



4/3/2019

# Technical Requirements

OCC RFP

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# Key Terms

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**Agency:** The Contractor/Transit Partner Organization

**Onboard:** On the vehicle itself

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

**AVL:** Automatic Vehicle Locator

**APC:** Automatic Passenger Counter

**CAD:** Computer-Aided Dispatch

**DVR:** Surveillance System (Digital Video Recorder)

**CITY:** City of Phoenix-Public Transit Department

**EA:** Emergency Alarm

**FDR:** Final Design Review

**ITS:** City of Phoenix- Information Technology Services Department

**IVU:** In-Vehicle Unit

**LMR:** Land Mobile Radio

**MDU:** Mobile Digital Unit

**OEM:** Original Equipment Manufacture

**RMA:** Return Merchandize Authorization

**SAF:** Security Access Form

**SOP:** Standard Operating Procedures

**URLC:** Universal Radio Logic Controller

**VLU:** Vehicle Logic Unit

# General Requirements

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## Overview

City of Phoenix Transit department – Technology Services section manages and oversees Transit technology for the City of Phoenix – Transit operations, Contractors and Transit Partners. Technology includes major Transit systems like CAD/AVL, HASTUS – Scheduling and Dispatch system, Fare Collections, Para Transit Scheduling and Dispatch system and others required to meet the operational needs. Transit collaborates with various vendors and ITS to provide the latest technology for meeting the needs of the variant users.

## Purpose

This document establishes requirements for the CONTRACTOR to use Information Technology systems and will set forth a framework for maintaining the integrity and security of all CITY data and resources. This guide applies to all Contractors and Transit Partners, who access the CITY resources – network/infrastructure/systems for various reasons. While the aim of the technology is to provide the advanced technical solutions, security of the systems is taken seriously, and the CITY requires the CONTRACTOR staff to adhere to the guidelines provided by the CITY. This document addresses City standards, technical and performance specifications, problem escalation and oversight.

Due to the constant evolving nature of technology, this document represents the CITY requirements and is subject to change at the discretion of the CITY. As these requirements change, the CONTRACTOR shall be responsible to comply with changes

## Standards

This section outlines the general CITY standards which apply to overall usage of any kind of technology that CITY provides to the CONTRACTOR under this agreement.

All CONTRACTOR employees granted access to the CITY systems will be bound by the rules and conduct set forth in CITY Policies and Administrative Regulation(s) (A.R.) 1.63, 1.84, 1.90, 1.91, 1.95, 4.45

- [A.R. 1.63 Electronic Communications and Internet Acceptable Use](#)
- [A.R. 1.84 Information Security Management](#)
- [A.R. 1.90 Information Privacy and Protection](#)
- [A.R. 1.91 Information Privacy and Protection Supplement – Data Shared With Third Parties](#)
- [A.R. 1.95 PRIVACY PROGRAM](#)
- [A.R. 4.45 Contract Work Background Checks](#)

- Policies and Procedures related to Network devices, external network connections and associated policies for the management of electronic data and devices over the CITY network.
- **Call Escalation Chart for Public Transit Application Support:** The Call Escalation Process chart will be provided after the award of the contract.
- **SOPs for Identity and Password Management:** The CITY has SOPs defined for the proper management of User accounts and Passwords. The SOPs require all Agency staff using the CITY accounts to login every 30 days to keep their accounts active. In addition, these standards require the Agency staff to follow the rules for creating their passwords and change their passwords periodically. The Agency staff must comply with the guidelines under these standards. The information will be provided to the CONTRACTOR, on the contract award and when accounts are set up.

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

The CONTRACTOR shall direct all employees under their control to read and sign the CITY document "IT Standards and Signature Sheet", to convey receipt, comprehension and intent to comply. The CITY will post any updates to the "IT Standards and Signature Sheet" on its website. The CONTRACTOR shall retrieve from their employees and submit electronically the signed documents to CITY. For audit purposes, signed "IT Standards and Signature Sheet" will be required from the CONTRACTOR staff, who access any of the CITY provided network or system access:

1. For all new accounts, CITY document "IT Standard and Signature Sheet" must be attached to the Security Access Form (SAF) submitted electronically.
2. For Annual audit, by January 31<sup>st</sup> every calendar year, for the duration of this agreement.

### **Improper Use of Systems:**

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

Should any CITY system-wide failure occur because of improperly maintained or unauthorized software installation by a CONTRACTOR employee, CITY will assess CONTRACTOR those costs required to restore the network retroactive to its full and healthy condition.

The CONTRACTOR will be held responsible for properly managing the technical assets provided by the CITY for accessing various systems. In case of any damage caused by the CONTRACTOR to these assets due to improper handling or other reasons, the CONTRACTOR

will be liable for the costs of the replacement of the equipment as well as staff time for the replacement of the equipment.

Any system failure that is caused by the CITY and is longer than three (3) hours in duration, the Contractor will not be liable for any possible liquidated damages assessed for on-time performance (Section 2.32.1), telephone performance (Section 2.32.5), and contractor influenced customer contacts (Section 2.32.4) for the month in which the failure occurred.

## System Access

For all the CONTRACTOR staff who needs access to any CITY supported technical systems and network, the CONTRACTOR shall submit a request using the CITY defined process.

**Access Request Process:** The CITY will provide access to transit business related systems upon a submitted and approved business justification outlining the need for such access.

- The CONTRACTOR shall designate a primary and a secondary representative who will be responsible for the system access process and will work with the CITY as required for the duration of this agreement.
- The CONTRACTOR designee will be responsible to get the approval from the authorized person in the Agency, before completing SAF requests. The CONTRACTOR shall provide the names of the primary and secondary designees on the start of this agreement and notify any updates during the term of this agreement.
- All user access requests for applications and data (i.e., Virtual Private Network (VPN), CAD/AVL, City Contractor SharePoint site etc.) will be submitted on-line using the electronic Security Access Form (SAF), which is accessible on the CITY Contractor web page.
- All Agency staff members who are given access to city systems are given a Person of Interest (POI) account. To set up POI accounts, ***it is required for contractor to provide contact cell phone number, zip code, email address, first and last name, job title*** for the requested staff on the SAF. Other necessary information based on the request must be completed on the SAF.
- "IT Standards and Signature Sheet" must be attached with the SAF, when submitting the request for a new user account.
- The CONTRACTOR shall follow the CITY's established process of two weeks' notice of its request to activate the CONTRACTOR's user account.
- The CONTRACTOR shall submit SAF to inform the CITY with any updates to accounts belonging to employees in the CONTRACTOR's control.
- The CONTRACTOR shall submit SAF within one (1) business day when a CONTRACTOR employee who is granted the CITY systems access has been terminated or does not require system access due to change of the job or any other valid reasons.

- The CONTRACTOR shall send to the CITY, a monthly report generated from their HR system, listing all the terminated employees/operators who have been assigned to the CITY under this agreement.
- The CONTRACTOR shall follow further process on SAF outlined based on the system, for which the access is being requested.
- ACCESS Request must comply with the CITY A.R. 4.45 requirements.
- The CONTRACTOR shall maintain a list of all active users, who access the CITY systems with the information that ensures that the CONTRACTOR is meeting the background check requirements outlined in A.R. 4.45. The CITY can request the information at any time during the term of this agreement for audit purposes.

### How to Access?

To access the CITY systems – which are not supported through the CITY equipment and workstations, the CONTRACTOR shall use VPN solution that the CITY provides. The CITY only provides limited number of CAD/AVL and Avtec work stations to meet the business needs. For all other system and access needs, the CONTRACTOR is responsible to provide the workstations and access the CITY systems through Site to Site VPN or VPN software set up. The CONTRACTOR must maintain network resources, that are required to keep the systems operating in an efficient manner without impacting the performance of the systems.

Access request must be made for each individual user and each user must access the VPN or the system requested with his/her own assigned account. Sharing of accounts is not permitted per CITY policy. The Agency staff must comply with the CITY standards to keep their accounts active.

*Site to Site VPN:* The CITY - ITS coordinates with the CONTRACTOR to provide Site to Site VPN solution at the CONTRACTOR site, for the convenience of the CONTRACTOR to access the CITY provided technical systems.

### *Roles and Responsibilities:*

**CITY:** The CITY – ITS team coordinates with the CONTRACTOR to set up the site to site VPN solution as necessary. The information needed to complete the set-up is requested to the CONTRACTOR as a request form.

**CONTRACTOR:** The CONTRACTOR shall provide requested network information and resources needed to set up Site to Site VPN.

### *Virtual Private Network (VPN) Software:*

The CITY requires the CONTRACTOR to install VPN software on all desktop computers requiring access to the CITY systems for the duration of this agreement. When Site to Site VPN has been set up, the VPN software solution servers as a back-up and can be used if any outage occurs due to issues with Site to Site VPN.

### *Roles and Responsibilities:*



**CITY:** The CITY uses two-factor secure VPN which requires the installation of certificates on desktop computers.

- The CITY is responsible to provide guidelines and requirements related to the VPN set up to the CONTRACTOR.
- The CITY shall act in a consulting role and provide telephone support.
- The CITY reserves the right to make changes to the VPN software product, functionality and access requirements.

**CONTRACTOR:** The CONTRACTOR is responsible to keep the VPN environment updated for all the users.

- Certificate needs to be installed for each user using a workstation and does not allow sharing of profile between multiple users.
- The CONTRACTOR workstation must have Anti-Virus software installed per industry standard. The software installed shall meet the CITY's guidelines for an Anti-Virus solution.
- The CONTRACTOR shall be responsible for supplying all personnel support required for VPN software installation.
- The CONTRACTOR shall be solely responsible for testing VPN software with their desktop computer software environment in advance of widespread distribution within their organization.
- The CITY will not be held liable for any damage or disruption to any desktop computer or to the CONTRACTOR's data environment because of the installation of VPN software.
- The CONTRACTOR shall support updates to the software and certificates as requested by the CITY in a timely manner.

## **Computer Desktops Requirements**

The CONTRACTOR is required to provide desktop computers to their employees for non-CITY applications. The CITY only provides limited number of CAD/AVL and Avtec work stations to meet the business needs. For all other system and access needs, the CONTRACTOR is responsible to provide the workstations.

## **CITY - Network Infrastructure**

The CITY extends the network and infrastructure at the Support sites for making the required systems accessible for the users at those sites. Network infrastructure comprises of various parts.

### ***Roles and Responsibilities:***

**CITY:** The CITY technical staff is responsible to provide the required infrastructure at the site where the CONTRACTOR is operating from based on the requirements and the guidelines established under this contract.

**CONTRACTOR:** The CONTRACTOR Information Technology (IT) Specialist will be responsible for providing onsite technical support and will be responsible for all issues related to CITY network access. The CONTRACTOR - IT Specialist will act as the Contractor's representative and works directly with the CITY to address any technical issues as they arise for the duration of the contract. The CONTRACTOR will also be responsible for keeping the area surrounding to the CITY network infrastructure clean and clutter free at the service site (garage).

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

### ***Roles and Responsibilities:***

#### **CITY - ITS:**

- Inside and outside telecommunications system facilities
- The associated backbone cabling
- Telecommunications cabling pathway
- The infrastructure necessary to support the horizontal and riser cabling systems
- The necessary infrastructure to interconnect buildings: including routes, conduit, manholes, pull boxes and building entrances, cables, splices, D-marc points.
- All wiring from the telecommunications closets through the risers and out to the walls are the responsibility of the CITY's ITS.

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

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

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

responsible for all expenses related to additional jacks which will be based on estimates received at the time of request.

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

**Telecommunications Circuits:** Telecommunication circuits are defined as a dedicated, private or leased line on which information is transmitted. The application of standards and guidelines for telecommunications circuits will remain facility sensitive. The size, architecture, location and intended use of a facility will significantly affect the design of the telecommunication circuits for a building or campus.

***Roles and Responsibilities:***

**CITY- ITS:** The CITY will provide will provide related information required by the CONTRACTOR that falls in the scope and is not restricted.

**CONTRACTOR:**

- The details for the specific voice and data circuits shall be the responsibility of the CONTRACTOR.
- The CONTRACTOR will be responsible for obtaining its own telecommunication circuit. These circuits will be allowed to run over existing CITY structured cabling. This will allow the CONTRACTOR to use existing wiring from the telecommunication closets (block and patch panels) out to the wall jacks.
- The CONTRACTOR will be responsible for providing onsite technical support. Support personnel will be responsible for all day-to-day issues related to the voice and data communications network and will act as a liaison to the CITY for any break fix or additional connectivity requests.
- Any requirements for repairs or additions to the current telecommunication wiring within the facility must be made in writing. This request must include the following information:
  - Facility Address (campus location)
  - Building (within the campus location)
  - Floor
  - Office Location
  - Jack Number
  - Telephone Number
  - Problem Description

This information must be submitted to the Public Transit, Technology Services Section at 302 North 1st Avenue, 9th floor, Phoenix, Arizona 85003. This information

will be logged and submitted to the CITY's Information Technology Services Department and work will be conducted as per the structured cabling standards.

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

### **Communication:**

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

- Local Information Technology contact
- Local CONTRACTOR Operations contact and/or Management contact.

### **Roles and Responsibilities:**

**CONTRACTOR:** Local Information Technology contact will be the technical contact for any technical discussion between the CITY and the CONTRACTOR.

### **System Maintenance:**

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

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

### **Technical Support**

There are common areas where technical issues may arise:

- VPN log in
- Software Applications

Information Technology Support Processes and Procedures

Problem	Contractor Operations Staff	Local CONTRACTOR IT Contacts
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<b>Cannot access the internet</b>	Local CONTRACTOR Information Technology (IT)	To be determined by CONTRACTOR
<b>Cannot log into VPN</b>	Local CONTRACTOR IT	COP Enterprise Help Desk
<b>Cannot log into the CAD/AVL workstation</b>	Local CONTRACTOR IT	Follow the Call Escalation Process
<b>Problem within the CITY Provided Application Software</b>	Local CONTRACTOR IT	Follow the Call Escalation Process

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

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

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

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

## Data Requirements

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

## Transit Application Plan

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

At a minimum, the plan shall be updated annually and shall:

- Identify and define goals and objectives and provide tangible evidence of how they are achieved;
- Address and be specific to the current Transit applications to be accessed by the Contractor;

- Outline procedures for maintaining accounts including but not limited to all on-board systems;
- Describe account maintenance procedures;
- Adhere to application vendor's requirements for data integrity and application use as indicated in vendor provided System Administrator, Data Administrator and User manual(s);
- Be updated annually to account for industry changes;
- Be submitted to the CITY annually in electronic format.

## **Training**

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

The CITY also coordinates the training at the time of system upgrades. The CONTRACTOR will be responsible to send the staff for attending the training.

## **Procedures to operate a City maintained Software**

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

Examples include but are not limited to:

- Procedure to use HASTUS software for Dispatch purposes.
- Procedure to use BidWeb for Operators.
- CAD/AVL operational procedures.

All data, applications, and reports (electronic and hard copy) are the property of the CITY. Transmittal of any electronic or hard copy data, applications and/or reports to any party not directly contracted with or otherwise approved by the CITY is strictly prohibited. Any system documentation request must be submitted in writing to the CITY for review and approval prior to the dissemination of information.

The CITY shall have immediate and unrestricted access to all CITY provided hardware and software, and will conduct audits on a regular basis. Any hardware and software deficiencies identified (i.e., items not found to be in compliance with the CITY’s information technology policies, procedures and/or A.R.s shall be corrected within five (5) business days of inspection).

# Communications System

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The regional Transit Communications System comprises of various parts, which includes CAD/AVL Dispatch equipment, Onboard equipment, Onboard DVRs, Radios and Radio Communication system, associated infrastructure at the garages and backend infrastructure. In addition, there is software associated with various parts. The CITY is the host of this system and coordinates with the CONTRACTOR to utilize the system in the best possible way.

## Dispatch Equipment

The regional CAD/AVL system utilizes dispatch consoles equipment to communicate via voice and data between dispatch and bus operators. The CITY will supply a data only (no voice) dispatch console that is comprised of one physical workstation with monitor and associated keyboard and mouse. The CONTRACTOR shall not relocate hardware unless approval has been granted by the CITY.

### Roles and Responsibilities:

The CONTRACTOR is required to assign an IT representative to provide first level support to dispatch console(s). The CONTRACTOR IT representative should have a background in the Computer Information field. The CONTRACTOR is responsible for retaining knowledgeable staff that can provide first level support to console equipment.

Dispatch console training will be offered at CITY discretion and the CONTRACTOR staff is responsible for attending the training.

The CONTRACTOR dispatch system first level support expectation are as follows:

DISPATCH CONSOLE MAINTENANCE AND SUPPORT REQUIREMENTS	
	<b>OVERVIEW</b>
	The CONTRACTOR shall maintain all CITY provided dispatch equipment operational through the life of the contract.
	The CONTRACTOR to ensure power availability to equipment.
	The CONTRACTOR is responsible for providing 1 <sup>st</sup> level supporting to dispatch workstation as required by the CITY.

	The CONTRACTOR shall power off units and restart console equipment as needed by the CITY during upgrades and/or resolving system issues.
	The CONTRACTOR shall verify that cables are all connected per instructions provided by the CITY.
	The CONTRACTOR shall understand that first level support documentation, provided by CITY, is subject to change at the CITY’s discretion.
	The CONTRACTOR shall perform system login, as requested by the CITY, to validate if system is functional.
	The CONTRACTOR shall utilize the CITY’s SOPs to request second level support.
	The CONTRACTOR shall escalate technical issue that are not resolved by first level support to the CITY.
	The CONTRACTOR shall properly fasten all equipment cables to prevent damage.
	<p>The CONTRACTOR is responsible to replace dispatch equipment that is damaged due to neglect. Examples of neglect described below:</p> <ol style="list-style-type: none"> <li>1. Water damage</li> <li>2. Physical damage</li> <li>3. Breaking or Removing Vendor seal</li> <li>4. Opening Proprietary Components</li> <li>5. Graffiti</li> <li>6. Removing Serial/Model information from unit</li> </ol> <p>The CITY will determine if the dispatch equipment was damaged due to neglect.</p>
	The CONTRACTOR shall understand that the CITY will determine equipment lifecycle.

**Communication System Software**

Along with various hardware components, Communications system comprises of various software interfaces and reports.

**System Access:** Along with access requirements specified under General Requirements section, there additional requirements for CAD/AVL components access. SAF procedure includes these requirements as well. SAF has a specific procedure for submitting the “Employee Feed” file for CAD/AVL Operator, Dispatch and access for various other roles. SAF also includes a section for reports access. The Agency staff is required to follow the defined SAF procedure and complete the SAF correctly and completely to gain the required access to the system. Additional details related to the system access and Employee Feed file will be available at the contract award.



### Roles and Responsibilities:

**CONTRACTOR:** The following functions are the responsibility of CONTRACTOR local IT staff:

CAD/AVL related operation functions: (examples below, this is not an exhaustive list)

- Modifying AVL configuration views and Non-CAD/AVL functions.
- Saving print screen images to an external data storage device (i.e. USB drive).
- First level of troubleshooting for the issues reported by the Agency staff.
- The CONTRACTOR IT staff shall be available at the time of any system outages for the staff to provide the necessary support.
- The CONTRACTOR IT staff shall have resources, Admin permissions, necessary tools to assist the staff without any delays.

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

**CITY:** The City is responsible to resolve CAD/AVL or ANY Communications System related issues, that stay unresolved after the First level effort by the CONTRACTOR IT staff. These issues shall be reported by the CONTRACTOR IT staff, with details to help in the process of troubleshooting for the CITY.

### Passenger Notification System

The CITY utilizes Passenger Notification System at various locations to keep the Public informed. The responsibility to distribute information for notification is a shared responsibility between various focused groups in the CITY departments. However, the CONTRACTOR will also play a role in the distribution of the information, the CONTRACTOR is expected to manage.

### Roles and Responsibilities:

The CONTRACTOR shall send out electronic passenger notifications as requested by the CITY. The CONTRACTOR is responsible for retaining knowledgeable staff to work with the CITY's provided electronic messaging system. The CONTRACTOR shall attend electronic passenger notification application training as mandated by the CITY.

Electronic Notification Signs	
	<b>OVERVIEW</b>
	The CONTRACTOR shall utilize the CITY digital sign technology to send out passenger notification as needed.
	CONTRACTOR shall send notifications and content as needed.
	CONTRACTOR shall report any digital sign application issues to the CITY.

	CONTRACTOR shall login to the system and test as required by the CITY.
	CONTRACTOR shall manage all sign content and notification according the CITY request.
	CONTRACTOR shall assist the CITY to diagnose issue with the electronic notification system as needed.

## HASTUS (Scheduling and Dispatch System)

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The CITY utilizes HASTUS as the Scheduling and Dispatch system. This section outlines scope for HASTUS and technical requirements. The system is available to use for the CONTRACTOR as currently set up. Modifications to the existing system are out of scope. Any modifications required in the system to accommodate the CONTRACTOR's business needs can be submitted to the CITY for a review, if required. If decided, that the changes are necessary to gain efficiencies, and do not cause conflict in any other operations, the CONTRACTOR will be responsible for any costs incurred for the system update as well as staff time for the implementation.

For any tasks that require the CONTRACTOR to provide data fed into HASTUS, the CONTRACTOR shall provide the associated data in a HASTUS acceptable format.

HASTUS Dispatch is extensively dependent on the Calendar Week. The CITY set up of HASTUS will only accommodate two Calendar Weeks: "Monday to Sunday" or "Sunday to Saturday". The CONTRACTOR shall utilize one of the two options available and the CITY will not accommodate a different Calendar Week within HASTUS.

Other modules included with HASTUS Dispatch are BidWeb and Sign-in/Sign-out. The CONTRACTOR can utilize those modules as provided by the CITY. The modules allow for the Operators to use an automated Sign-in/Sign-out console for their shifts start and end, and to Bid for the work assignments, vacations and holidays.

### *Roles and Responsibilities:*

**CONTRACTOR:**

- The CONTRACTOR IT Specialist will serve as the First level support for any HASTUS related issues at the CONTRACTOR site.
- The CONTRACTOR IT Specialist will be responsible to communicate the issue to the CITY, when determined that it needs the CITY assistance to resolve.
- The CONTRACTOR IT Specialist will be responsible to make sure that the technical environment for HASTUS is always up to date and does not cause any interference in

the users' ability to effectively use the system. This will include but not limited to ensuring that VPN environment is up to date, network is performing as expected.

- The CONTRACTOR IT Specialist shall also be available at the time of any system outages and be the Primary Contact for the CITY to help with any information as needed.
- During the term of the agreement, if any upgrades/modifications are made to HASTUS, the CONTRACTOR shall support the CITY as follows:
  - Assign sufficient staff resources to provide input during requirements gathering or specifications study for the software.
  - Attend meetings and provide feedback during various stages of the upgrade.
  - Assign sufficient resources to perform testing the software upgrade tasks as relevant to the CONTRACTOR.
  - Support a successful and timely software upgrade.

**CITY:**

- The CITY is responsible to resolve any HASTUS related issues that are specific to the HASTUS and not to the technical resources provided by the CONTRACTOR.
- The CITY contracts with the vendor GIRO Inc. for the support and maintenance of HASTUS. The support from GIRO is limited to business hours Monday – Friday. Any issues that need assistance from GIRO but are reported during after- hours and holidays, might need to wait for resolution. It is essential that the CONTRACTOR reports the issues in a timely manner.
- The CONTRACTOR must follow the Call Escalation chart provided by the CITY to report any HASTUS related issues.
- The CONTRACTOR must have a business continuity plan in case of any urgencies, when HASTUS is not available for any reasons.

**System Access:** All access requests are made through SAF procedure. Please see the System Access section under “General Requirements” in this document.

### **Training**

The CITY will coordinate with GIRO to provide training at the time of system changes and upgrades. The CONTRACTOR will be given opportunity to attend the training and the CONTRACTOR staff, who will be utilizing the training, must attend the training. This will help the CONTRACTOR staff to utilize the system correctly and efficiently. The CONTRACTOR shall use the staff expertise to train any new staff. New staff hired to use any components of HASTUS must be trained by the CONTRACTOR team. Additional training requirements from the CONTRACTOR can be coordinated with the CITY, at the CONTRACTOR's expense.