nominee	The broker or nominee
14. Account wi h the Department of Agriculture in he name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity
15. Grantor trust filing under the Form 1041 Filing Me hod or the Optional Form 1099 Filing Method 2 (see Regulations section 1.671-4(b)(2)(i)(B))	The trust

[1] List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person’s number must be furnished.

[2] Circle the minor’s name and furnish the minor’s SSN.

[3] You must show your individual name and you may also enter your business or DBA name on the “Business name/disregarded entity” name line. You may use either your SSN or EIN (if you have one), but the IRS encourages you to use your SSN.

[4] List first and circle the name of the trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.) Also see *Special rules for partnerships,* earlier.

***Note:** The grantor also must provide a Form W-9 to trustee of trust.

Note: If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

Secure Your Tax Records From Identity Theft

Identity theft occurs when someone uses your personal information such as your name, SSN, or other identifying information, without your permission, to commit fraud or other crimes. An identity thief may use your SSN to get a job or may file a tax return using your SSN to receive a refund.

To reduce your risk:

- Protect your SSN,
- Ensure your employer is protecting your SSN, and
- Be careful when choosing a tax preparer.

If your tax records are affected by identity theft and you receive a notice from the IRS, respond right away to the name and phone number printed on the IRS notice or letter.

If your tax records are not currently affected by identity theft but you think you are at risk due to a lost or stolen purse or wallet, questionable credit card activity or credit report, contact the IRS Identity Theft Hotline at 1-800-908-4490 or submit Form 14039.

For more information, see Pub. 5027, Identity Theft Information for Taxpayers.

Victims of identity theft who are experiencing economic harm or a systemic problem, or are seeking help in resolving tax problems that have not been resolved through normal channels, may be eligible for Taxpayer Advocate Service (TAS) assistance. You can reach TAS by calling the TAS toll-free case intake line at 1-877-777-4778 or TTY/TDD 1-800-829-4059.

Protect yourself from suspicious emails or phishing schemes. Phishing is the creation and use of email and websites designed to mimic legitimate business emails and websites. The most common act is sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft.

The IRS does not initiate contacts with taxpayers via emails. Also, the IRS does not request personal detailed information through email or ask taxpayers for the PIN numbers, passwords, or similar secret access information for their credit card, bank, or other financial accounts.

If you receive an unsolicited email claiming to be from the IRS, forward this message to *phishing@irs.gov.* You may also report misuse of the IRS name, logo, or other IRS property to the Treasury Inspector General for Tax Administration (TIGTA) at 1-800-366-4484. You can forward suspicious emails to the Federal Trade Commission at *spam@uce.gov* or report them at *www.ftc.gov/complaint.* You can contact the FTC at *www.ftc.gov/idtheft* or 877-IDTHEFT (877-438-4338). If you have been the victim of identity theft, see *www.IdentityTheft.gov* and Pub. 5027.

Visit *www.irs.gov/IdentityTheft* to learn more about identity theft and how to reduce your risk.

Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons (including federal agencies) who are required to file information returns with the IRS to report interest, dividends, or certain other income paid to you; mortgage interest you paid; the acquisition or abandonment of secured property; the cancellation of debt; or contributions you made to an IRA, Archer MSA, or HSA. The person collecting this form uses the information on the form to file information returns with the IRS, reporting the above information. Routine uses of this information include giving it to the Department of Justice for civil and criminal litigation and to cities, states, the District of Columbia, and U.S. commonwealths and possessions for use in administering their laws. The information also may be disclosed to other countries under a treaty, to federal and state agencies to enforce civil and criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism. You must provide your TIN whether or not you are required to file a tax return. Under section 3406, payers must generally withhold a percentage of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to the payer. Certain penalties may also apply for providing false or fraudulent information.

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 1 by his or her signature below, **and shall attach a copy of this Addendum to its proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 1 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: RideCo U.S. Inc.

BY: Lara Johnson, Senior Program Manager

DATE: May 17, 2023

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 2 by his or her signature below, **and shall attach a copy of this Addendum to its proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 2 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: RideCo U.S. Inc.

BY: Lara Johnson, Senior Program Manager

DATE: May 17, 2023

ADDENDUM NO. 3

Date: May 4, 2023

Bid Due Date: June 9, 2023, 3:00 P.M. (Local Time)
~~May 22, 2023, 3:00 P.M. (Local Time)~~

Bid Name: Mobility-On-Demand Software App

Bid Number: RTSX-240002-DS

NOTE: This Addendum has been issued to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

1. CLARIFICATION: The Bid Due Date has changed to June 9, 2023, 3:00 p.m.

2. Find attached:

    - Prohibition of Lobbying in Procurement Matters

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 3 by his or her signature below, **and shall attach a copy of this Addendum to its proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 3 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: RideCo U.S. Inc.

BY: Lara Johnson, Senior Program Manager

DATE: May 17, 2023

FEDERALLY FUNDED PURCHASE QUESTIONNAIRE

This is a federally assisted contract and your response to this questionnaire helps the City in setting *Disadvantaged Business Enterprise (DBE) goals with the federal government. Please complete and return this form with your bid response.

Bidder Name: RideCo U.S. Inc.

Bidder Address: 10880 Wilshire Boulevard Suite 1101, LA, California, U.S., 90024

____

Is Bidder a DBE? ___ Yes ✓ No

Age of Firm: 8+ years

Annual Gross Receipts of the Firm: (check one)

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

To be able to claim DBE status referenced above the bidder must be currently listed in the ***Florida Unified Certification Program (UCP) Disadvantaged Business Enterprise (DBE) Directory*** *maintained by the Florida Department of Transportation's (FDOT).*

This page must be completed and uploaded to DemandStar.com with your Submittal.

SUBCONTRACTOR/SUBCONSULTANT LIST
and
BIDDER STATUS

The Proposer shall provide information on ALL prospective subcontractor(s)/subconsultant(s) who submit bids in support of this solicitation. Use additional sheets as necessary.

IDENTIFY EVERY SUBCONTRACTOR(S)/ SUBCONSULTANT(S)	SCOPE OF WORK TO BE PERFORMED	CERTIFIED D/M/WBE FIRM? (Check all that apply)	PERVIOUS YEAR'S ANNUAL GROSS RECEIPT'S	UTILIZING ON THIS PROJECT
NAME: ______ ADDRESS: ______ ______ PHONE: ______ FAX: ______ CONTACT PERSON: ______	SCOPE OF WORK: ______ ______ ______ AGE OF FIRM: ______	YES ______ NO: ______ IF YES, DBE ______ OR MBE ______ OR WBE ______	___ Less than $500K ___ $500K-$2 mil ___ $2 mil - $5 mil ___ more than $5 mil.	YES or NO
NAME: ______ ADDRESS: ______ ______ PHONE: ______ FAX: ______ CONTACT PERSON: ______	SCOPE OF WORK: ______ ______ ______ AGE OF FIRM: ______	YES ______ NO ______ IF YES, DBE ______ OR MBE ______ OR WBE ______	___ Less than $500K ___ $500K-$2 mil ___ $2 mil - $5 mil ___ more than $5 mil.	YES or NO
NAME: ______ ADDRESS: ______ ______ PHONE: ______ FAX: ______ CONTACT PERSON: ______	SCOPE OF WORK: ______ ______ ______ AGE OF FIRM: ______	YES ______ NO ______ IF YES, DBE ______ OR MBE ______ OR WBE ______	___ Less than $500K ___ $500K-$2 mil ___ $2 mil - $5 mil ___ more than $5 mil.	YES Or NO

Check here if use of subcontractor(s)/subconsultant(s) is/are not applicable for this project: ☑

Name of Proposer: RideCo U.S. Inc.

Name/Title of person completing this form: Lara Johnson, Senior Program Manager

Is Proposer a DBE? ___ Yes ✓ No

If No, is Proposer a M/WBE? ___ Yes ✓ No

Signature: ______________________

Date: May 17, 2023

This page must be completed and uploaded to DemandStar.com with your Submittal.

[Insert Company Name] Vendor Security Questionnaire

Vendor to complete vendor identification section and then respond to all questions. Some rows may be hidden; you do not need to respond to hidden questions. If documents are requested please use "Insert object" to attach the document directly into the Vendor Comments cell.

Vendor Name:	RideCo US Inc.
Completed By:	Technical Wr ting Team, IT
Date Completed:	5-Jun-23

#	Question	Baseline	Vendor Response	Vendor Comments
1	**Document Requests**	LOW, MEDIUM, HIGH		
1.1	Please attach a copy of your information security policy	MEDIUM, HIGH		RideCo maintains compliance with NIST 800-53 which resu ts in a comprehensive information security program. RideCo makes use of dozens of Information Secur ty policies to address concerns about information storage, information flow, types of data, media, encryption and hashing methodologies, vendors, contractors, staff, our supply chain and all of the respective procedures to ensure appropriate data usage only by the required parties to serve the needs of the requested trip. Upon award of this contract and with a Mutual Non-Disclosure Agreement in place, you may request greater detail from our Customer Success team to address more narrowly defined po icy requirements.
1.2	Please attach a copy of any information security or privacy certifications (e.g. ISO 27001, PCI DSS, GDPR)	LOW, MEDIUM, HIGH	Attached	NIST 800-53 Tier 2, Included.
2	**Asset Management**	LOW, MEDIUM, HIGH		
2.1	Do you maintain an inventory of all hardware and software assets, including ownership?	LOW, MEDIUM, HIGH	Yes	
2.2	Do you have an information classification scheme and process designed to ensure that information is protected according to its confidential ty requirements?	MEDIUM, HIGH	Yes	
3	**Governance**	LOW, MEDIUM, HIGH		
3.1	Do you have an information security policy that has been approved by management and communicated to a l app icable parties?	LOW, MEDIUM, HIGH	Yes	
3.2	Do you have an information security policy exception process that includes formal acceptance of risk by the risk owner?	MEDIUM, HIGH	Yes	
3.5	Have you designated an individual, who is at least at a manager level, who is responsible for information secur ty activities?	LOW, MEDIUM, HIGH	Yes	
4	**Supply Chain Risk Management**	LOW, MEDIUM, HIGH		
4.1	Do you perform security assessments on potential supp iers prior to entering into agreements with them?	LOW, MEDIUM, HIGH	Yes	
4.2	Do your agreements with supp iers include appropriate measures designed to meet secur ty requirements?	MEDIUM, HIGH	Yes	
5	**Identity Management, Authentication, and Access Control**	LOW, MEDIUM, HIGH		
5.1	Is all access to information systems formally approved by the appropriate asset owner?	LOW, MEDIUM, HIGH	Yes	
5.2	Can all access to information systems be traced to unique individuals?	MEDIUM, HIGH	Yes	
5.3	Are all access rights to information systems regularly reviewed for appropriateness by the asset owners?	MEDIUM, HIGH	Yes	
5.4	Are all access rights to information systems immediately revoked upon employee/contractor termination or change of role?	LOW, MEDIUM, HIGH	Yes	
5.7	Do you require the use of multi-factor authentication for a l remote access to organizational data, including email?	LOW, MEDIUM, HIGH	Yes	
5.8	Do you require the use of multi-factor authentication for a l administrative access to cloud-based information systems?	MEDIUM, HIGH	Yes	
6	**Human Resource Security**	LOW, MEDIUM, HIGH		
6.1	Do you have an information security awareness program designed to ensure that all employees and contractors receive security education as relevant to their job function?	LOW, MEDIUM, HIGH	Yes	
6.3	Do you conduct appropriate background checks on a l new employees based on the sensitivity of the role that they are being hired for?	MEDIUM, HIGH	Yes	
6.4	Do you require all new employees and contractors to sign confidential ty agreements?	MEDIUM, HIGH	Yes	Schedule B Employment Agreement, Conf ict of Interest Policy
7	**Data Security**	LOW, MEDIUM, HIGH		
7.1	Do you require that a l removable media, which may contain organizational data, is encrypted?	LOW, MEDIUM, HIGH	Yes	
7.2	Do you require that a l media, including hardcopies, containing organizational data is disposed of securely when no longer required?	LOW, MEDIUM, HIGH	Yes	
7.4	Do you employ full disk encryption on all laptops?	MEDIUM, HIGH	Yes	
8	**System Acquisition, Development, and Maintenance**	LOW, MEDIUM, HIGH		
8.1	Are information secur ty requirements defined for all new information systems, whether acquired or developed?	LOW, MEDIUM, HIGH	Yes	
8.2	Are development and testing environments separate from the production environment?	MEDIUM, HIGH	Yes	
8.3	Is data used for development and testing protected through anonymization?	LOW, MEDIUM, HIGH	Yes	
8.4	Are information secur ty requirements tested to ensure that they function as designed?	MEDIUM, HIGH	Yes	
8.5	Are your applications developed with secure coding practices, including the OWASP Top 10 Most Cr tical Web Application Secur ty Risks?	MEDIUM, HIGH	Yes	Yes, RideCo addresses this and other coding concerns in our Secure Coding Policy.
8.8	Is application source code tested for vulnerabilities using source code reviews or static application secur ty testing?	MEDIUM, HIGH	Yes	
8.9	Are new information systems scanned for vulnerabi ities prior to deployment?	MEDIUM, HIGH	Yes	
9	**Physical and Environmental Security**	LOW, MEDIUM, HIGH		
9.1	Are physical security perimeter controls implemented around sensitive locations such as data centers?	LOW, MEDIUM, HIGH	Yes	
9.2	Are all vis tors appropriately ident fied, logged, and escorted wh le in sens tive locations?	MEDIUM, HIGH	Yes	
10	**Information Protection Processes and Procedures**	LOW, MEDIUM, HIGH		
10.1	Are secur ty configuration baselines defined and implemented for all endpoints and network devices?	MEDIUM, HIGH	Yes	
10.3	Do you segregate your network into zones based on trust levels, and control the flow of traffic between zones?	MEDIUM, HIGH	Yes	
10.4	Do you control the transfer of information to external parties through authentication and encryption?	LOW, MEDIUM, HIGH	Yes	
10.5	Are all changes to information systems recorded, planned, and tested?	MEDIUM, HIGH	Yes	
10.6	Are all information systems that are susceptible to malware protected by up-to-date anti-malware software?	LOW, MEDIUM, HIGH	Yes	
10.7	Do you have a backup and recovery process designed to ensure that data can be recovered in the event of unexpected loss?	LOW, MEDIUM, HIGH	Yes	
10.8	Do you segregate wireless network access for BYOD and guest access from your production network?	MEDIUM, HIGH	Yes	
10.9	Do you enforce containerization on all mobile devices that may contain organizational data, including email, whether those devices are owned by the organization or by employees?	MEDIUM, HIGH	Yes	
10.11	Do you monitor external sources, such as vendor bulletins, for newly identified vulnerabi ities and patches?	MEDIUM, HIGH	Yes	
10.12	Do you evaluate, test, and apply information system patches in a timely fashion according to their risk?	LOW, MEDIUM, HIGH	Yes	
11	**Protective Technology**	LOW, MEDIUM, HIGH		
11.1	Have security event logging requirements been defined, and are all information systems configured to meet logging requirements?	LOW, MEDIUM, HIGH	Yes	
11.2	Are secur ty event logs protected and retained per defined logging requirements?	MEDIUM, HIGH	Yes	
11.3	Have you deployed intrusion detection or prevention systems at the network perimeter?	LOW, MEDIUM, HIGH	Yes	
11.5	Have you deployed controls to detect and mitigate denial of service attacks?	MEDIUM, HIGH	Yes	
12	**Security Continuous Monitoring**	LOW, MEDIUM, HIGH		
12.1	Have you deployed automated tools to collect, correlate, and analyze security event logs from multiple sources for anomalies?	LOW, MEDIUM, HIGH	Yes	
12.2	Do you monitor privileged user activity to detect potential security events?	MEDIUM, HIGH	Yes	
12.5	Do you employ automated tools to scan information systems for vulnerab lities on a regular basis?	LOW, MEDIUM, HIGH	Yes	
13	**Information Security Incident Management**	LOW, MEDIUM, HIGH		
13.1	Do you have a formal, documented secur ty incident response plan?	LOW, MEDIUM, HIGH	Yes	
13.2	Do you conduct regular tests of your security incident response plan?	MEDIUM, HIGH	Yes	
13.3	Are all security incidents recorded, classified, and tracked?	MEDIUM, HIGH	Yes	
14	**Privacy**	LOW, MEDIUM, HIGH		
14.1	Do you have a data retention policy and process that is designed to meet relevant privacy regulations?	MEDIUM, HIGH	Yes	
14.2	Do you maintain an inventory and mapping of where all personal data is stored that includes cross-border data flows?	LOW, MEDIUM, HIGH	Yes	

[Insert Company Name] IT Questionnaire

Vendor p ease compe e vendor den if cation sect on and then respond o all ques ions that apply. Some rows may be hidden; you do not need to respond o hidden quest ons. If documen s are reques ed p ease use Insert object to at ach the document direc ly into the Vendor Commen s ce l.

Vendor Name:	RideCo US Inc.
Completed By:	Technical Wr ting Team, IT
Date Completed:	5-Jun-23

#	Question	Vendor Response	Vendor Comments
1	**Fac lities /Data Center**		
1.1	What are the data cen er/compu er room imp icat ons (floor and rack space, power needs, A C oad, UPS oad)?	None, solut on s en irely cloud-hos ed.	R deCo s product is hos ed w th AWS and s compr sed of a Passenger App (Mob le), a Driver App (Mob le) and our Operations Center (Web Based - hosted with AWS and main ained so ely by R deCo).
2	**Server**		
2.1	What is the c ient/server archi ecture (provide d agrams if possible)?	Attached	
2.2	The c ient s ores what f les?	The RideCo c ient does not save any long-term data. It uti izes informat on gathered at the moment of s gn-in and during a ride request, anonym zes sensi ive values and submits these to the R deCo backend through an encrypted channel.	
2.3	The server stores what fi es?	The RideCo servers s ore databases of anonymized data to fulf ll the requirements of a trip and associated ogs required or troub eshooting and quality assurance. Th s w ll include (but is not im ted to) requested trip or gin (at tude, ong tude), trip destinat on, duration, prob ems encountered and driver no es. Mo e spec fic detai s may be requested from your Cus omer Success Manager.	
2.	Is the product ab e o run and suppor ed as a virtual machine w th VMWa e ESX V 6 .0 or higher?	RideCo's platform is web-based and hos ed w th AWS - as such no add tional server infrastructure s required at the cl ent site.	
2.5	What operating systems & vers ons are suppo ted?	N/A	R deCo s platform is web-based and hosted w th AWS - as such no addit onal server infrastructure is required. RideCo maintains a l c oud infrastructure and ensures that only supported (LTS) Opera ing Systems are in use and that they receive secur ty updates immediately (w thin 2 hours of release) and general updates no a er than on a monthly bas s.
2.6	How many servers are needed?	None	R deCo s platform is web-based and hosted w th AWS - as such no addit onal server infrastructure is required. RideCo maintains a l c oud infrastructure and ensures that only supported (LTS) Opera ing Systems are in use and that they receive secur ty updates immediately (w thin 2 hours of release) and general updates no a er than on a monthly bas s.
2.7	What are the minimum server requiremen s?	N/A	R deCo s platform is web-based and hosted w th AWS - as such no addit onal server infrastructure is required. RideCo maintains a l c oud infrastructure and ensures that only supported (LTS) Opera ing Systems are in use and that they receive secur ty updates immediately (w thin 2 hours of release) and general updates no a er than on a monthly bas s.
2.8	Can exis ing servers be used?	N/A	R deCo s platform is web-based and hosted w th AWS - as such no addit onal server infrastructure is required. RideCo maintains a l c oud infrastructure and ensures that only supported (LTS) Opera ing Systems are in use and that they receive secur ty updates immediately (w thin 2 hours of release) and general updates no a er than on a monthly bas s.
2.9	Is there any other software/middleware needed on the server side (e.g. IIS, SQL ..)? f so, what and den ify versions?	N/A	R deCo s platform is web-based and hosted w th AWS - as such no addit onal server infrastructure is required. RideCo maintains a l c oud infrastructure and ensures that only supported (LTS) Opera ing Systems are in use and that they receive secur ty updates immediately (w thin 2 hours of release) and general updates no a er than on a monthly bas s.
2.1	How many environments/part tions are needed (Sandbox, Dev, Test, Training, QA, and Product on)?	The cus omer wi l be provided with a product on environment and discuss on of a sandbox environment for tes i g ca also e a a ged	
2.1	How is Dev Test QA and Product on part tioning/separation done?	This s done interna ly within RideCo. Our customers enjoy the benefit of the atest production bui ds.	
2.1	Describe any cer if cate requirements?	N/A	R deCo makes use of AWS Certif cate Manager (ACM) ut l zing 20 8 bit key s zes hashed w th SHA-256. This s managed and main ained by RideCo directly.
2.1	If cert ficate needed, how s t icensed?	N/A	R deCo makes use of AWS Certif cate Manager (ACM) ut l zing 20 8 bit key s zes hashed w th SHA-256. This s managed a d ai ai ed RideCo di ectl
2.1	How is icense comp iance enforced?	N/A	R deCo makes use of AWS Certif cate Manager (ACM) ut l zing 20 8 bit key s zes hashed w th SHA-256. This s managed and main ained by RideCo directly.
2.2	If a l cense server is needed, is F exnet LMTools supported?	N/A	
2.2	How is version/patch promotion, e c. done from Dev/Test/QA o Production?	RideCo has a robust ve sioning, QA, test, remedia ion and acceptance f ow to internal deve opment environmen s. Pending the completion of all rounds of tes ing and rev ew, the product is upda ed seam essly to our p oduction c oud environment for our cus ome s o enjoy.	
2.16a	How o ten are pa ches released?	Continually, as needed.	
2.16b	How o ten are upgrades released?	During major feature add tions.	
2.16c	W at is i ol ed to i s a l a atc a d g ade?	N/A	
2.17	How is oad-ba ancing architec ed?	RideCo uti izes AWS hosting to adjust resources based on workload need, including o address perfo mance in real time as well as o provide redundancy and fa lover to un que geographic ocat ons in the event of disaster.	
2.18	How is H gh-Ava labi ity and D sas er/Recovery architected?	RideCo uti izes AWS hosting to quickly and ef iciently address BCDR needs including fa lover hosting to unaffected geog aphic oca ions to ensure a 99 9 % a ai a il t	
2.19	Is H-A v a external means (i.e. MS-Clustering)?	Yes	R deCo s product is hos ed w th AWS and made avai able through var ous Avai abi ity Zones. Performance degradation or inaccessib e serv ces within one Ava lab lity Zone would cons itute an Incident on the RideCo side requiring the transfer of resources to the next closest / most app icable Ava lab lity Zone to ensure High Avai abi ity. Th s is managed by R deCo and will not be a maintenance concern for Gainesvi le.
2.20	If MS-Clus ering is used, which op ions are avai able (active/passive or active/active)?	N/A	R deCo s product is hos ed w th AWS and made avai able through var ous Avai abi ity Zones. Performance degradation or inaccessib e serv ces within one Ava lab lity Zone would cons itute an Incident on the RideCo side requiring the transfer of resources to the next closest / most app icable Ava lab lity Zone to ensure High Avai abi ity. Th s is managed by R deCo and will not be a maintenance concern for Gainesvi le.
2.21	Is H-A v a internal means (i.e. synchroniza ion of servers and data w thin the appl cation)?	N/A	R deCo s product is hos ed w th AWS and made avai able through var ous Avai abi ity Zones. Performance degradation or inaccessib e serv ces within one Ava lab lity Zone would cons itute an Incident on the RideCo side requiring the transfer of resources to the next closest / most app icable Ava lab lity Zone to ensure High Avai abi ity. Th s is managed by R deCo and will ot e a ai te a ce co ce fo Gai es ile
2.22	GRU uses Trend Mic o Worry-Free Business Secur ty for An i-Virus on servers. Have you tested your system with this product? What, if any, and the known scanning except on that need to be configure?	N/A	R deCo s product is kept secure through a robust, mu t stage screening process including the use of Secure Coding pract ces, P incip e of Least Privi ege, Ro e-Based Access Controls, multip e firewa l layers and VLANs, de ai ed ogging and analyses through SIEM oo s and antivirus / MDR. Wh le TrendMicro s product cannot be included in this arch tecture, a l of the areas of concern are add essed by our r gorous security programs.
3	**Storage & RDBMS**		
3.1	What RDBMS s used?	N/A	R deCo s specific da a structure is intel ectual property and strictly private and conf den ial. RideCo maintains so e responsib l ty in managing a l core back-end elements.
3.2	Must the RDBMS sys em be instal ed on the same server as the app icat on, or can it e o a se a ate e isti g se e ?	N/A	R deCo s specific da a structure is intel ectual property and strictly private and conf den ial. RideCo maintains so e responsib l ty in managing a l core back-end elements.
3.3	If your product uses MS SQL, does your app ica ion require SA for instal a ion?	N/A	R deCo s specific da a structure is intel ectual property and strictly private and conf den ial. RideCo maintains so e responsib l ty in managing a l core back-end elements.
3.	. If your product uses MS SQL, does your app ica ion operate and run using the SA account (bad prac ice), or does it use a different account after tab es are setup?	N/A	R deCo s specific da a structure is intel ectual property and strictly private and conf den ial. RideCo maintains so e responsib l ty in managing a l core back-end elements.
3.5	If your product uses MS SQL, does the conf gurat on require Named Pipes ?	N/A	R deCo s specific da a structure is intel ectual property and strictly private and conf den ial. RideCo maintains so e responsib l ty in managing a l core back-end elements.
3.6	If your product uses MS SQL, does the conf gurat on require SQL Server Reporting services?	N/A	R deCo s specific da a structure is intel ectual property and strictly private and conf den ial. RideCo maintains so e responsib l ty in managing a l core back-end elements.
3.7	Does your app ica ion ut lize the Common Language Runtime (CLR) inside the SQL Server engine? If yes, p ease provide deta ls as o why. Th s may require o low-up w th DBA.	N/A	R deCo s specific da a structure is intel ectual property and strictly private and conf den ial. RideCo maintains so e responsib l ty in managing a l core back-end elements.
3.8	Must user accounts be crea ed in the RDBMS? If yes, why?	N/A	R deCo s specific da a structure is intel ectual property and strictly private and conf den ial. RideCo maintains so e responsib l ty in managing a l core back-end elements.
3.9	What is the estimate DB size (init a ly and growth)?	N/A	R deCo s specific da a structure is intel ectual property and strictly private and conf den ial. RideCo maintains so e responsib l ty in managing a l core back-end elements.
3.10	What is a typ cal or ba lpark size for data (1GB, 10GB, 100GB, 1TB ranges)	N/A	R deCo s specific da a structure is intel ectual property and strictly private and conf den ial. RideCo maintains so e responsib l ty in managing a l core back-end elements.
3.11	How do you de ermine the DB s ze estimate?	N/A	R deCo s specific da a structure is intel ectual property and strictly private and conf den ial. RideCo maintains so e responsib l ty in managing a l core back-end elements.
3.12	Is a F le Share necessa y? If so, what for?	N/A	R deCo s specific da a structure is intel ectual property and strictly private and conf den ial. RideCo maintains so e responsib l ty in managing a l core back-end elements.
3.13	Is a SAN (HP EVA, HP MSA) environment suppor ed?	N/A	R deCo s specific da a structure is intel ectual property and strictly private and conf den ial. RideCo maintains so e responsib l ty in managing a l core back-end elements.
3.1	Is ocal server disk space required? If so, why and how much?	N/A	R deCo s specific da a structure is intel ectual property and strictly private and conf den ial. RideCo maintains so e responsib l ty in managing a l core back-end elements.
3.15	How is backup and restore accompl shed?	RideCo is responsib e for the administraiton of backup and restore opera ions. Our Customer Success team s always avai able to directly address quest ons and e ed ate ss es	
3.16	What, f any, are common backup and restore ssues?	N/A	R deCo s specific da a structure is intel ectual property and strictly private and conf den ial. RideCo maintains so e responsib l ty in managing a l core back-end elements.
3.17	How is archiving done (internal to the appl cation and da abase, and external databases)?	N/A	R deCo s specific da a structure is intel ectual property and strictly private and conf den ial. RideCo maintains so e responsib l ty in managing a l core back-end elements.
3.18	What, f any, are the archiving issues?	N/A	R deCo s specific da a structure is intel ectual property and strictly private and conf den ial. RideCo maintains so e es o si l t i a agi g a l co e ac -e d ele e ts
3.19	What is involved to conf gure the appl cation if server name, s orage locat ons and the ike change?	N/A	R deCo s specific da a structure is intel ectual property and strictly private and conf den ial. RideCo maintains so e responsib l ty in managing a l core back-end elements.
4	**Network**		
.1	Does t e od ct o o a IP et o ?	Yes	

.2	Is a sta ic IP address required? If so, why?	N/A	R deCo s platform is web-based and hosted w th AWS - as such no addit onal server/network infrastructure is required, nor any co fig ato c a ges at t e cie t si e
.3	Is mult cas ing required? f so, why?	N/A	
.	What is the estimated bandwidth consumption?	N/A	R deCo s product u il zes the mob le network and operates on 3G, G (LTE), and 5G with common channels and packet sizes associated w th each echno ogy. The Operations Cen er makes use of TCP/IP network. The Driver App sends continuous oca ion upda es (at a conf gurable frequency or distance trave led) to our backend when actively driving itinerar es to actively mon tor progress, etc. Driver act ons like acknowledging itinerary steps (like pickups/dropo fs) are sent to the backend. Other informat on related to tinerary updates s transm tted. P ease speak with your product team for speci ic tuning and consumpt on es ima es.
.5	What ports need o be opened in the Fi ewall/Router? Please spec fy a l port #'s and at t e a e o – t ose eq i ed a d t ose o io al	N/A	R deCo s platform is web-based and hosted w th AWS - as such no addit onal server/network infrastructure is required, nor any co fig ato c a ges at t e cie t si e
.6	Does any server need to be in the DMZ and or In ernet, if so describe detai s of the requiremen s?	N/A	R deCo s platform is web-based and hosted w th AWS - as such no addit onal server/network infrastructure is required, nor any configurat on changes at the c ient si e.
.7	How is secur ty accomp ished, part cularly f anything is in the DMZ or the Internet?	N/A	R deCo s product is kept secure through a robust, mu t stage screening process including the use of Secure Coding pract ces, P incip e of Least Privi ege, Ro e-Based Access Controls, multip e firewa l layers and VLANs, de ai ed ogging and analyses through SIEM oo s and antivirus / MDR.
.8	8. Does the server or app icat on require or expect to have Internet access?	Yes	R deCo s platform is web-based and hosted w th AWS - as such no addit onal server/network infrastructure is required, nor any configurat on changes at the c ient si e.
.9	W ll the server or app ica ion require or expect to have di ect Internet access by non- e o ees?	N/A	R deCo s platform is web-based and hosted w th AWS - as such no addit onal server/network infrastructure is required, nor any co fig ato c a ges at t e cie t si e
5	**E Mail**		
5.1	Is Exchange Online integrat on suppo ted?	N/A	
5.2	W at s eci ic e sio of MS-E c a ge s eq i ed?	N/A	
5.3	What, f any, spec al configuration is needed for MS-Exchange?	N/A	
6	**Web Server/H P/H PS**		
6.1	Is a web se ver required? If so what s suppor ed?	N/A	R deCo s product is hos ed w th AWS and s compr sed of a Passenger App (Mob le), a Driver app (Mobile) and our Operations Center (Web Based - hosted with AWS and main ained so ely by R deCo).
6.2	What versions of web servers are suppor ed?	N/A	R deCo s product is hos ed w th AWS and s compr sed of a Passenger App (Mob le), a Driver app (Mobile) and our O e atio s Ce te (We Based - osted it WS a d ai ai ed so el R deCo)
6.3	If the Net framework required, what vers on(s)?	N/A	R deCo s product is hos ed w th AWS and s compr sed of a Passenger App (Mob le), a Driver app (Mobile) and our Operations Center (Web Based - hosted with AWS and main ained so ely by R deCo).
6.	Is any spec al configuration needed for the web server?	N/A	R deCo s product is hos ed w th AWS and s compr sed of a Passenger App (Mob le), a Driver app (Mobile) and our O e atio s Ce te (We Based - osted it WS a d ai ai ed so el R deCo)
6.5	If an appl cation container is needed (eg. JRun, Tomcat), what product and version?	N/A	R deCo s product is hos ed w th AWS and s compr sed of a Passenger App (Mob le), a Driver app (Mobile) and our Operations Center (Web Based - hosted with AWS and main ained so ely by R deCo).
6.6	What browsers are supported?	All s andard web browsers	Current vers ons of modern browsers such as Chrome, Edge and Firefox. Your mi eage may vary w th Sa ari, Opera, Brave etc.
6.7	Is Internet access required by the product and by business funct ona ity?	Yes	
6.8	Is HTTPS eq i ed o a d st s sed?	Yes	R deCo e c ts all data i t a s t a d at est I t is case HTTPS is ti ized o sec e data i t a s t
7	**Data Security**		
7.1	Do you require that all removable media, which may con ain organ zat onal data, s e c ted?	Yes	
7.2	Do you require that all media, including hardcop es, containing organizat onal data is disposed of securely when no longer required?	Yes	
7.3	Ha e o i le e ted data oss e e to too s?	Yes	
7.	Do you employ fu l d sk encrypt on on all lap ops?	Yes	
7.5	Do you encrypt databases?	Yes	
8	**Client**		
8.1	What is the required/avai able c ient p a forms?	Passenger and Partner Apps, Web App	
8.1a	Hardware minimums	Yes	Android device running the most recent Android OS major vers on release of and one prev ous major version re ease with Google P ay Serv ces; GPS enab ed phone; high speed (G recommended) data plan with a minimum of 2GB/month; minimum screen resolution 800x 80; minimum recommended CPU: Mid-to-H gh range performance CPU based on.
8.1b	OS (e s o (s) edi io (s) it s ze 32 o 6)		d oid iOS B o se
8.1c	JVM (provider and version)	N/A	
8.1d	.Net vers on	N/A	
8.1e	B o se o ide a d e s o	All s andard web browsers	C o e Edge Fi efo a est e sio s
8.7	Ident fy any other software needed on the c ient s de (eg. MS-Project, Visio, ..)?	N/A	
8.8	Is t e e a de lo e t t (i e a MSI)?	N/A	
8.9	Is Microso t APP-V (Appl cation Virtua iza ion) supported?	N/A	
8.1	How a e cl ent pa ches and upg ades done?	New versions published to App / P ay S ore	
8.10a	W at is t e deli e ea s f o o to GRU?	App / P ay Store, through the Web	
8.10b	What is the dep oyment means or GRU o do the instal s?	N/A	
8.10c	How o ten w ll patches and upgrades be made avai able?	Based on need. Continuously.	
8.10d	Is ADMIN STRATOR priv lege required o do the insta l?	N/A	
8.11	GRU uses Cy ance Protect An i-Virus. Has your sys em been tested with this? What, f a a e t e o sca i g e ce to t at eed to e co fig ed?	N/A	
9	**F le ransfers**		
9.1	Describe any ile transfers necessary, either from sys em to system within GRU, or to/from 3rd party vendor and GRU. The answer should include the fo lowing for each f le:	Direct through Web or export API.	R deCo s Data Engineering Team have many dif erent deta led reports that a e generated da ly/weekly/monthly and sent to cl ents. They work in conjuction with our Customer Success and Operations Teams to determine wh ch reports are sent and at which frequency. R deCo also prov des cus omers w th Tab eau Dashboards for data v zualization.
9.1a	Is the fi e transfer done through a batch (non-interactive) job/process?	N/A	
9.1b	Is the fi e transfer done through a user init ate interactive process, & by what means (aunching a script or using an in erac ive oo)?	N/A	
9.1c	What is the schedu e for the fi e trans er?	N/A	
9.1d	W ll GRU be receiving a fi e, if so, where is t stored, what process s used to receive the fi e (batch ob/script, user ini ia e/in eractive too)?	N/A	
9.1e	What is the fi e reten ion per od?	N/A	
9.1f	W at loggi g e o c ec i g/ ocessi g e o e o ts a e ge e ated?	N/A	
9.1g	What happens when there are f le transfer prob ems?	Support s prov ded	R deCo provides 2 /7 technical support for crit cal p atform issues.
9.1h	What happens if there are internal fi e/da a format prob ems	Support s prov ded	R deCo provides 2 /7 technical support for crit cal p atform issues.
10	**Application Administration & Security**		
10.1	Explain the system secur ty model and requirements.	N/A	
10.2	Is the authentica ion in egrated with Active Directory and/or LDAP and can it use Windows network authent cat on, or is it a separa e authent cation database?	N/A	
10.3	If using Active Directory or LDAP, if you change your AD or LDAP password does in a to at call o agate to a ica io a t e t cat o data ase	N/A	
10.	Beyond account authent cation, is there integration with Active Directory and/or LDAP? If so, what & how?	N/A	
10.5	Ho a e e ssio dealt it is it cti e Di ec o i teg ated?	N/A	
10.6	How is user authent cation done?	N/A	
10.7	Do users sign-on to the product?	Yes	
10.8	What tasks with typical time amount and ski l sets are necessary to admin s er the system/app ica ion (e. manager accoun s, permiss on, etc ..)?	Once implemen at on is complete and the program has aunched, driver schedu es and sh fts are generated automat cally and can be adjus ed through a web-based interface. Driver performance mon toring, passenger exper ence, and overa l program performance are managed from automated eporting emai s sent daily, weekly, and monthly a ong with detai ed Tab eau-based on ine reporting too s.	
10.9	What internal sys ems wi l be accessed or interfaced w th, give deta ls of s ec fica io s?	N/A	
10.10	What external sys ems wi l be accessed or interfaced with, give deta ls of spec fica ions?	N/A	
10.10	W at i te al se s ll access s ste ?	Customer defines th s	
10.12	What external users w ll access system?	Passengers	
10.13	Does software meet estab ished national/in ernat onal secur ty or qual ty agency standards? Agency examp es include NIST, C SA, ISO, SOC, or simi ar. Add tionally, can vendor provide ev dence they use Secu e Software Development Framework (SSDF), or measures such as Cyber Supply Chain Risk Ma age e t?	Yes	
11	**Printing Scann ng & Faxing**		
11.1	Are there any spec fic printer or other peripheral dev ce requiremen s?	None	
11.2	e t e e a s ec al i i g a d ot e e i e al de ce iss es?	None	
12	**Programming Environment**		
12.1	What programming languages are used?	N/A	
12.2	What programming environmen s are used?	N/A	
12.3	What other IT too s are used?	N/A	
12.	How do we securely deve op and deploy our own appl cations in erfacing w th this system?	N/A	
12.5	Does the appl cat on need Administra or priv leges o run?	N/A	
12.6	Does t e a l cat o se t e east i lege to a adig ?	N/A	
13	**Mobile Computing**		
13.1	What end-user mob le hardware is required and supported, what are the spec fica ion detai s? For examp e, laptop, handhe d	Phone and Android	• Phone running the most recent OS major vers on re ease and two previous major vers on releases, or Android device running the most recent Android OS major vers on release of and two previous major vers on releases with Google P ay Services. •Minimum screen resolu ion 800x 80. •Minimum recommended CPU: dual-core 1.5GHz. •1GB RAM. •200MB internal storage.
13.2	What network hardware is required and supported, what are the spec fica ion detai s? Fo e a e 802.11a/ g/ GPS Et e et R 5	N/A	
13.3	What are the OS requiremen s/specif cations for the end-user mobi e hardware (include all supported OS)? For example, Windows XP, Windows CE	N/A	
13.	Does the vendor prov de End o End applica ion security al owing the product to be used from the Internet? How? For example: Yes, SSL/Appl cation proxy in DMZ. User evel authent cation in the appl cation.	N/A	
13.5	What are the network security requirements/speci icat ons or the end-user mob le hardware, OS and c ient app icat on? Required: 802.11i(802.1x) Unacceptab e: WEP, WPA-1, WPA 2	N/A	
13.6	What enabling cl ent software s required, spec fy exact products and version? For examp e, Web Browser (specify exactly), Java VM	N/A	
13.7	What is the c ient app ica ion software and i s func iona ity?	Passenger and Partner Apps.	
13.8	Ho is cl e t i stal ed: side oad o a ai a le f o a ic/ i ate a sto e?	App / P ay Stores	
13.9	Is there an app icat on or brokering server that res des in the customers DMZ to communica e with the mob le cl ent appl cation software?	N/A	
13.10	What network protocols and tcp/upd port numbers wi l the brokering server in the DMZ require for access to the private network?	N/A	
13.11	What network protocols and tcp/upd port numbers wi l the brokering server in the DMZ eq i e fo access f o se o t e I te et?	N/A	
13.12	Is PSec VPN s o ted?	N/A	
13.13	Is SSL VPN supported?	N/A	
14	**Phone System**		
1 .1	Are there any spec al requirements for GRU's phone system?	N/A	
1 .2	Is C SCO VOIP support? Specify appropr ate detai s.	N/A	
1 .3	Desc i e a VO P i teg at o eq i e e ts	N/A	
15	**Support**		
15.1	Contact Information (phone#, web page, info needed o og ca l)?	Support site: https //support rideco.com Email: support@r deco.com Urgent Incident Line: 1-226-2 0-1073 Info Needed: Name, email, Project Name, username (f a l ca e)	
15.2	Suppo t hours, time zone?	9 a.m. o 5 p.m. EST. (2 /7 Urgent Incident Response)	
15.3	Suppo t too s needed to interact w th vendor?	We use Zendesk to manage cl ent support tickets. An opt onal login can be used o rev ew tickets and Knowedge base artic es. S andard ema l s genera ly used for commuin cation.	
15.	What are the Support protoco s needed to interact with vendor? In other words, how do you authen icate who the customer requesting support, that they are al owed to call, and are under support? What info does customer need to prov de?	We authent cate users based on the ema l address used. C ient authen icat on leve s are defined in the project implementa ion plan, and are re erenced by our support team o de ermine who can author ze configuration changes or data reques s.	
16	**yp cal Insta lation Schedule**		
16.1	Prep work and duration?	A project k ck off meeting ini iates the project implementa ion plan and generates the timeine and required ac ivit es that fol ow.	
16.2	Insta lation work and duration with vendor?	RideCo uses standard PMP phi osophy and a program implementa ion plan that is cus omized or each new program. The plan typica ly akes 8 weeks and can be shortened or lengthened based on the cus omer requiremen s.	
16.3	Post work and durat on?	Once implemen at on and launch are complete, there s an 8 week period of hypercare where the customer success team works with the operations eam to in erna ize the processes equi ed to sus ain the program ong term.	
16.	What IT s aff types wi l be needed (Sys Admin, DBA, Programmer, Desktop support, business analysts)?	IT resources may be required for tablet app insta at on and support. t s recommended but not mandatory that Ta e s a e a MDM i s a led	

NU BINARY

RideCo Inc.
57 Erb St. W
Waterloo, ON N2L 6C2

December 29, 2022

To Whom It May Concern:

I, Alireza Sharifi, have undertaken an assessment and review of RideCo Inc's business policies and practices and attest RideCo Inc's compliance with NIST 800-53 Tier 2. Please find in the following pages a list of NIST 800-53 categories that have been audited, and RideCo Inc's Incident Response and Disaster Recovery Plan.

Sincerely,

Alireza Sharifi, PhD, CISSP
ISC2 #769768

IDENTIFY (ID)	**Asset Management (ID.AM)**
	Business Environment (ID.BE)
	Governance (ID.GV)
	Risk Assessment (ID.RA)
	Risk Management Strategy (ID.RM)
	Supply Chain Risk Management (ID.SC)
PROTECT (PR)	**Identity Management, Authentication and Access Control (PR.AC)**
	Awareness and Training (PR.AT)
	Data Security (PR.DS)
	Information Protection Processes and Procedures (PR.IP)
	Maintenance (PR.MA)
	Protective Technology (PR.PT)
DETECT (DE)	**Anomalies and Events (DE.AE)**
	Security Continuous Monitoring (DE.CM)
	Detection Processes (DE.DP)
RESPOND (RS)	**Response Planning (RS.RP)**
	Communications (RS.CO)
	Analysis (RS.AN)
	Mitigation (RS.MI)
	Improvements (RS.IM)
RECOVER (RC)	**Recovery Planning (RC.RP)**
	Improvements (RC.IM)
	Communications (RC.CO)

Incident Response and Disaster Recovery

RideCo Incident Response

This incident response and disaster recovery plan is reviewed on an annual basis with the RideCo Security team including a qualified CISSP. The plan establishes the recommended organization, actions, and procedures needed to

Recognize and respond to an incident;
Assess the situation quickly and effectively;
Notify the appropriate individuals about the incident;
Escalate the company's response efforts based on the severity of the incident; and
Support the business recovery efforts being made in the aftermath of the incident.

This plan is designed to minimize operational and financial impacts of such a disaster, and will be activated when the Incident Manager determines that a disaster has occurred.

Service Monitoring and Incident Notifications

RideCo has automated monitoring of all services to ensure the normal operation on a 24/7 basis. If a service outage is detected, RideCo will notify all affected Licensees immediately, and work to rectify the problem as soon as poss ble. If the service outage is detected by the Licensee themselves, System Administrators or Help Desk Support Staff can raise a ticket with the RideCo Incident Team who will work to find a resolution as soon as possible.

The plan is designed to respond to scenarios such as the following:
No access to the office
Loss of data communications and the network infrastructure
Loss of technology, like laptops, servers, or computers
Loss of staff

RideCo Incident Team

Role	Contact	Email	Phone Number
Incident Manager	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]

Incident Response Steps

1. The person who discovers the incident will contact the department manager in the above table. If the incident is general to the office, contact the office manager. If not sure who to contact, contact the incident manager.
2. The affected department manager who receives the call (or discovered the incident) will refer to incident response members to be contacted. The department manager will contact the incident response manager using both email and phone messages while being sure other appropriate and backup personnel and designated managers are contacted. The department manager will log the information received. The department manager could possibly add the following:
- Is the equipment affected business-critical?
- What is the severity of the potential impact?
- Name of system being targeted, along with operating system, IP address, and location.
- IP address and any information about the origin of the attack.
3. Contacted members of the response team will meet or discuss the situation over the telephone and determine a response strategy.
- Is the incident real or perceived?
- Is the incident still in progress?
- What data or property is threatened and how critical is it?
- What is the impact on the business should the attack succeed? Minimal, serious, or critical?
- What system or systems are targeted, where are they located physically and on the network?
- Is the incident inside the trusted network?
- Is the response urgent?
- Can the incident be quickly contained?
- Will the response alert the attacker and do we care?
- What type of incident is this? Example: virus, worm, intrusion, abuse, damage.
4. An incident ticket will be created. The incident will be categorized into the highest applicable level of one of the following categories:

- Category one - A threat to public safety or life.
- Category two - A threat to sensitive data.
- Category three - A threat to computer systems
- Category four - A disruption of services

5. Depending on the category of the incident the incident response team decides which procedure has to be executed in a timely manner. The incident team members with the resources in RideCo will use forensic techniques, including reviewing system logs, looking for gaps in logs, reviewing intrusion detection logs, and interviewing witnesses and the incident victim to determine how the incident was caused. Only the incident response team or authorized personnel should be performing interviews or examining evidence, and the authorized personnel may vary by situation.
6. The root cause of the incident should be removed or fixed.
7. The root cause should be thoroughly analyzed by incident response team and all relevant policies and procedures should be updated to incorporate lessons learned from the event.

Recovery Steps

1. The incident response team members will recommend changes to prevent the occurrence from happening again or infecting other systems.
2. Upon management approval, the changes will be implemented.
3. The incident response team members will restore the affected system(s) to the uninfected state. Make sure that the system is fully patched and all of the unused services are uninstalled. In addition, the logging service is properly configured to log the correct events with proper level. Be sure real-time virus protection is running. There may be more actions needed that should be executed by the team.
4. During the incident response and recovery the following information should be documented:

- How the incident was discovered.
- The category of the incident.
- How the incident occurred.
- Where the attack came from, such as IP addresses and other related information about the attacker.
- What the response plan was.
- What was done in response?
- Whether the response was effective.

Data Recovery and Data Loss

In the unlikely event that a data restoration is required, the RideCo team will assess and report to the client on:
the determined reason for restoring data
the scope of any data loss between the restored data and the last known live data
any potential remediations to address potential data loss
any actions taken to prevent future data loss

Prepare Steps

Scheduled Maintenance
A service outage due to server maintenance is not a common occurrence, but in the event that one is needed, RideCo will provide notice to the Licensee according to the Licensee's requirement (i.e. 2 days or up to 1 week) which will include the time and duration of the downtime. In general, downtime is scheduled for off-service / off-peak-hours, and does not usually exceed 15 minutes.

Exclusions to response and recovery time

The only exclusion to response time and recovery time promises would be large-scale events beyond our control (i.e. massive infrastructure outages). These situations are rare, and would only occur in situations affecting large sections of the internet which would circumvent the built-in redundancy policies of the RideCo platform.

Hosting and Redundancy

All systems and servers related to the RideCo platform are hosted using industry-leading cloud services (typically AWS). To ensure high availability and redundancy, every server and sub-system is hosted across multiple availability zones which are separated logically and geographically within the United States, or other regions if specified by client data hosting requirements. Measures for business continuity, such as power redundancy, physical access control, fire suppression, anti-flood systems, etc. are handled by the cloud provider and not by the RideCo engineering team.
Platform servers are set up such that switching between availability zones happens automatically, and transparently to the user, ensuring consistent availability with no downtime related to failover mechanisms.

Client Data Backup and Recovery

Automatic Backups

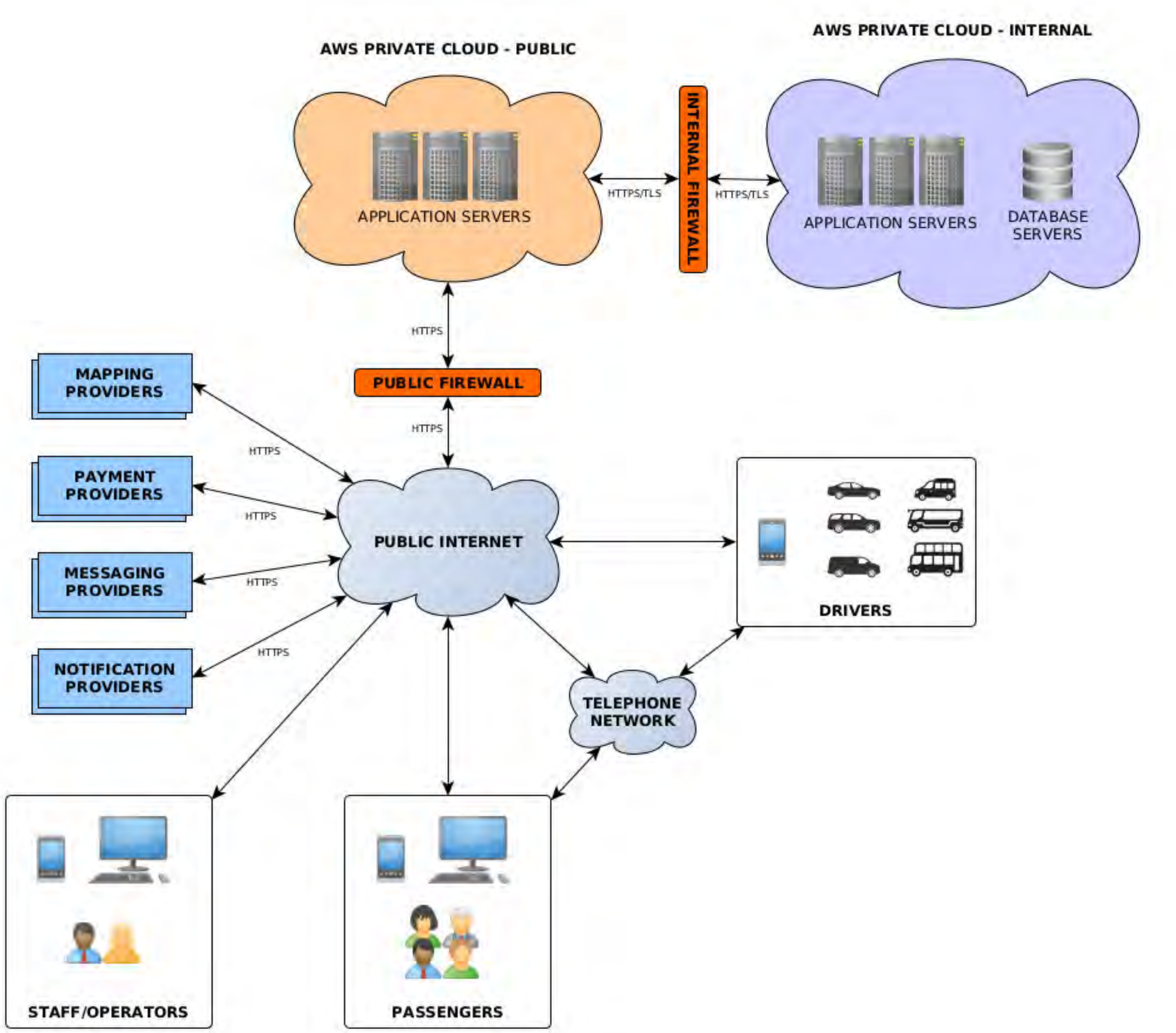
RideCo client data is automatically backed up on a daily basis. These backups are stored on a redundant cloud service across multiple availability zones in order to ensure integrity and availability of the data if needed. Data backups are typically stored for 7 days before destruction, unless an alternate retention period is defined in a client contract.

Manual Backups

From time to time, backups are manually triggered if deemed required by the engineering team, for example during critical software upgrades. These backups are stored on a redundant cloud service across multiple availability zones in order to ensure integrity and availability of the data if needed.

Valid as of December 01 2021

RideCo's Architecture Diagram



Mapping Providers: Third party services that provide mapping, geo-spatial, and traffic data. E.g., Google Maps.

Payment Providers: Third party services that handle payment processing and PCI compliance. RideCo does not store credit card information. E.g., Braintree, Stripe.

Messaging Providers: Third party services that provide messaging like SMS and phone calls. E.g., Twilio.

Notification Providers: Third party services that provide alerts and real-time notifications for incident responses. E.g., PagerDuty.

Public Internet: The public internet from which all traffic to the RideCo system originates.

Telephone Network: The network that mobile phones operate on (4G LTE, 5G, etc.). Calls are placed between drivers and passengers securely such that personal phone numbers are not exposed.

Public Firewall: Restricts traffic that may access the public RideCo network from the public internet to the specific ports and hosts that are allowed to.

Internal Firewall: Restricts traffic that may access the internal RideCo network from the public RideCo network to the specific ports and hosts that are allowed to.

Certificate Management: Provided by AWS Certificate Manager (ACM) utilizing 2048-bit key sizes hashed with SHA-256.

Application Servers: The servers that make up the RideCo system.

Database Servers: The database servers that store the data for the RideCo system.

Passengers: Customers and riders that can book and take rides from the RideCo system.

Drivers: Drivers that service rides in the RideCo system.

Operators: Operators can access various dashboards to manage and monitor their transportation service that is running on the RideCo system.

PREREQUISITE VENDOR QUESTIONNAIRE

Proposer must submit responses to this questionnaire with proposal.

1. SUPPORT

- What is your support model?
  RideCo's technical team offers 24/7 support for critical platform issues. Our system is configured to immediately notify our engineers of any issues such as downtime, and issues are often resolved before the end-user is affected or even aware of them. Bug fixes also occur silently in the background, and without users even noticing. We provide the agency with prior notice of all bug fixes and system/software maintenance or outages, and our customer support team is available to answer any questions the agency has regarding these updates. For day-to-day business support (e.g., interpretation or configuration of dashboards), support is provided within one business day. The Customer Support team will be available by phone, email, and Zendesk.

  RideCo has also developed a customer-facing support portal that can be found at support.rideco.com. This extensive knowledge base is continually updated with the latest RideCo release information as well as useful articles and FAQs that promote self-learning and growth for the ongoing program. This portal also contains user guides, announcements, and single-click access to contact RideCo to share ideas. This portal can also be used to submit requests to the RideCo team for support.

- How do you facilitate onboarding?
  At RideCo, our project management Agile approach starts with our people. We are an integrated interdisciplinary team. We offer in-house experts on microtransit service planning and software. We foster a transparent, multidisciplinary, participatory, and collaborative work culture internally and with the agency. The Agile approach is one that is flexible to accommodate client feedback. Activities are performed in small phases or cycles, which allows the project team to identify progress and risks on a frequent basis. As a result, our Project Manager can implement and make necessary adjustments to the work plan to ensure project success.

  Brian Hageman will be the Project Manager for this project, who will be the primary point of contact for the City of Gainesville and will be accountable for all services and deliverables provided under the contract.

  RideCo's project management methodology for Gainesville's project will follow the industry standard set forth in the Project Management Body of Knowledge (PMBOK) as published by the Project Management Institute. We will utilize the Project Life Cycle framework in the delivery of the project. The implementation of project activities will be categorized into the five process groups in the Project Life Cycle: Initiating, Planning, Executing, Monitoring and Control, and Closing.

  The chart below reflects a high-level view of the Project Life Cycle or Project Management Processes

A process group is a logical grouping of activities, inputs, tools, techniques, and outputs required for any type of project

	Initiating	Planning	Executing	Monitoring & Control	Closing
	Authorize the Work	**Plan the Work**	**Work the Plan**	**Control the Plan**	**End the Work**
Activities	• Procurement • Award to RideCo • Notice to Proceed (NTP) Received by RideCo	• **Project Integration Management** Processes and activities to identify, define, combine, unify, and coordinate various processes and project management activities within the project management process groups • **Project Scope Management** Processes required to ensure the project includes all the work required, and only the work required, to complete the project successfully • **Project Resource Management** Processes to identify, acquire, and manage the resources needed for the successful completion of the project • **Project Communications Management** Processes required to ensure timely and appropriate planning, collection, creation, distribution, storage, retrieval, management, control, and monitoring project information	• **Perform All Activities Identified in Planning Phase** Work plan (Project Management Plan)	• **Project Schedule Management** Processes required to manage the timely completion of the project • **Project Quality Management** Processes for incorporating the organization's quality practice around planning, managing, and controlling project and product quality requirements to meet stakeholders' expectations	• **Project launch is complete** • Post-mortem/Lessons Learned • Enter Ongoing Maintenance Phase
Key Outputs	• Project Charter • Stakeholder Register	• Project Management Plan	• Project Deliverables • Work Performance Data • Change Requests	• Approved Change Requests • Updates to Project Plan • Verified Deliverables • Cost & Schedule Forecasts	• Final Product • Implementation Closure

- Can you provide SLAs that guarantee a certain level of service?

Standard Support Level – SLAs

Support Response Time

Priority	Response Time	Update Frequency	Resolution Time
High	Reviewed by RideCo staff and support ticket updated/created within 2 hours.	Every 2 hours or as mutually determined.	Within 24 hours. RideCo will attempt to resolve all high priority issues within 24 hours, however resolution times may be longer depending on the nature and complexity of the problem.
Medium	Reviewed by RideCo staff and support ticket updated/created within 12 hours.	Every working day or as mutually determined	Within five (5) business days
Low	Reviewed by RideCo staff and support ticket updated/created within 24 hours.	Every week or as mutually determined.	RideCo shall notify Customer within ten (10) business days of the analysis of the problem, the intended fix, and the release in which it will be delivered. Where feasible, RideCo shall provide a temporary workaround to Customer.

Priority Levels

High	Business critical problems that affect the availability or access of or to the service offering for most users.
Medium	Not critical but important problems that materially interrupt or restrict the normal production running of the Software (affecting a minority of users).
Low	Not business critical or important. Issues that do not materially impact the normal production running of the Software.

Resources and Forms of Support

Support Portal	Utilized for medium or low priority items. ** Customer specific slack channel(s) (typically one slack channel for each active service)
Emergency hotline	Used for critical / high priority items [**Customer specific emergency telephone number] [**Customer specific emergency slack channel]

- Is there a knowledge base available after GoLive?
  RideCo has also developed a customer-facing support portal that can be found at support.rideco.com. This extensive knowledge base is continually updated with the latest RideCo release information as well as useful articles and FAQs that promote self-learning and growth for the ongoing program. This portal also contains user guides, announcements, and single-click access to contact RideCo to share ideas. This portal can also be used to submit requests to the RideCo team for support.

  RideCo's support extends beyond the launch of a project. We continue to provide proactive support throughout the duration of the contract. RideCo's experienced project team schedules regular meetings after the launch, during which they review the performance of the service and provide proactive data-driven recommendations for service improvements and modifications.

- Are version upgrades, patches and security updates automatically handled by the vendor? If not, please describe.
  RideCo's multi-tenant cloud platform is continuously updated monthly at no additional cost during the period of the contract, and our customers always have the latest version of the software. Updates and bug fixes to the software are provided free of charge throughout the life of the contract. Bug fixes and upgrades occur silently in the background, without users noticing. We provide the agency with prior notice of all bug fixes and system/software maintenance or outages, and our customer support team is available to answer any questions the agency has regarding these updates

- Would there be a testing environment available?

  The customer will be provided with a production environment, and discussion of a sandbox environment for testing can also be arranged.

2. INFRASTRUCTURE AND BUSINESS CONTINUITY

- Who owns the infrastructure upon which your SaaS product is built?

  AWS.

  RideCo's privacy and security standards with respect to protecting personal information on the cloud are multifaceted and are regularly updated to meet transit agency or city/state level specific requirements. All data generated by RideCo's platform is stored on Amazon Web Services (AWS). AWS is fully compliant with federal, provincial, and local laws and regulations regarding global data protection standards – including ISO/EEC 27002 for Privacy Information Management Requirements and Guidelines. All data at rest is encrypted in our database using the industry standard AES-256 encryption algorithm. When in transit, data is encrypted over HTTPS using 2048-bit SSL certificates.

- How do you test your disaster recovery process and procedures?

mNDA required.

To maintain NIST 800-53 certification, RideCo performs an annual test of BCDR procedures and evaluates if any updates need to be included to meet performance and recover time objectives. Full Polices and Procedures can be reviewed upon completion of an mNDA.

- How often do you test your recovery process and procedures?

  Annually.

- What is your recovery time objective (RTO)?
  RideCo solution's Recovery Time Objective (RTO) is typically 2 hours or less, but can be redefined during the contract. Recovery Point Objective (RPO) is 0-2 hours because of multiple availability zones and other replication databases. We also have nightly backup in the event of an extreme disaster with widespread impact.

- Is your infrastructure dispersed; are your primary site and your disaster recovery site geographically separated?

  Yes, RideCo's product is hosted with AWS, and any moderate to extreme degradations of service or availability would be a cause to shift hosting to a facility at another geographic location.

3. COMPLIANCE AND SECURITY

- Is the vendor SAS 70, SSAE 16 & SOC 2 or SOC 3 compliant? Is there a SOC 3 report available for review/distribution?
  RideCo's product is hosted with AWS which maintains a suite of security certifications such as SOC2 / SOC3. RideCo maintains NIST 800-53 certification and is completing a SOC2 Type 2 audit through the end of 2023.

- If the product is processing credit card information, is the product PCI compliant?
  All credit card information is securely processed and stored by our third-party payment processor Braintree (a division of PayPal). Braintree is a validated level 1 PCI-DSS (Payment Card Industry – Data Security Standard) compliant service provider. If the agency does not wish to use credit card payments, then the payment option can be removed.

- What security guidelines and audits does the colocation or hosting provider follow?
  AWS, the platform upon which RideCo resides, maintains a number of security guidelines and regular audits such as AICPA SOC2 Type 2/3. Further information can be found below:
  AWS Security and Privacy Policy
  https://docs.aws.amazon.com/whitepapers/latest/aws-overview/security-and-compliance.html
  https://aws.amazon.com/privacy/

- What security is in place at the colocation or hosting provider's facilities?
  Please refer to AWS Data Center Controls Policy:
  https://aws.amazon.com/compliance/data-center/controls/

- Who manages network connectivity, firewalls, log file management, web application firewalls and access and identity management?
  RideCo's staff manages all network connectivity, firewalls, log file management, web application firewalls and access and identity management.

- Does the vendor have a protocol for handling emerging threats, zero day exploits and vulnerabilities and how does the vendor facilitate quick protection of the SaaS solution?
  RideCo has several related policies and procedures in place including, but not limited to, a Secure

Coding Policy, Incident Detection, and Incident Response Policies. These are supplemented by tools / technology to detect, repair, remediate and isolate specific resources, while ensuring key staff are notified of all detections and events.

- Is the connection to the SaaS product secured? How?
  RideCo's privacy and security standards with respect to protecting personal information on the cloud are multifaceted and are regularly updated to meet transit agency or city/state level specific requirements. All data generated by RideCo's platform is stored on Amazon Web Services (AWS). AWS is fully compliant with federal, provincial, and local laws and regulations regarding global data protection standards – including ISO/EEC 27002 for Privacy Information Management Requirements and Guidelines. All data at rest is encrypted in our database using the industry standard AES-256 encryption algorithm. When in transit, data is encrypted over HTTPS using 2048-bit SSL certificates.

4. DATA

- Is the data hosted within continental US?
  All data generated by RideCo's platform is stored on Amazon Web Services (AWS). AWS is fully compliant with federal, provincial, and local laws and regulations regarding global data protection standards – including ISO/EEC 27002 for Privacy Information Management Requirements and Guidelines

- Please define your data ownership model as it relates to data generated/collected during the usage of the application.
  All data will be owned by the agency.

- Please define your data sharing policy with third parties.
  RideCo shares the least possible amount of data, obfuscated when able and always encrypted, to facilitate the needs of the ride. This is generally in the form of relaying data or metadata through third party systems such as Salesforce or Tableau – that is to say that information is not directly shared with third parties, but rather passes through third party networks to serve a function or need of the product.

Responses to this page must be completed and uploaded to DemandStar.com with your Submittal.