2023-963M

PROPOSAL FOR:

City of Gainesville

#RTSX-240002-DS

Mobility-On-Demand Software App (Rebid)

June 2023

TransLōc

4505 Emperor Boulevard,
Suite 120
Durham, NC 27703
www.transloc.com

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This bid is subject to the negotiation of a contract, on mutually agreeable terms, following award. Such contract shall include negotiated indemnification, limitation of liability, confidentiality, data ownership, IP ownership, insurance, warranty, termination, and payment terms. This negotiated contract shall govern the contractual relationship between the parties. Furthermore, Contractor has submitted its standard Technology License and Service Agreement ("TLSA"), which is referenced herein.

BID COVER

City of Gainesville

Procurement Division
(352) 334-5021(main)

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

Legal Name of Bidder: TransLoc, Inc.

DBA: TransLoc, Inc.

Authorized Representative Name/Title: Rich Antoine, General Manager

E-mail Address: translocrfp@transloc.com FEIN: 20-1528980

Street Address: 4505 Emperor Blvd., Ste 120, Durham, NC 27703

Mailing Address (if different):

Telephone: (888) 959-3120 Fax: ( )

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.

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

SIGNATURE OF AUTHORIZED REPRESENTATIVE: DocuSigned by: Rich Antoine 5DB5B8E2B16B499...

SIGNER'S PRINTED NAME: Rich Antoine **DATE:** 5/31/2023

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

Qualifications

Scope Requirement	C/N/A *C=Comply N=Not Comply A=Accommodation*
Back Office Administrator Dashboard (browser-based)	
Dynamic algorithms to optimize vehicle routing, efficiently match drivers and passengers, and facilitate pick-up and drop-off.	C
Ability to calculate distance between customer's origin and selected destination and to refuse trips which exceed customizable minimum and maximum distance parameters.	N
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.	N
Manual methods for rejecting or redirecting ride requests.	C
Ability to do keyboard search queries by name, phone number, and email address. *TransLoc's software can only be searched by the rider's name and email address.*	A
Ability to efficiently add passenger(s) to a route in progress. *The driver can add passengers when the party is boarding.*	C
Ability to add/remove/expand geo-fence boundaries.	C
Ability to add and edit service areas and service hours.	C
Dispatch booking capabilities for users without smartphones or web access.	C
Trip Requests – rider's name, trip request time, pick-up and drop-off times and locations, number of passenger(s), and seat type(s) selected.	C
Allow multiple users on one account and permit user/account information update.	N
Configure service parameters, including but not limited to ability to add vehicles and vehicle capacities/parameters, such as maximum wait time, maximum in-vehicle time, etc.	C
For ride requests with a pick-up or drop-off at a non-transit hub location, such as a school or hospital, the app automatically aligns pick-up and drop-off times to match a configurable schedule, such as school or business open/close times.	N
Assign rides by vehicle and location destination.	C
Real time monitoring and analytics for all service operation and vehicles. *Can provide real time monitoring, but not real time analytics.*	A
Ability to add a minimum of 7 service geographic areas using 2-3 vehicles each.	C
Ability to designate roles and permissions.	C
Configurable Agency settings.	C
Generate configurable promotional codes *Token Transit, a fare payment partner with TransLoc, can provide promotional codes.*	A
Back Office Dispatcher-Facing Dashboard (browser-based)	
Ability and ease to sign into account.	C
Dispatch booking capabilities for users without smartphones or web access.	C
Ability to log drivers in *Drivers would need to log themselves in and out of service on the tablet.*	N
View in-progress rides.	C
Ability to approve or deny ride requests based on predetermined parameters such as, but not limited to, group size, location, number of passenger no-shows *Capable of all but based on the number of no shows.*	A
Ability to add, edit or cancel rides in the system.	C

Ability to add/modify driver break and lunch periods. *Dispatchers or drivers can pause driver for breaks and lunches*	A
Ability to view services by service area geo-fence and generate reports by service area geo-fence.	C
Ability to pan and zoom the map by geo-fence and to view entire route on a map.	C
Dispatcher portal shows pre-scheduled rides assigned to specific vehicle manifests immediately upon ride booking.	C
Add out-of-zone addresses riders can choose from.	C
Add or remove roads and locations that are not travelable.	C
Ability to set a method to deny trips when demand outnumbers available resources.	N
Configurable real-time dispatcher display screen. *Real time dispatcher display screen is not configurable.*	A
View and export reporting suite.	C
View recent ride history by type.	C
Dashboard for analysis of service operations and vehicles available.	C
Real-time analytics to alert dispatchers of demand surges and long wait times.	N
Passenger-Facing Features of the App	
Application must be available for free download on the Apple App Store and Google Play store.	C
Application must be device agnostic and accessible to all current browsers.	C
Allow users to search for and book rides for self and others using same phone number – multiple users on same	C
Ability for users to book multiple trips (outside of a defined time window and within the allowable O-D trip distance), recurring rides, and pre-schedule rides up to a customizable number of days in advance.	C
Rider booking capabilities for users without smartphones or web access.	C
Allow riders without smartphones or web access to receive trip alerts.	C
Present a 15-minute pick-up and drop-off window (or less) information for pre-scheduled trip requests for rider's acceptance before confirming the booking.	N
Trip time – ability to track ride's estimated wait time, arrival, and vehicle in real-time. App must allow customer to cancel ride if times provided not convenient for rider.	C
Ability to request MOD vehicle and seat type. *Can request wheelchair or bicycle accommodations.*	A
Ability to enter place names (i.e. library, school, store or services) as well as addresses. Places and addresses will have autocomplete capability.	C
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). *Will notify the rider if trip request is outside the service area and hours.*	A
Ability to identify number of passengers traveling.	C
Ability to receive trip updates through the app or via SMS/email. *Email alerts are not available.*	A
Depict real-time vehicle locator map, including fixed route operations.	C
Ability to view trip history and details.	C
Ability for user to contact customer service and/or dispatch (i.e. email, text, call).	N
System assigns passenger bookings (including pre-scheduled rides) to a driver manifest immediately upon booking.	N
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.	C

RTS or Agency-branded consumer facing smartphone application that disallows advertisements. RTS-generated information is exempt. *A white label application would be required.*	A
App available in multiple languages such as Spanish.	C
App effectively interfaces with Braille technology.	N
App has ability to increase font size.	C
Ride star rating system with ability for customer comments. *A feedback form is available to riders.*	A
Account Recovery - account management such as password/user name recovery.	C
Driver-facing features of the App	
Driver Itineraries - driver name, start time of itinerary, timestamp of each pick-up/drop-off, location of each pick-up/drop-off.	C
Ability to send trip arrival alert to rider through the app or via SMS/email. *Email alerts are not available.*	A
Driver Shift Actions - driver name, shift start time, shift end time, timestamp of an Offline action, timestamp of an online action, timestamp of accepting/rejecting a trip request.	C
Ability for driver to pause app without redirecting rides to another vehicle. *Rides are assigned to a vehicle in rea time, so a ride would be assigned to the next available vehicle in service.*	N
Ability for driver sign-on to account.	C
Ability for driver to accept ride requests from Dispatch and override service sequence and maintain app functionality.	N
Ability for driver to contact passenger if they cannot find them at designated pick-up location via anonymized phone number(s). *TransLoc provides a push notification or SMS text when a driver is at the pickup location, but cannot see the rider.*	A
Ability to receive Dispatcher notes on specific trips/customers. *As long as dispatch booked the ride.*	C
Turn by turn audio and visual (on screen) directions.	C
Ability to log pick-ups and drop-offs.	C
Ability to see disabilities indicated by rider (in their account) so they can provide appropriate level of service. *Can identify if wheelchair accommodations are needed.*	A
Ability to log no-shows.	C
Ability to add trip comments by driver to promote service improvement.	N
Ability to pan and zoom the map and view the entire route on the map.	C
Data Collecting and Reporting Requirements	
Passenger trip data – total completed trips, total riders, by type of rider, by revenue hour, by trip, by source (call-in, app), origin and destination both of which must be tagged by postal code. *Comply with all but origins and destinations are not tagged by postal code.*	A
Travel times – wait time, ride duration, on-time percentage, and late percentage. *Comply with all but on-time percentage and late percentage.*	A
A method for collecting on-time performance relative to planned drop-off times and estimated pick-up times.	N
Trips Booked – rider name, rider name, trip request time, planned pick-up and drop-off times and locations, actual pick-up and drop-off times and locations, number of passenger(s), seat type(s) selected, ride status (including but not limited to completed, no-show, canceled by rider, canceled by system, and view errors that turned down the trip request). *Comply with all but planned pick-up and drop-off times and locations, canceled by system, and view errors that turned down the trip request.*	A
Dispatch response time, missed calls.	N

Revenue Hours - Fields must include at a minimum for each hour: number of online minutes, number of trip acceptances, number of trip rejections, and number of minutes deadheading, number of minutes with passengers on board. *Comply with all but number of trip rejections.*	A
Reporting by geo-fence, with ability to add, alter, or remove geo-fenced zones with history.	C
Reporting data inquiries within route number, date and time ranges. *Comply with all but route number.*	A
Vehicle performance and reliability.	N
Total vehicle hours.	C
Trip and driver comments.	N
Driver hours.	C
Aggregate reports (e.g. daily and annual totals) must include breakdown reports, including at a minimum, breakdowns by vehicle and day so that total figures can be traced by an auditor to source data, including chronological vehicle manifests of pull-outs from garage, first pick-up, all pick-up/drop-off times and locations, all operator break and/or refueling begin and end times and locations, last drop-off time/location, pull-in garage, and any additional deadhead activity.	A
Reports including but not limited to revenue vehicle hours, must be tagged and allow breakdowns by service zone.	C
All statistics above are available on individual trip basis in an agency-facing dashboard with maps and Graphical User Interface (GUI). At a minimum, the dashboard should include views for: all booked trips, including origin/destination mapping capabilities, all driver shifts, all KPI statistics, vehicle & driver management, and shift management.	N
Generate an NTD-standard report for upload to the Federal Transit Agency system.	C
RTS/City of Gainesville must be able to own and access all data, including rider data, during and post-contract. *Under the terms of TransLoc's Technology License and Service Agreement, TransLoc shall own all Service Data. Service Data is available up to 30 days after the expiration of the contractual Agreement. Ownership of Data. Customer acknowledges and agrees that, as between Customer and Company, Company retains all ownership right, title and interest in and to all Service Data, including all copyrights, patents, trademarks, trade secrets, and other proprietary and/or intellectual property rights therein or thereto.*	A
Reportable data on pilot KPIs, including ridership, virtual stop usage and frequency, reservations, cancellations, promotional codes, trip ratings, driver ratings, comments, and customer service requests, riders per hour by individual geo-fence and system wide. *TransLoc can report on all but the promotional codes, trip ratings, driver ratings, comments, and customer service requests.*	A
Technical Support, Software Upgrades and Releases	
Provide a licensed software/technology platform that supports demand-responsive routing and dispatch of vehicles.	C
Provide upgrades and new features to software generally made available to other licensees for no additional charge.	C
Support Services must be provided via phone and email and must be available during RTS operating hours. *Live support is available during business hours from 8:00 A.M. to 8:00 P.M EST, excluding regular business holidays.*	A
Provide prior notice in a timely manner to RTS when the software will be unavailable for any reason, such as system maintenance, and coordinate a date/time that is outside of regular RTS operating hours. *Maintenance typically occurs Monday mornings from 3:00 a.m. to 6:30 a.m. ET*	A
Software Security and User Privacy: Ensure privacy and security of all data maintained as part of the service.	C

Privacy Requirements and Software Security	
The passenger and driver apps are 'stateless' and do not store confidential passenger data on the local device.	C
All data is stored securely in the cloud (Amazon Web Services – 'AWS') or approved equal. All data stored securely in the cloud utilizing infrastructure that is designed and managed for maximum uptime and availability and in full compliance with IT security best practices and standards.	C
The passenger and driver apps communicate securely with the cloud-based platform using RESTful APIs.	C
Data is encrypted in transit using standard HTTPS, using a TLS wildcard certificate.	C
All public facing web servers have been hardened using industry best practices, including updating servers according to latest security bulletins. External tools are used to verify the integrity of the TLC certificates and how they are applied to the servers.	C
Internal networks are shielded by AWS security groups which define allowable ports and IP addresses for internal services. *TransLoc utilizes Google Cloud Platform (GCP) and its associated security groups.*	A
APIs are all secured using token authentication using City of Gainesville identity management system. Tokens are only valid for one user and can only be acquired by successfully authenticating against our authentication API. For certain API calls, throttling exists to prevent against DOS type attacks.	C
Maintain a 99%+ uptime performance record and service level guarantee. *TransLoc historically and currently maintains 99% uptime and shall take commercially reasonable measures to ensure such uptime remains during the Term of this Agreement.*	A
Daily backups of production databases are taken and housed against an AWS S3 bucket for disaster recovery. *TransLoc utilizes Google Cloud Platform (GCP) and its associated disaster recovery methods.*	A
The mobile applications and operations dashboards include their own terms of service to end users that include provisions relating to data privacy, confidentiality, and intellectual property rights.	C
In the future and when necessary, Software shall not store any payment card or billing information on our servers.	C

Technical Proposal

Since 2004, TransLoc has supported clients with fixed-route solutions at over **800 locations** across the United States and Canada, including transit authorities, major airports, municipalities, universities, medical centers, employee shuttles, and other fleet tracking and passenger counting operations. One of TransLoc's core goals is to simplify transit by providing tracking services and applications for riders, in addition to fleet tracking and administrative services for managers.

As technology evolves, so does TransLoc. **Our current service offerings include** Fixed-Route Hardware and Software solutions, On-Demand software, Trip Planning, Multi-Modal Application, and Mobile Payment Integrations.

TransLoc offers you a **fully unified experience** capable of delivering on our promise of **seamless mobility**: all transit modes, trips, and solutions are in one place. Additionally, TransLoc offers professional services to help providers plan for their community's emerging needs, while maintaining an intuitive system for their current needs. We prioritize client success through professional implementation services and excellent in-house client support.

TransLoc will leverage our multimodal expertise to provide a smart approach to implementing on-demand, subsequent service optimizations, and scalability.

In 2019, **TransLoc, Ride Systems and DoubleMap** merged to provide better technology solutions and expand our offerings. The resultant team boasts an impressive 40 years of experience in the transit space, and all their expertise, passion, and innovation now work collaboratively as **one TransLoc.**

In 2022, **Modaxo** added TransLoc to its portfolio of companies working to deliver the technology and solutions that move the world's people. Modaxo's commitment to delivering software and technology solutions that connect people with the places they need to be creates a unique dual mission that reimagines how people move through universally accessible, equitable and sustainable mobility.

TransLoc OnDemand Overview

TransLoc's On-Demand Software-as-a-Solution (SaaS) is an **agency-owned** flexible solution that enables any agency to provide immediate services to riders within designated geofenced areas that are visible on a live map. The intuitive service includes interfaces for administrators, dispatchers, drivers, and riders to manage their specific needs. The **service is automated** and **dynamically matches** active vehicles with riders and provides several options on how to manage the service to provide less of an operational burden. Transit providers receive ready-made insights into key performance indicators such as wait times, vehicle mileage, and resource utilization.

The TransLoc app (iOS and Android - WCAG 2.0 AA compliant) and Web App (available at ondemand.transloc.com) provide riders with the ability to **request rides instantly or schedule in advance** and see real-time estimated pick-up times. Riders also have the ability to call-in and have dispatchers book on their behalf. The **fully automated dispatch and routing** system provides the driver, on a tablet, with directions and book-on-site capabilities. Our simple reports with in-depth data are available to help you make informed decisions. TransLoc allows configurations for fare payment in the application through integrations with Token Transit and Stripe. As part of the partnership, customers receive everything below:

1. Booking Solutions

The TransLoc Mobile App (iOS and Android): Riders can view service area parameters on a map, estimated arrival time of a vehicle, and be notified when they are the next pickup.
The OnDemand Web App (web-enabled devices): Riders can request a ride online at ondemand.transloc.com, and receive updates and arrival notifications via SMS to their phone or from the web app.
Phone Booking Support: Agencies can provide riders with a phone number to call and have a dispatcher book a ride on their behalf. Dispatchers can also schedule recurring or future rides.
Booking Agent (Concierge Booking): System supports designated third parties to perform ride booking on the rider's behalf.
Ride-Booking API: Other ways of connecting with riders through third-party applications.

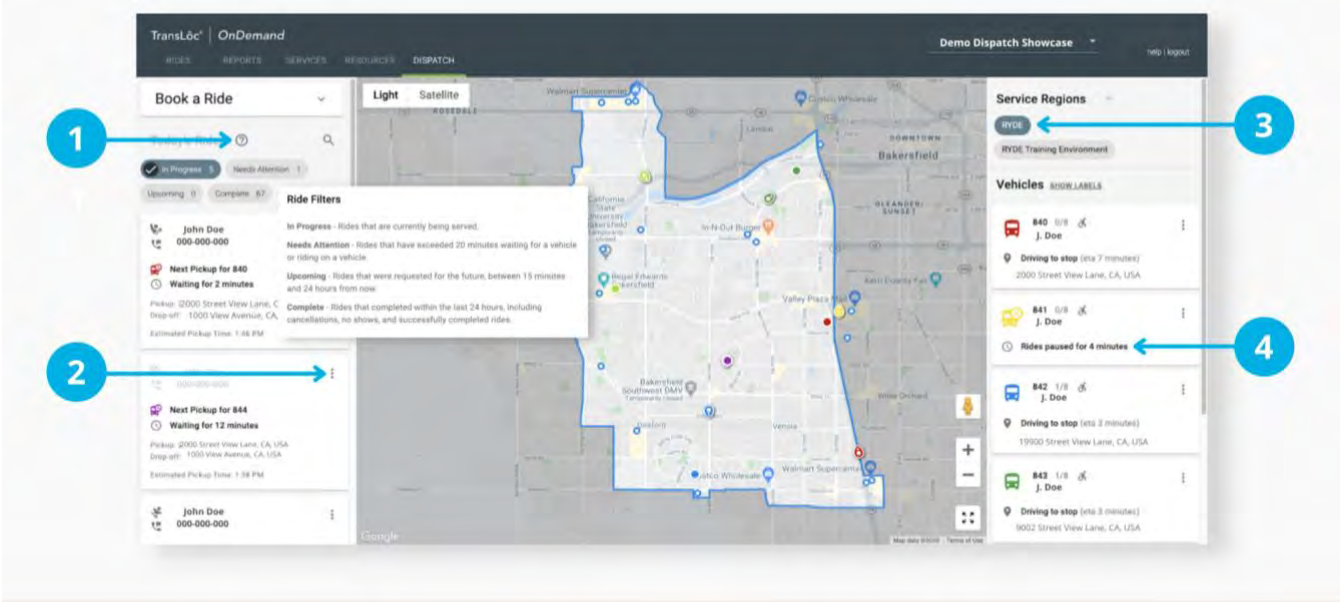
2. Driver Solution

The OnDemand Driver App (for iOS and Android): TransLoc's cloud-based automated dispatcher dynamically matches active vehicles with rider needs. Drivers receive visual and audio turn-by-turn directions to each pickup and drop-off. They can also log when they pick up or drop off a rider when they are on break, log accepted payments, and accept walk-on riders.

3. Administrator & Dispatch Solutions and Reports

The TransLoc Admin Dashboard and Dispatcher Screen: TransLoc provides a dashboard with key metrics and downloadable reports for agencies. Agencies will have access to thirteen reports, a National Transit Database (NTD) report, and individual trip data through the dashboard. Dispatchers will have access to display screens to watch rides in real-time and see all incoming, current, and past ride requests in the queue. Dispatchers can cancel rides, manually add rides, prioritize rides or entire vehicles, and approve rides that require permissions through the dispatcher screen.

Administrator & Dispatcher Dashboard



1. Filter rides by 'In Progress,' 'Needs Attention,' 'Upcoming,' and 'Complete'
2. Click for detailed requested ride information, such as addresses, wait times, contact information and estimated pick-up
3. Access each service region separately
4. View vehicle information, such as capacity, activity status and next pickup/drop-off location

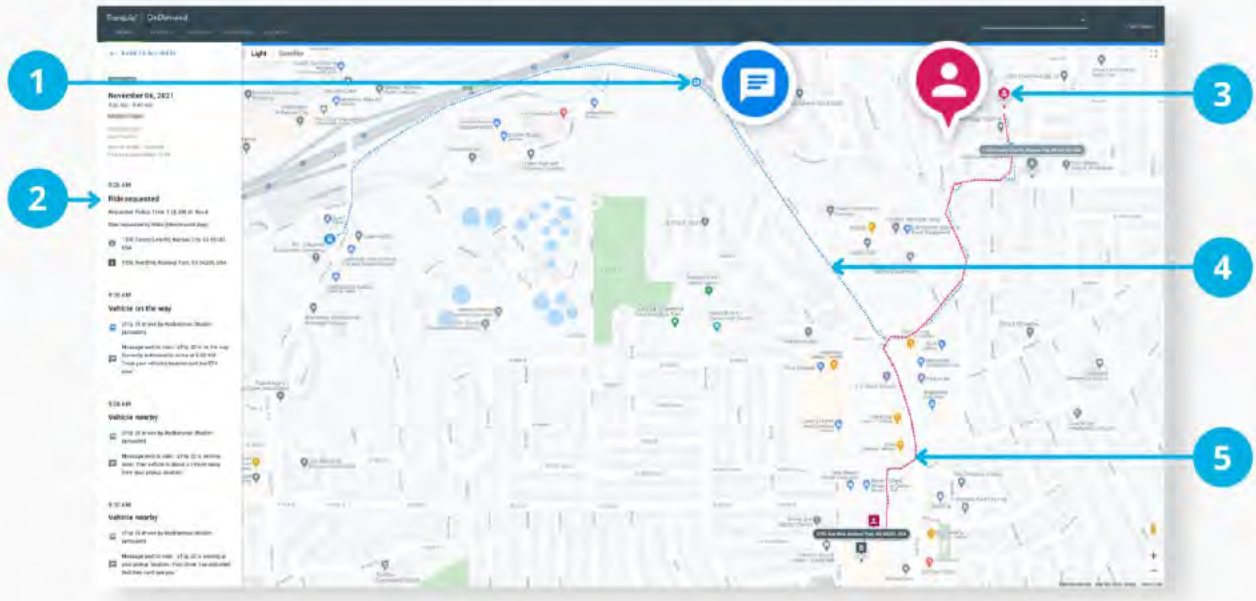
Dispatchers can log into the cloud-based system through most commonly used web browsers in order to access the administrative dashboard. The “Dispatch” screen provides them with an overview of the service. The **left sidebar** shows “Today’s Rides” and admins can view them all or click on a filter to specifically view “In Progress,” “Needs Attention,” “Upcoming,” or “Completed.” Each ride can be clicked to view trip details. The **middle screen** displays the map interface which allows for real-time tracking. When admins click on a ride the map interface will automatically zoom in to the location of the vehicle and display both the pickup and drop off locations. The **right sidebar** will show the various service regions of the agency (if there is more than one) and will also display active vehicles with status information.

Ride Filters

- **In Progress** - Rides that are currently being served.
- **Needs Attention** - Rides that have exceeded 20 minutes waiting for a vehicle or riding on a vehicle.
- **Upcoming** - Rides that were requested for the future, between 15 minutes and 24 hours from now.
- **Complete** - Rides that completed within the last 24 hours, including cancellations, no shows, and successfully completed rides.

Review Entire Vehicle Path for Single Rides: GPS Tracks

In order to ensure that the service is performing correctly, admins are able to view the details of all completed rides.

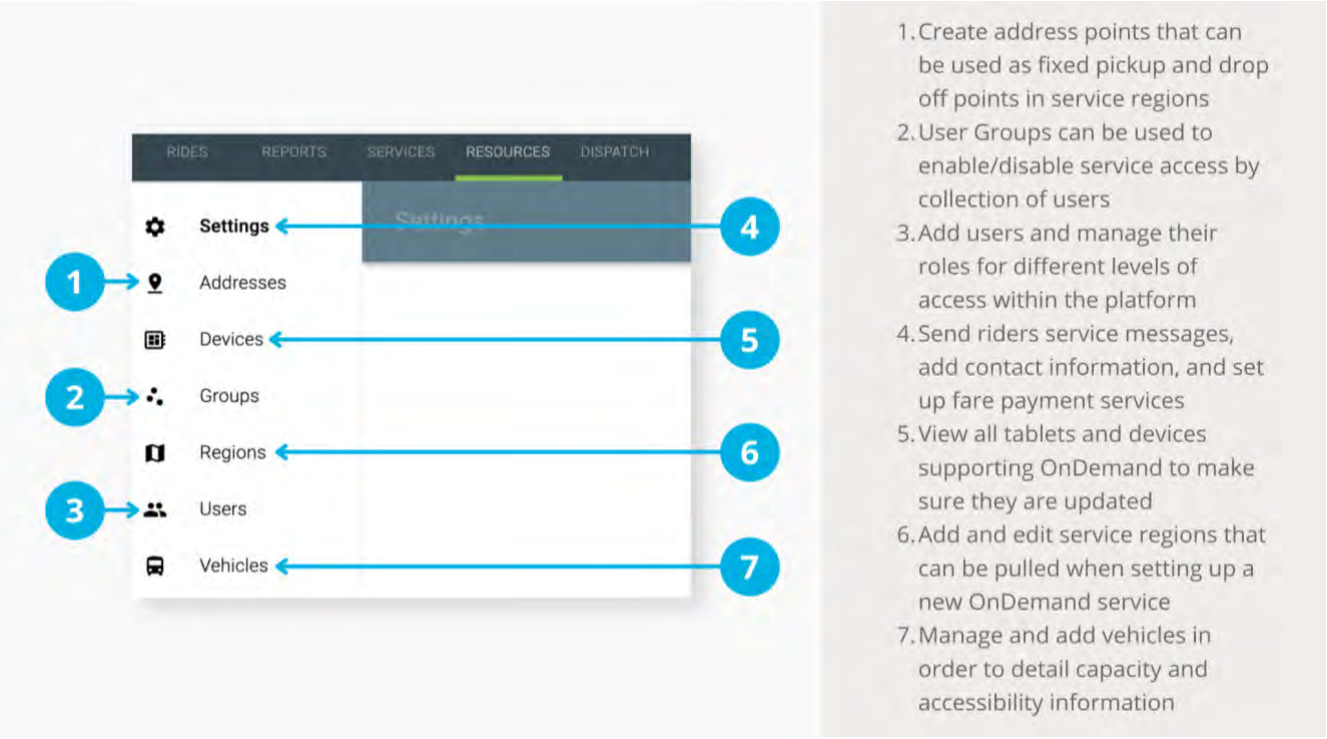


1. Review when message notifications were sent to the rider about the service status
2. View entire step-by-step historical ride status and information: rider information, vehicle on the way, nearby and exact pickup and drop-off details
3. Blue line shows the route the operator took after the ride request was made
4. See exactly where the rider was located during the time of pickup
5. Red line shows the ride information and route navigated from point A to B

Single Ride GPS Tracks Information		
The following information will be included for each single ride history card reviewed:		
Time/Date ride was requested	Pick-up and drop-off locations Intermediate stops	Time vehicle started on trip pick-up
Time rider was picked up/dropped off	Log form and map visual of rider drop-off and time	Push notifications or SMS texts sent to the rider

The administrative dashboard includes additional information organized by screen and tabs, including Rides, Reports, Services, and Resources. The **Resources Tab** handles settings for each agency such as:

Map latitude and longitude	Fare integrations	Saved agency addresses that come up first on app searches
List of devices/tablets for each vehicle	Service region addresses	Staff access levels and user groups



Create Users & Set Permissions

User permissions can be assigned and updated from the Resources panel of the Admin website. These include permissions such as:

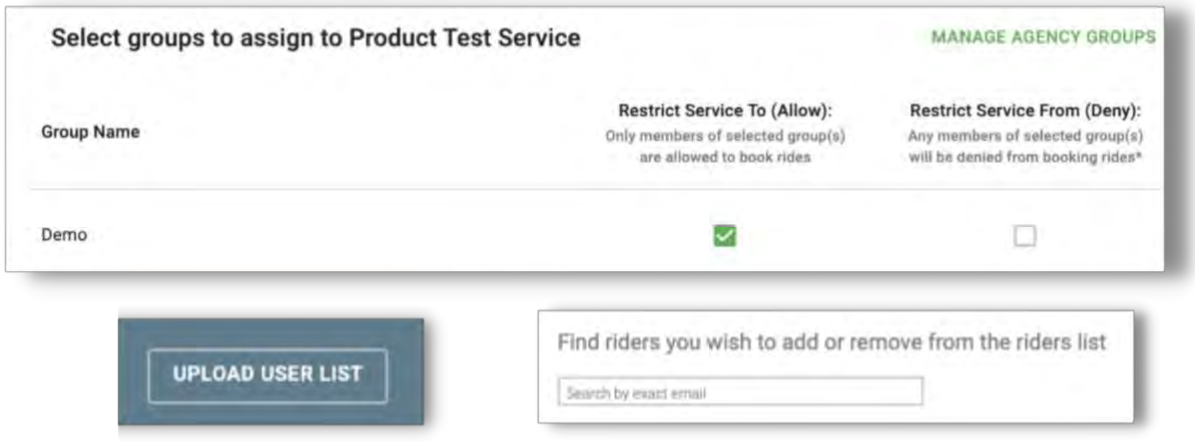
- **Admin** - Full access to view, create, and change ride requests. Can create and make changes to service areas and hours of operations. Can view reports of systemwide operations. Can create new users and set roles. Admin has all of the permissions that a dispatcher has, plus: (1) the ability to manage groups, (2) the ability to update the agency addresses, (3) the ability to update other agency settings (payment providers, time zone, phone number, email, service message), (4) the ability to update the service region, (5) the ability to create and archive services, (6) the ability to manage service settings (start date, end date, service times, exceptions, fare prices, color theme).
- **Dispatcher -** Can view rides in progress, create new ride requests on behalf of a call-in rider, and make changes to existing ride requests.
- **Driver** - OnDemand vehicle operator. Receives directions to the next pick up / drop off point via tablet application. Can see the name of the next rider and riders on board.
- **Booking Agent/Concierge Booker** - Has the ability to book rides on behalf of a rider but cannot see other rides within the system.

Booking Agents: Detailed Description

TransLoc has created a separate role/permissions designation titled “Booking Agent,” also known as Concierge booking. This allows personnel from partnered entities to book rides on behalf of their patrons, while also limiting their broader visibility into agencies' more sensitive back-end data (ridership, funding and the like). Clients would have an unprecedented level of customization and personalization in terms of the booking services they can offer.

User Groups: Allow and Deny via Rider Groups

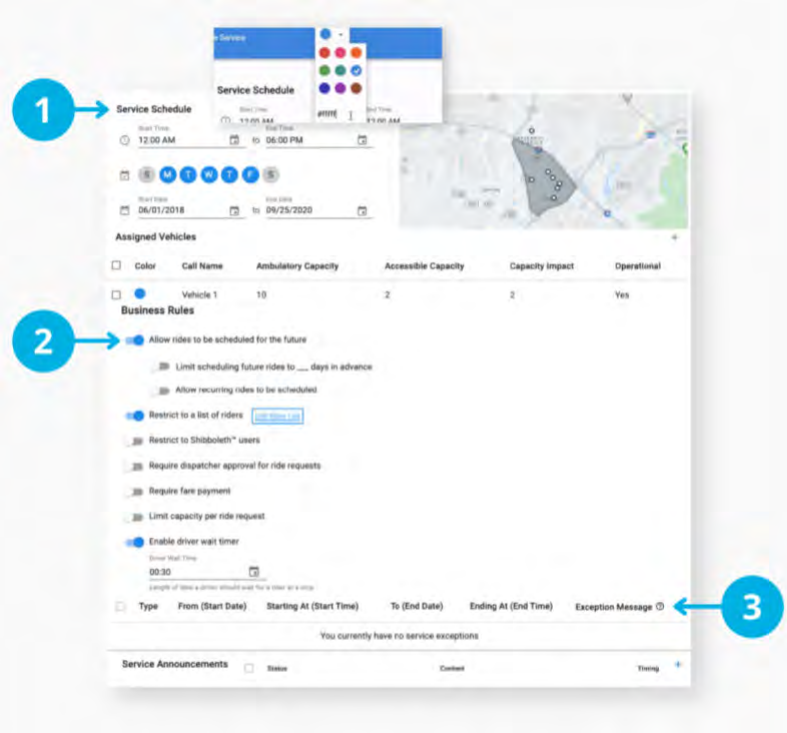
Allow the agency to create groups for any service use for up to 50,000 user uploads per import. These could include pre-Approved groups (employees and students for example) or even banned groups (such as riders who no-show and cancel very often).



Flexible Service Creation and Customization: Service Zones

TransLoc's on-demand service is flexible in that it allows for multiple types of service zones and customization of each zone's characteristics. Customizable characteristics include:

- **Service zone** - draw on a map where the service will be running
    - Add service-specific **color customizations**
- **Service schedule:** Start time and end time; Weekly availability; Calendar date availability
- **Assign specific vehicles** based on needs such as wheelchair or bike accessibility and vehicle capacity. One can edit capacity in the vehicle for each.
- **Create and toggle rules** depending on service type such as:
    - Allow rides to be scheduled for the future (define number of days in advanced)
    - Restrict to a list of riders (Users and User Groups)
    - Require dispatcher approval for ride requests (Optional)
    - Require fare payment **(Token Transit Deep-Link or Stripe integration)**
    - **Limit capacity per ride request** (agency can choose maximum count per ride)
    - Enable **Driver Wait Timer** - sets a specified wait time for drivers to remain at pick-up location before proceeding to 'No Show' a rider.
- Add **Service Announcements**: write the title and body of information that will be service-specific for all riders to see on the TransLoc app and OnDemand Web.
    - Add multiple service announcements
    - Push to go live immediately or in the future with specific date ranges
- Create **Service Exceptions**: Service exceptions may be made to define additional dates in which there are exclusions or inclusions to the service's regular schedule. These exceptions override the service's selected date range and days of week.

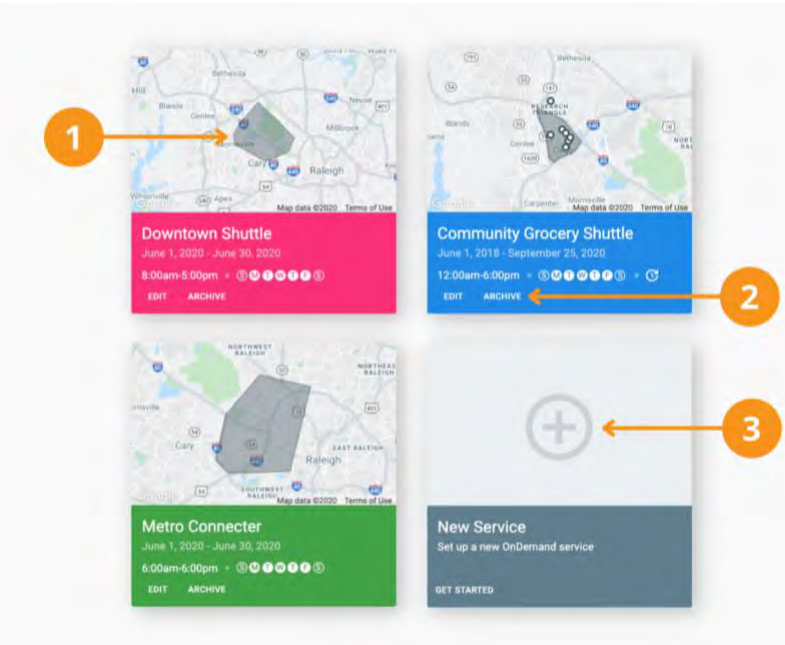


1. Edit pickup and drop-off points in the service region
2. Toggle Business Rules such as:
   - Allow future ride scheduling
   - enable recurring rides to be scheduled
   - Restricting to a list of riders
   - Driver Wait Timer
3. Service Exceptions, Announcements, and User Groups

Location Options: Set-up Configurations of Service Zones

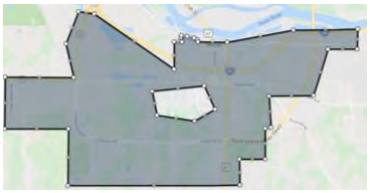
The service can be broad or curb-to-curb with the flexibility to utilize a combination of serving a geofenced area (or zone) alongside pre-designated "stops" or points of interest, and/or solely operate as a point-to-point system with specific stop locations. A map shows the service's locations (regions and addresses) and directionality (pickup only, drop-off only, or both). Clicking on the map will allow you to edit the service's locations. Increased flexibility around locations allows an agency to set up more defined business logic around pickups and drop-offs.

- **Locations are either:** Regions: bounded geographic zones; Addresses: single set of coordinates on the map
- **Locations can be:** Pickup only; Drop-off only; Both pickup and drop-off



1. Manage overlapping, but different service regions separately
2. Archive service for later use or reference
3. Create and manage all service regions through an intuitive interface

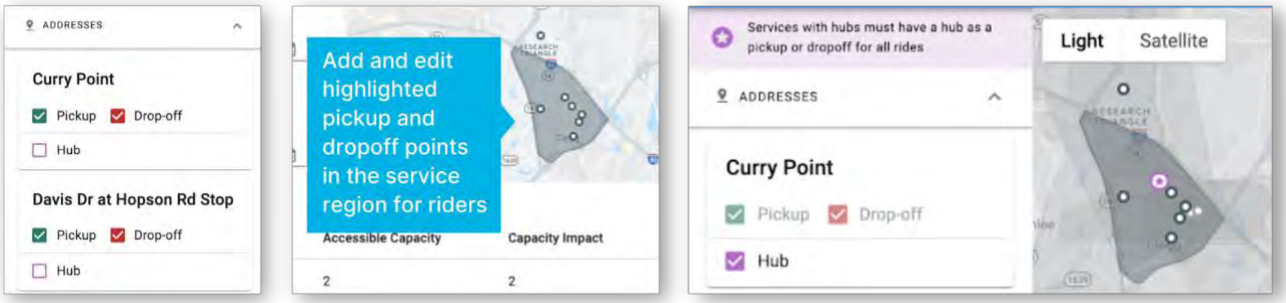
Service Region Creation Features: Exclude Areas



Administrators can create service regions with exclusion zones where services would not be provided. This ensures that the service region is available exactly where desired by the agency, even in these unique scenarios.

Stop Markers, Virtual Stops & Mobility Hubs

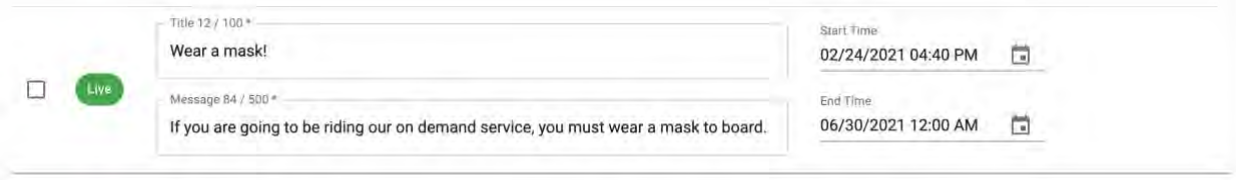
The app can **highlight pre-determined pick-up and drop-off locations** where riders can meet for service. Additionally, administrators can restrict pickups or drop offs to specific addresses to facilitate trips in parking lots, shopping centers or notable locations. Agencies can also create **Mobility Hubs** directly through the service region creation interface. This would mark within the map the address and only allow dispatchers and riders to create pickup or drop off locations from that specific hub address. Services with hubs must have a hub as a pickup or drop off for all rides.



Overview example of the stop markers feature (left) and Mobility Hubs (right)

Service-Specific Announcements

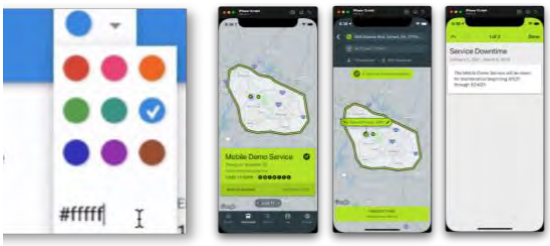
OnDemand allows the agency to add service-specific announcements for all riders to view in both the TransLoc app and OnDemand Webpage. Users would add the service announcement within the Business Rules in the Service Editing tab. Add the text of the announcement as well as a title, then set the date and time range it should be visible. TransLoc gives a frame of reference whether the announcement will display immediately (Live) or in the future (Upcoming). When creating an announcement, you're able to set the **title** and **body** of the message. In total, we cap that at 600 characters in total, 100 for the title and 500 for the body.



Service announcement example message encouraging users to wear a mask during rides

Color Branding by Service Zone

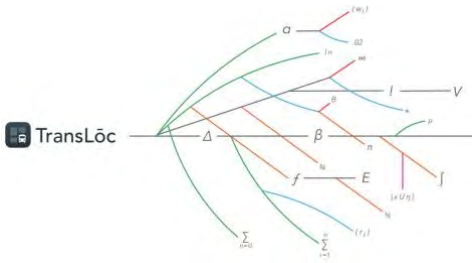
TransLoc has service zone color customization within the Service Editing Tab for OnDemand agencies. Agencies will be able to customize the color of each service zone. Agencies will be able to pick a hex code for their preferred zone color. Our Engineering Team has worked to ensure that the appropriate color contrast is handled for accessibility and visibility reasons.



Vehicle Capacity Customization

TransLoc provides the ability to customize vehicle capacity by accessible and ambulatory capacity (Maximum number of seats for passengers **with** or **without** a wheelchair) for each service region the vehicles are assigned.

Ride Algorithm: On-Demand Scheduler



Rides can be booked by riders through the TransLoc app, via the web app, or manually by dispatchers (call-ins) or drivers (walk-ups). The OnDemand Scheduler, TransLoc's foundational algorithm, automatically schedules and assigns riders to drivers to produce the most efficient vehicle miles traveled while keeping riders wait times in the lowest time frame possible. The algorithm optimizes for two variables: minimizing rider wait time and time-on-vehicle. The OnDemand system will automatically dispatch ride requests to vehicles (tablets) that are logged into the system and accept ride requests (e.g., not on a break).

TransLoc OnDemand constantly optimizes the system based on current conditions, including vehicle locations, vehicle capacities, and ride destinations. **Live ETA changes based on current traffic and other real-time conditions.** The algorithm runs each time a ride request is approved, modified, or removed from the system, and every two minutes while vehicles are in service.

The Scheduler algorithm attempts to optimize for 2 variables: Rider wait time (minimized) and Rider time-on-vehicle (minimized). Dispatchers have the **ability to edit trips** after they have been booked. Additionally, dispatch can **prioritize specific trips** to adjust their order in the queue.

Predictive Logic

The system is aware of all current vehicle and passenger positions and statuses. The scheduling algorithm considers the **current and upcoming actions** (that are within the next 15 minutes) in order to optimize the route and uses predictive logic to prevent potential problems with ride assignment, stop sequencing, vehicle capacity, and vehicle accessibility. Because TransLoc's OnDemand Scheduler is dynamic and designed to accommodate changes based on live demand conditions, in-advance requests are categorized as a request for a pick-up time, not a booking. The system does strive to prevent delays from the requested time with over 85% of these types of requests being picked-up within 15 minutes of the requested pick-up time (the average delay is less than 5 minutes).

Algorithm Considerations

Real time data is available for vehicle routing and turn-by-turn directions. Real time vehicle speed and position data, as they are impacted by traffic and other factors, are also integrated into our scheduling algorithm.

Auto-Assign: Choose a Template Algorithm

TransLoc understands that a single approach to how on-demand functions do not fit all use-cases or give the degree of control agencies would like in all situations in terms. Beyond the default On-Demand Scheduler algorithm, TransLoc provides different algorithm templates for agencies to choose to meet program KPI's, operational restrictions, any unique needs, and priorities of the service. We call this capability **Auto-Assign**.

What is Auto-Assign and how does it work? Auto-Assign is a dispatch scheduling framework that builds itineraries incrementally as rides are requested. Similar to Scheduler, this itinerary building is done automatically considering information such as real-time traffic to assign to available vehicles. For each new request, the system identifies potential merges in existing or new itineraries, calculates which options fit the scheduling rules, and chooses the best candidate to merge. Scheduling in Auto-Assign is more configurable, and the resulting itineraries are less variable than the default On-Demand Scheduler option.

The result with Auto-Assign is more advanced planning and nuanced controls. We tune the scheduling outcomes to align with your specific service goals by controlling the configuration templates. Additionally, existing requests on the itinerary

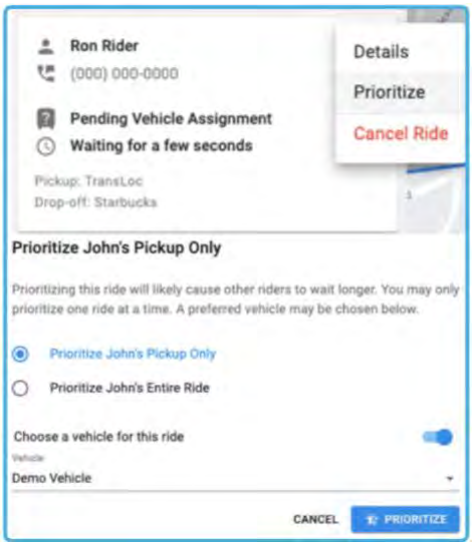
do not move around as much in the schedule as in On-Demand when new requests come in because of these constraints, especially for advanced rides.

TransLoc Always Provides Rides

TransLoc does not refuse rides requested during an agency's service hours, rather we do our best to **accommodate all riders** using the vehicles available. This ensures anyone who wants a ride will get one using our platform, even if during peak demand they may have an extended wait time compared to slower periods. This allows us to achieve our goal of **mobility for all** and provides better outcomes both for riders and for the city by not capping potential ridership. *TransLoc highlights this as competitor capabilities often refuse rides to improve metrics or optimize some rides at the expense of mobility for all users.* **Should the city prefer**, services can be configured to require Dispatcher approval for all requested rides on the service which would afford city staff the option to approve or refuse/deny each requested ride**.** In this case, a report of Denied rides per day is available.

Feature: Prioritize Trips

Dispatch has the ability to prioritize specific trips to adjust their order in the queue. Scheduling is dynamic, so vehicle "runs" are determined during the course of operation based on where vehicles are located. This is done in order to ensure same day/immediate bookings can be served alongside advance bookings. Drivers can enter or exit service dynamically from their onboard device or this can be performed by the dispatch as well.



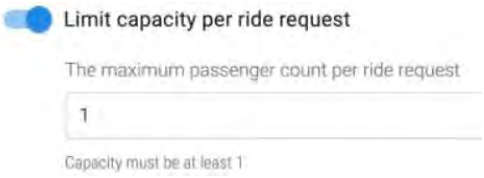
How does the prioritization feature work?

Prioritization, which is limited to a single concurrent action, moves the requested action to the top of a schedule behind the currently locked-in-action. **Dispatchers can also assign a specific ride to a vehicle.** When a pick-up is prioritized, the scheduler identifies the best vehicle for assignment by considering when the pickup could be completed for all in-service vehicles. When a drop-off is prioritized and the passenger is on board, the drop-off becomes the next action for the vehicle after the currently locked-in action. In summary, ride prioritization allows one to:

- Prioritize a rider's pickup only
- Prioritize a rider's entire ride
- Assign a ride to a vehicle specifically

Limit capacity per ride request

Agencies can choose to limit the maximum passenger count per ride. This is different from vehicle capacity in that it is more specific for rides and can allow for additional use-cases.



Shared Rides: Pooling & Curb-to-Curb

The TransLoc algorithm reduces the number of miles a vehicle travels and accounts for rider experience (wait times and ride times) to pick up multiple riders in a single vehicle. This results in an efficient dynamic schedule that places riders in shared rides when the algorithm recognizes opportunities to provide a safe and quality experience.

TransLoc's platform affords the agency the option to employ either ride pooling and/or Curb-to-Curb, configurable separately for each service area. In general, for on-demand services TransLoc recommends curb-to-curb stops as it provides for the most accessible and safest service to riders. By allowing vehicles to pick up riders directly at their location, it ensures riders who are mobility-limited do not have to make themselves mobile to meet the vehicle (which may not even be possible

depending on the terrain between their location and the “pooled stop”), and affords greater protection to those who use on-demand specifically to spend less time exposed to extreme temperatures by allowing riders to stay sheltered until the vehicle arrives.

Easy Changes to Trips

Dispatcher has the ability to edit trips. Additionally, dispatch can prioritize specific trips to adjust their order in the queue using the Dispatcher Assignment feature. Scheduling is dynamic, so vehicle "runs" are determined during the course of operation based on where vehicles are located. This is done in order to ensure same day/immediate bookings can be served alongside advance bookings. **Drivers can enter or exit service dynamically** from their onboard device or this can be performed by dispatch. **Riders can also edit their trip status** and cancel trips through their profile; this includes future in-advance trips already set.

Identifying Rides: Needs Attention

If there were a scenario on rare occasions where riders are waiting for a ride or onboard their ride for more than 20 minutes, **dispatch would see** the ride would be moved to the **“Needs Attention” tab** on the Administrator Dashboard for checking.

Scheduling: Defining In-Advanced Booking

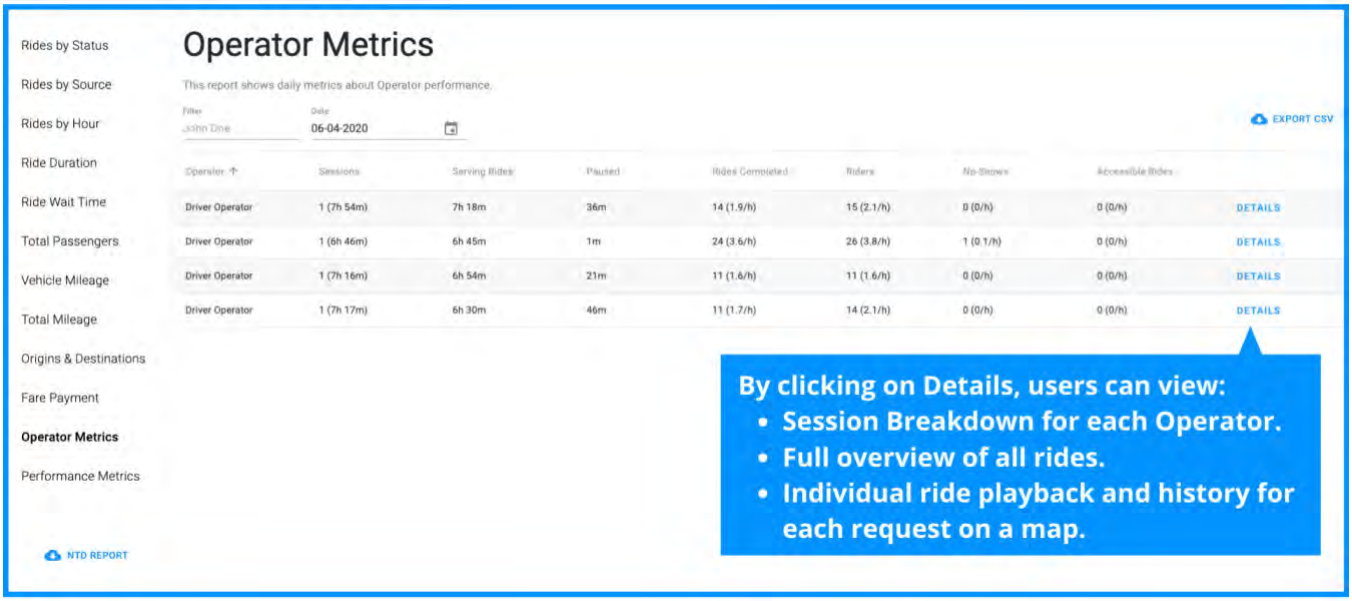
There are options for enabling in-advance and recurring requests. In-advance requests can be **limited to a user-defined number of days in the future** (e.g., only allow booking 5 days in advance). Scheduling can be restricted to a predefined list of riders (whitelist) or require dispatcher approval before the request is accepted.

Data & Reporting Suite

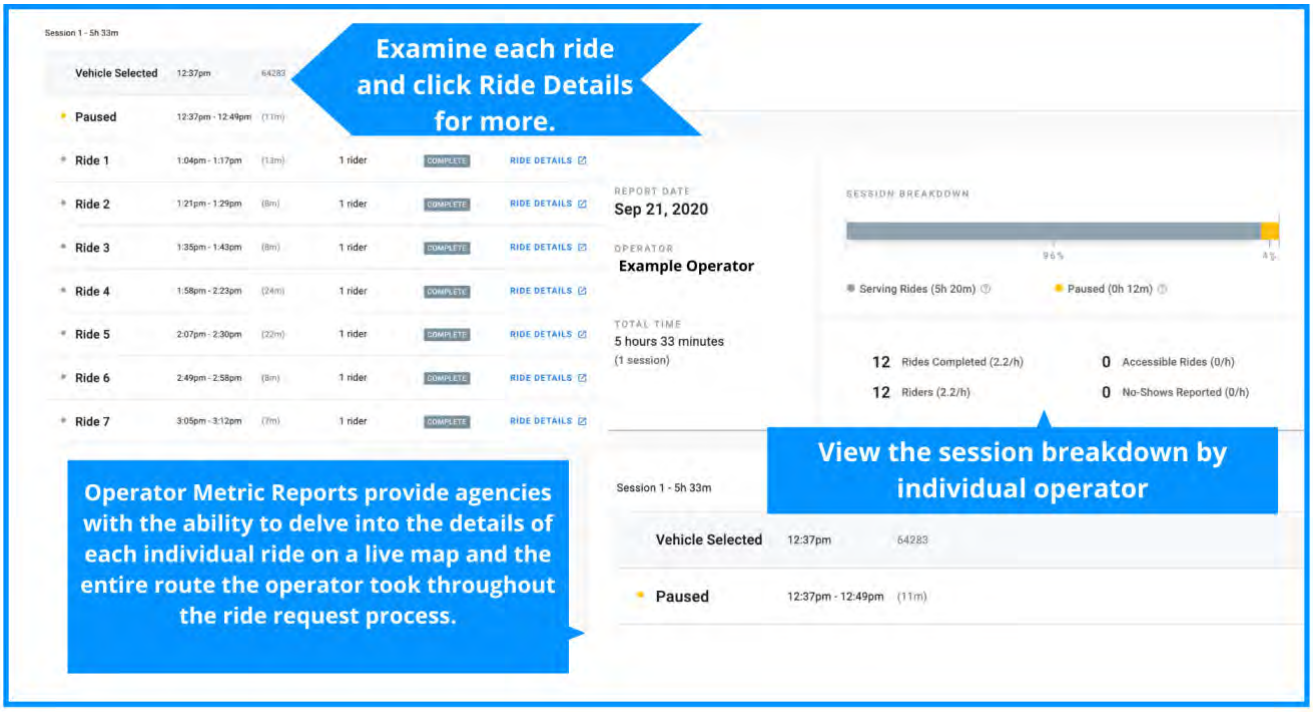
Administrators will be able to access all the system’s reports in real time with TransLoc’s transformative technology platform. A day’s data is stored on TransLoc’s servers every 24 hours so that admins and dispatchers are always looking at the most up-to-date reports. TransLoc has created more than **thirteen reports, Single Ride Reports** and **NTD Reporting** available**.** based on the needs of agencies running on-demand. NTD Reporting is available as a direct exportable report. Beyond reports being available by any defined date range, customizations that are built into the reporting suite include being able to customize reports based on service zone, date range, addresses, view **performance** and **operator metrics** by vehicle, and filter operator reports for each operator individually. Report files can be exported as a **csv or xls file**, which provides additional data points, such as **unique ride_id** for single ride requests**.** These reports can be configured for any range of time and include important statistical measures including median values, P10 values, and P90 values.

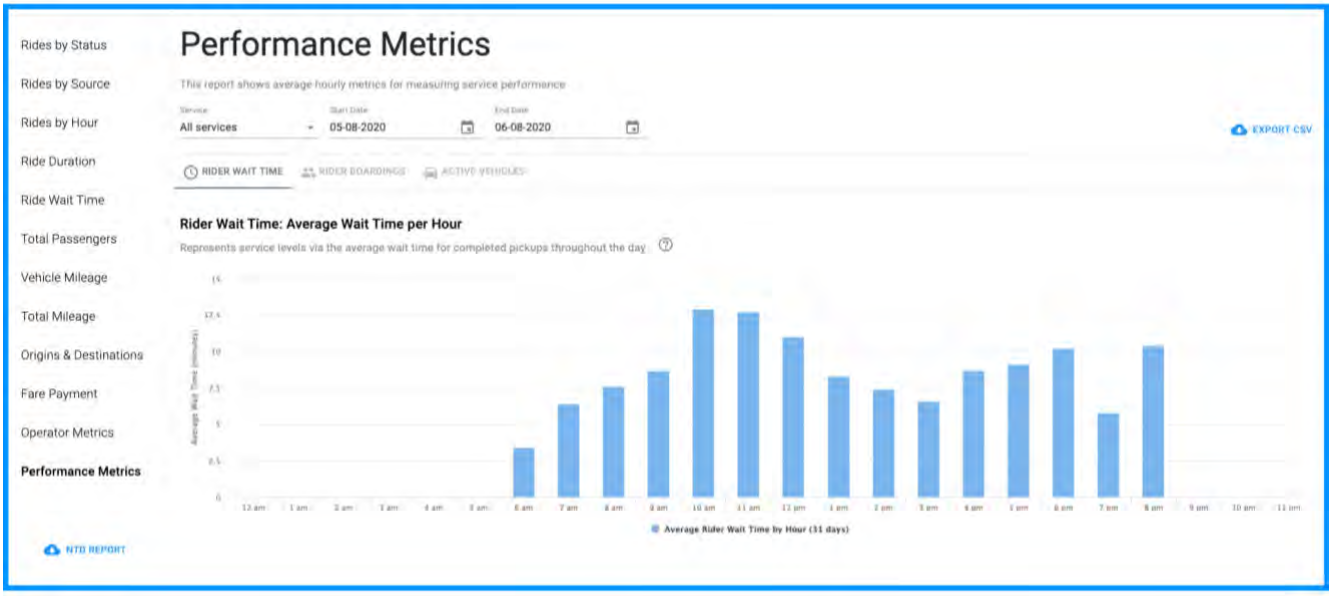
TransLoc Report	Description
Operator Metrics	Daily metrics about operator performance
Performance Metrics	Average hourly metrics for measuring service performance (rider wait times, rider boardings, active vehicles)
Total Passengers	Total passengers for completed rides by day
Rides by Status	Rides broken-down by status (complete, canceled, or no show)
Rides by Source	Rides broken down by source (i.e. how the ride was scheduled) (dispatcher, driver, or rider)
Wait Time	Average wait time from ride request to pick up by day
Ride Duration	Average time from pickup to drop off (average rider time per trip)
Hourly Rides	Rides completed per hour for the past 30 days
Combined Vehicle Mileage	Total daily mileage for all vehicles for the past 30 days
Individual Vehicle Mileage	Number of vehicles in use and total vehicle hours
Top Origins	Listing of the top origin locations, with counts, over the past 30 days
Top Destinations	Listing of the top destination locations, with counts, over the past 30 days
Top O/D Pairs	Listing of the top origin/destination, location pairs, with counts, over the past 30 days
Fare Payment	Number of paid rides and total fare charged. Shows how the rider paid for the ride or if the fee was waived.
Additional Reports & Data	
NTD Report	Push button exported report that provides the performance measures required for the National Transit Database.
Single Rides Data	All Single Rides (Including Walk-Up Riders); Pending Approval (set-up by agency by service zone); Requested; On Vehicle; Complete; Canceled; No Show; Denied (set-up by agency by service zone) and Recurring Rides: Active, Upcoming, Complete.
Operator History Playback Tool	Operator History allows a dispatcher to "playback" the agency's historical Vehicle and Ride activity. This allows the dispatcher or investigator the ability to see what happened for a specific ride, the information about the request and the route the vehicle took to pick-up the rider and take the rider to his/her destination.

Report Examples

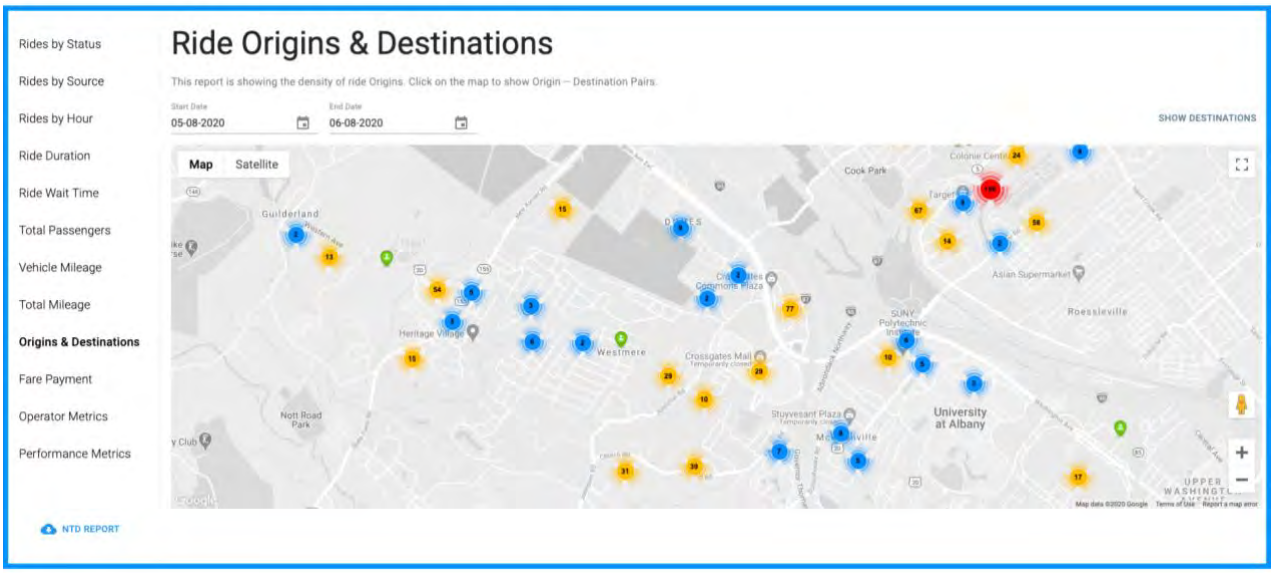


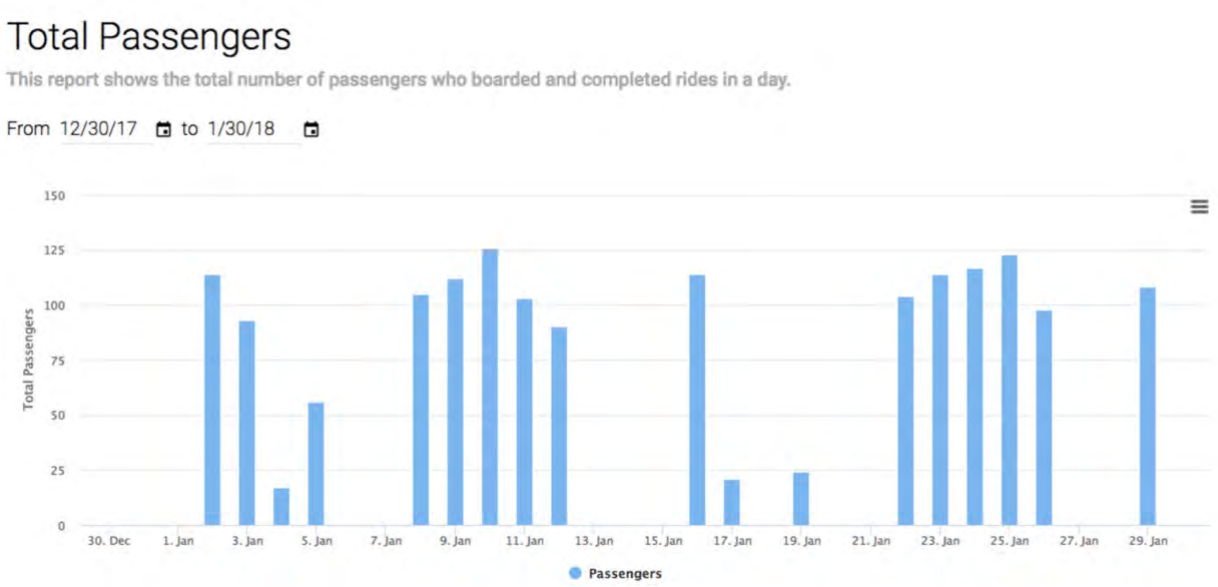
Clients will be able to view individual operator session data and examine in detail every ride using the Operator Metrics Report. The Session Breakdown provided by clicking “Details” will allow access to more information and access to a full list of all rides, which can then be clicked for additional details, including a view of the entire route the operator took and ride information since the request for the service was performed.



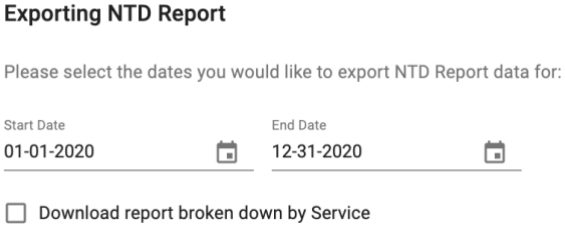


This report shows the density of ride origins or destinations on an interactive map. The 'Show Destinations' or 'Show Origins' button enables you to switch between origins and destinations. To view origin-destination pairs, click on the map to select an area. You can move, resize, or clear the selected area to go back to the origins or destinations view. The origin-destination pairs view shows the density of ride origins with corresponding destinations within the selected area, or the density of ride destinations with corresponding origins within the selected area.





National Transit Database (NTD) Reporting



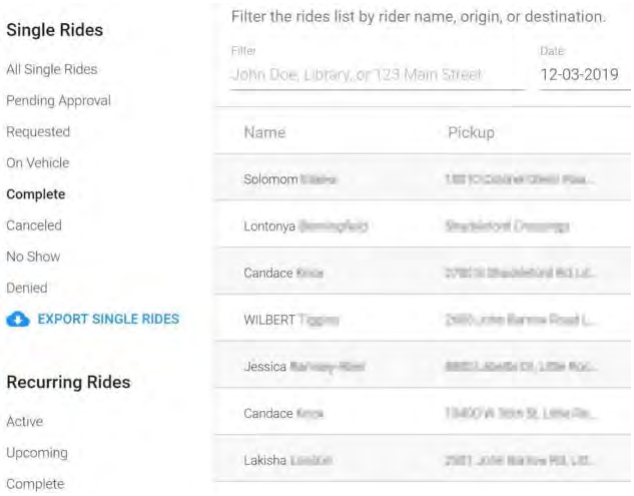
TransLoc's on-demand product provides a **push-button NTD reporting export**. TransLoc's reports provide the performance measures required for the National Transit Database for S-10, MR-20 and FFA-10. For FFA-10, the only data point we do not provide is "Operating Expenses" since we do not track/monitor those. Many of TransLoc's on-demand customers using federal funds are required to produce NTD reports. TransLoc can provide data to also meet Title VI, ADA, Civil Rights, Triennial Review and any other local, state, or federal requirement that may arise and need our assistance in being met. The data needed to complete NTD reports are exported from TransLoc's dashboard. From there, agencies can take the data and input it into the report. The NTD Reporting Suite calculates the following based on the transit.dot.gov NTD definitions:

- ✓ Vehicle Hours
- ✓ Vehicle Miles
- ✓ Vehicle Revenue Hours
- ✓ Vehicle Revenue Miles
- ✓ Vehicles Operated in Maximum Service
- ✓ Unlinked Passenger Trips (UPT)
- ✓ Passenger Miles Traveled
- ✓ Service Start Time
- ✓ Service End Time

Single Rides Data

Single Rides Data for the entire service or specific service regions is available within the Reporting suite or can be exported. Ride_id's are tied to every rider request, which supports further data analysis after exporting this information. These include:

- **All Single Rides** (Including Walk-Up Riders); **Pending Approval** (set-up by agency by service zone); **Requested**; **On Vehicle**; **Complete**; **Canceled**; **No Show**; **Denied** (set-up by agency by service zone) and Recurring Rides: Active, Upcoming, Complete.



Exporting & Viewing Reports

All of the reports can be viewed from a date range specified by the administrator in the form of a graph and exported as a .csv file for convenience. These reports will be the key to not only understanding how the system functions in the short term, but how to improve it for efficiency and cost-effectiveness in the long term.

Data Included

- Ride ID
- Agency
- Service Name
- Origin Address
- Origin Latitude
- Origin Timestamp
- Destination Address
- Destination Latitude
- Destination Longitude
- Destination Timestamp
- Rider Username
- Rider First Name
- Rider Last Name
- Rider Phone Number
- Rider Email
- Capacity
- Wheelchair
- Bicycle
- Source
- Status
- Denial Reason
- Driver
- Created At
- Duration
- Wait Time
- Complete At
- Fare Cost (if any)
- Fare Paid
- Fare Charge ID
- Fare Original Cost
- Note
- Canceled By
- Vehicle

Operator History Playback Data Tool

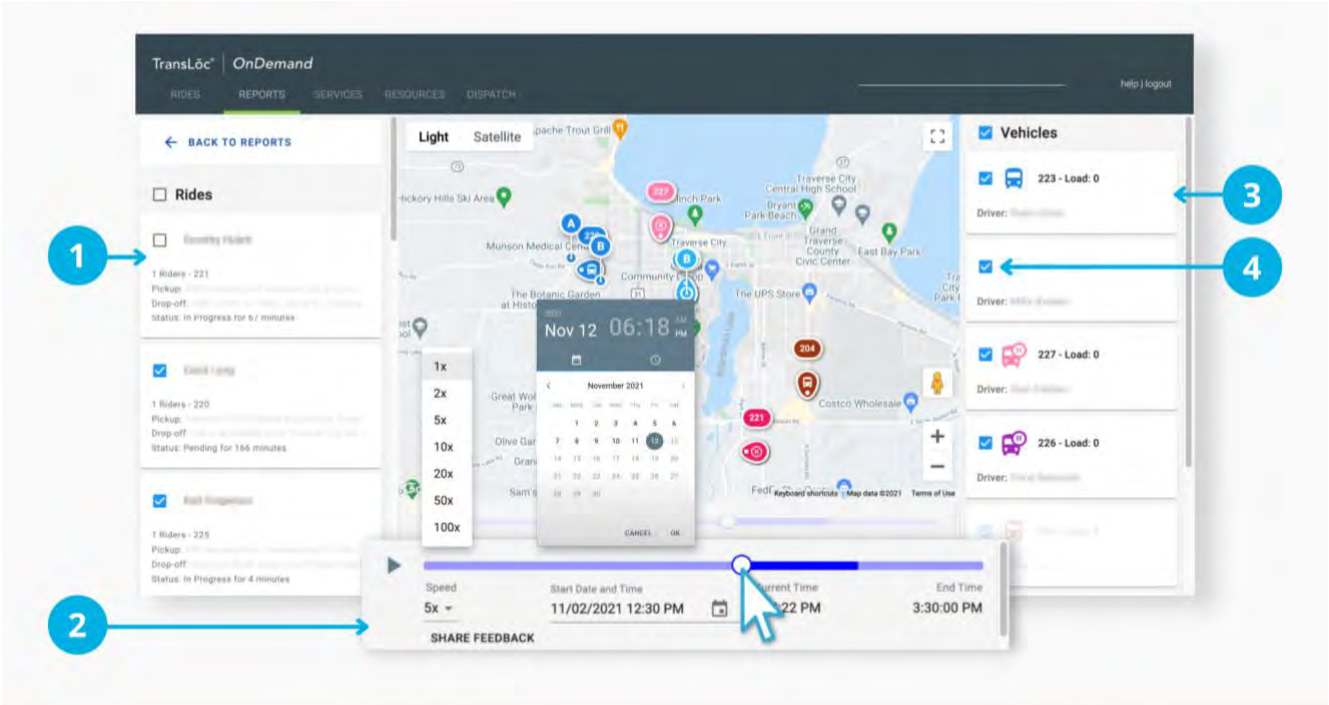
Operator History allows a dispatcher to **"playback"** the agency's historical Vehicle and Ride activity using a **time-scrubber**. This allows the dispatcher or investigator the ability to see what happened for a specific ride, the information about the request and the route the vehicle took for pick-ups and drop-offs. The video-playback tool can replay 3 hours at a time and be **filtered** by ride and vehicles in the map view.

Ride Cards offer view of:	Vehicle Cards offer view of:
• Passenger name • Number of riders • Vehicle the Ride had been assigned to (if any) • Pickup and drop-off addresses • The status of the ride and how long the ride had existed for	• Vehicle name • Current Load on the vehicle, taking bicycle and wheelchair impact into account • Name of the driver • Color of the vehicle • Whether the Vehicle is paused or not

Clicking on a Ride or Vehicle Card will highlight their icon in the map view, thus **prioritizing visibility**

Map View offers a view of:

- Where each Vehicle was positioned at the point in history on the timeline
- Rides' pick-up and drop-off markers are colored corresponding to the Vehicle assigned.



1. Ride Cards display booked-rides information such as name of passenger, pickup and drop-off addresses, and status
2. Time-scrub bar allows for customization of start date and time and speed of replay while showing the current time of the map view display
3. Vehicle Cards display name of driver, load and vehicle status at the time and more
4. Operator History feature allows users to filter only the Ride and Vehicle Cards that need to be seen on the map view

Mobile Metrics & Usage

TransLoc tracks general mobile app usage but does not provide detailed summaries of the number of app installs associated with a specific Agency. TransLoc can provide the number of users that have booked rides via the TransLoc app, upon request. TransLoc's system records the name and phone number of users for each ride request. Additionally, each ride can be viewed with detailed information, which includes pickup, drop-off locations and times. The data for all requests is exportable in the administrative dashboard. This number can be cross-referenced with overall ridership reports to present the number of overall rides/unique users that are utilizing the mobile app. In addition, our Single Rides reports include location data that can be leveraged to track trip queries outside of existing service areas, user location, and timestamps.

GPS-Verified On-time Performance Data

TransLoc's OnDemand solution **collects and stores GPS data in real-time**, so all reports use location data collected directly from the app running on the tablet. Additionally, for specific events such as arriving at a rider's pickup location, picking up the rider, and dropping off the rider contain precise time and location information which is available to the agency through reports as well as a full ride data download for verification.

Rider Authentication Capabilities

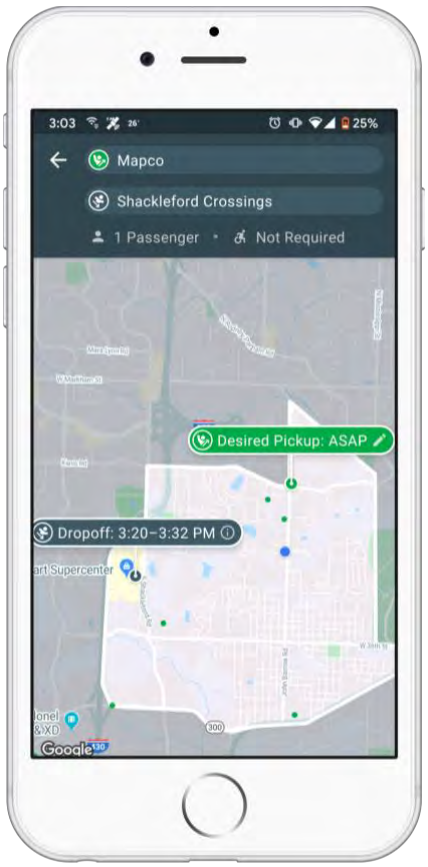
TransLoc OD provides **two solutions for rider authentication: (1) hosted,** and **(2) SAML 2.0 SSO**. There are plans, but no set release date, for expansion to other commonly used integration types such as OpenID Connect and External JWT SSOs.

1. Under the **hosted solution**, riders are able to create and edit their own account information (including password resets) under a username or valid email address.

2. **Under SAML 2.0 SSO**, the rider must have a valid affiliation and login credentials with the integrated institution in order to authenticate. Single Sign-on (SSO) Integration through SAML 2.0 allows TransLoc to set-up a way to allow a customer to validate a rider's login using the customer's account system. For example, a university customer can validate students through a login with their university account system.

Under both options, administrators can either restrict access for service to a list of allowed users or deny access to specific users with the help of the "User Groups" feature. Rider phone numbers and email addresses can also be exported if agencies wish to use this information in target marketing campaigns outside of the OnDemand platform.

TransLoc Mobile App



The TransLoc mobile application runs on the last three major versions of **Android** and **iOS devices** and can be downloaded for free. The application is **WCAG 2.0 AA** compliant, which means it is up to required **accessibility standards** for all mobility users to easily access on-demand service through an application that meets all needs. Some small features also included to make the service easier to use are the ability to **book return trips** and the ability to **rebook** previous OnDemand rides. The TransLoc App confirms ride requests and notifies users when they are going to be picked up, ensuring that riders always know the status of their trip.

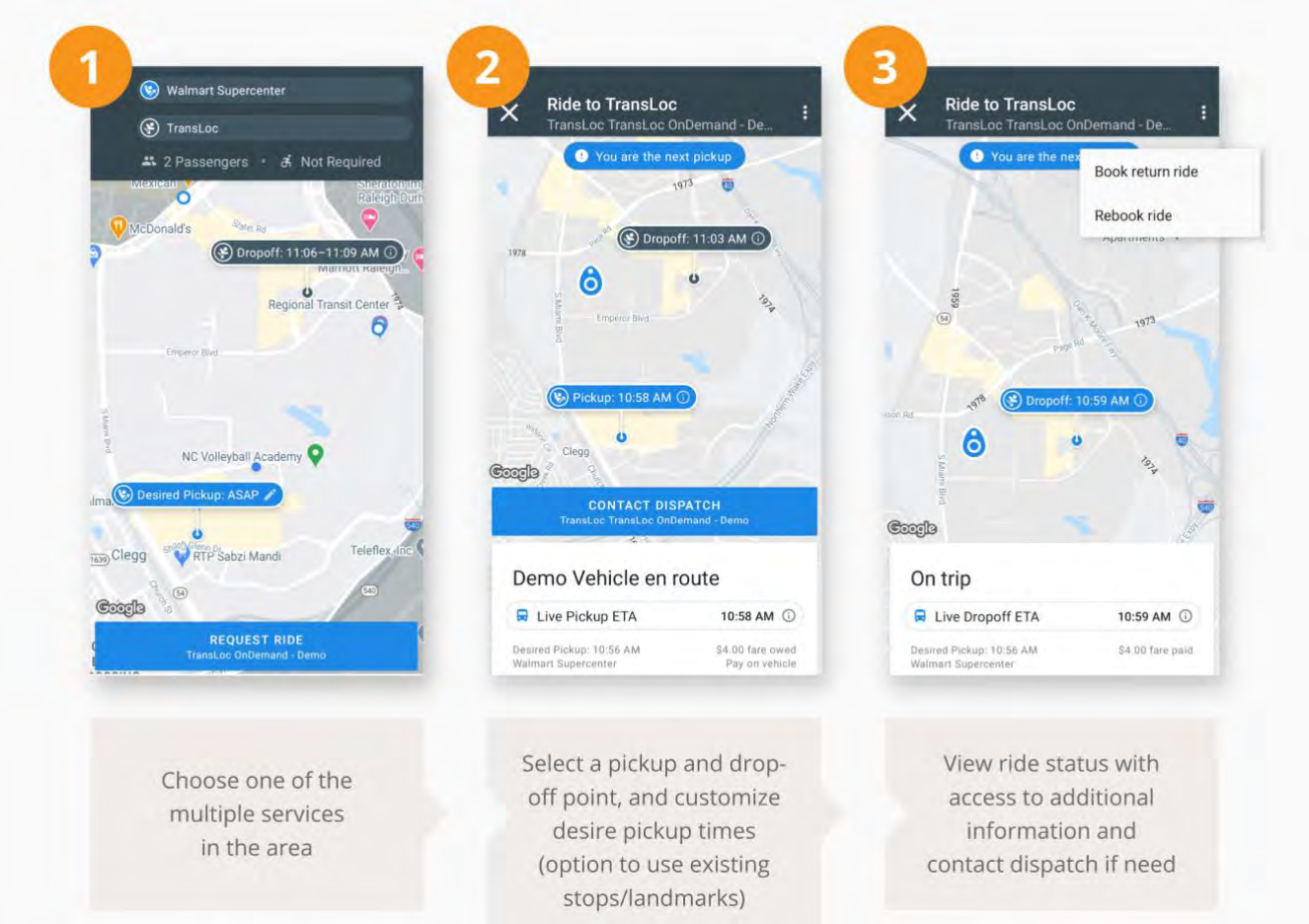
Registration & Onboarding

Users can download the Android or iPhone app, depending upon their type of mobile phone. The app utilizes location services to allow users the ability to view OnDemand service areas in their proximity, but a **log-in is required for a rider to book a ride** request via the app or web. The application will utilize the location services to automatically show the service areas that are in close proximity. Upon first downloading the application, riders can see all the available service regions and access all features. Riders can register an account to manage their profile, favorite rides, and more.

Requesting Rides: 3-Steps

The rider will be able to view the service area or areas that have been determined by agencies. They can either type in their addresses for pick up (defaulting to the user's current location) and drop off, or they can select the pins (A for pickup, B for drop off) on the screen. Requesting rides can be summarized in 3 steps: **1) Choosing the service region**, **2) Pick-up and drop-off location,** and **3) Request ride**. The rider has the ability to indicate the number of riders and whether a **wheelchair accessible or bike vehicle** is required. Advanced bookings are available if the agency chooses, by service region, if scheduling is possible.

Once the ride request has been submitted the rider will see their estimated Pickup and Dropoff windows. As soon as the rider is the next pickup, they will receive a **push notification** letting them know the driver is in-route with a specific arrival time. Additional push notifications are provided **throughout the entire experience** to keep the rider informed on the status of their trip, these include next to be picked-up, next to be dropped-off and any service updates or changes.

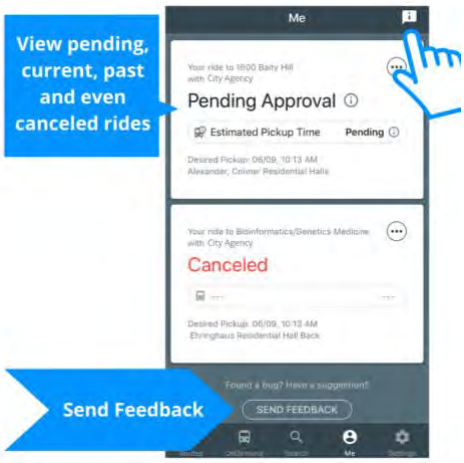


Real-Time Tracking and Estimated Arrivals

After booking a ride, wait time estimates are displayed to riders through the app or web app. The wait times will be shown as an estimated number on the screen until the rider is the next pick up for a vehicle. When a rider is the next pick up in the queue, a real-time display of the vehicle coming to the rider's location will be shown on a map through the application.

Rider Profile: Favorites & Trip History

TransLoc is able to provide riders the ability to view "favorite" on-demand services they have scheduled in the past or pre-booked and set as a recurring ride in a list view. The example screenshot shows pending, current, past, and even canceled rides that riders can revisit for any information and need. Riders can also choose to **"book a return ride"** by choosing any of the cards on the profile. In-advance scheduled and "favorite" rides with specific address information would appear here and can be edited by the rider. This feature is also available on the web browser application. All of this information is available to dispatchers within the Administrator platform.

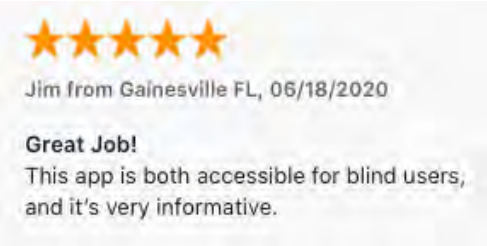


Multiple Language Availability

TransLoc offers multiple languages for riders. The language is read **based on the user's settings**, not on an app toggle. This means the app will translate if the user has their device language preference set to another language. TransLoc currently is able to provide **Spanish and Simplified Chinese as language offerings**. WCAG 2.0 AA accessibility compliance extends to include Spanish when using screen readers.

TransLoc App: WCAG 2.0 AA Compliant

To ensure the mobile application is accessible beyond just individual features, WCAG 2.0 AA compliance guidelines ensure accessibility is fair and equitable across a wide range of limited mobility users who use the TransLoc App. The TransLoc iOS and Android app is evaluated against Web Content Accessibility Guidelines (WCAG) during development and at major releases. It leverages system accessibility tools built into iOS and Android and currently meets the industry standard of WCAG 2.0 AA adopted by Section 508. Section 508 of the Rehabilitation Act of 1973 uses WCAG 2.0 AA as its requirement. *We can provide a self-assessment where necessary.*

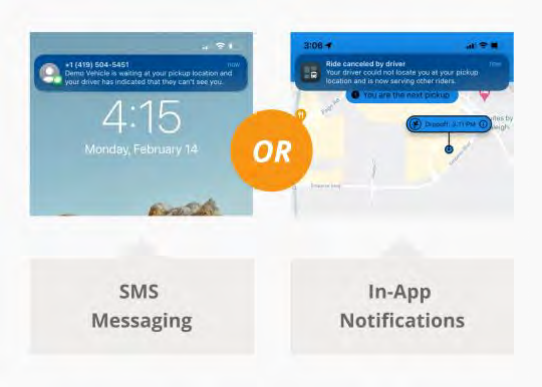


The TransLoc app in compliance with WCAG 2.0 AA includes:

- Enhanced accessibility of interactions, like buttons and gestures, allow riders to more easily navigate every part of the TransLoc App most relevant to them.
- Screen reader capabilities have been fine tuned to provide a more natural language delivery of information and, if enabled, allow a user's device to read back the information related to arrival times, OnDemand service cards, and more.
- Adapting map content to function with accessibility features built into smartphones.

Ride Request Push Notifications

TransLoc's goal is to ensure accessibility of information to all our riders. Riders can receive push notifications via SMS or via the app, monitor in-app alerts, or even receive web alert notifications on the user website, depending on their preference. **In-app alerts and web alerts** are automatic; riders who prefer SMS will need to opt into SMS messaging during their booking, whether it is via web, phone, or the TransLoc app. Riders are required to provide an accurate mobile phone number to receive SMS notifications. Web alert notifications are similar, but function within a web browser.



SMS, push, in-app, and web notifications are triggered by the following actions within the system:

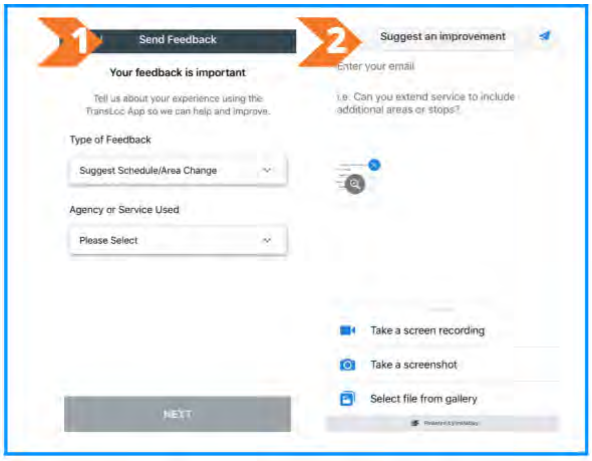
- Rider is the next pickup/Driver is on the way to your location
- Driver has arrived at the Rider's location for pickup
- Ride is canceled by either the Rider or Dispatcher
- Rider is reassigned to another vehicle because the originally assigned vehicle has been put on-break
- Ride is denied by a Dispatcher when the service requires Dispatcher approval ("Managed Mode")

Communicating Along the Way

Riders will see a banner notification **after booking** a ride that lets the rider know how many stops are ahead of them. When the rider is the next pickup, the notification will update to let them know they are the next pickup. While on a vehicle, the

rider will see another banner notification that lets them know how many stops are ahead of them. When the rider is the next drop off, the notification will update to let them know they are the next to be dropped off.

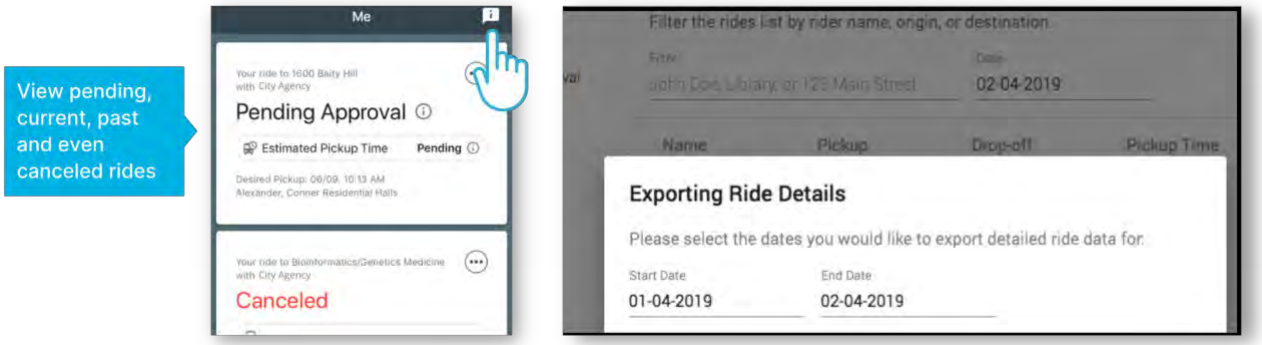
Contact Support & Feedback



Riders send feedback and categorize the **type of feedback**. Additional information can be attached such as a picture or video. The rider will leave an email address they can reach out back for additional information if necessary. Users can send app feedback or report an issue with the app through the "Send Feedback" modal. Administrators can leave **direct contact information** (phone number and email) that would be available within the application that riders can contact for feedback and calling-in.

Rider Profile and History: Available to Riders and Administrators

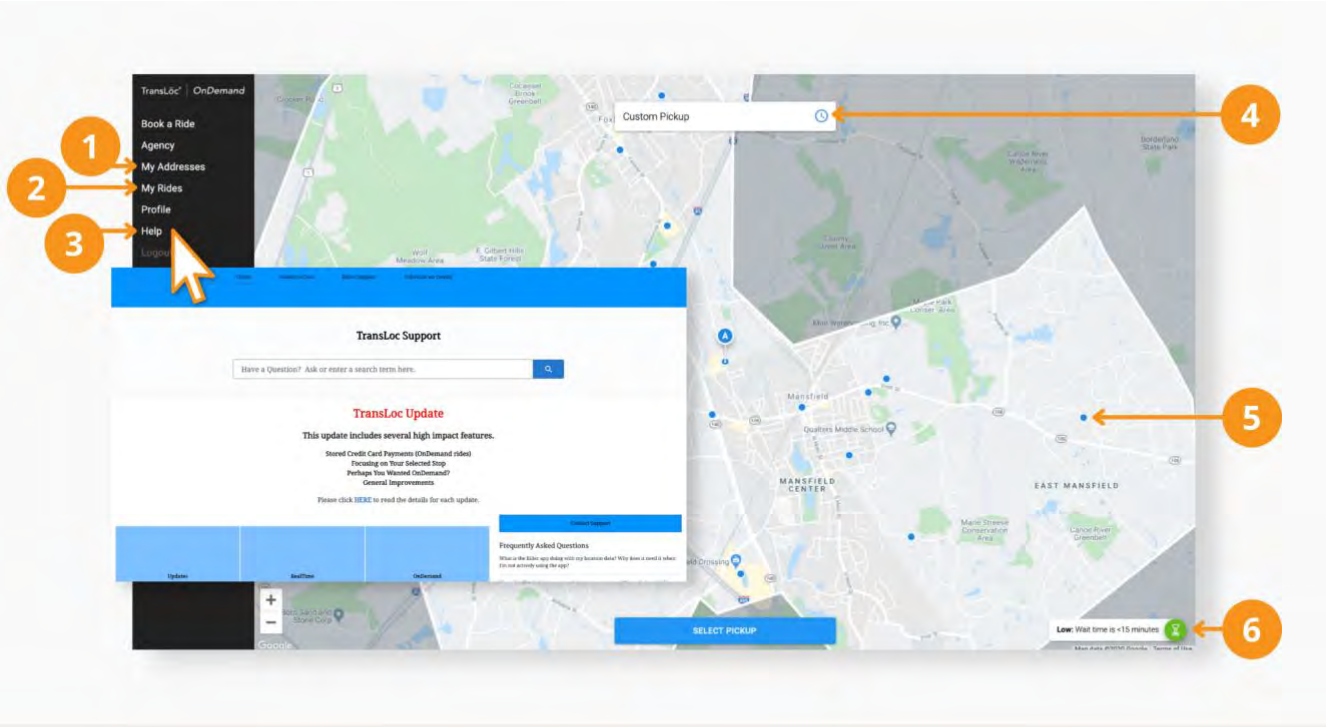
TransLoc's system records the name and phone number of users for each ride request. Additionally, each ride can be viewed with detailed information, which includes pickup, drop-off locations and times. The data for all requests is exportable in the administrative page. Additionally, riders can also view their history in the app.



The On-Demand Website App (For web browsers and web-enabled devices)

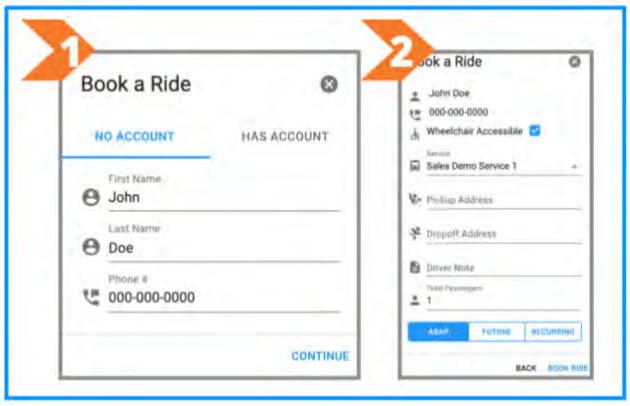
TransLoc's on-demand web app is accessible by web browsers and web-enabled mobile devices. Riders can choose to book a trip by entering TransLoc's designated URL on their web-enabled device. Through the web app, riders can find the agency they need and see the zone parameters and service hours similar to how it is displayed on the mobile application. Rides can be booked in real time or in advance, and payment is accepted through the web app or on the vehicle if desired by the agency. Notifications about upcoming rides can be viewed through the web app where the ride was booked, or riders can provide their phone number in order to receive SMS updates instead.

- Viewing agency's service zone(s) and operating hours
- Booking an accessible ride (WAV)
- Booking ride in real-time or in-advanced scheduling
- Tracking ride's ETA's
- Receiving updates through the web App or via SMS
- See expected wait times based on service activity



1. Save addresses to appear on the map,
2. Access all current and past rides for details, and more
3. Access a separate website for FAQ's, updated information, and other resources
4. Riders can choose between booking immediately or scheduling a future ride
5. View pre-designated pick-up/drop-off stops or points of interest
6. View expected wait times

Booking Method: Call-In Requests



Riders who do not have access to mobile or web services may call their dispatch office to book a ride. Call-in rides can be booked for **riders with or without an account.** Riders will tell the dispatcher their desired pick-up and drop-off locations, number of riders to schedule, requested time for ride, and if a **Wheelchair Accessible Vehicle** or bike rack is required. The rider's phone number can be added to the request so that they can receive SMS updates on the status of the ride. **Administrators can identify who booked the ride on behalf of users who called in.**

How to Book a Ride On-Demand Step-by-Step

1. Select on the OnDemand Tab
2. Use the arrows to scroll through service offerings
3. Enter your destination address and then click Request Ride

If requested, you may need to login or create a new account.

1. If creating a new account, complete your profile, then tap Create Account.
2. After creating your account, you will be assigned a ride with a pickup ETA.
3. Once in the vehicle, you will get a drop off ETA, with the ability to book a return rider or rebook a ride.

What personal information must users provide to book rides using the app?

To book rides, users need to provide log-in and create an account, which means that they provide an email, phone number and name. The agency would also know their pick-up and drop-off locations and whether or not they need a Wheelchair Accessible Vehicle (WAV)/Bike Accessible and the number of riders being picked-up.

Deep Linking: Integrate the TransLoc App

TransLoc App will be able to deep-link directly within an existing mobile application used to access services. This allows users to launch the TransLoc app from a URL link in an email, webpage, or even another app.

On-Demand Tracking

When a rider books through the app, the service zone is displayed to them on the map. Riders can book vehicles with wheelchair and/or Bike access as needed when scheduling a ride. Additionally, estimated arrival times and ride updates will be accessible to riders through the mobile app, web app, or via SMS so they can plan their journey accordingly. A real-time display of a vehicle's location becomes available once the rider is the next pickup and lasts until the rider is dropped off at their destination. This ensures the privacy of other riders who have already been picked up by the same vehicle.

Iterative Application Development

The TransLoc App is built by an agile software team with a goal of providing continuous feature development and is updated on average **every 2.5 weeks with new features**, feature enhancements, and bug fixes. The features highlighted in this proposal reflect the current state of the application, but do not reflect the future state of the application and numerous enhancements in functionality that TransLoc provides to all customers for no additional cost throughout the life of their service.

The Driver Application (OnDemand Driver)

OnDemand Driver App Requirements

TransLoc's OnDemand driver application runs on **Apple or Android** tablet devices. Tablets are required to run an on-demand service. If the agency already has tablets, TransLoc can discuss in further detail to learn more about compatibility. If the agency *does not* already have any tablets, then TransLoc can work to provide the agency with these devices at an additional cost. Any iPad that can support iOS v10 or higher can run the TransLoc OnDemand Driver application, however we strongly recommend devices which support iOS v12. Any amount if internal storage is acceptable. **Please see below** for Apple's list of iOS v12 supported devices:

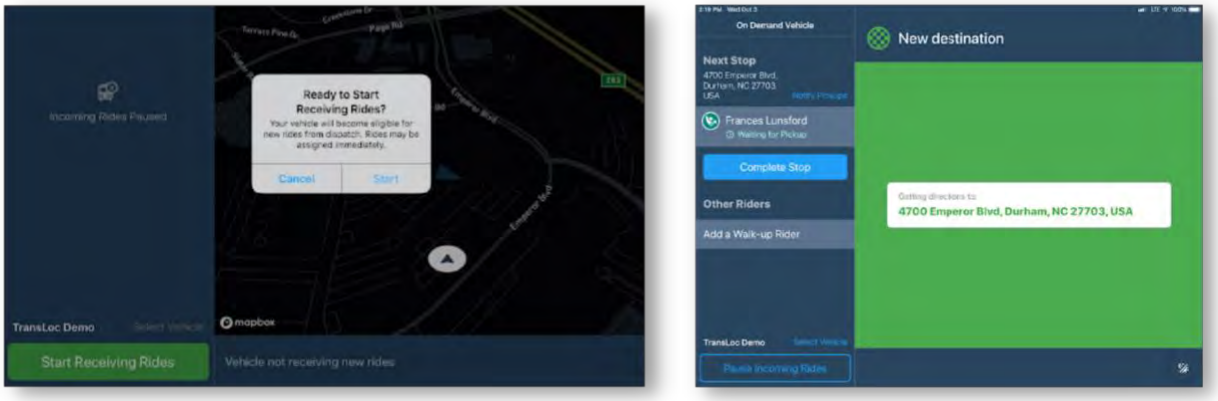
- iPad Pro (9.7-inch, 10.5-inch, 11-inch, or 12.9-inch), iPad Air 2, iPad Air, iPad 6th generation, iPad 5th generation, iPad mini 4, iPad mini 3, iPad mini 2

Some modern Android Tablets can also run the TransLoc OnDemand Driver application. The following device models are compatible:

- Samsung Galaxy Tab Active2/3, Samsung Galaxy Tab S4, Samsung Galaxy Tab S6, Samsung Galaxy Tab A

Driver Interface Overview

Drivers receive turn-by-turn **visual and audio instructions** on the tablet when picking up and dropping off riders. The rides are automatically scheduled and displayed to drivers' tablets one at a time. Each time a driver completes one on-demand ride another set of directions will begin to navigate them to the next pick-up or drop-off location.



Receiving new rides through the driver app (left). A new pickup notification on the driver app (right)

Drivers have the following information available to them:

- Scheduled pickups and drop-offs for the upcoming stops on their route.
- Passengers currently on their vehicle.
- To be able to see their next destination for drop-off or pickup. Total distance to that destination and the expected arrival time/trip length will be available with turn-by-turn directions.
- Driver Wait Timer, a specified wait time for drivers to remain at pick-up location before proceeding to 'No Show' a rider (toggleable)

Logging Pick-ups and Drop-offs: Summary

Drivers will be able to log pickups and drop-offs into the system when they come to a stop. Drivers will have the following permissions for pickups and drop-offs when stopped:

- **Complete Stop/Confirm Pick-up/Drop-off**
- **Edit the destination** for passengers in the vehicle.
- **"Can't See Rider" button** within the Driver App is available which sends a push notification to the rider.
- Drivers are able to add and/or remove passengers from an existing ride request.
- If additional passengers try to board the vehicle, they can be registered to the vehicle as a walk-on ride.
- Report a no-show when a passenger isn't at the scheduled pickup. These will appear in the reports so that each agency can track the number of no-shows. Passengers who do not show for a ride are not removed but logged in the system as a no-show.
- **Notify the next passenger(s)** that they will be picked up next. The notifications can come via SMS, through the TransLoc app, or through the web app.

Automatic Updates

The driver application makes the actions in between driving as seamless as possible for the drivers. TransLoc's application automatically updates directions when the driver performs pickup or drop-off actions. If the driver logs that they are stopped or on break, automatic actions will resume when the vehicle is done with a stop or "off-break."

Audio and Visual Instructions

Ensuring drivers focus on driving without distractions is a top priority. Drivers will receive visual turn-by-turn directions on the tablet as well as audio directions when executing a ride request. Drivers will not have to interact with the tablet to obtain directions when they are driving. Drivers will receive audio alerts when changes to the rider scheduling occurs. These alerts happen when:

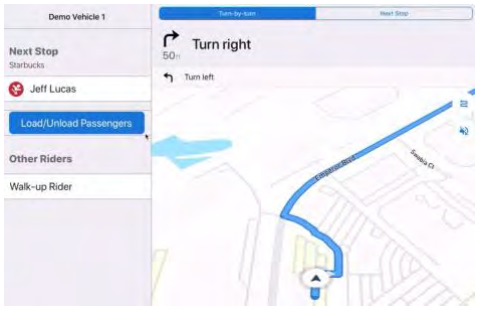
- A rider's destination changes
- A ride is canceled that was assigned to driver
- A driver is waiting for a new ride assignment

- The driver's vehicle goes on or off-break

Alerts are enunciated to the driver. In addition, a banner appears on the screen for visual context of the alert. Drivers will receive voice enunciated turn-by-turn navigation as part of their route navigation.

- ✓ Signing in to a driver account
- ✓ Enabling vehicle for ride requests
- ✓ Receiving a ride request
- ✓ Receiving dispatcher notes on a ride
- ✓ Turn-by-turn visual/audio directions
- ✓ Driver Wait Timer Countdown (optional)
- ✓ Logging a pick-up and drop-off
- ✓ Putting vehicle on break (not accepting rides)
- ✓ Taking vehicle off break (accepting rides)
- ✓ Logging accepted fare payments
- ✓ Adding walk-up riders
- ✓ Recording a no-show rider

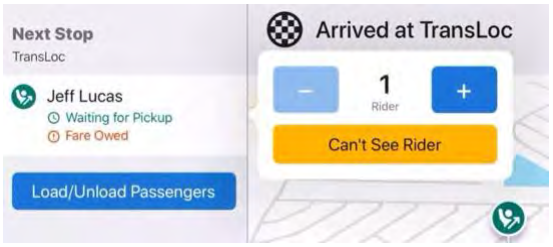
Turn-by-Turn Directions



Drivers receive turn-by-turn directions on the tablet and via audio when picking up and dropping off riders. The rides are automatically scheduled and displayed to drivers' tablets one at a time. Each time a driver completes one on-demand ride another set of directions will begin to navigate them to the next pick up or drop off location.

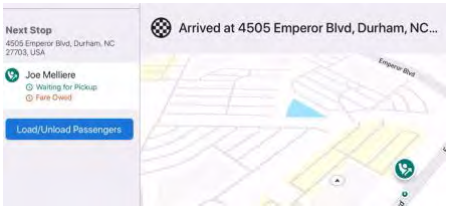
When & Where to Stop

The driver will follow the turn-by-turn directions until they reach the pick-up location. **Visual and audio guidance** provided until they reach the rider. If they are in a large location such as a shopping mall, they will be able to view the **rider's "pin"** which indicates where exactly they are standing. If they do not see the rider, they will click the button on the tablet which is labeled **"Can't See Rider".** This will send a push notification or text to the rider with the message: "Driver is waiting at your pickup location. Your driver has indicated that they can't see you." Once the passenger climbs aboard, the driver will click the **"Load/Unload Passengers"** button and will then be given turn-by-turn directions to the next location.



Identifying the Rider

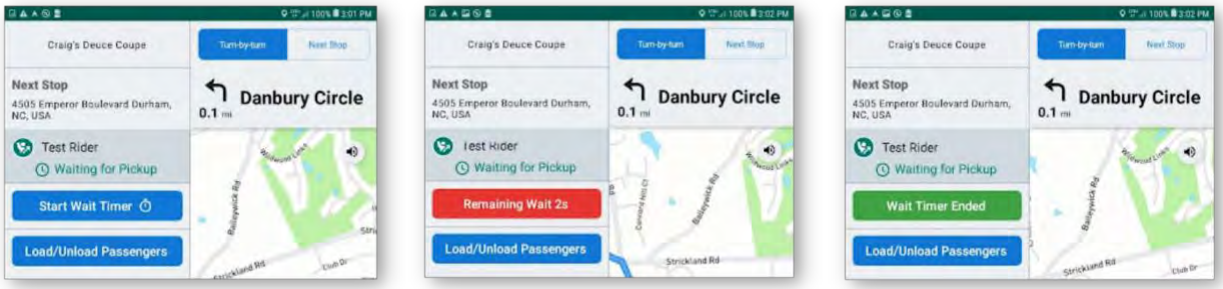
The driver will **have the name**, pick-up location, and the number of passengers with which to identify the correct rider or riders. **Visual "pin**" shows exactly where the rider is standing.



Example of a rider's "pin" in a large location

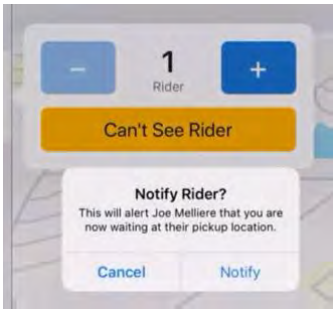
Driver Wait Timer

Administrators and Dispatchers can set a specified wait time for drivers to remain at pick-up location before proceeding to 'No Show' a rider. This is not enforced and is meant to be a visual indicator for a driver only at this time. Note: Drivers are able to do other things while the wait timer is counting down, including onboarding a rider or 'No Show'-ing a rider.



In order - (1) tap 'Start Wait Timer, (2) timer starts counting down, (3) wait timer ended- driver can proceed

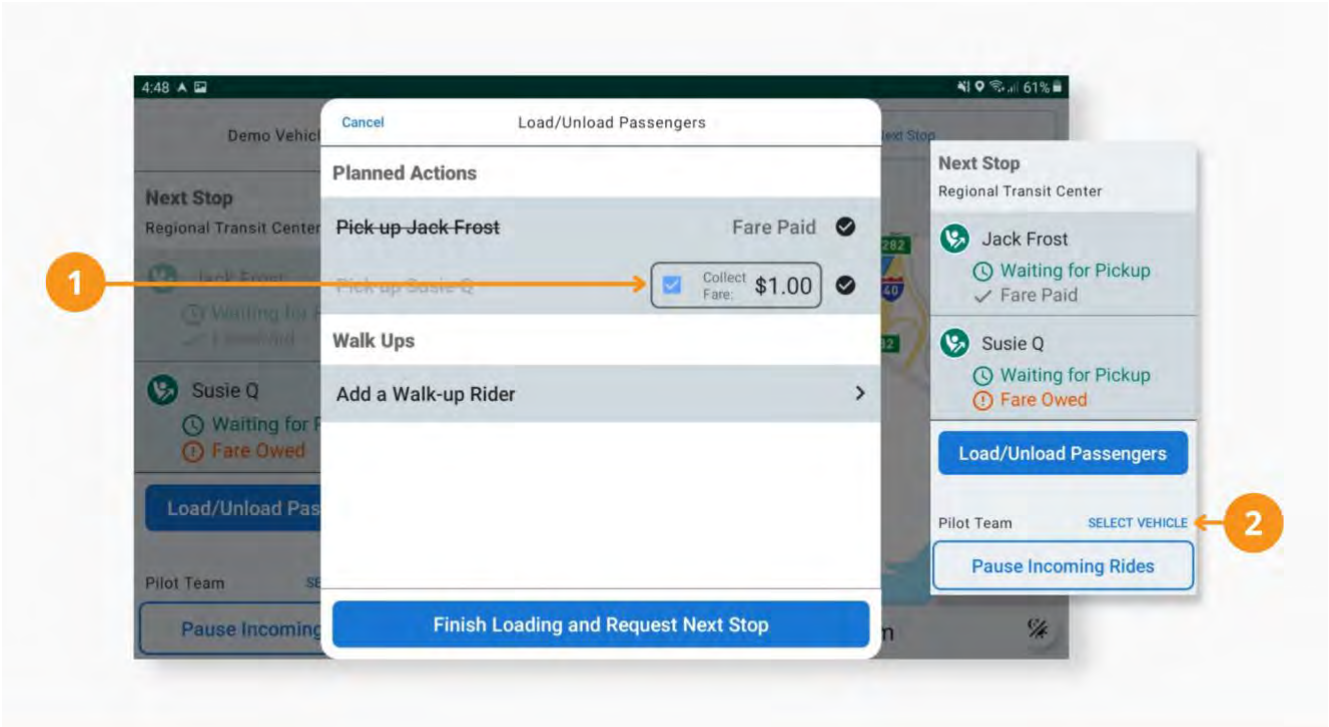
Rider Not in Location



If the rider is not in the designated location, the driver will click the **"Can't see Rider"** button which will automatically send the rider a push notification or text informing them with the message: "Driver is waiting at your pickup location. Your driver has indicated that they can't see you." If the rider does not show up after the message is sent, then the driver will mark him or her as a "No Show" and will then be shown turn-by-turn directions to the next assigned pick-up or drop-off location. The driver will not be able to hit the "No Show" button, unless they are within 200 meters of the pick-up location. This helps ensure driver accountability.

Payments on Vehicle & Unbanked and Walk-up Riders

Drivers will be notified which riders have already paid a fare and which riders owe when they are picked up. **Drivers are able to accept fare payment on a vehicle** and mark it on the application. This allows for the ability to **serve unbanked** and **walk-up** riders. When picking up riders, drivers cannot waive fares for those who have not yet paid (figure below).



1. Drivers can accept fare payments on vehicle
2. Drivers can see an overview of rider payment status

The Implementation Process

The dedicated implementation specialist assigned to the project is supported by TransLoc team members from various departments who ensure project success from implementation through to launch. The team will guide the city through the setup of the system, conduct detailed training sessions, and ensure an impactful service launch. TransLoc can help successfully launch an on-demand service that will **allow for future scalability** to remain current as mobility changes occur. When done correctly, on-demand can offer accessibility to riders, offer cost savings and improved efficiencies to the city, and tie into the overall transit system present.

The implementation period is broken down into **three phases:**

Phase One - System Understanding & Planning

The team first works with the city to understand the nuances of the current system, understand desired outcomes and approach, and identify unique configurations for initial set-up of the service zones identified. The team will deploy the best possible service that is customized to the agency's unique design and support where needed in making recommendations on how to best meet any specific use-cases. The team will review the agency's needs assessment and conduct a structured kick-off call. **Check-in calls** will be used to keep an understanding of the key goal and objectives at top of mind throughout the progression of the service.

Phase Two - System Design

The team will identify where opportunities exist to create new efficiencies (such as improved ridership or reduced ride times) and/or improve customer satisfaction in collaboration with the city. Our goal is to support customers in making a well-informed decision on how to best operate the on-demand and entire transit system. We want to ensure the customer's operations are set-up in a way that takes the most advantage of all the available configurations and customizations for an efficient system.

Phase Three - Finalization & Service Launch

In order to increase the chances of success and mitigate any challenges, TransLoc works with the agency to evaluate various service scenarios that include cost analysis, resource management recommendations and guidance on multi-modal integrations. TransLoc additionally acts as a marketing partner in preparing material and providing needed assets (complementary and paid services are available), training staff, and providing further optimizations to the service. TransLoc will provide support and ongoing proactive information on how the on-demand system is operating and will help the agency evaluate incoming data to best reiterate and optimize their service offerings. Throughout the service launch, we will continue to monitor the service to ensure it is meeting the expected demands and provide any clarifications on any specific features and configurations as the agency staff becomes increasingly familiar with the platform.

General Project Timeline

TransLoc generally takes 30 to 60 business days to launch. TransLoc can work with the city to provide the service and adjust the start date of the timeline as needed. This time can vary depending on service zone(s) complexity, fleet size being fitted for these capabilities, and other factors, such as **if the customer has tablets** already. Below is the timeline and process we follow to meet the launch date. Overlapped with any timeline provided are items we provide to ensure a successful launch, such as providing marketing assets and services and regular check-in calls throughout not only implementation, but after launch for continued service support and monitoring. TransLoc understands the complexity and required hands-on approach that this mode of transportation requires for a successful launch and long-term scalability. Therefore, we intend to approach implementation not only from an initial launch perspective, but also as a partnership with TransLoc as a resource.

Phase	Task	Duration
System Understanding & Planning:		***2 Weeks Business days only***
	Executive Agreement	1 Day
	Develop the Project Timeline	3 Days
	Project Kick off	1 Day
	Finalize Project Requirements	5 days/week
System Design & Simulation:		***~3 Weeks***
	Collect Existing Operation Data	5 days/week
	Update Implementation Plan	3 days
	Configure Agency's Environment	2 days
	Service Design Approval Client approval	2 days
	Confirm Service Configuration	3 days
	Administrative Site & TransLoc App Set Up	10 days/2 weeks
Training Phase:		***~1 Week***
	Produce Training Agenda and Materials	2 days
	Train Agency Personnel	3 days
Finalize & Service Launch:		***~1 Week***
	Driver Ride Acceptance and Admin App Test	5 days
	Provide Project Completion Notification	1 day
	Go Live	Launch
Support	Post Launch and Continued Iteration	***Ongoing***

Project Performance Assessment/Check-ins

TransLoc recommends assessing project performance at regular intervals throughout the project, in addition to consistent monitoring of the system by key personnel to ensure continued progress towards the city's goals. **Formal evaluations are proposed** at the following milestone dates, which are designed to be spread further as time goes on and match the typical growth milestones of on-demand services (these can vary based on agency needs and preferences):

- 30 Days from Service Launch
- 60 Days from Service Launch
- 90 Days from Service Launch
- Quarterly thereafter

The formal evaluation at the proposed intervals above are opportunities for TransLoc to continue to provide our partners high quality customer service. The evaluation will include a standardized summary of how the system has performed since launch, as well as how the service performance data has changed since the last evaluation. The evaluation will also look to see if any underlying trends have continued or emerged; these trends may be geographical, temporal, or demographic trends that can be informative.

Training & Education

TransLoc provides training before the system launch, which not only provides an overview of the system, but also focuses on priorities highlighted by the customer earlier in the implementation process. We'll also be available to answer any nuanced questions on specific features or on ways to use the system to meet a desired outcome. Virtual training sessions are recorded and provided to each agency to be kept on file to utilize it for refreshing courses or new hires.

Administrator and Dispatch Training

Administrators and dispatchers will receive training on TransLoc's backend dashboard. The training will walk staff through the reporting features, how to change service zones, and various other functions. Our goal is to ensure customers feel independent in using the platform and comfortable deploying service changes to better meet current daily needs and future system scalability.

Front-End Training

The front-end training will demonstrate the multiple ways riders can request rides. TransLoc has created videos and slide decks in order to show how to best utilize the TransLoc App and the web app. The team will also discuss best practices for front-end user assistance.

Driver Training

Drivers will be taught how to use the OnDemand Driver application. The implementation specialist trains drivers on how to use all the functions of the Driver app, including inputting a walk-on ride into the system, pick-ups, drop-offs, following turn-by-turn directions, and more. Our focus is to provide guidance on the quality-of-life features that can make navigating through OnDemand and providing these services much easier for drivers, such as internal Driver Wait Times/reminders and pick-up options.

Support

TransLoc provides a high-touch customer experience that is focused on mapping solutions and services to each agency's needs. TransLoc's customer experience team specializes in service design, technical solution implementation, and operations optimization.

TransLoc team members are available to support solving daily transit challenges with smart solutions/configurations that go beyond the initial set-up of the system. The team will continually assess agency goals and needs and strategize ways to help advance and optimize transit services. This strategy includes identifying available solutions within TransLoc.

The city will have direct access to TransLoc's strong customer support team who will provide ongoing, dedicated support and maintenance relating to our technologies and platforms. Customer service helplines are available by phone, email, and web.

Support Hours

TransLoc will provide email and telephone support to assist agency personnel in using the service and in reporting suspected deviations from the service and the associated documentation ("Issues"). TransLoc offers best-in-industry customer service and support as part of its basic service at no additional cost for any contract type or length. Any TransLoc client can expect U.S. based emergency phone support 24/7/365 and live support during business hours from **8:00 A.M. to 8:00 P.M EST**, excluding regular business holidays. In the event of an emergency, TransLoc will provide **twenty-four (24) hours a day, seven (7) days a week** telephone assistance. All service issues can be reported within the TransLoc support ticketing system, which can be accessed with a TransLoc user account, or through the TransLoc support email, which then creates an internal ticket. If the service issue is critical or needs immediate attention, clients can immediately call in to the support line.

When our clients call for support, we can usually resolve the situation immediately. However, if we are not able to offer a solution right away, we generally classify and prioritize the level of customer support needed accordingly:

Priority	Priority Description	Support Response Target	Nature of issue
Critical	Service Unusable in Production	2 Business Hours	Error causes a majority of the Service to be down and unusable, resulting in total disruption of work or other critical business impact – no workaround is available.
High	Service Use Severely Impaired	4 Business Hours	Error causes major feature/function failure – operations are severely restricted – a workaround is available.
Medium	Service Use Partially Impaired	1 Business Day	Error causes minor feature/function failure – minor impact on usage, acceptable workaround deployed.
Low	Service Fully Usable	3 Business Days	Minor error or requested enhancement – general information, documentation error, software modification request.

System Availability & Reliability

On-demand runs in a secure, highly reliable public cloud environment (Google Cloud Platform) and the system has been designed with reliability as a core function. OnDemand services are deployed to our **cloud-hosted service provider across multiple geographic zones.** *Our data servers and networking components are managed using industry standard practices and we have monitoring and notification solutions in place to alert our teams of outages and any downtime.* All systems are designed to be **self-healing** as much as possible, with **strict monitoring** in place and protocol to alert TransLoc software engineers should human intervention be required - **including on nights and weekends.**

System maintenance is a necessary part of the development life cycle, and we attempt to do it with as few disruptions as possible. Infrequently, this system maintenance may necessitate planned downtime during the slowest hours of our system (typically Monday mornings from 3:00 a.m. to 6:30 a.m. ET). If the system maintenance results in planned downtime, TransLoc will provide notification at least one week in advance. Should an update or maintenance render the software unavailable, our team will work to revert to the last working version to minimize unplanned downtime.

Marketing: Supporting Launch & Services

TransLoc recognizes that marketing is a critical component of a successful transportation service. TransLoc's most successful systems have been backed by strong marketing efforts during service launch with support from TransLoc's Marketing team. We're here to help you get the word out about the new services and TransLoc app! As part of the implementation process, **new customers will receive** a starter marketing package with the following print and digital graphics: poster, flyer, email header image, social media image, and a marketing checklist and a step-by-step launch guide.

PART 3 – PRICE PROPOSAL

3.1 Price Proposal

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

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]

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

[THE REMAINDER OF THIS PAGE IS INTENTIONALLY BLANK]

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 (# F20000005137)

If the answer is "NO", please state reason why: _____

_____

_____

TransLoc, Inc.
Bidder's Name

Rich Antoine, General Manager
Printed Name/Title of Authorized Representative

DocuSigned by:
Rich Antoine
5DB5B8E2B16B499...
Signature of Authorized Representative

5/31/2023
Date

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

REFERENCE FORM

Name of Bidder: TransLoc, 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): [redacted]

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): [redacted]

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): [redacted]

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

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.
Transloc 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.
4505 Emperor Blvd, Suite 120

Requester's name and address (optional)

6 City, state, and ZIP code
Durham, NC 27703

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
2	0	–	1	5	2	8	9	8	0

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** ▶ [signature] | **Date** ▶ 01/20/2023

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.*

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.

DocuSigned by:
Rich Antoine
5DB5B8E2B16B499...
Signature of Bidder's Authorized Official

Rich Antoine
Name of Bidder's Authorized Official

General Manager
Title of Bidder's Authorized Official

5/31/2023
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.

DocuSigned by:
Rich Antoine
5DB5B8E2B16B499...
Signature of Bidder's Authorized Official

Rich Antoine
Name of Bidder's Authorized Official

General Manager
Title of Bidder's Authorized Official

5/31/2023
Date

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: TransLoc, Inc.

Name/Title of person completing this form: Rich Antoine, General Manager

Is Proposer a DBE? ___ Yes X No If No, is Proposer a M/WBE? ___ Yes X No

Signature: DocuSigned by: Rich Antoine 5DB5B8E2B16B499... Date: 5/31/2023

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?	X	
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?	X	
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?	X	
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?	X	
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.	X	

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.

DocuSigned by:
Rich Antoine
5DB5B8E2B16B499...
Signature of Bidder's Authorized Official

General Manager
Title of Bidder's Authorized Official

Rich Antoine
Name of Bidder's Authorized Official

5/31/2023
Date

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

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: TransLoc, Inc.

Bidder Address: 4505 Emperor Blvd., Ste 120

Durham, NC 27703

Is Bidder a DBE? ___ Yes X No

Age of Firm: 19 years

Annual Gross Receipts of the Firm: (check one)

___ Less than $500,000

___ $500,000-$1 million

___ $1-2 million

___ $2-5 million

X More than $5 million

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.

Prerequisite Vendor Questionnaire

1. Support
    a. What is your support model?
        i. Any TransLoc client can expect U.S. based emergency phone support 24/7/365 and live support during business hours from 8:00 A.M. to 8:00 P.M EST, excluding regular business holidays. In the event of an emergency, TransLoc will provide twenty-four (24) hours a day, seven (7) days a week telephone assistance. All service issues can be reported within the TransLoc support ticketing system, which can be accessed with a TransLoc user account, or through the TransLoc support email, which then creates an internal ticket. If the service issue is critical or needs immediate attention, clients can immediately call in to the support line.
    b. How do you facilitate onboarding?
        i. The dedicated implementation specialist assigned to the project is supported by TransLoc team members from various departments who ensure project success from implementation through to launch. The team will guide the city through the setup of the system, conduct detailed training sessions, and ensure an impactful service launch. TransLoc can help successfully launch an on-demand service that will **allow for future scalability** to remain current as mobility changes occur. When done correctly, on-demand can offer accessibility to riders, offer cost savings and improved efficiencies to the city, and tie into the overall transit system present.
    c. Can you provide SLAs that guarantee a certain level of service?
        i. Company uses Service Level Objectives to measure Service performance in the areas of Support, Service, and Information Technology.
        ii. Data servers and networking components are managed using industry standard practices. Monitoring and notification solutions are utilized to alert teams of outages.
        iii. Service Tier Definitions
            1. Priority 1 - Severe Business Disruption – Customer Business unit unable to operate, critical systems component failed or severely impaired.
            2. Priority 2 - Moderate Business Disruption – End user or multiple end users unable to operate, or Business Unit experiencing significant reduction in systems performance.
            3. Priority 3 - Limited Business Disruption – A Single end user unable to operate with no available work around.
            4. Priority 4 - Minor Disruption – A Single end user or user group experiencing problems, but with work around.

Priority	Priority Description	Initial Response	Ticket Updated	Nature of Issue
Critical	**Incident - P1: Service is Unusable in Production**	15 minutes of Notification	Updates every 2 Business Hours	The application or infrastructure is unusable, having a significant rate of user-facing errors. Business impact is critical.
High	**Incident - P2: Service Use is Severely Impacted**	30 minutes of Notification	4 Business Hours	The application or infrastructure is degraded, having a noticeable rate of user-facing errors. Business impact is moderate.
Medium	**Incident - P3: Service Use is Partially Impaired**	1-hour of Notification	1 Business Day	The issue is limited in scope and/or severity. The issue has limited user-visible impact. Business impact is low.
Low	**Incident - P4: Service Fully Usable**	4-hour of Notification	3 Business Day Days	Little to no business or technical impact. The issue may be more of an enhancement or feature request

iv.

v. Escalation Process
    1. Issues reported or of which Company otherwise becomes aware, are addressed in accordance with the priority of the issue. The priority level shall be mutually determined by the Customer and Company.

vi. Resolution Time
    1. Service Level Objectives are not guaranteed. The nature and causes of issues vary enormously. Customer acknowledges that certain issues are beyond Company's control. Company commits to providing status updates until a remedy or work-around is identified. (edited)

d. Is there a knowledge base available after GoLive?
    i. No, but customer support is available to assist.

e. Are version upgrades, patches and security updates automatically handled by the vendor? If not, please describe.
    i. Yes

f. Would there be a testing environment available?
    i. No

2. Infrastructure and Business Continuity
    a. Who owns the infrastructure upon which your SaaS product is built?
        i. TransLoc
    b. How do you test your disaster recovery process and procedures?
        i. We employ cloud-based services and third-party vendors to harness availability.
    c. How often do you test your recovery process and procedures?
        i. This varies with third party vendor SLAs.
    d. What is your recovery time objective (RTO)?
        i. This varies with third party vendor SLAs.
    e. Is your infrastructure dispersed; are your primary site and your disaster recovery site geographically separated?
        i. Yes
3. Compliance and Security
    a. Is the vendor SAS 70, SSAE 16 & SOC 2 or SOC 3 compliant? Is there a SOC 3 report available for review/distribution?

   i. Yes, here is a link for hosting provider's SOC2 compliance status: https://cloud.google.com/security/compliance/soc-2
b. If the product is processing credit card information, is the product PCI compliant?
   i. Not applicable, Data regulated by PCI DSS does not reside in vended product.
c. What security guidelines and audits does the colocation or hosting provider follow?
   i. Hosting provider maintains SSAE/18 / ISAE 3402 Type II standard and undertakes SOC 2Type 2 Audits
d. What security is in place at the colocation or hosting provider's facilities?
   i. Hosting server provides cloud-based solutions in tune with ISO27001 and standards. https://cloud.google.com/security/compliance/iso-27001
e. Who manages network connectivity, firewalls, log file management, web application firewalls and access and identity management?
   i. TransLoc uses hardware/cloud-based firewalls, but does not specifically implement a WAF
f. 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?
   i. Yes, TransLoc deploys Rapid7 to conduct vulnerability testing and TransLoc SRE team responds to incidents.
g. Is the connection to the SaaS product secured? How?
   i. Yes, TransLoc products users require any reliable security and encryption-based Wi-Fi/internet connection.

4. Data
   a. Is the data hosted within continental US?
      i. Yes
   b. Please define your data ownership model as it relates to data generated/collected during the usage of the application.
      i. This varies with third party vendor SLAs.
   c. Please define your data sharing policy with third parties.
      i. Data is encrypted both at transit and at rest.

ADDENDUM NO. 1

Date: April 4, 2023

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

Bid Name: Mobility-On-Demand Software App (Rebid)

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. Question & Answer:

   Question1: Are you interested in working with the offshore development model?
   Answer1: ***No, City is not interested in this model.***

   Question2: Your Budget?
   Answer2: ***Budget for all-inclusive implementation/set-up, first year maintenance and support, software documentation, and training, including any and all required updates is $175,000.00. Annual maintenance budget thereafter is $56,000.00***

   Question3: Project Timeline?
   Answer3: ***As stated in the RFP document, the app must be live and in service no later than January 1, 2024.***

2. Question submittal deadline is May 2, 2023. Responses to all future questions will be included in Addendum #2 to be issued after that deadline.

3. Find attached:

   - Prohibition of Lobbying in Procurement Matters

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: TransLoc, Inc.

BY: DocuSigned by: Rich Antoine 5DB5B8E2B16B499...

DATE: 5/31/2023

41-524 Prohibition of Lobbying in Procurement Matters

Except as expressly set forth in Resolution 170116, Section 9, during the Cone of Silence as defined herein no person may lobby, on behalf of a competing party in a particular procurement process, City Officials or employees, except the Procurement Division or the procurement designated staff contact person. Violation of this provision shall result in disqualification of the party on whose behalf the lobbying occurred.

Cone of Silence period means the period between the issue date which allows for immediate submittals to the City of Gainesville Procurement Division in response to an invitation to bid, or a request for proposal, or qualifications, or information, or an invitation to negotiate, as applicable, and the time that City Officials or the Procurement Division, or City Department awards the contract.

Lobbying means when a person seeks to influence or attempt to influence City Officials or employees with respect to a decision of the City, except as authorized by procurement procedures.

ADDENDUM NO. 2

Date: May 3, 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. The question submittal deadline has passed; no additional questions will be answered.

2. The Bid Due Date has changed from May 22, 2023 to June 7, 2023, 3:00 p.m. The remaining dates on the anticipated **RFP Time Table** has been updated as follows:

Deadline for uploading of proposals	June 9, 2023 (3:00 p.m. local time)
Evaluation/Selection process	Week of June 19, 2023
Oral presentations, if conducted	Week of June 26, 2023
Projected award date	July/August 2023

3. Question & Answer:

Question1: The RFP states that "RTS will continue to provide drivers; vehicles (ADA-accessible 10-12 seater vans or cutaways); and, needed equipment, which includes tablets and computer software, and marketing to operate the service in collaboration with the vendor or app provider. Vendor app shall have capability to interface with relevant RTS operating software(s)."

a) Can the City please confirm whether the "computer software" mentioned above refers to a driver application? And if not, please clarify what is meant by "computer software."?
b) Please provide the details of RTS systems or any 3rd-party systems that need integration with the new solution?

Answer1: ***a) RTS uses TransLoc's forward-facing PC cloud-based solution for dispatch for rider requests and drivers use the mobile app for iPads or tablets.***
b) RTS wants to continue with a Software as a Service (SaaS) app for this project. Proposer will need to advise RTS of any intended integrations.

Question2: Can the City provide the service hours, days, and number of vehicles needed for this microtransit service?

Answer2: ***Service is provided 5:30-8:00 AM and 3:30-6:00 PM, Monday through Friday, using 2-3 vehicles.***

Question3: Can the City please provide more details regarding the fixed-route service, including the number of routes, trips per day, total trips, and service hours?

Answer3: ***Fixed route service is not included in this RFP. The new software will only be used for Microtransit.***

Question4: Who is the incumbent provider?

Answer4: ***TransLoc, Inc.***

Question5: In the Future capabilities section of the RFP, it says: "Have an open API that is capable of integrating with trip planning and mobile ticketing apps (e.g. Kontron)"
a) Will the City provide the API for the integration or are the vendors expected to provide the API?

Answer5: ***The section regarding "…future capabilities…" under 2.4.5 Data Collecting and Reporting Requirements is hereby deleted in its' entirety.***

Question6: In the Future capabilities section, it asks whether the vendor has the ability to consume the GTFS to provide additional information to the public.
a) Can the City clarify whether it expects the new software to operate the fixed route service or just the microtransit?

Answer6: ***The section regarding "…future capabilities…" under 2.4.5 Data Collecting and Reporting Requirements is hereby deleted in its' entirety.***

Question7: Can the City confirm whether the vendor should submit one unredacted confidential copy with the trade secrets highlighted and one redacted copy if there is confidential content in the proposal?

Answer7: ***Yes, proposer would submit two versions, refer to "How to Designate Trade Secret or Otherwise Confidential and Exempt Information", page 13, numbers 1 and 2.***

Question8: Could the City extend the response submission deadline to allow bidders to submit more responsive and informative proposals?

Answer8: ***The City is willing to extend the current due date from May 22, 2023 to June 7, 2023, P.M.***

Question9: Section 2.4.1 requires the generation of configurable promotional codes. Can you please provide more detail and/or a specific use case to clarify the requirement?

Answer9: ***Can the vendor generate information (code) that the agency could use to promote its services? It is related the previous statement about "configurable Agency settings".***

Question10: It is stated there will be 2-3 vehicles per zone; will vehicles travel between zones?

Answer10: ***Currently yes. Would like option to restrict to single zone or multiple zones.***

Question11: In section 2.4.2 there is a requirement for the ability to set a method to deny trips when demand outnumbers available resources. Generally, if there is no availability, we will show an alternative time or simply indicate there is no availability. Will this suffice? If not, can you please provide more detail and/or a specific use case to clarify the requirement?

Answer11: ***Yes, this would suffice.***

Question12: Section 2.4.3 requires passengers to book recurring rides from the mobile app. It is advisable that RTS maintain control over recurring rides by setting a policy and monitoring compliance with the recurring ride policy; it is recommended that recurring rides be created using the back-office dispatcher-facing portal and that passengers simply request recurring rides through the mobile app or passenger-facing trip management portal. Is this acceptable to RTS?

Answer12: ***The intent is to have passengers use the app versus calling in to book both single rides or recurring rides***.

Question13: Section 2.4.4 requires a driver-facing web-based portal that interfaces with all web browsers and has the following functionalities. Is a native mobile solution an acceptable alternative to a browser-based solution?

Answer13: ***Yes.***

Question14: Section 2.4.5 requires reports broken down by postal code; there is another requirement to provided reports by OD zone. Please provide logic in the event a postal zone crosses multiple OD zones.

Answer14: ***The vendor provides O-D data for all affected trips. RTS does not have the capacity to modify existing postal zones.***

Question15: Section 2.4.5 requires all statistics be available on an individual trip basis in an agency-facing dashboard with maps and Graphical User Interface (GUI). At a minimum, the dashboard should include views for: all booked trips, including origin/destination mapping capabilities, all driver shifts, all KPI statistics, vehicle & driver management, and shift management. Please provide clarification on what is meant by "all statistics be available on an individual trip basis"; does this mean RTS is simply looking for a daily, real-time list of trips? Also, please clarify what is meant by mapping capabilities and vehicle & driver management for this statistical/dashboard output.

Answer15: ***The statistics identified are basic data used for transit planning. Data on daily trips will assist in that planning process.***

Question16: In section 2.4.9, there is a requirement to import existing data for continuity of operations reasons including client, operator and schedule information/GTFS feed. Can RTS please provide a format for client and operator information? Also, please confirm that static and real-time GTFS information will be provided on a regular basis by RTS.

Answer16: ***Yes.***

Question17: The vendor security questionnaire requires copies of various documents. Can we declare compliance and provide copies of documents when awarded?

Answer17: ***No, the documentation needs to be reviewed before an award recommendation can occur.***

Question18: In 2.4.7, RTS refers to a TLC certificate. Can you expand on that and its role in the solution? (requirement language, "All public facing web servers have been hardened using industry best practices, including updating servers according to latest security bulletins. External tools are used to verify the integrity of the TLC certificates and how they are applied to the servers.")

Answer18: ***It should state TLS certificate.***

Question19: What are the current operating hours for the mobility on demand (MOD) service?
Answer19: ***Refer to Answer2.***

Question20: How many vehicles does the City use for the current MOD service?
Answer20: ***Refer to Answer2.***

Question21: Will the City allow respondents to submit additional/supplemental pricing materials in addition to filling out the provided price proposal form?
Answer21: ***It is preferred that no additional/supplemental pricing materials be submitted, as they will not be considered.***

Question22: Regarding 2.4.2 Back Office Dispatcher-Facing Dashboard (browser-based) "Add out-of-zone addresses riders can choose from."
- Can the City provide an example list of out-of-zone addresses?

Answer22: ***123 SW Main Street, Gainesville, FL.***

Question23: Regarding 2.4.3 Passenger-Facing Features of the App "Ability for users to book multiple trips (outside of a defined time window and within the allowable O-D trip distance), recurring rides, and pre-schedule rides up to a customizable number of days in advance."
- Can the City clarify whether the intention is for users to be able to book trips outside of a defined time window or inside a defined time window?

Answer23: ***Book a ride within a defined time window.***

Question24: Regarding 2.4.3 Passenger-Facing Features of the App "Ability to request MOD vehicle and seat type."
- Can the City provide more information on what MOD vehicle and seat types are available in the current service, and what vehicle and seat types the City intends for users to have the ability to request in the future?

Answer24: ***Regular seat and wheelchair.***

Question25: Regarding 2.4.4 Driver-facing features of the App "Ability for driver to pause app without redirecting rides to another vehicle."
- Can the City clarify in what scenarios the driver would need to pause the app?

Answer25: ***To use a restroom or when on a break.***

Question26: Regarding 1. Support in the Prerequisite Vendor Questionnaire: "Is there a knowledge base available after GoLive?"
- Can the City clarify what knowledge base this question is referring to?

Answer26: ***Ability for vendor to provide assistance after the system (app) is launched.***

Question27: Can the City provide a KML or Shapefile of the zone boundaries as scoped?
Answer27: ***Yes.***

Question28: Can the City provide ridership and quality of service (e.g., average wait time, average trip duration, etc.) information for the current MOD service?
Answer28: ***Wait time 15 minutes, 20 minutes of trip time.***

Question29: Can the City confirm which software partner they currently use for the MOD service?
Answer29: ***Refer to Answer4.***

Question30: Would Gainesville consider an extension to the proposal submission due date to accommodate the complexity of this RFP?
Answer30: ***Refer to Answer8.***

Question31: Will Gainesville accept electronic signatures on the forms and cover letter?
Answer31: ***Yes.***

Question32: The RFP expresses a desire to integrate with multi-modal trip planning and/or mobile ticketing solutions. Does Gainesville currently use a trip planning and/or mobile ticketing solution?
Answer32: ***Refer to Answer5.***

Question33: Is integration with trip planning and/or mobile ticketing part of the desired scope of work OR would this be a future phase?
Answer33: ***Refer to Answer5.***

Question34: What does Gainesville anticipate in terms of an implementation timeline - i.e. when will the first zone be launched and when should subsequent zones be anticipated to launch?
Answer34: ***RTS is already operating a MOD service.***

Question35: Does Gainesville have a target Productivity (Passengers per Vehicle Hour) for this program/service?
Answer35: ***No.***

Question36: Is there a DBE Requirement or goal for his project?
Answer36: ***As stated on top of page 24 of the RFP, there is no specific goal for this project.***

Question37: Most of the IT requirements are meant for on-premise solutions and we would not be able to respond appropriately to questions pertaining to VMs, Operating system, databases etc. since they are not relevant in a SAAS environment. Does that disqualify us from bidding or will lead to a low score?
Answer37: ***The City wants a SaaS solution for this app, so you would have to meet only those IT requirements that would be applicable.***

Question38: 2.3 Objective has the sentence "For equity, the technology will also allow customers to book a ride by using a phone line." Does this mean that customers would call into the City's call center?
Answer38: ***Yes.***

Question39: 2.3 Objective has the sentence "Vendor app shall have capability to interface with relevant RTS operating software(s)." What are the other operating softwares?
Answer39: ***APC and Clever Devices.***

Question40: 2.4.1 Back Office Administrator Dashboard (browser-based) states "Ability to add a minimum of 7 service geographic areas using 2-3 vehicles each." What is the breakdown of max active concurrent (Year 1-5) vehicles per year?
Answer40: ***This is budget-dependent.***

Question41: 2.4.3 Passenger-Facing Features of the App states "Depict real-time vehicle locator map, including fixed route operations." To clarify, is real-time vehicle tracking mandatory?

Answer41: ***Yes.***

Question42: 2.4.3 Passenger-Facing Features of the App states "System assigns passenger bookings (including pre-scheduled rides) to a driver manifest immediately upon booking." How far in advance are pre-scheduled rides? What is the nature or purpose of the pre-scheduled rides? Would this mean a commingled service, for example microtransit and paratransit?

Answer42: ***30 minutes, minimum.***

Question43: Under the "The following constitute future capabilities" heading, do we need to address these items in our proposal? If the City expects a response, could the City provide additional context for each bullet as to what kind of information you are looking for?

Answer43: ***Refer to Answer5.***

Question44: Under the "The following constitute future capabilities" heading is the bullet "System should have an open API that is capable of integrating with trip planning and mobile ticketing apps (e.g. Kontron) that allows customers to plan a trip and pay for a trip on the service without using the provider's app. Native integration is preferred." For what purpose does the City use Kontron? Is a native integration strongly preferred? Could the City please provide contact information for Kontron so that we may reach out to them and appropriately price this item in our proposal response?

Answer44: ***Refer to Answer5.***

Question45: Is the following "Proposer must have 3 years or more of experience in developing and administering MOD Apps" the only Minimum Qualification to address as referenced in 4.2 Content of Proposal, b. Address each Minimum Qualification?

Answer45: ***Yes.***

Question46: 4.2 Content of Proposal states that the Drug-Free Workplace Form, Bidder Verification Form, and References Form are the Required Documents. Are the following also required as well and to be included in our proposal submission?

- Certification Regarding Debarment
- Certification Regarding Lobbying
- Disclosure Of Lobbying Activities
- Subcontractor/Subconsultant List And Bidder Status
- Contractor Responsibility Certification
- Federally Funded Purchase Questionnaire

Answer46: ***Yes, bottom of each form states it must be completed and returned.***

Question47: For the Prerequisite Vendor Questionnaire, how should bidders submit our answers? Within the proposal itself in a separate section or give our answers on pages that are appended after the questionnaire?

Answer47: ***Bidder's choice.***

4. Find attached:

- Prohibition of Lobbying in Procurement Matters

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: TransLoc, Inc.

BY: DocuSigned by: Rich Antoine 5DB5B8E2B16B499...

DATE: 5/31/2023

41-524 Prohibition of Lobbying in Procurement Matters

Except as expressly set forth in Resolution 170116, Section 9, during the Cone of Silence as defined herein no person may lobby, on behalf of a competing party in a particular procurement process, City Officials or employees, except the Procurement Division or the procurement designated staff contact person. Violation of this provision shall result in disqualification of the party on whose behalf the lobbying occurred.

Cone of Silence period means the period between the issue date which allows for immediate submittals to the City of Gainesville Procurement Division in response to an invitation to bid, or a request for proposal, or qualifications, or information, or an invitation to negotiate, as applicable, and the time that City Officials or the Procurement Division, or City Department awards the contract.

Lobbying means when a person seeks to influence or attempt to influence City Officials or employees with respect to a decision of the City, except as authorized by procurement procedures.

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.**

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TransLoc Exceptions

CITY OF GAINSVILLE

PROPOSAL NO. RTSX-240002-DS

TransLoc's Legal - T&CS Exceptions June 08, 2023

Introduction

The following table sets out the specific exceptions from TransLoc's/Contractor's review of the following parts of the RFP:

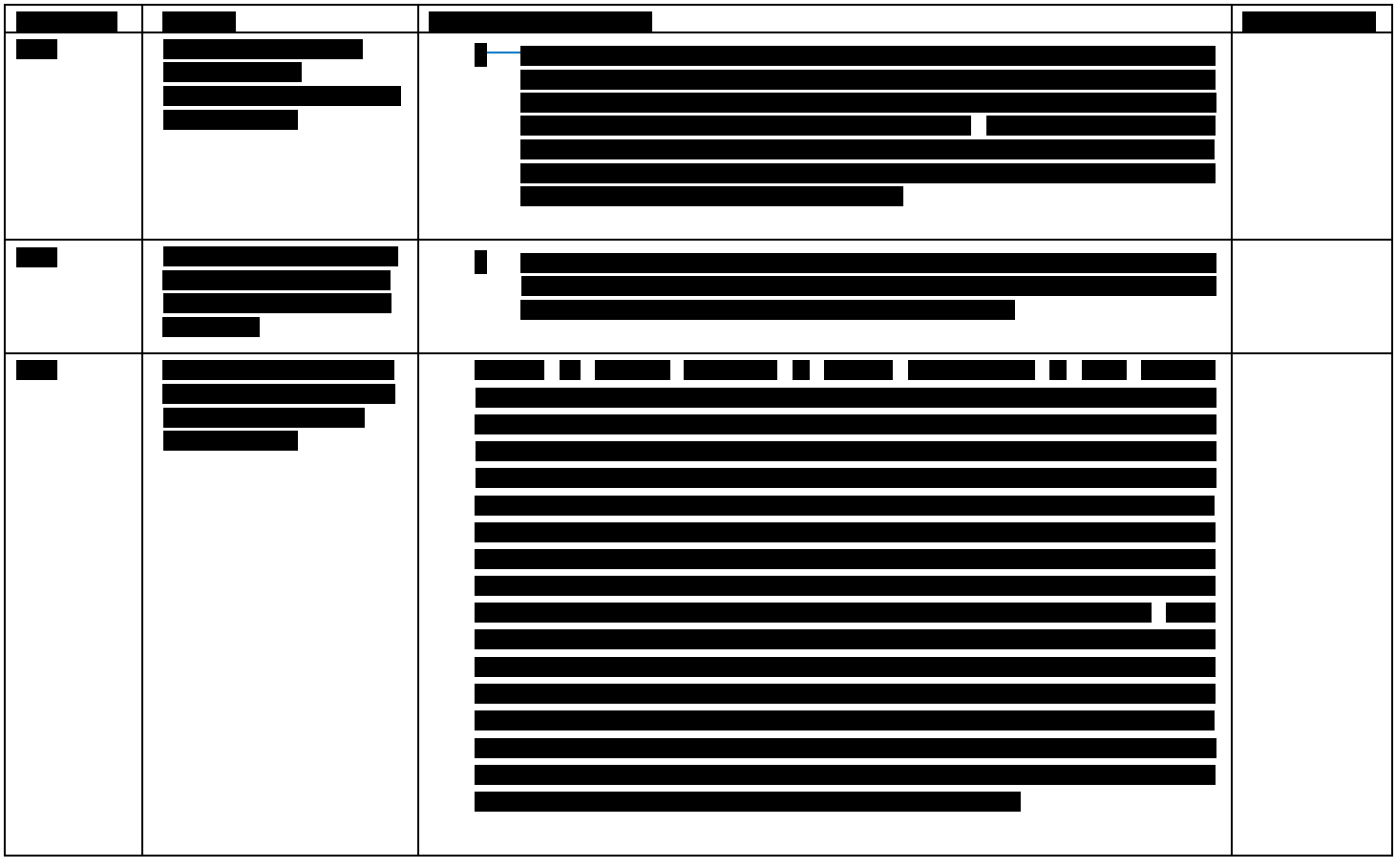
• _Attachment: RFP

*_General Information

• _Attachment: Sample Agreement

IMPORTANT NOTE TO THE CITY: This bid is subjected to the negotiation of a contract on mutually agreeable terms following award. Such contract shall include negotiated indemnification, limitation of liability, confidentiality, data ownership, IP ownership, insurance, warranty, termination, and payment terms. This negotiated contract shall govern the contractual relationship between the parties. Furthermore, Contractor has submitted its standard Technology License and Service Agreement ("TLSA"), which is referenced herein and incorporated into these exceptions."

Legend: Items in red are additions. Strike Outs are deletions. Sections completely in blue are either comments or contract language not in the RFP but critical areas of Contractor's Technology License and Service Agreement.



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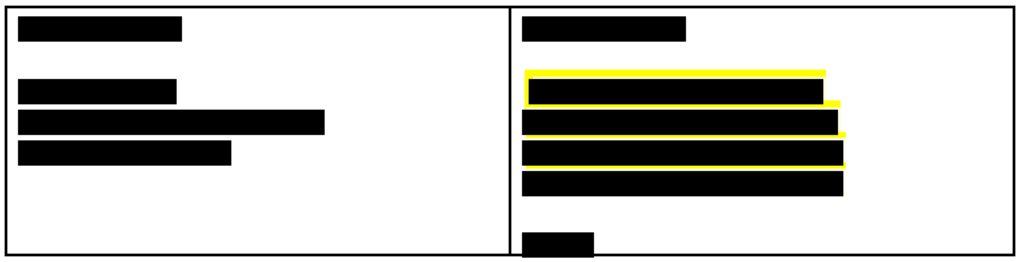

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