

Table F-8: Sample RCTC Weekly Trip Counts Report

sdt Biz Date	EB HOV	EB SOV	EB ALL	WB HOV	WB SOV	WB ALL	SB HOV	SB SOV	SB ALL	NB HOV	NB SOV	NB ALL	ALL
1/27/2019													
1/28/2019													
1/29/2019													
1/30/2019													
1/31/2019													
2/1/2019													
2/2/2019													

Note: Data has been redacted.

Table F-9: Sample RCTC Weekly Trip Counts (Hourly Breakdown) Report

sdt Biz Date	i Hour Num	Ln1EBTrips	Ln2EBTrips	Ln3EBTrips	Ln1WBTrips	Ln2WBTrips	Ln3WBTrips	Ln1SBTrips	Ln2SBTrips	Ln3SBTrips	Ln1NBTrips	Ln2NBTrips	Ln3NBTrips
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													

Note: Table truncated to fit page. Would provide data for full week. Data has been redacted.

Table 10: Sample Preprocessing Transaction Counts by Trip Segment and Trip Date Report

	RCTC											OCTA										
Hour	15NB L1	91WB L1	91WB L2	91WB L3	WB Total	91EB L1	91EB L2	91EB L3	15SB L2	EB Total	RC Total	91WB L1	91WB L2	91WB L3	WB Total	91EB L1	91EB L2	91EB L3	EB Total	OC Total	Total	Hour
0																						
1																						
2																						
3																						
4																						
5																						
6																						
7																						
8																						
9																						
10																						
11																						
12																						
13																						
14																						
15																						
16																						
17																						
18																						
19																						
20																						
21																						
22																						
23																						

Note: Data redacted

Table F-11: Sample Image Dismissal Report

A												B																			
Gantry	Image Dark	Blurred	Glare	Image High	Image Left	Image Low	Image Right	No Image	No Vehicle	Poor Resolution	Straddle	CalTrans	CHP	Company / Flag	DMV Issue	No Plate	FIRE	Gov't Vehicle	Motorcycle	MTA Bus	Obstructed	OCTA Bus	Out of Country	Paper Plate	Police	RTA Bus	A	B	Gantry	TOTAL DISMISSED	TOTAL IMRs
EB																															
SB																															
NB																															
WB																															

Note: Data redacted

Table F-12: CSC Transponder Inventory Log

		Transpo nder	Begin ning	New	Recycle d	New - Defe ct/ Wro ng Lab el	Tags	Physic al Cnt	@ Other	Endi ng	Begin ning	Daily	Recy cled	Defe cts (W)	Defe cts (NW)	Physic al Cnt	@ Other	Endi ng Bala nce @ CSC	Begin ning	Defect ive	Defec tive	New - Defect / New	Physci al Cnt	Sent to transpo nder vendor	Sent to be	Endi ng	Tags At
		Inventor y	Balan ce	Ship ment	Transpo nders	Repleni shed	Adjust ment	Locati ons	Bala nce		Balan ce	Retu rns	(to col F)	(to col O)	(to col P)	Adjust ment	Locati ons		Balan ce	(Warra nty)	(No Warra nty)	(Warra nty)	Adjust ment	Out	Destro yed	Bala nce	transpo nder vendor
Date	Da y	A + B + C	D	E	F	G	H		A		I	J	K	L	M			B		N	O	P	Q	R	S	C	
01/01 /19	Tu e																										
01/02 /19	W ed																										
01/03 /19	Th u																										
01/04 /19	Fri																										
01/05 /19	Sa t																										
01/06 /19	Su n																										
01/07 /19	M on																										
01/08 /19	Tu e																										
01/09 /19	W ed																										
01/10 /19	Th u																										
01/11 /19	Fri																										
01/12 /19	Sa t																										
01/13 /19	Su n																										
01/14 /19	M on																										
01/15 /19	Tu e																										
01/16 /19	W ed																										
01/17 /19	Th u																										
01/18 /19	Fri																										

Table F-13: Sample Transponder Activity Report

	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
AVAILABLE TO ISSUE												
Beginning Inventory On Hand at CSC	--	--	--	--	--	--	--	--	--	--	--	--
Add:												
New Transponders Received From transponder vendor	--	--	--	--	--	--	--					
Replacement tags Received From transponder vendor	--	--	--	--	--	--	--					
Recycled Transponders	--	--	--	--	--	--	--					
Received from OCTA to CSC	--	--	--	--	--	--	--					
Total Inventory Increase	--	--	--	--	--	--	--	--	--	--	--	--
Deduct												
Returned to transponder vendor - Defective New Tags												
Issued From CSC to Customers	--	--	--	--	--	--	--					
Issued From CSC to Processing Dept.	--	--	--	--	--	--	--					
Issued From CSC to OCTA	--	--	--	--	--	--	--					
Total Inventory Reduction	--	--	--	--	--	--	--	--	--	--	--	--
Physical Inventory Adjustments (+/-)	--	--	--	--	--	--	--	--	--	--	--	--
Transponders at other locations (+/-)	--	--	--	--	--	--	--	--				
Ending Inventory On Hand at CSC	--	--	--	--	--	--	--	--	--	--	--	--
Transponder Type Breakdown												
Internal Transponders	--	--	--	--	--	--	--					
External Transponders	--	--	--	--	--	--	--					
Switchable Transponders	--	--	--	--	--	--	--					
RETURNED TRANSPONDERS - NOT PROCESSED												
Beginning Returned Transponders On Hand at CSC	--	--	--	--	--	--	--	--	--	--	--	--
Add:												
Daily Returns	--	--	--	--	--	--	--					
Other Increases	--	--	--	--	--	--	--					
Total Increase	--	--	--	--	--	--	--	--	--	--	--	--
Deduct												
Recycled Transponders	--	--	--	--	--	--	--					
Defective Transponders Under Warranty	--	--	--	--	--	--	--					
Scrap Transponders	--	--	--	--	--	--	--					
Other Deductions												
Total Reduction	--	--	--	--	--	--	--	--	--	--	--	--
Physical Inventory Adjustments (+/-)	--	--	--	--	--	--	--	--	--	--	--	--
Ending Returned Transponders On Hand at CSC	--	--	--	--	--	--	--	--	--	--	--	--
SCRAP TRANSPONDERS												
Beginning Scrap Transponders On Hand at CSC	--	--	--	--	--	--	--	--	--	--	--	--
Add:												
Scrap Transponders	--	--	--	--	--	--	--					

		--	--	--	--	--	--	--					
	Hold to transponder vendor - Defective Transponders Under Warranty												
	Other Increases												
	Total Increase	--	--	--	--	--	--	--	--	--	--	--	--
Deduct													
	Destroyed Transponders	--	--	--	--	--	--	--					
	Sent to transponder vendor	--	--	--	--	--	--	--					
	Other Deductions	--	--	--	--	--	--	--	--	--	--	--	--
	Total Reduction	--	--	--	--	--	--	--	--	--	--	--	--
	Physical Inventory Adjustments (+/-)	--	0	--	--	--	--	--	--	--	--	--	--
	Ending Scrap Transponders On Hand at CSC	--	--	--	--	--	--	--	--	--	--	--	--
Destination Breakdown													
	To go Enviroserv for destruction	--	--	--	--	--	--	--	--	--	--	--	--
		--	--	--	--	--	--	--	--	--	--	--	--
	To go to transponder vendor for evaluation and replacement												
		--	--	--	--	--	--	--	--	--	--	--	--
TRANSPONDERS AT transponder vendor													
Beginning Balance Transponders at transponder vendor		--	--	--	--	--	--	--	--	--	--	--	--
		--	--	--	--	--	--	--					
	Transponders sent to transponder vendor during the month												
	Transponders replaced and received from transponder vendor	--	--	--	--	--	--	--					
	Transponders debited against shipments - sent to transponder vendor not under warranty and sent back by transponder vendor for destruction	--	--	--	--	--	--	--					
		--	--	--	--	--	--	--					
	Transponders credited against shipments Agreement No. C-6-1365	--	--	--	--	--	--	--	--	--	--	--	--
	Ending Balance Transponders at transponder vendor	--	--	--	--	--	--	--	--	--	--	--	--

Note: Data has been redacted

Table F-14: Sample Transponder Inventory Report

[illegible]

Note: Data has been redacted.

Table F-15: Sample Summary of Findings (Transponders) Report

INVENTORY as of end-of-day Date

	Physical Count	Clipboard Log	Difference	% error	Transponder Log
New					
Recycle					
Return @ CSC					
Defective (W)					
Scrap/Destroy (no W)					
At other location At transponder vendor					

Note: Data has been redacted.

Table F- 16: Sample Transponder Analysis Report

	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19
Orange Location							
Inventory Status	--	--	--	--	--	--	--
Anaheim Location							
Inventory Status	--	--	--	--	--	--	--
Corona							
Inventory Status	--	--	--	--	--	--	--
Returned Status	--	--	--	--	--	--	--
Assigned Status (Tag Rpt 9)	--	--	--	--	--	--	--
Total Transponders on Hand	--	--	--	--	--	--	--
Contract # C-6-1365 (2016 to present)							
# of transponders purchased to date					--	--	--
Unit cost							
Subtotal							
Sales Tax****							
Total Cost							
Contract # C-1-2915 (2012 to 2016)							
# of transponders purchased to date							
Unit cost							
Subtotal							
Sales Tax****							
Total Cost							
Contract # C-1-2915 (2012 to 2016)							
# of transponders purchased to date							
Unit cost							
Subtotal							
Sales Tax****							
Total Cost							
Contract # C-1-2915 (2012 to 2016)							
# of transponders purchased to date							
Unit cost							
Subtotal							
Sales Tax***							
Total Cost							
Contract # C-6-0802 (2007 to 2016)							
# of transponders purchased to date							
Unit cost							
Subtotal							
Sales Tax***							
Total Cost							
Total Inventory Valuation - FIFO							

Note: Data has been redacted.

Table F-17: Sample RCTC Toll Credits Report

Trip Month	TOTAL		Congestion Credits		Toll Credits		Anniversary Credits	
	Count	Dismissed Amount	Count	Amount	Count	Amount	Count	Amount
201703								
201704								
201705								
201706								
201707								
201708								
201709								
201710								
201711								
201712								
201801								
201802								
201803								
201804								
201805								
201806								
201807								
201808								
201809								
201810								
201811								
201812								
201901								
TOTAL								

Note: Data has been redacted

Table F-18: Sample RCTC Violation Report

Month	Year	Total Txns	Total Tolls	Total Vio's	Vio Rate	Paid Count	Paid Rate	Customer Count	Customer Rate	Dismissed Count	Dismissed Rate	Open Count	Open Rate	NTEVCount	NDTEVCount
3	2017														
4	2017														
5	2017														
6	2017														
7	2017														
8	2017														
9	2017														
10	2017														
11	2017														
12	2017														
1	2018														
2	2018														
3	2018														
4	2018														
5	2018														
6	2018														
7	2018														
8	2018														
9	2018														
10	2018														
11	2018														
12	2018														
1	2019														

Note: Data has been redacted.

Table 19: RCTC Violations Summary Report

Total										Dismissed												
Trip Month	Count	Total Outstanding	Count	Total Paid	Count	Total Paid/Dismissed	Count	Total Dismissed	Count	Trip Month	Count	%	Toll Amount	NTEV(P)	Penalty 1	NDTEV(P)	Penalty 2	NDTEVPE/COLL (HOLD)	Penalty 2	COLL (LGBS)	Penalty 2	Total Dismissed
201703										201703												
201704										201704												
201705										201705												
201706										201706												
201707										201707												
TOTAL										TOTAL												

Paid													
Trip Month	Count	%	Toll Amount	NTEV(P)		NDTEV(P)		NDTEVPE/COLL (HOLD)		COLL (LGBS)		Total Paid	
201703				Count	Penalty 1	Count	Penalty 2	Count	Penalty 2	Count	Penalty 2	Count	Penalty 2
201704													
201705													
201706													
201707													
TOTAL													

Toll Paid/Penalty Dismissed												
Trip Month	Count	%	Toll Amount	NTEV(P)		NDTEV(P)		NDTEVPE/COLL (HOLD)		COLL (LGBS)		Total Paid/Dismissed
201703				Count	Penalty 1	Count	Penalty 2	Count	Penalty 2	Count	Penalty 2	
201704												
201705												
201706												
201707												
TOTAL												

Outstanding												
Trip Month	Count	%	Toll Amount	NTEV(P)		NDTEV(P)		NDTEVPE/COLL (HOLD)		COLL (LGBS)		Balance Due
201703				Count	Penalty 1	Count	Penalty 2	Count	Penalty 3	Count	Penalty 3	
201704												
201705												
201706												
201707												
TOTAL												

Note: Data has been redacted.

Table F-20: Sample Partial Paid/Dismissed Monthly Summary Report

Trip Month	91EL		TCA		LA Metro		Bay Area		South Bay		I-15		First Time Vio		Write Off < \$1.00		Total	
	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount
201703																		
201704																		
201705																		
201706																		
201707																		
201708																		
201709																		
201710																		
201711																		
201712																		
201801																		
201802																		
201803																		
201804																		
201805																		
201806																		
201807																		
201808																		
201809																		
201810																		
201811																		
201812																		
201901																		
Total																		
%																		

Note: Data has been redacted.

Table F-21: Sample Dismissals (by type) Monthly Summary Report

Trip Month	First Time Vio		ADMINCVDIS - Bad Image		ADMINDISMI - Bad Image		ADDRVAL - Cancel		ADMINCVDIS - Cancel		AFDVAL - Cancel		Out of Country		Rental		Sold		Stolen		Wrong Plate		SUSPENDVIO		MANUAL - INIT - INIT		CANCEL - INIT		Total	
	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount
201703																														
201704																														
201705																														
201706																														
201707																														
201708																														
201709																														
201710																														
201711																														
201712																														
201801																														
201802																														
201803																														
201804																														
201805																														
201806																														
201807																														
201808																														
201809																														
201810																														
201811																														
201812																														
201901																														
Total																														
%																														

Note: Data has been redacted.

Table F-22: Sample Service Center Performance Report

Service Center Performance Report									
Start Date:		1/1/2019 12:00:00 AM							
End Date:		1/31/2019 11:59:59 PM							
									
Queue Name	Offered	Answered	Abandoned <= 20sec	Abandoned > 20sec	Returned to IVR	CSR Disc <=10 Secs	Abandoned Rate	Avg Talk Time hh:mm:ss	Avg Wait Time hh:mm:ss
Customer Service									
Existing Accounts									
New Accounts									
Violations									
Totals:									
Call Center Activity	Total Calls	% of Total							
Answered									
Abandoned <= 20sec									
Abandoned > 20sec									
IVR Completed Calls									
Returned to IVR									
Total Calls									

Table F-23: Sample Front Counter Service Monitoring Report

	Total Minutes	Total Customers	Total Time per Customer	Percent of Customers coming in for four weeks	Min Time	Max Time	Date of Max Time
Customer Service							
Existing Accounts							
New Accounts							
Violator							
Total							
Week 1 (6/11 - 6/15)							
Customer Service							
Existing Accounts							
New Accounts							
Violator							
Total							

Note: Data has been redacted.

Attachment G: Sample KPI Calculations

Table G-1: Sample BOS Performance Measure Scenario: KPI 1

Scenario		The BOS is not available for CSRs to access accounts when the call center is open for a total of three (3) hours in a month.
Downtime Hours (Priority 1 event)		3
Total Penalty		\$2,500

		KPI 1
Days		30
Hours		24
Minutes		60
Total Minutes		43200
Availability %		99.80%
Total Available Minutes		43113.6
Allowable Downtime Minutes		86.4
Downtime Minutes		180
Actual Availability %		99.58%
Penalty Percentage		1.00%
Monthly Invoice Amt		\$250,000
Total Penalty		\$2,500

Table G-2: Sample BOS Performance Measure Scenario: KPI 3 and 4

Scenario		System update causes error with ETTM System-BOS interface that interrupts exchange of data and sending of scheduled files to the OCTA and RCTC ETTM Systems and acknowledgements of files sent from the ETTM System.	
Number of Data/File Exchange Errors (OCTA ETTM)		10	
Number of Data/File Exchange Errors (RCTC ETTM)		10	
Number of Acknowledgement Errors (OCTA ETTM)		5	
Number of Acknowledgement Errors (RCTC ETTM)		5	
Combined / Stacked Penalty		\$7,500	
		KPI 3	KPI 4
Total Errors		20	10
Penalty per Increment		\$250	\$250
Penalty		\$5,000	\$2,500

Table G-3: Sample Performance Measure Scenario: KPI 7

Scenario	On two separate occasions, BOS Software jobs are completed after the expected time. Jobs Process Event #1 is completed 90 minutes after the expected time and Jobs Process Event #2 is completed 45 minutes after the expected time.
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Number of Job Process events	2
Job Process Event #1 Delay (minutes)	90
Job Process Event #2 Delay (minutes)	45

Combined / Stacked Penalty	\$600
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	KPI 7
Job Process Event #1 Penalty	\$250
Job Process Event #2 Penalty	\$250
Penalized Job Process Event #1 hours	1
Job Process Event #1 Delay Penalty	\$100
Penalized Job Process Event #2 hours	-
Job Process Event #2 Delay Penalty	\$0
Total Penalty	\$600

Table G-4: Sample BOS Performance Measure Scenario: KPI 9 and 10

Scenario	Customer contact information is unavailable for seven (7) days which stops all customer correspondence (email, text, and USPS) until corrections are made to make contact information available.	
Number of Days without Notifications	7	
Combined / Stacked Penalty	\$5,500	
	KPI 9	KPI 10
Total Days without Notifications	7	7
Allowable delay without Penalty (hours)	0.25	NA
Allowable delay without Penalty (days)	NA	3
Penalty Increments (days)	7	4
Penalty per Increment (\$)	\$500	\$500
Penalty	\$3,500	\$2,000

Table G-5: Sample BOS Performance Measure Scenario: KPI 16 & 17

Scenario		Agency audit discovers two (2) instances where Contractor does not follow the Approved change management process and eight (8) BOS failures that were not accurately logged within PMMS.	
Number of Change Mgt Events		2	
Number of BOS failures not logged		8	
Combined / Stacked Penalty		\$12,000	
		KPI 16	KPI 17
	Total Events	2	8
	Penalty per Increment	\$5,000	\$250
Penalty		\$10,000	\$2,000

Table G-6: Sample BOS Performance Measure Scenario: KPI 18-21

Scenario	BOS failure occurs at noon. Contractor acknowledges failure at 3:00 PM, repairs Priority 1 failure at 5pm, Priority 2 failure at midnight, and Priority 3 failure seven (7) days following initial BOS failure.
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Acknowledgement Time (hours)	3
Time to Repair Priority 1 failure (hours)	5
Time to Repair Priority 2 failure (hours)	12
Time to Repair Priority 3 failure (days)	7

Combined / Stacked Penalty	\$3,500
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KPI 18	
Hours to Acknowledge (Priority 1)	3
Allowed Hours to Acknowledge (Priority 1)	1
Penalty Increments (Priority 1)	1
Penalty per Increment (Priority 1)	\$1,000
Hours to Acknowledge (Priority 2)	3
Allowed Hours to Acknowledge (Priority 2)	4
Penalty Increments (Priority 2)	-
Penalty per Increment (Priority 2)	\$500
Hours to Acknowledge (Priority 3)	3
Allowed Hours to Acknowledge (Priority 3)	24
Penalty Increments (Priority 3)	-
Penalty per Increment (Priority 3)	\$250
Penalty	\$1,000

	KPI 19	KPI 20	KPI 21
Time to Repair (hours)	3	12	168
Time to Repair (days)	NA	NA	7
Allowed Time to Repair (hours)	4	24	NA
Allowed Time to Repair (days)	NA	NA	3
Hours of Delay	-	-	NA
Days of Delay	NA	NA	4
Penalty per Event	\$2,500	\$1,000	\$500
Penalty per Hour of Delay	\$200	\$100	NA
Penalty per Day of Delay	NA	NA	\$500
Penalty	-	-	\$2,500

Table G-7: Sample BOS Performance Measure Scenario: KPI 22-24

Scenario	Agency audit finds PCI data was exposed to unauthorized persons seven (7) days ago. Contractor immediately notifies all affected customers and begins addressing PCI vulnerability. Contractor successfully implements, tests, and obtains approval of the fixes required five (5) weeks from the initial PCI vulnerability.
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Total days PII/PCI data exposed to unauthorized	7
Total days to contact customers of breach	7
Total days to remediate PII/PCI deficiencies	35

Combined / Stacked Penalty	\$192,500
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	KPI 22
Number of security breach events	1
Total days PII/PCI data exposed to unauthorized	7
Unpenalized days till customer notification	1
Days PII/PCI data exposed to unauthorized	6
Penalty per Event & subsequent days of exposure	\$25,000
Penalty	\$175,000

	KPI 23
Number of Events	1
Total days to contact customers of breach	7

Unpenalized days to contact customers of breach	3
Days of delay	4
Penalty per Event	\$5,000
Penalty per day of delay	\$2,500
Penalty	\$15,000

	KPI 24
Total days to remediate PII/PCI deficiencies	35
Unpenalized days to remediate PII/PCI deficiencies	30
Days of delay	5
Penalty per day of delay	\$500
Penalty	\$2,500

Table G-8: Sample BOS Performance Measure Scenario: KPI 25-26

Scenario		Primary BOS failure occurs at noon impacting production data for 30 minutes. Full transfer of production to the DR site is achieved by 6:00pm.
RPO (Minutes)		30
RTO (hours)		6
Combined / Stacked Penalty		\$7,000
KPI 25		
Number of RPO events		1
Total RPO minutes		30
Unpenalized RPO minutes		10
Penalized RPO minutes		20
Penalty per RPO Event		\$5,000
Penalty per increment		\$1,000
Penalty		\$7,000
KPI 26		
Number of RTO events		-
Total RTO hours		6
Unpenalized RTO hours		24
Penalized RTO hours		-
Penalty per RTO Event		\$5,000
Penalty per increment		\$250
Penalty		-

**Table G-9: Sample CSC Operations
Calculation: Example 1**

Category	KPI Miss Frequency	Penalty
Reporting of all Operations Failures to the Agencies	0	0
Monthly Reconciliations	0	0
Customer Satisfaction	95.0%	0
Speed of Answer - Calls	2 days	6
Abandon Rate	0 days	0
Speed of Answer - Chat	0	0
Speed of Answer - Text	1 day	3
Speed of Answer - Email	1 day	3
First Contact Resolution	2 days	10
WIC Wait Time	0	0
Resolve Customer Cases - Timeliness	1 day	3
Resolve Customer Cases - Accuracy	99.75%	0
Reason Code - Accuracy	99.30%	0
Identified High Priority Issues - Assigned	0	0
Identified High Priority Issues - Resolved	0	0
Processing of Returned Mail	0 days	0
Processing of New Transponder Requests	1 day	3
Payment Processing	0 days	0
Research and Resolve Unidentified Payments	0 days	0
Process and Issue Refunds	0	0
Staff Turnover / Attrition	3%	0
		28
	Invoice	
	Penalty	0%

**Table G-10: Sample CSC
Operations Calculation: Example 2**

Category	KPI Miss Frequency	Penalty
Reporting of all Operations Failures to the Agencies	0	0
Monthly Reconciliations	0	0
Customer Satisfaction	90.5%	0
Speed of Answer - Calls	6 days	18
Abandon Rate	2 days	6
Speed of Answer - Chat	3 days	9
Speed of Answer - Text	1 day	3
Speed of Answer - Email	2 days	6
First Contact Resolution	3 days	15
WIC Wait Time	3 days	9
Resolve Customer Cases - Timeliness	2 days	6
Resolve Customer Cases - Accuracy	99.10%	0
Reason Code - Accuracy	99.30%	0
Identified High Priority Issues - Assigned	0	0
Identified High Priority Issues - Resolved	0	0
Processing of Returned Mail	2 days	6
Processing of New Transponder Requests	3 days	9
Payment Processing	0 days	0
Research and Resolve Unidentified Payments	2 days	6
Process and Issue Refunds	2 days	6
Staff Turnover / Attrition	7%	10
		109
Invoice		
Penalty		2%

**Table G-11: Sample CSC
Operations Calculation: Example 3**

Category	KPI Miss Frequency	Penalty
Reporting of all Operations Failures to the Agencies	1	3
Monthly Reconciliations	0	0
Customer Satisfaction	78.0%	30
Speed of Answer - Calls	10 days	30
Abandon Rate	7 days	21
Speed of Answer - Chat	5 days	15
Speed of Answer - Text	4 days	12
Speed of Answer - Email	4 days	12
First Contact Resolution	8 days	40
WIC Wait Time	5 days	15
Resolve Customer Cases - Timeliness	2 days	6
Resolve Customer Cases - Accuracy	98.90%	30
Reason Code - Accuracy	99.30%	0
Identified High Priority Issues - Assigned	1	3
Identified High Priority Issues - Resolved	0	0
Processing of Returned Mail	4 days	12
Processing of New Transponder Requests	6 days	18
Payment Processing	3 days	15
Research and Resolve Unidentified Payments	3 days	9
Process and Issue Refunds	2 days	6
Staff Turnover / Attrition	7%	10
		287
Invoice		
Penalty		12%

EXHIBIT C: AUTHORITY ONLY SCOPE OF WORK AND REQUIREMENTS
To Be Provided For Future Authority Only Work

EXHIBIT D: COMMISSION ONLY SCOPE OF WORK AND REQUIRMENTS
To Be Provided For Future Commission Only Work

EXHIBIT E: PRELIMINARY MILESTONE SCHEDULE

(For Offerors to Use in Development of Preliminary Implementation Schedule)

Preliminary Milestone Schedule

Major Milestone Description**	Projected Start*	Projected End*
Agreement Effective Date	Months from Agreement Effective Date	
Preliminary Project Planning	0	2
Project Management Plan Approved		
Contract Date Requirements List (CDRL) Approved		
Software Development Plan Approved		
Quality Assurance Plan Approved		
System Design and Development Meetings and Workshops	1	6
Business Rules Workshop Completed		
Software Walkthrough Meetings		
Reports Design Workshops Completed		
Performance Reporting Workshop Completed		
System Detailed Design Review Meetings and Workshops Completed		
Use Case Workshops Completed		
System Design and Development Documents***	4	10
Master Test Plan Approved		
Requirements Traceability Matrix Approved		
Business Rules Approved		
System Detailed Design Document Approved		
BOS and CSC Operations Documentation	6	14
Approval of all Remaining Plans including, Implementation, Transition, Training, Disaster Recovery, Business Continuity, Maintenance Plans, and Third-Party Documentation		
Approval of Operations Plan, Staffing and Human Resources Plan, Reporting and Reconciliation Plan, End of Agreement Transition Plan and SOPs		
Testing and Installation	12	14
Unit Testing - Test Plan and Procedures Approved		
Unit Testing (75% first phase and 100% second phase) Approved		
System Integration Testing - Test Plan and Procedures Approved		
System Integration Testing Approved		
User Acceptance Testing - Test Plan and Procedures Approved		
User Acceptance Testing Approved		
Regression Testing - Test Plan and Procedures Approved		
Regression Testing Approved		
Installation of BOS		
Final Testing and Mobilization	14	17
Onsite Installation and Commissioning, Data Migration and Transition Testing - Test Plan and Procedures Approved		
Onsite System Installation and Commissioning, Data Migration and Transition Testing Approved		
Operational Readiness Demonstration Completed		
Approval of all Training Materials and Manuals		
Training Complete		
Go-Live	18	
BOS Acceptance Testing	19	24
BOS Acceptance	24	

* Calendar Year

** Schedule dates shown are planned dates and are subject to change by the Agencies.

*** Contractor's schedule shall allow for the preliminary submittals, and Agencies' reviews as described in the Requirements.

EXHIBIT F: PRICE PROPOSAL AND INSTRUCTIONS

PRICE PROPOSAL

REQUEST FOR PROPOSALS (RFP) 9-1177

PLEASE REFER TO THE ATTACHED PRICING SHEETS AND INSTRUCTIONS FOR GUIDANCE ON COMPLETING THE PRICING SHEETS.

THE ACKNOWLEDGMENT BELOW MUST BE SIGNED AND SUBMITTED WITH BOTH THE TECHNICAL AND PRICE PROPOSALS.

1. I acknowledge receipt of RFP No. 9-1177 and Addenda No.(s) _____
2. This offer shall remain firm for _____ days from the date of Proposal
(Minimum 210)

COMPANY NAME _____

ADDRESS _____

TELEPHONE _____

FACSIMILE # _____

EMAIL ADDRESS _____

SIGNATURE OF PERSON
AUTHORIZED TO BIND OFFEROR _____

NAME AND TITLE OF PERSON
AUTHORIZED TO BIND OFFEROR _____

DATE SIGNED _____

1. How to Complete the Pricing Sheets – General Instructions

Offerors shall complete the Price Proposal Forms in accordance with the following instructions:

1. Offerors shall submit their Price Proposals on the Price Proposal Forms included in this Exhibit F. Price Proposals shall be sealed and submitted separately from the Technical Proposal in the quantities and manner identified in Section 1 of the RFP.
2. The Price Proposal Forms shall constitute the full and complete Price Proposal for compensation for performance of the Contractor's Work. Offerors must complete the Price Proposal Forms in their entirety.
3. The Price Proposal includes summary sheets 1- 7 and associated back-up sheets. The back-up sheets are labeled to identify the corresponding summary sheet; for example, Sheet 2-1 is a back-up sheet to Sheet 2. Back-up sheets are located immediately after their associated summary sheet. The sheets are as follows:
 - a. Project Cost Summary - Sheet 1
 - b. BOS Implementation Cost - Sheet 2 Series:
 - i. Sheet 2: Base Contract and Optional Items BOS Implementation Cost Summary
 - ii. Sheet 2-1: Back-up Base Contract and Optional Items BOS Implementation Cost Detail
 - iii. Sheet 2-2: Back-up BOS Implementation Cost Staff Rates and Hours
 - c. Base Contract and Optional Extensions BOS Administration, Maintenance and Support Services Cost - Sheet 3 Series:
 - i. Sheet 3: Base Contract and Optional Extensions, including Optional Items, BOS Administration, Maintenance and Support Services Cost Summary
 - ii. Sheet 3-1: Back-up Monthly Trip Fee Cost
 - iii. Sheet 3-1a: Back-up Monthly Trip Fee Year 1 Base Contract Monthly Labor and Direct Cost Detail
 - iv. Sheet 3-1b: Back-up Trip Fee Year 1 Base Contract Staff Rates and Hours
 - v. Sheet 3-2: Back-up Per Item Pricing
 - vi. Sheet 3-3: Back-up Annual ROV Lookup
 - d. Base Contract and Optional Extensions CSC Operations Cost - Sheet 4 Series:
 - i. Sheet 4: Base Contract and Optional Extensions CSC Operations Cost Summary
 - ii. Sheet 4-1: Back-up Base Contract and Optional Extensions CSC Operations Cost Monthly Variable Costs
 - iii. Sheet 4-2: Back-up CSC Operations Costs Year 1 Base Contract Monthly Schedule of Direct Cost

- iv. Sheet 4-3: Back-up CSC Operations Cost Year 1 Base Contract Staff Rates and Hours
 - e. Transition and Succession Cost Summary - Sheet 5 - Standalone Sheet-*no back-up*
 - f. Traffic Operations Center Labor Cost - Sheet 6 Series:
 - i. Sheet 6: Base Contract and Optional Extensions Traffic Operations Center Labor Cost Summary
 - ii. Sheet 6-1: Back-up Traffic Operations Center Labor Cost Year 1 Base Contract Staff Rates and Hours
 - g. Additional Services Rates Cost - Sheet 7 Series:
 - i. Sheet 7: Base Contract and Optional Extensions Additional Rate Services Cost Summary
 - ii. Sheet 7-1: Back-up OCTA Additional Services Rates
 - iii. Sheet 7-2: Back-up RCTC Additional Services Rates
 - h. Base Contract and Optional Extensions Estimated Pass-Through Cost Summary - Sheet 8 - Standalone Sheet-*no back-up*
 - i. Milestone Payment Schedule - Sheet 9 - Standalone Sheet-*no back-up*
- 4. Offerors shall not fill in any grayed-out cells on the Price Proposal Forms, nor shall the Offeror make any other entry on or alteration to the Price Proposal Forms other than in accordance with these Price Proposal Instructions.
- 5. The Agencies may waive or correct any error appearing in the Offeror's completed Price Proposal Forms if the correct amount can be clearly ascertained from the information provided; however, is the Agencies are under no obligation to do so. The Agencies reserves the right to reject Price Proposals that are not completed in accordance with the instructions set forth herein. In the event of an inconsistency between the amount stated in numbers and the amount stated in written words, the amount stated in written words will control. In the event of a mathematical miscalculation, the correct sum will control.
- 6. All elements of the Price Proposal must be completed. If zero (0) quantities are included in the Proposal, a zero (0) must be entered into the corresponding cell. In addition, all items identified by the Agencies in the price sheets will be assumed to be included in the Offeror's submitted Price Proposal and shall be considered to be compliant to (e.g., inclusive of all Requirements) Exhibit B, Scope of Work and Requirements.
- 7. The Price Proposal shall be inclusive of all costs, including (without limitation) all Contractor management, administrative and support labor costs, as well as all direct costs associated with BOS. The total price shall include (without limitation) all overhead, burden, profit, taxes, duties, fees, warranties, Equipment, supplies, Software, parts and materials, Contractor-acquired permits, licenses, warranties, and all other items necessary to meet the Contractor contractual requirements associated with the BOS and necessary to meet the all requirements of the Project as described in the RFP, including, but not limited to the Exhibits B-D, Scope of Work and Requirements.
- 8. All labor rates provided are to include overhead, burden and profit ("Loaded Labor Rate").

9. No price escalation will be allowed above the costs provided on the Price Proposal Forms to complete the Work, except as specifically identified herein.
10. The electronic copies of the Price Proposal Form are password protected. Only those cells in which Offerors may enter data are unlocked for Offerors to enter data. Offerors shall not unlock or otherwise alter the spreadsheets.
11. On most sheets, there are formulas that are automatically calculated based on data entered from elsewhere in the sheet or work book. Font and background colors are used to differentiate different types of input/cells as follows:
 - Black font – Indicates the cell cannot be altered by Offeror.
 - Light red background with red font – Indicates the Offeror must enter data for all non-zero data. All such cells must be completed accordingly.
 - Light yellow background – Indicates optional text input allowed, if Offerors need to provide additional detail.
 - Light yellow background with red font – Indicates Offeror must enter data for any applicable item.
 - Light green background – Indicates that data has been entered into the cell by the Offeror. Light red and light yellow background will change to light green when any non-zero data is entered. The background for any cells where the Offeror enters zero (0) will not change colors in this manner.
 - Grayed-out cells – Offerors shall not fill in or alter any grayed-out cells under any circumstances.
12. For the purposes of determining the amount of the performance and payment bonds, Offeror should do the following:
 - Implementation Phase: Use the BOS Implementation Costs shown on Sheet 1 Project Cost Summary (Cell C5).
 - Operations and Maintenance Phase: A table has been provided on Sheet 4 that automatically calculates the amounts to be bonded for each year based on Offeror's Price Proposal. The Projected Bonds Amounts presented include the value of both Operations and Maintenance.
 - Note that the bonded amount shall exclude the estimated value of pass-through costs which should not be included in the bonded amount.
13. While the Agencies have made every effort to ensure the Price Proposal Forms contain accurate formulas and calculation, Offerors are required to independently verify that formulas and calculations are being performed correctly.
14. An officer of the Offeror who is authorized to bind the Offeror to the Contract or an individual otherwise authorized in writing by an officer of the Offeror must sign, date, enter the authorized officer's name and title and then enter the price written out in words for Sheet 1 Project Cost Summary in the appropriate place as identified.

2. How to Complete Each Pricing Sheet – Detailed Instructions

2.1. Project Summary – Sheet 1

The Offeror's price for the Total Base Contract and Optional Extensions Project Costs shall be the aggregate of all costs (excluding pass-through costs) included in Project Summary Sheet 1. Sheet 1 Project Summary will automatically summarize the costs and pricing detailed in Sheet 2 BOS Implementation Cost Summary, Sheet 3 Base Contract and Optional Extensions BOS Administration, Maintenance and Support Services Cost Summary Sheet 4 Base Contract and Optional Extensions CSC Operations Cost Summary, Sheet 5 End of Contract Succession and Transition Cost Summary, Sheet 6 Traffic Operations Center Labor Cost Summary, Sheet 7 Base Contract and Optional Extensions Additional Rate Services Cost Summary, and Sheet 8 Base Contract and Optional Extensions Estimated Pass-Through Cost Summary.

Estimated Pass-Through Costs presented on Sheet 1 are provided for Agency budgeting purposes only and do not represent actual costs to be invoiced by the Contractor.

2.2. BOS Implementation Cost Summary - Sheets 2, 2-1 and 2-2

The Offeror's total price for the BOS Implementation Cost Summary shall be the aggregate of all costs included in Sheet 2 BOS Implementation Cost Summary. Sheet 2 covers all costs associated with the implementation of the BOS.

To complete Sheets 2, 2-1 and 2-2 do the following:

1. Begin with Sheet 2-1. This sheet provides the back-up Base Contract, including Optional Items, BOS Implementation Cost detail. In the description of items columns (A/B), a number of pre-populated cost categories are included. The Offeror should enter additional detail in the rows under each cost category, using as many rows as needed. If there is a category that is not pre-populated enter that category under the "Other" category. Starting in column (C), enter the number of units or months for each Implementation price component (e.g., use "4" to represent four units of an item or "1" to represent a lump sum). In column (D) enter the unit cost. Total unit costs will be calculated automatically in column (E). In column (F), enter the labor costs associated with each of the price components. The costs for each sub-component (the sum of columns (E) and (F)) will then automatically be calculated in column (G) and the sum of all lines for each category will automatically be sub-totaled. A total for the sheet will be calculated at the bottom of the sheet.
2. Next, move down sheet 2-1 and complete the same information for the Optional Items categories. The costs for each sub-component (the sum of columns (E) and (F)) will then automatically be calculated in column (G) and the sum of all lines for each category will automatically be sub-totaled.
3. Sheet 2 is automatically populated from Sheet 2-1.
4. Move to Sheet 2-2. This sheet provides the back-up BOS Implementation Costs for staffing, including rates and hours. Enter names for each of the positions at the top of the list (highlighted in light red) identified as Key Personnel position on the project. Next, enter specific loaded labor rate for the position, including burden and profit, in the loaded labor rate column (D) and their number of hours in column (E).
5. Next, move down sheet 2-2 and complete the same information for positions that are pre-populated by position type in column C. Column B is greyed out and staff names are not required

for these additional positions. Additional space below is provided for Offerors to enter position types if they are not covered under the pre-populated categories above.

6. The total loaded labor dollars will be automatically calculated in column (F) for each staff person and labor category and a grand total will be calculated. *This labor dollar grand total must match the total labor dollars total on Sheet 2-1.* A labor check cell is provided on the bottom of the sheet to assist Offerors with verifying that the two (2) labor totals are equal.

2.3. Base Contract and Optional Extensions, including Optional Items BOS Administration, Maintenance and Support Services Cost Summary - Sheets 3, 3-1, 3-1a, 3-1b, 3-2, 3-3, 3-4 and 3-5

The Offeror's total price for Base Contract and Optional Extensions BOS Administration, Maintenance and Support Services Cost shall be the aggregate of all costs included in Sheet 3.

To complete Sheets 3, 3-1, 3-1a, 3-1b, 3-2, and 3-3 do the following:

1. Begin with Sheet 3-1. In the Monthly Trip Fee Cost (Based on Assumed Volumes) worksheet for the Base Contract and Optional Extensions, including Optional Items.
 - a. The Contractor shall be paid a monthly fixed fee based on the actual total volume of trips processed for the month. Only trips generated on the 91 Express Lanes and provided to the BOS by the OCTA and RCTC ETTM System Contractors shall be used in calculating the monthly fixed fee.
 - b. Enter trip "from/to" values for three (3) tiers of volumes (Level 1 through 3) that represent Offeror's volume pricing break points associated with Total Trips Processed. The tiers cover an overall range of up to a maximum number of Total Trips per month.
 - c. Next, enter the lump sum monthly fee associated with each of the three (3) levels for the Base Contract (Maintenance Years 1-5) and Optional Extensions (Maintenance Years 6-11). The fee amounts entered represent the monthly payment that the Offeror will receive if the actual total volume of trips falls within that tier level. Fees are not cumulative in that the Contractor will be only paid based on which level the Total Trips Processed fall into.
 - d. Next, enter the lump sum monthly fee associated with each of the two (2) Optional Items for the Base Contract (Maintenance Years 1-5) and Optional Extensions (Maintenance Years 6-11). The fee amounts entered represent the monthly incremental increase that the Offeror will receive if the Optional Item is selected.
 - e. Moving down the sheet note that the next two tables, Monthly Assumed Trip Volumes for Evaluation Purposes and Monthly Trip Fee Cost Based on Assumed Trip Volumes for Evaluation Purposes, do not require any entries by the Offerors. This sheet applies Offerors' volume pricing to assumed monthly volumes of Total Trips Processed established by the Agencies for evaluation purposes only. There are no guaranteed trip volumes for any given year or month.
 - f. Sheet 3 is automatically populated from Sheet 3-1.
2. Move to Sheet 3-1a. This sheet provides back-up information on the breakdown of the monthly fee-based Maintenance costs entered on Sheet 3-1, based on the assumed trip volumes shown in Sheet 3-1. Costs shall be provided for Year 1 only. Do not include peripheral costs or any facility costs associated with CSC Operations cost which are to be included in Sheet 4. In the description

of items column (A), a number of pre-populated cost categories and sub-categories are included. The Offeror may enter additional detail in the rows under each cost category, using as many rows as needed. Starting in column (B), enter the number of units or months for each price component (e.g., use “4” to represent four units of an item or “1” to represent a lump sum). The costs for each sub-component will then automatically be calculated in column (D) and the sum of all lines for each component will automatically be sub-totaled. A total for the sheet will be calculated at the bottom of the sheet.

3. Move to Sheet 3-1b. This sheet provides the trip fee back-up Year 1 Base Contract Maintenance Cost for staffing rates and hours. Enter names for each of the positions at the top of the list identified as Key Personnel positions on the project. Then enter specific loaded labor rate for the position, including burden and profit, in the loaded labor rate column (D) and their number of hours in column (E).
4. Next, move down sheet 3-1b and complete the same information for positions that are pre-populated by position type in column C. Column B is greyed out and staff names are not required for these additional positions. Additional space below is provided for Offerors to enter position types if they are not covered under the pre-populated position categories above.
5. The total monthly labor cost (Sheet 3-1b total divided by 12) plus the total monthly direct cost (Sheet 3-1a) will be automatically calculated and will populate the Year 1 Cost Check cell on Sheet 3-1. The monthly grand total must match the total direct cost and labor dollars total on Sheet 3-1. A labor check cell is provided on the bottom of the sheet to assist Offerors with verifying that the two (2) labor totals are equal.
6. Move to Sheet 3-2. In the Printing and Handling Notifications Section, the Offeror shall enter the per piece costs for each of the types of printing and handling listed for the Base Contract and Optional Extension period. The costs entered will be multiplied by the annual volumes which have been provided by the Agencies for evaluation purposes only. There are no guaranteed per item volumes for any given year or month.
7. Total Annual Per Item Pricing will be calculated automatically at the bottom of the sheet. Sheet 3 is automatically populated from Sheet 3-2.
8. Move to Sheet 3-3. This sheet provides the Annual ROV Lookup (Blended Rate Per Successful ROV Lookup, Based on Assumed Volumes) evaluation cost. A Successful ROV lookup is defined as receiving an address capable of receiving USPS mail. The Offeror shall provide the blended rate unit price for Successful ROV Lookups for each year. The Contractor shall be paid for Successful ROV Lookups only. The blended rate shall take into account that the Contractor shall not be reimbursed for the cost of lookups for any jurisdiction where a no-cost lookup is provided for via an agreement between the Agencies and the jurisdiction (for example, California). The volumes provided are for budgeting and price evaluation purposes only and are not guaranteed. The blended rate provided shall be fixed, and the rate is not subject to volume adjustments.
9. Total Annual Evaluation Cost will be automatically calculated. Sheet 3 is automatically populated from Sheet 3-3

2.4. Base Contract and Optional Extensions CSC Operations Cost Summary - Sheets 4, 4-1, 4-2, and 4-3

The Offeror's total price for Base Contract and Optional Extensions CSC Operations Cost shall be the aggregate of all costs included in Sheet 4.

Offerors shall input per-item unit costs for each of the operations cost categories as follows:

- Per Active Account per month – Includes all Active Accounts with at least one financial transaction within the last six months. For example, research by the CSR or the opening or resolution of a Case do not qualify an account as Active.
- **For all account correspondence, Notices of Toll Evasion Violations, Initial CSC Operations Collections Attempts, and Invoices (Optional Item), Offeror costs shall exclude postage and skip tracing fees, which would be paid for as pass-through costs (see Section 2.8). Offeror costs shall also exclude mail handling fees, which would be paid for as per-item costs (see Section 2.3).**
 - Per Notice of Toll Evasion Violation mailed – Includes all Notice of Toll Evasion Violation generated and successfully mailed during the applicable month, regardless of whether or not a Notice of Delinquent Toll Evasion Violation is mailed. No additional CSC Operations payment will be made for Notices of Delinquent Toll Evasion Violation mailed.
 - Per Initial CSC Operations Collections Attempt (prior to a Collections Placement) – Per pre-Collections Placement and includes all Initial CSC Operations Collections Notices generated and successfully mailed and/or outbound calls placed (based on DMV and/or skip-trace information) during the applicable months and based on the Offeror's approach described in the Contractor's proposal.
 - Per Invoice mailed (Optional Item) – Includes all Invoices and Notices of Toll Evasion Violation generated and successfully mailed during the applicable month. The Offeror's cost per Invoice shall be the incremental cost (increase, decrease, or net zero change) to manage the mailing of Invoices as part of the Violation Notice process.
- Per Hearing – Includes all appearances at an Administrative Review Hearing during the applicable month. Administrative Review Hearing dismissed or closed administratively prior to the Hearing date do not qualify as appearances and cannot be charged.

Offerors should apply pricing in a manner that is reflective of the Offeror's actual costs related to that cost category. The Agencies do not currently do invoicing; however, costs are being captured for a possible future change in toll policy.

To complete Sheets 4, 4-1, 4-2, and 4-3 do the following:

1. Begin with Sheet 4-1. The sheet contains four (4) Monthly Variable Fees types and levels for each year for Active Accounts, Notices of Toll Evasion Violation, Initial Collections Notices, and Invoices (Optional Item). The cells for category type and the monthly evaluation number of units (for evaluation purposes) for each category have already been populated by the Agencies and should not be altered or deleted. The Agencies do not guarantee that the evaluation quantities shown will be the actual quantities that occur during the Operations Phase.
2. In columns (D) and (E) provide proposed minimum and maximum volumes for each tier for each of the three categories. The Contractor will be compensated for each category based on the actual volumes experienced during the month and the levels in which those volumes fall. Note that the Level 1 volume begins with 1 transaction already entered in for each of the categories and a maximum value for Level 3 is also provided.
3. Next, enter the proposed unit cost for each category type and level for each year. Resulting Monthly Fees are *cumulative* in that the Contractor shall be paid for the volumes that fall within each of the monthly categories at the unit prices proposed for that level. For example, if the total volumes are at or below the Level 1 maximum established by the Contractor, the Contractor shall

only be paid based on Level 1 pricing. Alternatively, if total volumes fall within the Level 3 range, the Contractor shall be paid based on the actual volumes that fall within each of the three levels.

4. Moving down the sheet, enter the Per Hearing cost.
5. The Total Monthly Cost for each category/level where applicable, excluding Optional Items, will then automatically calculate based on evaluation volumes and the total monthly cost summary will be shown in the appropriate line item on Sheet 4.
6. Move to Sheet 4-2, which provides for other direct cost (non-labor) back-up information for Sheet 4-1. Sheet 4-2 provides the monthly back-up details *for Year 1 only, excluding the Hearing costs*. There are three cost categories with cost items provided under each category. Enter monthly unit quantities and unit costs for the identified cost item. If the item is provided as a lump sum the quantity should be entered as 1. Space is also provided for the Offeror to enter additional cost items. Total monthly unit costs and total direct costs for each sub-category will then automatically calculate and summarized.
7. Sheet 4-3 provides labor back-up information for Sheet 4-1 *for Year 1 only, excluding the Hearing costs*. Enter names for each of the positions at the top of the list identified as Key Personnel positions on the project. Then enter specific loaded labor rate for the position, including burden and profit, in the loaded labor rate column (D) and their number of hours in column (E).
8. Next, move down sheet 4-3 and complete the same information for positions that are pre-populated by position type in column C. Column B is greyed out and staff names are not required for these additional positions. Additional space below is provided for Offerors to enter position types if they are not covered under the pre-populated position categories above.
9. The total labor dollars will be calculated and shown under column (F) for each staff person and labor category and a grand total will be calculated.

NOTE: The total amounts from Sheet 4-2 and Sheet 4-3 (annual cost divided by 12 months) shall equal Sheet 4-1 Sub-total for Year 1 Base Contract Monthly Variable CSC Operations Cost. A labor check cell is provided on Sheet 4-1 to assist Offerors with verifying that the two totals are equal.
10. The annual costs for each price element on Sheet 4 will automatically be calculated.
11. The Projected Bond Amounts table included on Sheet 4 is provided for Offeror to determine the O&M performance bond value that will be the basis for costs to be entered on Sheet 3-1a and Sheet 4-2. Offeror should allocate the respective proportional cost of the O&M bond to Maintenance on Sheet 3-1a and Operations on Sheet 4-2.

2.5. Transition and Succession Cost Summary – Sheet 5

The Offeror's total price for Transition and Succession Costs shall be the aggregate of all costs included in Sheet 5. Sheet 5 covers all costs to be paid by the Agencies for end of contract Transition and Succession requirements identified in Exhibit B Scope of Work and Requirements.

To complete Sheet 5 do the following:

1. Provide a cost for each End of Contract Succession and Transition component identified in column (B). The Offeror may add items below the components listed as needed, including as much detail as space allows. Starting in column (C), enter the number of units for each component (e.g., use "4" to represent 4 units of an item or "1" to represent a lump sum). In column (D) enter the unit cost. Include all non-labor costs required for each price component. Total unit costs will be calculated automatically in column (E).

2. In column (F), enter the labor hours associated with each of the Transition required positions. In column (G) enter the specific Operations and Maintenance year 5 loaded labor rate, including burden and profit. Total labor costs will be calculated automatically in column (H). The costs for each component (the sum of columns (E) and (H)) will then automatically be calculated in each line in column (I), with the sum of all lines for this sheet automatically calculated and totaled in the bottom row. If Transition occurs after Operations and Maintenance year 5 (i.e., during Operations and Maintenance option term years) adjustment to the price shall be made in accordance with Section 2.10.
3. The total costs will automatically be shown in the appropriate line item on Sheet 1 Project Summary.

2.6. Traffic Operations Center Labor Cost – Sheets 6 and 6-1

The Offeror's total price for Base Contract (Operations Years 1-5) and Optional Extensions (Operations Years 6-11) Traffic Operations Center Labor Cost shall be the aggregate of all costs included in Sheet 6.

To complete Sheets 6 and 6-1 do the following:

1. Begin with Sheet 6-1 which provides labor back-up information for Sheet 6 *for Year 1 only*. Enter the specific loaded labor rate for year 1 column (D), including burden and profit, for the pre-populated positions column (C) and hours column (E). Column B is greyed out and staff names are not required for these positions.
2. Next, move down Sheet 6-1 where additional space below is provided for Offerors to enter position types, loaded labor and hours if they are not covered under the pre-populated position categories above.
3. The total labor dollars will be calculated and shown under column (F) for each staff person and labor category and a grand total will be calculated.
4. Sheet 6 Year 1 of Operations is automatically populated from Sheet 6-1.
5. An annual labor rate escalation percentage of 3% has been included on Sheet 6 for evaluation purposes only for Base Contract (Operations Years 2-5) and Optional Extensions (Operations Years 6-11). Actual hourly labor rates beginning in Year 2 of Operations shall be adjusted based on changes to the CPI as provided in Section 2.10 below.
6. The total costs will automatically be shown in the appropriate line item on Sheet 1 Project Summary.

2.7. Additional Services Rates - Sheet 7, 7-1, and 7-2

The Offeror's total price for Base Contract (Operations and Maintenance Years 1-5) and Optional Extensions (Operations and Maintenance Years 6-11) for Additional Services shall be the aggregate of all costs included in Sheet 7.

To complete Sheets 7, 7-1 and 7-2 do the following:

1. The Offeror's shall provide 2020 fully loaded hourly labor rates, including burden and profit, for the staff shown in Sheet 7-1 for the Authority. These same staff rates provided in Sheet 7-1 for the Authority will automatically be populated and in Sheet 7-2 for the Commission. All changes to the Contract involving labor shall use the hourly labor rates provided by the Offeror in this table for the Implementation Phase and for each year of Operations and Maintenance (Years 1-11).

2. For changes during the Implementation Phase the labor rates shown for 2020 shall apply with no escalation regardless of the point in Implementation.
3. For changes in the Maintenance Phase the labor rates shown will be escalated from 2020 using the CPI as further described in Section 2.10.
4. Hours are entered by the Authority on Sheet 7-1 and the Commission on Sheet 7-2 for evaluation purposes only. These are estimates and are not a guarantee of Work.
5. An annual labor rate escalation percentage of 3% has been included for evaluation purposes only for Maintenance Years 1-11. Actual hourly labor rates beginning in Year 1 of Maintenance shall be adjusted based on changes to the CPI as provided in Section 2.10 below.
6. The total loaded labor evaluation dollars will be automatically calculated for each staff position and labor category and an annual total will be calculated.
7. Sheet 7 is automatically populated from Sheet 7-1 and 7-2. The annual cost for Total Additional Services will then automatically be calculated.

2.8. Pass-Through Costs - Sheet 8

The Contractor will be allowed to expense some cost items as pass-through costs. The Agencies have included annual estimated pass-through costs in Sheet 8, Base Contract and Optional Extensions Estimated Pass-Through and Cost Summary for all Offerors. These estimates do not imply actual costs to be invoiced by the Contractor, but rather are for the Agencies' budgeting purposes only. The pass-through costs shall be paid based on actual costs incurred by the Contractor and pre-Approved by the Agencies and invoiced without markup.

The allowable pass-through costs include:

- Postage (Maintenance and Operations Phase);
- Skip-Tracing (Successful) (Maintenance and Operations Phase);
- Skip-Tracing (Unsuccessful) (Maintenance and Operations Phase);
- Welcome Kits (Maintenance and Operations Phase);
- Transponder Shipping Supplies (Maintenance and Operations Phase); and
- Domain Names and URLs (Implementation and Maintenance and Operations Phases)

Unless specifically noted above, other costs (e.g., consumables) are not permitted as pass-throughs.

2.9. Milestone Payment Schedule – Sheet 9

The Milestone Payment Schedule sheet applies the total proposed BOS Implementation Phase cost to the actual payment milestones. The sheet takes the Offeror's BOS Implementation price shown on Sheet 2 and multiplies it by the percentage associated with each payment milestone. The result is a dollar amount to be paid for each milestone based on the actual Proposal.

2.10. CPI Actual Cost Adjustments

Prices for Transition and Succession Cost (Sheet 5) described above in Section 2.5, Traffic Operations Center Labor Cost (Sheet 6) described above in Section 2.6, and Additional Services Rates (Sheet 7-1 and 7-2) described above in Section 2.7, may be adjusted up or down from the Proposal pricing using the following Bureau of Labor Statistics' Employment Cost (CPI) index:

CPI: CUUR0400SA0 Consumer Price Index - All Urban Consumers; West Urban All Items

NOTE: The above index names and numbers were obtained from the Bureau of Labor Statistics (BLS) and were current as of the date this RFP was written. In the event that the BLS updates an index name or number, the Agencies shall consult the BLS web site to determine the new name and number of the index. More information about these indices can be found on the U.S. Bureau of Labor's website: <http://www.bls.gov/ppi/> and <http://www.bls.gov/ncs/ect>.

Adjustments will be made as follows:

1. For the Additional Services (Sheet 7-1 and 7-2), the annual adjustment shall be the change in the index for the latest previous 12-month period available at the time of the anniversary date of Operations and Maintenance, up to a maximum change of three (3%) percent, subject to the following:
 - The first applicable year of cost adjustment shall be year 1 of Operations and Maintenance. Cost adjustment shall be made based on the index change that occurs from [the month/year of NTP] to the commencement of year 1 of Operations and Maintenance up to a maximum change of three (3%) percent, regardless of the duration of time between NTP and the start of Operations and Maintenance.
 - Annual adjustment to rates subsequent to year 1 of Operations and Maintenance shall be made on the anniversary date of the Operations and Maintenance Phase, based for the previous 12-month period available.
2. For the Traffic Operations Center Labor (Sheet 6), the annual adjustment shall be the change in the index for the latest previous 12-month period available at the time of the anniversary date of Operations and Maintenance, up to a maximum change of three (3%) percent, subject to the following:
 - The first applicable year of cost adjustment shall be year 2 of Operations and Maintenance. The reference period for the adjustment calculation shall be the commencement of year 1 of Operations and Maintenance.
 - Annual adjustment to rates subsequent to year 2 of Operations and Maintenance shall be made on the anniversary date of the Operations and Maintenance Phase, based for the previous 12-month period available.
3. For end of Contract Transition and Succession (Sheet 5), CPI applies only if End of Contract occurs after year 5 of Operations and Maintenance (i.e., during the Operations and Maintenance optional extensions period). The basis for the adjustment shall be the change in the CPI for the latest previous 12-month period available at the time of the anniversary date of Operations and Maintenance from year 5 (e.g., using year 5 CPI as the base) to the year in which the Contract Transition occurs, up to a maximum change of three (3%) percent for each year.
4. The following is an example of how the index change will be measured (as provided by the Bureau of Labor Statistics):

Table 1: CPI Change Calculation Example*

	CPI
Current Period Index	267.370
Previous Period Index	260.994
Index Point Change*	6.376
Divided by Previous Period Index	6.376/260.994
CPI Percent Change*	2.44%*
<i>*Note-capped at 3% per year</i>	
Source: BLS CPI Math Calculation	

Sheet 1
Project Cost Summary

DESCRIPTION OF SERVICES	TOTAL COST (\$)
BASE CONTRACT	
BOS Implementation Costs (Sheet 2)	\$ -
BOS Administration, Maintenance and Support Services Costs (Maintenance Years 1-5) (Sheet 3)	\$ -
CSC Operations Costs (Operations Years 1-5) (Sheet 4)	\$ -
Transition and Succession Costs (Sheet 5)	\$ -
Traffic Operations Center Labor (Operations Years 1-5) (Sheet 6)	\$ -
Additional Services - OCTA and RCTC (O&M Years 1-5) (Sheet 7)	\$ -
Total Base Contract	\$ -
OPTIONAL EXTENSIONS	
Option Term 1 - BOS Administration, Maintenance and Support Services Costs (Maintenance Years 6-8) (Sheet 3)	\$ -
Option Term 1 - CSC Operations Costs (Operations Years 6-8) (Sheet 4)	\$ -
Option Term 1 - Traffic Operations Center Labor (Operations Years 6-8) (Sheet 6)	\$ -
Option Term 1 - Additional Services OCTA and RCTC (O&M Years 6-8) (Sheet 7)	\$ -
Total Option Term 1 Cost (O&M Years 6-8)	\$ -
Option Term 2 - BOS Administration, Maintenance and Support Services Costs (Maintenance Years 9-11) (Sheet 3)	\$ -
Option Term 2 - CSC Operations Costs (Operations Years 9-11) (Sheet 4)	\$ -
Option Term 2 - Traffic Operations Center Labor (Operations Years 9-11) (Sheet 6)	\$ -
Option Term 2 - Additional Services OCTA and RCTC (O&M Years 9-11) (Sheet 7)	\$ -
Total Option Term 2 Cost (O&M Years 9-11)	\$ -
Total Optional Extensions (Years 6-11)	\$ -
Total Base Contract and Optional Extensions Cost	\$ -
PASS-THROUGH COSTS	
Pass-Through Costs - OCTA and RCTC (O&M Years 1-5) (Sheet 8)	\$ -
Pass-Through Costs - OCTA and RCTC (O&M Years 6-8) (Sheet 8)	\$ -
Pass-Through Costs - OCTA and RCTC (O&M Years 9-11) (Sheet 8)	\$ -
Total Pass-Through Costs	\$ -

_____ Dollars

Officer Signature
Typed Name, Title, Address and Phone Number

Date

Sheet 2

Base Contract and Optional Items
BOS Implementation Cost Summary

Item #	Description	Unit	Total Cost (\$)
BASE CONTRACT			
1	Project Mobilization	LS	\$ -
2	Project Management	LS	\$ -
3	BOS Server Environments, Hardware, Hosting and/or Cloud, including Installation	LS	\$ -
4	CSC Operations Desktop Environments, including Installation	LS	\$ -
5	CSC Operations Office Equipment, including Installation	LS	\$ -
6	Telephony Systems, Customer Contact Center, IVR and ACD Systems	LS	\$ -
7	Network, including Installation	LS	\$ -
8	Third Party Software Licenses	LS	\$ -
9	Custom Software Development	LS	\$ -
10	Perpetual Contractor BOS Software License beyond Contract Term (cost if any)	LS	\$ -
11	BOS Design	LS	\$ -
12	BOS Documentation	LS	\$ -
13	BOS Testing	LS	\$ -
14	Training	LS	\$ -
15	Data Migration from Existing Systems	LS	\$ -
16	Security System and CCTV Improvements (if applicable)	LS	\$ -
17	CSC Sites Improvements (if applicable)	LS	\$ -
18	CSC Operations Mobilization	LS	\$ -
19	CSC Operations Design, Documentation and Readiness Testing	LS	\$ -
20	Insurance and Bonding Implementation Period	LS	\$ -
21	Other	LS	\$ -
Total BOS Implementation Cost			\$ -
OPTIONAL ITEMS			
22	Self-Service Mobile Application	LS	\$ -
23	Data Warehouse	LS	\$ -

Sheet 2-1 Back-up
Base Contract and Optional Items
BOS Implementation Cost Detail

DESCRIPTION OF ITEMS		# UNIT	UNIT \$	TOTAL UNIT \$	LABOR \$	TOTAL COST (\$)
BASE CONTRACT						
1	Project Mobilization			-		
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Project Mobilization			\$ -	\$ -	\$ -
2	Project Management					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Project Management			\$ -	\$ -	\$ -
3	BOS Server Environments, Hardware, Hosting and/or Cloud, including Installation					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total BOS Server Environments, Hardware, Hosting and/or Cloud, including Installation			\$ -	\$ -	\$ -
4	CSC Operations Desktop Environments, including Installation					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total CSC Operations Desktop Environments, including Installation			\$ -	\$ -	\$ -
5	CSC Operations Office Equipment, including Installation					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total CSC Operations Office Equipment, including Installation			\$ -	\$ -	\$ -
6	Telephony Systems, Customer Contact Center, IVR and ACD Systems					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Telephony Systems, Customer Contact Center, IVR and ACD Systems			\$ -	\$ -	\$ -
7	Network, including Installation					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Network, including Installation			\$ -	\$ -	\$ -

Sheet 2-1 Back-up
Base Contract and Optional Items
BOS Implementation Cost Detail

DESCRIPTION OF ITEMS		# UNIT	UNIT \$	TOTAL UNIT \$	LABOR \$	TOTAL COST (\$)
8	Third Party Software Licenses					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Third Party Software Licenses			\$ -	\$ -	\$ -
9	Custom Software Development					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Custom Software Development			\$ -	\$ -	\$ -
10	Perpetual Contractor BOS Software License beyond Contract Term (cost if any)					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Perpetual Contractor BOS Software License beyond Contract Term			\$ -	\$ -	\$ -
11	BOS Design					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total BOS Design			\$ -	\$ -	\$ -
12	BOS Documentation					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total BOS Documentation			\$ -	\$ -	\$ -
13	BOS Testing					
	Unit Testing	0	\$ -	\$ -	\$ -	\$ -
	System Integration Testing	0	\$ -	\$ -	\$ -	\$ -
	User Acceptance Testing	0	\$ -	\$ -	\$ -	\$ -
	Regression Testing	0	\$ -	\$ -	\$ -	\$ -
	Onsite Installation and Commissioning Testing, Data Migration, Transition and Go-Live	0	\$ -	\$ -	\$ -	\$ -
	Operational and Acceptance Testing	0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total BOS Testing			\$ -	\$ -	\$ -

Sheet 2-1 Back-up
Base Contract and Optional Items
BOS Implementation Cost Detail

DESCRIPTION OF ITEMS		# UNIT	UNIT \$	TOTAL UNIT \$	LABOR \$	TOTAL COST (\$)
14	Training					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Training			\$ -	\$ -	\$ -
15	Data Migration from Existing Systems					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Data Migration from Existing Systems			\$ -	\$ -	\$ -
16	Security System and CCTV Improvements (if applicable)					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Security System and CCTV Improvements			\$ -	\$ -	\$ -
17	CSC Sites Improvements (if applicable)					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total CSC Sites Improvements			\$ -	\$ -	\$ -
18	CSC Operations Mobilization					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total CSC Operations Mobilization			\$ -	\$ -	\$ -
19	CSC Operations Design, Documentation and Readiness Testing					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total CSC Operations Design, Documentation and Readiness Testing			\$ -	\$ -	\$ -
20	Insurance and Bonding Implementation Period					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Insurance and Bonding Implementation Period			\$ -	\$ -	\$ -

Sheet 2-1 Back-up
Base Contract and Optional Items
BOS Implementation Cost Detail

DESCRIPTION OF ITEMS		# UNIT	UNIT \$	TOTAL UNIT \$	LABOR \$	TOTAL COST (\$)
21	Other					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Other			\$ -	\$ -	\$ -
	Total BOS Implementation Cost			\$ -	\$ -	\$ -
Labor Check - Total Cell F175 Should Equal Sheet 2-2 Cell F64.					\$ -	\$ -
OPTIONAL ITEMS						
22	Self-Service Mobile Application					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Self-Service Mobile Application			\$ -	\$ -	\$ -
23	Data Warehouse					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Data Warehouse			\$ -	\$ -	\$ -

All hardware/software provided under this Contract should be included in these costs.

Sheet 2-2 Back-up
BOS Implementation Cost Staff Rates and Hours

Item #	STAFF NAMES	POSITION/CLASSIFICATION	LOADED HOURLY BILLING RATES		
			Loaded Labor Rate (\$)	Hours	Total Loaded Labor Cost (\$)
1		Project Principal	\$ -	0	\$ -
2		Project Manager (Implementation Phase)	\$ -	0	\$ -
3		Deputy Project Manager	\$ -	0	\$ -
4		Quality Assurance Manager	\$ -	0	\$ -
5		Software Development Manager	\$ -	0	\$ -
6		Technology Manager	\$ -	0	\$ -
7		Data Migration Manager	\$ -	0	\$ -
8		Onsite Installation Manager	\$ -	0	\$ -
9		Onsite Technology and Support Manager	\$ -	0	\$ -
10		CSC Operations Manager	\$ -	0	\$ -
11		Finance Manager	\$ -	0	\$ -
12		Administrative Support	\$ -	0	\$ -
13		BOS Trainer	\$ -	0	\$ -
14		Business Analyst	\$ -	0	\$ -
15		CSC Correspondence Representative	\$ -	0	\$ -
16		CSC Financial Reconciliation	\$ -	0	\$ -
17		CSC Mailroom Clerk	\$ -	0	\$ -
18		CSC Payment Processor	\$ -	0	\$ -
19		CSC Supervisor	\$ -	0	\$ -
20		CSC Tag Inventory Clerk	\$ -	0	\$ -
21		CSC Trainer	\$ -	0	\$ -
22		CSR I	\$ -	0	\$ -
23		CSR II	\$ -	0	\$ -
24		CSR III	\$ -	0	\$ -
25		CSR Walk-in	\$ -	0	\$ -
26		Data Analytics Specialist	\$ -	0	\$ -
27		Database Administrator I	\$ -	0	\$ -
28		Database Administrator II	\$ -	0	\$ -
29		Database Developer I	\$ -	0	\$ -
30		Database Developer II	\$ -	0	\$ -
31		Documentation Specialist I	\$ -	0	\$ -
32		Documentation Specialist II	\$ -	0	\$ -
33		Help Desk Staff I	\$ -	0	\$ -
34		Help Desk Staff II	\$ -	0	\$ -
35		Human Resources Manager	\$ -	0	\$ -
36		Network Administrator I	\$ -	0	\$ -
37		Network Administrator II	\$ -	0	\$ -
38		Onsite Desktop Support I	\$ -	0	\$ -
39		Onsite Desktop Support II	\$ -	0	\$ -
40		Scheduler	\$ -	0	\$ -
41		Software Architect/Engineer	\$ -	0	\$ -
42		Software Developer I	\$ -	0	\$ -
43		Software Developer II	\$ -	0	\$ -
44		Software Developer III	\$ -	0	\$ -
45		Software Tester I	\$ -	0	\$ -
46		Software Tester II	\$ -	0	\$ -
47		System Administrator I	\$ -	0	\$ -
48		System Administrator II	\$ -	0	\$ -
49		System Security Specialist	\$ -	0	\$ -
50		Systems Architect/Engineer	\$ -	0	\$ -
51		Test Manager	\$ -	0	\$ -
52		TOC Operator I	\$ -	0	\$ -
53		TOC Operator II	\$ -	0	\$ -
54		Training Manager	\$ -	0	\$ -
55		Transition Manager	\$ -	0	\$ -
56			\$ -	0	\$ -
57			\$ -	0	\$ -
58			\$ -	0	\$ -
59			\$ -	0	\$ -
60			\$ -	0	\$ -
Total Labor Cost					\$ -

Use as many pages as necessary to develop the Staff Listing (please label each page with number)

Sheet 3

Base Contract and Optional Extensions, including Optional Items
BOS Administration, Maintenance and Support Services Cost Summary (Based on Assumed Volumes)

Item #	Description of Maintenance Cost Item	ANNUAL TRIP VOLUME FEE (\$) (Sheet 3-1)	ANNUAL PER PIECE ITEMS COST (\$) (Sheet 3-2)	ANNUAL ROV LOOKUP COST (\$) (Sheet 3-3)	TOTAL (\$)	OPTIONAL ITEMS ANNUAL INCREMENTAL INCREASE (\$) (Sheet 3-1)
BASE CONTRACT						
1	Year 1 of Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
2	Year 2 of Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
3	Year 3 of Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
4	Year 4 of Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
5	Year 5 of Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
Total Base Contract Cost (Maintenance Years 1-5)		\$ -	\$ -	\$ -	\$ -	\$ -
OPTIONAL EXTENSIONS						
7	Option Term 1 - Year 6 of Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
8	Option Term 1 - Year 7 of Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
9	Option Term 1 - Year 8 of Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
Total Option Term 1 Cost (Maintenance Years 6-8)		\$ -	\$ -	\$ -	\$ -	\$ -
10	Option Term 2 - Year 9 of Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
11	Option Term 2 - Year 10 of Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
12	Option Term 2 - Year 11 of Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
Total Option Term 2 Cost (Maintenance Years 9-11)		\$ -	\$ -	\$ -	\$ -	\$ -
Total Optional Extensions Cost (Maintenance Years 6-11)		\$ -	\$ -	\$ -	\$ -	\$ -
Total Base & Optional Extensions Cost (Maintenance Years 1-11)		\$ -	\$ -	\$ -	\$ -	\$ -

Sheet 3-1 Back-up
Monthly Trip Fee Cost (Based on Assumed Trip Volumes)

DESCRIPTION OF ITEMS		UNIT	Monthly Trip Volume From	Monthly Trip Volume To	MONTHLY FEE (\$)	MONTHLY FEE (\$)	MONTHLY FEE (\$)	MONTHLY FEE (\$)	MONTHLY FEE (\$)
Base Contract and Optional Extensions					Year 1 of Maintenance	Year 2 of Maintenance	Year 3 of Maintenance	Year 4 of Maintenance	Year 5 of Maintenance
Monthly Pricing per Trip Volume Tier									
1	Total Trip Processed - Level 1	Fixed Fee	1		\$ -	\$ -	\$ -	\$ -	\$ -
2	Total Trip Processed - Level 2	Fixed Fee			\$ -	\$ -	\$ -	\$ -	\$ -
3	Total Trip Processed - Level 3	Fixed Fee		5,000,000	\$ -	\$ -	\$ -	\$ -	\$ -
Optional Items (Incremental Increase)									
4	Self-Service Mobile Application	Lump Sum	1		\$ -	\$ -	\$ -	\$ -	\$ -
5	Data Warehouse	Lump Sum	1		\$ -	\$ -	\$ -	\$ -	\$ -

DESCRIPTION OF ITEMS					MONTHLY ASSUMED VOLUMES (#)	MONTHLY ASSUMED VOLUMES (#)	MONTHLY ASSUMED VOLUMES (#)	MONTHLY ASSUMED VOLUMES (#)	MONTHLY ASSUMED VOLUMES (#)
Base Contract and Option Years					Year 1 of Maintenance	Year 2 of Maintenance	Year 3 of Maintenance	Year 4 of Maintenance	Year 5 of Maintenance
Monthly Assumed Trip Volumes									
	Total Trips Processed				3,271,000	3,361,000	3,558,000	3,669,000	3,771,000

DESCRIPTION OF ITEMS					MONTHLY ASSUMED DOLLARS (\$)	MONTHLY ASSUMED DOLLARS (\$)	MONTHLY ASSUMED DOLLARS (\$)	MONTHLY ASSUMED DOLLARS (\$)	MONTHLY ASSUMED DOLLARS (\$)
Base Contract and Option Years					Year 1 of Maintenance	Year 2 of Maintenance	Year 3 of Maintenance	Year 4 of Maintenance	Year 5 of Maintenance
Monthly Trip Fee Cost Based on Assumed Trip Volumes									
	Total Trips Processed				\$ -	\$ -	\$ -	\$ -	\$ -
	TOTAL MONTHLY TRIP FEE COST				\$ -	\$ -	\$ -	\$ -	\$ -
Year 1 Monthly Cost Check (Sheet 3-1a cell D60 plus Sheet 3-1b cell F54/12) should equal cell F26					\$ -				

Sheet 3-1 Back-up
Monthly Trip Fee Cost (Based on Assumed Trip Volumes)

DESCRIPTION OF ITEMS		UNIT	Monthly Trip Volume From	Monthly Trip Volume To	MONTHLY FEE (\$)	MONTHLY FEE (\$)	MONTHLY FEE (\$)	MONTHLY FEE (\$)	MONTHLY FEE (\$)	MONTHLY FEE (\$)
Base Contract and Optional Extensions					Option Term 1 Year 6 of Maintenance	Option Term 1 Year 7 of Maintenance	Option Term 1 Year 8 of Maintenance	Option Term 2 Year 9 of Maintenance	Option Term 2 Year 10 of Maintenance	Option Term 2 Year 11 of Maintenance
Monthly Pricing per Trip Volume Tier										
1	Total Trip Processed - Level 1	Fixed Fee	1		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
2	Total Trip Processed - Level 2	Fixed Fee			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
3	Total Trip Processed - Level 3	Fixed Fee		5,000,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Optional Items (Incremental Increase)										
4	Self-Service Mobile Application	Lump Sum	1		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5	Data Warehouse	Lump Sum	1		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

DESCRIPTION OF ITEMS					MONTHLY ASSUMED VOLUMES (#)	MONTHLY ASSUMED VOLUMES (#)	MONTHLY ASSUMED VOLUMES (#)	MONTHLY ASSUMED VOLUMES (#)	MONTHLY ASSUMED VOLUMES (#)	MONTHLY ASSUMED VOLUMES (#)
Base Contract and Option Years					Option Term 1 Year 6 of Maintenance	Option Term 1 Year 7 of Maintenance	Option Term 1 Year 8 of Maintenance	Option Term 2 Year 9 of Maintenance	Option Term 2 Year 10 of Maintenance	Option Term 2 Year 11 of Maintenance
Monthly Assumed Trip Volumes										
	Total Trips Processed				3,885,000	4,000,000	4,114,000	4,238,000	4,367,000	4,502,000

DESCRIPTION OF ITEMS					MONTHLY ASSUMED DOLLARS (\$)	MONTHLY ASSUMED DOLLARS (\$)	MONTHLY ASSUMED DOLLARS (\$)	MONTHLY ASSUMED DOLLARS (\$)	MONTHLY ASSUMED DOLLARS (\$)	MONTHLY ASSUMED DOLLARS (\$)
Base Contract and Option Years					Option Term 1 Year 6 of Maintenance	Option Term 1 Year 7 of Maintenance	Option Term 1 Year 8 of Maintenance	Option Term 2 Year 9 of Maintenance	Option Term 2 Year 10 of Maintenance	Option Term 2 Year 11 of Maintenance
Monthly Trip Fee Cost Based on Assumed Trip Volumes										
	Total Trips Processed				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	TOTAL MONTHLY TRIP FEE COST				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

Year 1 Monthly Cost Check (Sheet 3-1a cell D60 plus Sheet 3-1b cell F54/I2) should equal cell F26

Sheet 3-1a Back-up
Monthly Trip Fee
Year 1 Base Contract Monthly Labor and Direct Cost Detail

DESCRIPTION OF ITEMS	# UNIT	UNIT (\$)	TOTAL MONTHLY COST (\$)
Year 1 Maintenance			
Technology Costs/Fees (as applicable)			
BOS Server Environments	0	\$ -	\$ -
BOS 3rd Party Software Licenses	0	\$ -	\$ -
BOS Contractor Software Licenses	0	\$ -	\$ -
CSC Operations Desktop Environments	0	\$ -	\$ -
CSC Operations Office Equipment	0	\$ -	\$ -
Telephony Systems, Customer Contact Center, IVR and ACD	0	\$ -	\$ -
Internal Network Recurring	0	\$ -	\$ -
Telephony Recurring	0	\$ -	\$ -
External Network Recurring (BOS Customer Access and CSC to BOS Access if BOS is hosted)	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
Total Monthly Technology Costs/Fees			\$ -
Services Costs/Fees (as applicable)			
Credit Card Tokenization	0	\$ -	\$ -
PCI Compliance, Audit & Penetration Testing	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
Total Monthly Services Costs/Fees			\$ -
Facility Maintenance (Anaheim)			
Maintenance and Operations of equipment per Attachments B and C	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
Total Monthly Services Costs/Fees			\$ -
Facility Maintenance (Corona)			
Maintenance and Operations of equipment per Attachments B and C	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
Total Monthly Services Costs/Fees			\$ -

Sheet 3-1a Back-up
Monthly Trip Fee
Year 1 Base Contract Monthly Labor and Direct Cost Detail

DESCRIPTION OF ITEMS	# UNIT	UNIT (\$)	TOTAL MONTHLY COST (\$)
Other Costs/Fees (as applicable)			
Escrow and Performance Bond	0	\$ -	\$ -
Travel	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
Total Monthly Other Costs/Fees			\$ -
Year 1 Monthly Maintenance Direct Cost			\$ -

Sheet 3-1b Back-up
Trip Fee
Year 1 Base Contract Staff Rates and Hours

Item #	STAFF NAMES	POSITION/CLASSIFICATION	LOADED HOURLY BILLING RATES Year 1 of Maintenance		
			Year 1 Loaded Labor Rate (\$)	Year 1 Hours	Year 1 Total Loaded Labor Cost (\$)
1		Project Principal	\$ -	0	\$ -
2		Project Manager (Operations and Maintenance Phase)	\$ -	0	\$ -
3		Deputy Project Manager	\$ -	0	\$ -
4		Quality Assurance Manager	\$ -	0	\$ -
5		Software Development Manager	\$ -	0	\$ -
6		Technology Manager	\$ -	0	\$ -
7		Data Migration Manager	\$ -	0	\$ -
8		Onsite Installation Manager	\$ -	0	\$ -
9		Onsite Technology and Support Manager	\$ -	0	\$ -
10		CSC Operations Manager	\$ -	0	\$ -
11		Finance Manager	\$ -	0	\$ -
12		Administrative Assistant(s)	\$ -	0	\$ -
13		Administrative Support	\$ -	0	\$ -
14		BOS Trainer	\$ -	0	\$ -
15		Business Analyst	\$ -	0	\$ -
16		Data Analytics Specialist	\$ -	0	\$ -
17		Database Administrator I	\$ -	0	\$ -
18		Database Administrator II	\$ -	0	\$ -
19		Database Developer I	\$ -	0	\$ -
20		Database Developer II	\$ -	0	\$ -
21		Documentation Specialist I	\$ -	0	\$ -
22		Documentation Specialist II	\$ -	0	\$ -
23		Hardware Engineer	\$ -	0	\$ -
24		Help Desk Staff I	\$ -	0	\$ -
25		Help Desk Staff II	\$ -	0	\$ -
26		Human Resources Manager	\$ -	0	\$ -
27		Network Administrator I	\$ -	0	\$ -
28		Network Administrator II	\$ -	0	\$ -
29		Onsite Desktop Support I	\$ -	0	\$ -
30		Onsite Desktop Support II	\$ -	0	\$ -
31		Software Architect/Engineer	\$ -	0	\$ -
32		Software Developer I	\$ -	0	\$ -
33		Software Developer II	\$ -	0	\$ -
34		Software Developer III	\$ -	0	\$ -
35		Software Tester I	\$ -	0	\$ -
36		Software Tester II	\$ -	0	\$ -
37		System Administrator I	\$ -	0	\$ -
38		System Administrator II	\$ -	0	\$ -
39		System Analyst	\$ -	0	\$ -
40		System Security Specialist	\$ -	0	\$ -
41		Systems Architect/Engineer	\$ -	0	\$ -
42		Test Manager	\$ -	0	\$ -
43		Training Manager	\$ -	0	\$ -
44		Transition Manager	\$ -	0	\$ -
45			\$ -	0	\$ -
46			\$ -	0	\$ -
47			\$ -	0	\$ -
48			\$ -	0	\$ -
49			\$ -	0	\$ -
50			\$ -	0	\$ -
	Grand Total Labor Cost				\$ -

Use as many pages as necessary to develop the Staff Listing (please label each page with number)

Sheet 3-2 Back-up
Per Item Pricing (Based on Assumed Volumes)

ITEM #	PER ITEM PRICING		ANNUAL ASSUMED UNITS	PER ITEM COST	ANNUAL ASSUMED COSTS (\$)
	Printing and Handling Notifications (all types). Does not include Postage. Postage will be a pass-through.		Year 1 of Maintenance		
1	Printing and handling of a one-page notification (1x sheet of paper 8.5" x 11", 1x black & white impression, simplex, 1x #10 dual window envelope)	Per Piece	2,600,000	\$ -	\$ -
2	Printing and handling of a two-page notification with reply envelope (1x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x #10 dual window envelope, #9 dual window return envelope)	Per Piece	100,000	\$ -	\$ -
3	Printing and handling of a four-page notification (4x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x 6"x9" envelope)	Per Piece	50,000	\$ -	\$ -
4	#9 Return Envelope - White	In addition/per piece	25,000	\$ -	\$ -
5	Color logo on outer #10 envelope	In addition/per piece	25,000	\$ -	\$ -
6	Color logo on notification	In addition/per piece	25,000	\$ -	\$ -
7	Duplex printing	In addition/per piece	25,000	\$ -	\$ -
8	Additional page (Simplex)	In addition/per piece	25,000	\$ -	\$ -
9	Additional page (Duplex)	In addition/per piece	25,000	\$ -	\$ -
10	Inserts flyer (8.5" x 11") with notification (hardcopies provided by Agencies)	Per Piece	500,000	\$ -	\$ -
11	Folding of flyer (8.5" x 11") folded to 8.5" x 3.66"	In addition/per piece	500,000	\$ -	\$ -
12	Duplex printing of flyer (8.5" x 11") electronic version provided by Agencies (color)	In addition/per piece	100,000	\$ -	\$ -
	TOTAL ANNUAL PER ITEM PRICING				\$ -

All color printing shall assume the use of two colors

Sheet 3-2 Back-up
Per Item Pricing (Based on Assumed Volumes)

ITEM #	PER ITEM PRICING	ANNUAL ASSUMED UNITS	PER ITEM COST	ANNUAL ASSUMED COSTS (\$)
	Printing and Handling Notifications (all types). Does not include Postage. Postage will be a pass-through.	Year 2 of Maintenance		
1	Printing and handling of a one-page notification (1x sheet of paper 8.5" x 11", 1x black & white impression, simplex, 1x #10 dual window envelope)	2,700,000	\$ -	\$ -
2	Printing and handling of a two-page notification with reply envelope (1x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x #10 dual window envelope, #9 dual window return envelope)	100,000	\$ -	\$ -
3	Printing and handling of a four-page notification (4x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x 6"x9" envelope)	50,000	\$ -	\$ -
4	#9 Return Envelope - White	25,000	\$ -	\$ -
5	Color logo on outer #10 envelope	25,000	\$ -	\$ -
6	Color logo on notification	25,000	\$ -	\$ -
7	Duplex printing	25,000	\$ -	\$ -
8	Additional page (Simplex)	25,000	\$ -	\$ -
9	Additional page (Duplex)	25,000	\$ -	\$ -
10	Inserts flyer (8.5" x 11") with notification (hardcopies provided by Agencies)	500,000	\$ -	\$ -
11	Folding of flyer (8.5" x 11") folded to 8.5" x 3.66"	500,000	\$ -	\$ -
12	Duplex printing of flyer (8.5" x 11") electronic version provided by Agencies (color)	100,000	\$ -	\$ -
	TOTAL ANNUAL PER ITEM PRICING			\$ -

All color printing shall assume the use of two colors

Sheet 3-2 Back-up
Per Item Pricing (Based on Assumed Volumes)

ITEM #	PER ITEM PRICING	ANNUAL ASSUMED UNITS	PER ITEM COST	ANNUAL ASSUMED COSTS (\$)
	Printing and Handling Notifications (all types). Does not include Postage. Postage will be a pass-through.	Year 3 of Maintenance		
1	Printing and handling of a one-page notification (1x sheet of paper 8.5" x 11", 1x black & white impression, simplex, 1x #10 dual window envelope)	2,800,000	\$ -	\$ -
2	Printing and handling of a two-page notification with reply envelope (1x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x #10 dual window envelope, #9 dual window return envelope)	100,000	\$ -	\$ -
3	Printing and handling of a four-page notification (4x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x 6"x9" envelope)	50,000	\$ -	\$ -
4	#9 Return Envelope - White	25,000	\$ -	\$ -
5	Color logo on outer #10 envelope	25,000	\$ -	\$ -
6	Color logo on notification	25,000	\$ -	\$ -
7	Duplex printing	25,000	\$ -	\$ -
8	Additional page (Simplex)	25,000	\$ -	\$ -
9	Additional page (Duplex)	25,000	\$ -	\$ -
10	Inserts flyer (8.5" x 11") with notification (hardcopies provided by Agencies)	500,000	\$ -	\$ -
11	Folding of flyer (8.5" x 11") folded to 8.5" x 3.66"	500,000	\$ -	\$ -
12	Duplex printing of flyer (8.5" x 11") electronic version provided by Agencies (color)	100,000	\$ -	\$ -
	TOTAL ANNUAL PER ITEM PRICING			\$ -

All color printing shall assume the use of two colors

Sheet 3-2 Back-up
Per Item Pricing (Based on Assumed Volumes)

ITEM #	PER ITEM PRICING	ANNUAL ASSUMED UNITS	PER ITEM COST	ANNUAL ASSUMED COSTS (\$)
	Printing and Handling Notifications (all types). Does not include Postage. Postage will be a pass-through.	Year 4 of Maintenance		
1	Printing and handling of a one-page notification (1x sheet of paper 8.5" x 11", 1x black & white impression, simplex, 1x #10 dual window envelope)	2,900,000	\$ -	\$ -
2	Printing and handling of a two-page notification with reply envelope (1x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x #10 dual window envelope, #9 dual window return envelope)	100,000	\$ -	\$ -
3	Printing and handling of a four-page notification (4x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x 6"x9" envelope)	50,000	\$ -	\$ -
4	#9 Return Envelope - White	25,000	\$ -	\$ -
5	Color logo on outer #10 envelope	25,000	\$ -	\$ -
6	Color logo on notification	25,000	\$ -	\$ -
7	Duplex printing	25,000	\$ -	\$ -
8	Additional page (Simplex)	25,000	\$ -	\$ -
9	Additional page (Duplex)	25,000	\$ -	\$ -
10	Inserts flyer (8.5" x 11") with notification (hardcopies provided by Agencies)	500,000	\$ -	\$ -
11	Folding of flyer (8.5" x 11") folded to 8.5" x 3.66"	500,000	\$ -	\$ -
12	Duplex printing of flyer (8.5" x 11") electronic version provided by Agencies (color)	100,000	\$ -	\$ -
	TOTAL ANNUAL PER ITEM PRICING			\$ -

All color printing shall assume the use of two colors

Sheet 3-2 Back-up
Per Item Pricing (Based on Assumed Volumes)

ITEM #	PER ITEM PRICING	ANNUAL ASSUMED UNITS	PER ITEM COST	ANNUAL ASSUMED COSTS (\$)
	Printing and Handling Notifications (all types). Does not include Postage. Postage will be a pass-through.	Year 5 of Maintenance		
1	Printing and handling of a one-page notification (1x sheet of paper 8.5" x 11", 1x black & white impression, simplex, 1x #10 dual window envelope)	3,100,000	\$ -	\$ -
2	Printing and handling of a two-page notification with reply envelope (1x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x #10 dual window envelope, #9 dual window return envelope)	100,000	\$ -	\$ -
3	Printing and handling of a four-page notification (4x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x 6"x9" envelope)	50,000	\$ -	\$ -
4	#9 Return Envelope - White	25,000	\$ -	\$ -
5	Color logo on outer #10 envelope	25,000	\$ -	\$ -
6	Color logo on notification	25,000	\$ -	\$ -
7	Duplex printing	25,000	\$ -	\$ -
8	Additional page (Simplex)	25,000	\$ -	\$ -
9	Additional page (Duplex)	25,000	\$ -	\$ -
10	Inserts flyer (8.5" x 11") with notification (hardcopies provided by Agencies)	500,000	\$ -	\$ -
11	Folding of flyer (8.5" x 11") folded to 8.5" x 3.66"	500,000	\$ -	\$ -
12	Duplex printing of flyer (8.5" x 11") electronic version provided by Agencies (color)	100,000	\$ -	\$ -
	TOTAL ANNUAL PER ITEM PRICING			\$ -

All color printing shall assume the use of two colors

Sheet 3-2 Back-up
Per Item Pricing (Based on Assumed Volumes)

ITEM #	PER ITEM PRICING	ANNUAL ASSUMED UNITS	PER ITEM COST	ANNUAL ASSUMED COSTS (\$)
	Printing and Handling Notifications (all types). Does not include Postage. Postage will be a pass-through.	Option Term 1 Year 6 of Maintenance		
1	Printing and handling of a one-page notification (1x sheet of paper 8.5" x 11", 1x black & white impression, simplex, 1x #10 dual window envelope)	3,200,000	\$ -	\$ -
2	Printing and handling of a two-page notification with reply envelope (1x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x #10 dual window envelope, #9 dual window return envelope)	100,000	\$ -	\$ -
3	Printing and handling of a four-page notification (4x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x 6"x9" envelope)	50,000	\$ -	\$ -
4	#9 Return Envelope - White	25,000	\$ -	\$ -
5	Color logo on outer #10 envelope	25,000	\$ -	\$ -
6	Color logo on notification	25,000	\$ -	\$ -
7	Duplex printing	25,000	\$ -	\$ -
8	Additional page (Simplex)	25,000	\$ -	\$ -
9	Additional page (Duplex)	25,000	\$ -	\$ -
10	Inserts flyer (8.5" x 11") with notification (hardcopies provided by Agencies)	500,000	\$ -	\$ -
11	Folding of flyer (8.5" x 11") folded to 8.5" x 3.66"	500,000	\$ -	\$ -
12	Duplex printing of flyer (8.5" x 11") electronic version provided by Agencies (color)	100,000	\$ -	\$ -
	TOTAL ANNUAL PER ITEM PRICING			\$ -

All color printing shall assume the use of two colors

Sheet 3-2 Back-up
Per Item Pricing (Based on Assumed Volumes)

ITEM #	PER ITEM PRICING	ANNUAL ASSUMED UNITS	PER ITEM COST	ANNUAL ASSUMED COSTS (\$)
	Printing and Handling Notifications (all types). Does not include Postage. Postage will be a pass-through.		Option Term 1 Year 7 of Maintenance	
1	Printing and handling of a one-page notification (1x sheet of paper 8.5" x 11", 1x black & white impression, simplex, 1x #10 dual window envelope)	3,300,000	\$ -	\$ -
2	Printing and handling of a two-page notification with reply envelope (1x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x #10 dual window envelope, #9 dual window return envelope)	100,000	\$ -	\$ -
3	Printing and handling of a four-page notification (4x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x 6"x9" envelope)	50,000	\$ -	\$ -
4	#9 Return Envelope - White	25,000	\$ -	\$ -
5	Color logo on outer #10 envelope	25,000	\$ -	\$ -
6	Color logo on notification	25,000	\$ -	\$ -
7	Duplex printing	25,000	\$ -	\$ -
8	Additional page (Simplex)	25,000	\$ -	\$ -
9	Additional page (Duplex)	25,000	\$ -	\$ -
10	Inserts flyer (8.5" x 11") with notification (hardcopies provided by Agencies)	500,000	\$ -	\$ -
11	Folding of flyer (8.5" x 11") folded to 8.5" x 3.66"	500,000	\$ -	\$ -
12	Duplex printing of flyer (8.5" x 11") electronic version provided by Agencies (color)	100,000	\$ -	\$ -
	TOTAL ANNUAL PER ITEM PRICING			\$ -

All color printing shall assume the use of two colors

Sheet 3-2 Back-up
Per Item Pricing (Based on Assumed Volumes)

ITEM #	PER ITEM PRICING	ANNUAL ASSUMED UNITS	PER ITEM COST	ANNUAL ASSUMED COSTS (\$)
	Printing and Handling Notifications (all types). Does not include Postage. Postage will be a pass-through.		Option Term 1 Year 8 of Maintenance	
1	Printing and handling of a one-page notification (1x sheet of paper 8.5" x 11", 1x black & white impression, simplex, 1x #10 dual window envelope)	3,400,000	\$ -	\$ -
2	Printing and handling of a two-page notification with reply envelope (1x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x #10 dual window envelope, #9 dual window return envelope)	100,000	\$ -	\$ -
3	Printing and handling of a four-page notification (4x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x 6"x9" envelope)	50,000	\$ -	\$ -
4	#9 Return Envelope - White	25,000	\$ -	\$ -
5	Color logo on outer #10 envelope	25,000	\$ -	\$ -
6	Color logo on notification	25,000	\$ -	\$ -
7	Duplex printing	25,000	\$ -	\$ -
8	Additional page (Simplex)	25,000	\$ -	\$ -
9	Additional page (Duplex)	25,000	\$ -	\$ -
10	Inserts flyer (8.5" x 11") with notification (hardcopies provided by Agencies)	500,000	\$ -	\$ -
11	Folding of flyer (8.5" x 11") folded to 8.5" x 3.66"	500,000	\$ -	\$ -
12	Duplex printing of flyer (8.5" x 11") electronic version provided by Agencies (color)	100,000	\$ -	\$ -
	TOTAL ANNUAL PER ITEM PRICING			\$ -

All color printing shall assume the use of two colors

Sheet 3-2 Back-up
Per Item Pricing (Based on Assumed Volumes)

ITEM #	PER ITEM PRICING	ANNUAL ASSUMED UNITS	PER ITEM COST	ANNUAL ASSUMED COSTS (\$)
	Printing and Handling Notifications (all types). Does not include Postage. Postage will be a pass-through.		Option Term 2 Year 9 of Maintenance	
1	Printing and handling of a one-page notification (1x sheet of paper 8.5" x 11", 1x black & white impression, simplex, 1x #10 dual window envelope)	3,600,000	\$ -	\$ -
2	Printing and handling of a two-page notification with reply envelope (1x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x #10 dual window envelope, #9 dual window return envelope)	100,000	\$ -	\$ -
3	Printing and handling of a four-page notification (4x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x 6"x9" envelope)	50,000	\$ -	\$ -
4	#9 Return Envelope - White	25,000	\$ -	\$ -
5	Color logo on outer #10 envelope	25,000	\$ -	\$ -
6	Color logo on notification	25,000	\$ -	\$ -
7	Duplex printing	25,000	\$ -	\$ -
8	Additional page (Simplex)	25,000	\$ -	\$ -
9	Additional page (Duplex)	25,000	\$ -	\$ -
10	Inserts flyer (8.5" x 11") with notification (hardcopies provided by Agencies)	500,000	\$ -	\$ -
11	Folding of flyer (8.5" x 11") folded to 8.5" x 3.66"	500,000	\$ -	\$ -
12	Duplex printing of flyer (8.5" x 11") electronic version provided by Agencies (color)	100,000	\$ -	\$ -
	TOTAL ANNUAL PER ITEM PRICING			\$ -

All color printing shall assume the use of two colors

Sheet 3-2 Back-up
Per Item Pricing (Based on Assumed Volumes)

ITEM #	PER ITEM PRICING	ANNUAL ASSUMED UNITS	PER ITEM COST	ANNUAL ASSUMED COSTS (\$)
	Printing and Handling Notifications (all types). Does not include Postage. Postage will be a pass-through.	Option Term 2 Year 10 of Maintenance		
1	Printing and handling of a one-page notification (1x sheet of paper 8.5" x 11", 1x black & white impression, simplex, 1x #10 dual window envelope)	3,700,000	\$ -	\$ -
2	Printing and handling of a two-page notification with reply envelope (1x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x #10 dual window envelope, #9 dual window return envelope)	100,000	\$ -	\$ -
3	Printing and handling of a four-page notification (4x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x 6"x9" envelope)	50,000	\$ -	\$ -
4	#9 Return Envelope - White	25,000	\$ -	\$ -
5	Color logo on outer #10 envelope	25,000	\$ -	\$ -
6	Color logo on notification	25,000	\$ -	\$ -
7	Duplex printing	25,000	\$ -	\$ -
8	Additional page (Simplex)	25,000	\$ -	\$ -
9	Additional page (Duplex)	25,000	\$ -	\$ -
10	Inserts flyer (8.5" x 11") with notification (hardcopies provided by Agencies)	500,000	\$ -	\$ -
11	Folding of flyer (8.5" x 11") folded to 8.5" x 3.66"	500,000	\$ -	\$ -
12	Duplex printing of flyer (8.5" x 11") electronic version provided by Agencies (color)	100,000	\$ -	\$ -
	TOTAL ANNUAL PER ITEM PRICING			\$ -

All color printing shall assume the use of two colors

Sheet 3-2 Back-up
Per Item Pricing (Based on Assumed Volumes)

ITEM #	PER ITEM PRICING	ANNUAL ASSUMED UNITS	PER ITEM COST	ANNUAL ASSUMED COSTS (\$)
	Printing and Handling Notifications (all types). Does not include Postage. Postage will be a pass-through.	Option Term 2 Year 11 of Maintenance		
1	Printing and handling of a one-page notification (1x sheet of paper 8.5" x 11", 1x black & white impression, simplex, 1x #10 dual window envelope)	3,900,000	\$ -	\$ -
2	Printing and handling of a two-page notification with reply envelope (1x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x #10 dual window envelope, #9 dual window return envelope)	100,000	\$ -	\$ -
3	Printing and handling of a four-page notification (4x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x 6"x9" envelope)	50,000	\$ -	\$ -
4	#9 Return Envelope - White	25,000	\$ -	\$ -
5	Color logo on outer #10 envelope	25,000	\$ -	\$ -
6	Color logo on notification	25,000	\$ -	\$ -
7	Duplex printing	25,000	\$ -	\$ -
8	Additional page (Simplex)	25,000	\$ -	\$ -
9	Additional page (Duplex)	25,000	\$ -	\$ -
10	Inserts flyer (8.5" x 11") with notification (hardcopies provided by Agencies)	500,000	\$ -	\$ -
11	Folding of flyer (8.5" x 11") folded to 8.5" x 3.66"	500,000	\$ -	\$ -
12	Duplex printing of flyer (8.5" x 11") electronic version provided by Agencies (color)	100,000	\$ -	\$ -
	TOTAL ANNUAL PER ITEM PRICING			\$ -

All color printing shall assume the use of two colors

Sheet 3-3 Back-up
Annual ROV Lookup (Blended Rate Per Successful Lookup, Based on Assumed Volumes)

DESCRIPTION		Blended Rate (\$)	Annual Evaluation Quantities	Annual Evaluation Cost (\$)
Base Contract				
1	Year 1 of Maintenance	\$ -	25,000	\$ -
2	Year 2 of Maintenance	\$ -	27,500	\$ -
3	Year 3 of Maintenance	\$ -	30,250	\$ -
4	Year 4 of Maintenance	\$ -	33,275	\$ -
5	Year 5 of Maintenance	\$ -	36,603	\$ -
Total Base Contract Cost (Maintenance Years 1-5)				\$ -
Optional Extensions				
6	Option Term 1 - Year 6 of Maintenance	\$ -	40,263	\$ -
7	Option Term 1 - Year 7 of Maintenance	\$ -	44,289	\$ -
8	Option Term 1 - Year 8 of Maintenance	\$ -	48,718	\$ -
Total Option Term 1 Cost (Maintenance Years 6-8)				\$ -
9	Option Term 2 - Year 9 of Maintenance	\$ -	53,590	\$ -
10	Option Term 2 - Year 10 of Maintenance	\$ -	58,949	\$ -
11	Option Term 2 - Year 11 of Maintenance	\$ -	64,844	\$ -
Total Option Term 2 Cost (Maintenance Years 9-11)				\$ -
Total Optional Extensions Cost (Maintenance Years 6-11)				\$ -
Total Base & Optional Extensions Cost (Maintenance Years 1-11)				\$ -

Sheet 4

Base Contract and Optional Extensions
CSC Operations Cost Summary (Based on Assumed Volumes)

Item #	Description of Items	Total Monthly Cost (\$)	Total Annual Cost (\$)
BASE CONTRACT			
1	Year 1 of Operations	\$ -	\$ -
2	Year 2 of Operations	\$ -	\$ -
3	Year 3 of Operations	\$ -	\$ -
4	Year 4 of Operations	\$ -	\$ -
5	Year 5 of Operations	\$ -	\$ -
Total Base Contract Cost (Operation Years 1-5)			\$ -
OPTIONAL EXTENSIONS			
6	Option Term 1 - Year 6 of Operations	\$ -	\$ -
7	Option Term 1 - Year 7 of Operations	\$ -	\$ -
8	Option Term 1 - Year 8 of Operations	\$ -	\$ -
Total Option Term 1 Cost (Operation Years 6-8)			\$ -
9	Option Term 2 - Year 9 of Operations	\$ -	\$ -
10	Option Term 2 - Year 10 of Operations	\$ -	\$ -
11	Option Term 2 - Year 11 of Operations	\$ -	\$ -
Total Option Term 2 Cost (Operation Years 9-11)			\$ -
Total Optional Extensions Cost (Operation Years 6-11)			\$ -
Total Base and Optional Extensions Cost (Operation Years 1-11)			\$ -

Projected Bond Amounts

O&M Years	Bond Amount (\$)
Year 1 O&M Bond Value	\$ -
Year 2 O&M Bond Value	\$ -
Year 3 O&M Bond Value	\$ -
Year 4 O&M Bond Value	\$ -
Year 5 O&M Bond Value	\$ -

Sheet 4-1 Back-up
Base Contract and Optional Extensions CSC Operations Cost
Monthly Variable Cost
(Based on Assumed Volumes)

DESCRIPTION OF ITEMS		UNIT	MINIMUM	MAXIMUM	MONTHLY ASSUMED VOLUMES (#)	UNIT \$	TOTAL MONTHLY COST(\$)	MONTHLY ASSUMED VOLUMES (#)	UNIT \$	TOTAL MONTHLY COST(\$)	MONTHLY ASSUMED VOLUMES (#)	UNIT \$	TOTAL MONTHLY COST(\$)
BASE CONTRACT AND OPTION YEARS					Year 1 of Operations Based on Volume 3 Levels Monthly Variable Fee		Year 2 of Operations Based on Volume 3 Levels Monthly Variable Fee		Year 3 of Operations Based on Volume 3 Levels Monthly Variable Fee				
VARIABLE COST - PER ITEM PRICING BY LEVEL													
MONTHLY EVALUATION VALUE					174,000			181,000			188,000		
1	Active Account - Level 1	Accounts	1	0		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
2	Active Account - Level 2	Accounts	0	0		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
3	Active Account - Level 3	Accounts	0	400,000		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
MONTHLY EVALUATION VALUE					110,000			114,000			118,000		
4	Notice of Toll Evasion Violation Mailed - Level 1	Violations Notice	1	0		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
5	Notice of Toll Evasion Violation Mailed - Level 2	Violations Notice	0	0		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
6	Notice of Toll Evasion Violation Mailed - Level 3	Violations Notice	0	200,000		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
MONTHLY EVALUATION VALUE					37,000			39,000			41,000		
7	Initial Collections Attempt - Level 1	Collections Notice	1	0		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
8	Initial Collections Attempt - Level 2	Collections Notice	0	0		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
9	Initial Collections Attempt - Level 3	Collections Notice	0	100,000		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
MONTHLY EVALUATION VALUE					13			14			14		
10	Per Administrative Review Hearing Support	Per Hearing	1			\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
Total Monthly Variable CSC Operations Cost							\$ -			\$ -			\$ -
Cost Check Cell H21 - Must Equal Related Costs From Sheets 4-2 and 4-3.							\$ -						
OPTIONAL ITEMS													
MONTHLY EVALUATION VALUE					110,000			114,000			118,000		
11	Invoice Mailed - Level 1	Invoice	1	0		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
12	Invoices Mailed - Level 2	Invoice	0	0		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
13	Invoices Mailed - Level 3	Invoice	0	200,000		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
Total Optional Monthly Variable CSC Operations Cost							\$ -			\$ -			\$ -

Sheet 4-1 Back-up
Base Contract and Optional Extensions CSC Operations Cost
Monthly Variable Cost
(Based on Assumed Volumes)

DESCRIPTION OF ITEMS		UNIT	MINIMUM	MAXIMUM	MONTHLY ASSUMED VOLUMES (#)	UNIT \$	TOTAL MONTHLY COST(\$)	MONTHLY ASSUMED VOLUMES (#)	UNIT \$	TOTAL MONTHLY COST(\$)
BASE CONTRACT AND OPTION YEARS					Year 4 of Operations Based on Volume 3 Levels Monthly Variable Fee		Year 5 of Operations Based on Volume 3 Levels Monthly Variable Fee			
VARIABLE COST - PER ITEM PRICING BY LEVEL										
MONTHLY EVALUATION VALUE					196,000			204,000		
1	Active Account - Level 1	Accounts	1	0		\$ -	\$ -		\$ -	\$ -
2	Active Account - Level 2	Accounts	0	0		\$ -	\$ -		\$ -	\$ -
3	Active Account - Level 3	Accounts	0	400,000		\$ -	\$ -		\$ -	\$ -
MONTHLY EVALUATION VALUE					122,000			126,000		
4	Notice of Toll Evasion Violation Mailed - Level 1	Violations Notice	1	0		\$ -	\$ -		\$ -	\$ -
5	Notice of Toll Evasion Violation Mailed - Level 2	Violations Notice	0	0		\$ -	\$ -		\$ -	\$ -
6	Notice of Toll Evasion Violation Mailed - Level 3	Violations Notice	0	200,000		\$ -	\$ -		\$ -	\$ -
MONTHLY EVALUATION VALUE					43,000			45,000		
7	Initial Collections Attempt - Level 1	Collections Notice	1	0		\$ -	\$ -		\$ -	\$ -
8	Initial Collections Attempt - Level 2	Collections Notice	0	0		\$ -	\$ -		\$ -	\$ -
9	Initial Collections Attempt - Level 3	Collections Notice	0	100,000		\$ -	\$ -		\$ -	\$ -
MONTHLY EVALUATION VALUE					15			15		
10	Per Administrative Review Hearing Support	Per Hearing	1			\$ -	\$ -		\$ -	\$ -
Total Monthly Variable CSC Operations Cost							\$ -			\$ -
Cost Check Cell H21 - Must Equal Related Costs From Sheets 4-2 and 4-3.										
OPTIONAL ITEMS										
MONTHLY EVALUATION VALUE					122,000			126,000		
11	Invoice Mailed - Level 1	Invoice	1	0		\$ -	\$ -		\$ -	\$ -
12	Invoices Mailed - Level 2	Invoice	0	0		\$ -	\$ -		\$ -	\$ -
13	Invoices Mailed - Level 3	Invoice	0	200,000		\$ -	\$ -		\$ -	\$ -
Total Optional Monthly Variable CSC Operations Cost							\$ -			\$ -

Sheet 4-1 Back-up
Base Contract and Optional Extensions CSC Operations Cost
Monthly Variable Cost
(Based on Assumed Volumes)

DESCRIPTION OF ITEMS		UNIT	MINIMUM	MAXIMUM	MONTHLY ASSUMED VOLUMES (#)	UNIT \$	TOTAL MONTHLY COST(\$)	MONTHLY ASSUMED VOLUMES (#)	UNIT \$	TOTAL MONTHLY COST(\$)	MONTHLY ASSUMED VOLUMES (#)	UNIT \$	TOTAL MONTHLY COST(\$)
					Option Term 1								
BASE CONTRACT AND OPTION YEARS					Option Term 1 Year 6 of Operations Based on Volume 3 Levels Monthly Variable Fee			Option Term 1 Year 7 of Operations Based on Volume 3 Levels Monthly Variable Fee			Option Term 1 Year 8 of Operations Based on Volume 3 Levels Monthly Variable Fee		
VARIABLE COST - PER ITEM PRICING BY LEVEL													
	MONTHLY EVALUATION VALUE				212,000			220,000			229,000		
1	Active Account - Level 1	Accounts	1	0		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
2	Active Account - Level 2	Accounts	0	0		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
3	Active Account - Level 3	Accounts	0	400,000		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
	MONTHLY EVALUATION VALUE				131,000			137,000			143,000		
4	Notice of Toll Evasion Violation Mailed - Level 1	Violations Notice	1	0		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
5	Notice of Toll Evasion Violation Mailed - Level 2	Violations Notice	0	0		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
6	Notice of Toll Evasion Violation Mailed - Level 3	Violations Notice	0	200,000		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
	MONTHLY EVALUATION VALUE				47,000			49,000			51,000		
7	Initial Collections Attempt - Level 1	Collections Notice	1	0		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
8	Initial Collections Attempt - Level 2	Collections Notice	0	0		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
9	Initial Collections Attempt - Level 3	Collections Notice	0	100,000		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
	MONTHLY EVALUATION VALUE				16			16			17		
10	Per Administrative Review Hearing Support	Per Hearing	1			\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
	Total Monthly Variable CSC Operations Cost						\$ -			\$ -			\$ -
Cost Check Cell H21 - Must Equal Related Costs From Sheets 4-2 and 4-3.													
OPTIONAL ITEMS													
	MONTHLY EVALUATION VALUE				131,000			137,000			143,000		
11	Invoice Mailed - Level 1	Invoice	1	0		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
12	Invoices Mailed - Level 2	Invoice	0	0		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
13	Invoices Mailed - Level 3	Invoice	0	200,000		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
	Total Optional Monthly Variable CSC Operations Cost						\$ -			\$ -			\$ -

Sheet 4-1 Back-up
Base Contract and Optional Extensions CSC Operations Cost
Monthly Variable Cost
(Based on Assumed Volumes)

DESCRIPTION OF ITEMS		UNIT	MINIMUM	MAXIMUM	MONTHLY ASSUMED VOLUMES (#)	UNIT \$	TOTAL MONTHLY COST(\$)	MONTHLY ASSUMED VOLUMES (#)	UNIT \$	TOTAL MONTHLY COST(\$)	MONTHLY ASSUMED VOLUMES (#)	UNIT \$	TOTAL MONTHLY COST(\$)
					Option Term 2								
BASE CONTRACT AND OPTION YEARS					Option Term 2 Year 9 of Operations Based on Volume 3 Levels Monthly Variable Fee			Option Term 2 Year 10 of Operations Based on Volume 3 Levels Monthly Variable Fee			Option Term 2 Year 11 of Operations Based on Volume 3 Levels Monthly Variable Fee		
VARIABLE COST - PER ITEM PRICING BY LEVEL													
	MONTHLY EVALUATION VALUE				238,000			248,000			258,000		
1	Active Account - Level 1	Accounts	1	0		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
2	Active Account - Level 2	Accounts	0	0		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
3	Active Account - Level 3	Accounts	0	400,000		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
	MONTHLY EVALUATION VALUE				149,000			155,000			161,000		
4	Notice of Toll Evasion Violation Mailed - Level 1	Violations Notice	1	0		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
5	Notice of Toll Evasion Violation Mailed - Level 2	Violations Notice	0	0		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
6	Notice of Toll Evasion Violation Mailed - Level 3	Violations Notice	0	200,000		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
	MONTHLY EVALUATION VALUE				53,000			55,000			57,000		
7	Initial Collections Attempt - Level 1	Collections Notice	1	0		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
8	Initial Collections Attempt - Level 2	Collections Notice	0	0		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
9	Initial Collections Attempt - Level 3	Collections Notice	0	100,000		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
	MONTHLY EVALUATION VALUE				18			19			19		
10	Per Administrative Review Hearing Support	Per Hearing	1			\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
	Total Monthly Variable CSC Operations Cost						\$ -			\$ -			\$ -
Cost Check Cell H21 - Must Equal Related Costs From Sheets 4-2 and 4-3.													
OPTIONAL ITEMS													
	MONTHLY EVALUATION VALUE				149,000			155,000			161,000		
11	Invoice Mailed - Level 1	Invoice	1	0		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
12	Invoices Mailed - Level 2	Invoice	0	0		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
13	Invoices Mailed - Level 3	Invoice	0	200,000		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
	Total Optional Monthly Variable CSC Operations Cost						\$ -			\$ -			\$ -

Sheet 4-2 Back-up
CSC Operations Costs
Year 1 Base Contract Monthly Schedule of Direct Cost

DESCRIPTION OF ITEMS	# UNIT	UNIT \$	TOTAL MONTHLY COST (\$)
Year 1 of Operations			
Facility Services			
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
Total Monthly Facility Services			\$ -
Consumables			
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
Total Monthly Consumables			\$ -
Operations Fees			
Operations Staff Travel	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
Total Operations Fees			\$ -
Other Costs and Fees			
Performance Bond	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
Total Other Costs and Fees			\$ -
Year 1 of Operations Monthly Direct Cost			\$ -

Sheet 4-3 Back-up
CSC Operations Cost
Year 1 Base Contract Staff Rates and Hours

Item #	STAFF NAMES	POSITION/CLASSIFICATION	LOADED HOURLY BILLING RATES - YEAR 1		
			Year 1 Loaded Labor Rate (\$)	Year 1 Hours	Year 1 Total Loaded Labor Cost (\$)
1		Project Principal	\$ -	0	\$ -
2		Project Manager (Operations and Maintenance Phase)	\$ -	0	\$ -
3		Deputy Project Manager	\$ -	0	\$ -
4		Quality Assurance Manager	\$ -	0	\$ -
5		Software Development Manager	\$ -	0	\$ -
6		Technology Manager	\$ -	0	\$ -
7		Data Migration Manager	\$ -	0	\$ -
8		Onsite Installation Manager	\$ -	0	\$ -
9		Onsite Technology and Support Manager	\$ -	0	\$ -
10		CSC Operations Manager	\$ -	0	\$ -
11		Finance Manager	\$ -	0	\$ -
12		Administrative Support	\$ -	0	\$ -
13		Administrative Review Hearing Staff	\$ -	0	\$ -
14		Business Analyst	\$ -	0	\$ -
15		CSC Correspondence Representative	\$ -	0	\$ -
16		CSC Financial Reconciliation	\$ -	0	\$ -
17		CSC Mailroom Clerk	\$ -	0	\$ -
18		CSC Payment Processor	\$ -	0	\$ -
19		CSC Supervisor	\$ -	0	\$ -
20		CSC Tag Inventory Clerk	\$ -	0	\$ -
21		CSC Trainer	\$ -	0	\$ -
22		CSR I	\$ -	0	\$ -
23		CSR II	\$ -	0	\$ -
24		CSR III	\$ -	0	\$ -
25		CSR Walk-in	\$ -	0	\$ -
26		Documentation Specialist I	\$ -	0	\$ -
27		Documentation Specialist II	\$ -	0	\$ -
28		Help Desk Staff I	\$ -	0	\$ -
29		Human Resources Manager	\$ -	0	\$ -
30		Image Review Quality Assurance Staff	\$ -	0	\$ -
31		Scheduler	\$ -	0	\$ -
32		Training Manager	\$ -	0	\$ -
33			\$ -	0	\$ -
34			\$ -	0	\$ -
35			\$ -	0	\$ -
36			\$ -	0	\$ -
37			\$ -	0	\$ -
38			\$ -	0	\$ -
39			\$ -	0	\$ -
40			\$ -	0	\$ -
Total Labor Cost					\$ -

Use as many pages as necessary to develop the Staff Listing (please label each page with number)

Sheet 5
Transition and Succession Cost Summary

Item #	Description of Items	# Units	Units (\$)	Total Units (\$)	# Hours	Loaded Rate (\$)	Labor (\$)	Total Cost (\$)
Transition and Succession		Base Contract						
1	BOS Meetings and Communication	0	\$ -	\$ -				\$ -
2	CSC Meetings and Communication	0	\$ -	\$ -				\$ -
3	BOS Data Migration and Technical Support	0	\$ -	\$ -				\$ -
4	Data Base Administrator I				0	\$ -	\$ -	\$ -
5	Deputy Project Manager				0	\$ -	\$ -	\$ -
6	Onsite Technology and Support Manager				0	\$ -	\$ -	\$ -
7	CSC Operations Manager				0	\$ -	\$ -	\$ -
8	Project Manager (Operations and Maintenance Phase)				0	\$ -	\$ -	\$ -
9	Project Principal				0	\$ -	\$ -	\$ -
10	System Administrator I				0	\$ -	\$ -	\$ -
11	Transition Manager				0	\$ -	\$ -	\$ -
12		0	\$ -	\$ -	0	\$ -	\$ -	\$ -
13		0	\$ -	\$ -	0	\$ -	\$ -	\$ -
14		0	\$ -	\$ -	0	\$ -	\$ -	\$ -
15		0	\$ -	\$ -	0	\$ -	\$ -	\$ -
16		0	\$ -	\$ -	0	\$ -	\$ -	\$ -
Transition and Succession Cost				\$ -			\$ -	\$ -

Sheet 6

**Base Contract and Optional Extensions
Traffic Operations Center Labor Cost Summary**

Annual Hourly Rate Escalation for Evaluation Purposes		3.00%
Item #	Description of Items	Total Annual Cost (\$)
BASE CONTRACT		
1	Year 1 of Operations	\$ -
2	Year 2 of Operations	\$ -
3	Year 3 of Operations	\$ -
4	Year 4 of Operations	\$ -
5	Year 5 of Operations	\$ -
Total Base Contract Cost (Operation Years 1-5)		\$ -
OPTIONAL EXTENSIONS		
6	Option Term 1 - Year 6 of Operations	\$ -
7	Option Term 1 - Year 7 of Operations	\$ -
8	Option Term 1 - Year 8 of Operations	\$ -
Total Option Term 1 Cost (Operation Years 6-8)		\$ -
9	Option Term 2 - Year 9 of Operations	\$ -
10	Option Term 2 - Year 10 of Operations	\$ -
11	Option Term 2 - Year 11 of Operations	\$ -
Total Option Term 2 Cost (Operation Years 9-11)		\$ -
Total Optional Extensions Cost (Operation Years 6-11)		\$ -
Total Base and Optional Extensions Cost (Operation Years 1-11)		\$ -

Sheet 6-1 Back-up
Traffic Operations Center Labor Cost
Year 1 Base Contract Staff Rates and Hours

Item #	STAFF NAMES	POSITION/CLASSIFICATION	LOADED HOURLY BILLING RATES - YEAR 1		
			Year 1 Loaded Labor Rate (\$)	Year 1 Hours	Year 1 Total Loaded Labor Cost (\$)
1		TOC Operator I	\$ -	8,760	\$ -
2		TOC Operator II	\$ -	8,760	\$ -
3			\$ -	0	\$ -
4			\$ -	0	\$ -
5			\$ -	0	\$ -
6			\$ -	0	\$ -
7			\$ -	0	\$ -
8			\$ -	0	\$ -
9			\$ -	0	\$ -
10			\$ -	0	\$ -
11			\$ -	0	\$ -
12			\$ -	0	\$ -
13			\$ -	0	\$ -
14			\$ -	0	\$ -
15			\$ -	0	\$ -
16			\$ -	0	\$ -
17			\$ -	0	\$ -
18			\$ -	0	\$ -
19			\$ -	0	\$ -
20			\$ -	0	\$ -
21			\$ -	0	\$ -
22			\$ -	0	\$ -
23			\$ -	0	\$ -
24			\$ -	0	\$ -
25			\$ -	0	\$ -
26			\$ -	0	\$ -
27			\$ -	0	\$ -
28			\$ -	0	\$ -
29			\$ -	0	\$ -
30			\$ -	0	\$ -
31			\$ -	0	\$ -
32			\$ -	0	\$ -
33			\$ -	0	\$ -
34			\$ -	0	\$ -
35			\$ -	0	\$ -
36			\$ -	0	\$ -
37			\$ -	0	\$ -
38			\$ -	0	\$ -
39			\$ -	0	\$ -
40			\$ -	0	\$ -
	Total Labor Cost				\$ -

Use as many pages as necessary to develop the Staff Listing (please label each page with number)

Sheet 7
Base Contract and Optional Extensions
Additional Rate Services Cost Summary (Based on Evaluation Hours)

Item #	Description of Items	Annual Cost (\$) Sheet 7-1	Annual Cost (\$) Sheet 7-2	Total Annual Cost (\$)
BASE CONTRACT		OCTA	RCTC	
1	Year 1 of Operations and Maintenance	\$ -	\$ -	\$ -
2	Year 2 of Operations and Maintenance	\$ -	\$ -	\$ -
3	Year 3 of Operations and Maintenance	\$ -	\$ -	\$ -
4	Year 4 of Operations and Maintenance	\$ -	\$ -	\$ -
5	Year 5 of Operations and Maintenance	\$ -	\$ -	\$ -
Total Base Contract Cost (Operations & Maintenance Years 1-5)		\$ -	\$ -	\$ -
OPTIONAL EXTENSIONS				
6	Option Term 1 - Year 6 of Operations and Maintenance	\$ -	\$ -	\$ -
7	Option Term 1 - Year 7 of Operations and Maintenance	\$ -	\$ -	\$ -
8	Option Term 1 - Year 8 of Operations and Maintenance	\$ -	\$ -	\$ -
Total Option Term 1 Cost (Operations & Maintenance Years 6-8)		\$ -	\$ -	\$ -
9	Option Term 2 - Year 9 of Operations and Maintenance	\$ -	\$ -	\$ -
10	Option Term 2 - Year 10 of Operations and Maintenance	\$ -	\$ -	\$ -
11	Option Term 2 - Year 11 of Operations and Maintenance	\$ -	\$ -	\$ -
Total Option Term 2 Cost (Operations and Maintenance Years 9-11)		\$ -	\$ -	\$ -
Total Optional Extensions Cost (Operations and Maintenance Years 6-11)		\$ -	\$ -	\$ -
Total Base and Optional Extensions Cost (Operations and Maintenance Years 1-11)		\$ -	\$ -	\$ -

Sheet 7-1 Back-up
OCTA Additional Services Rates
(including Hours for Evaluation Purposes)

Annual Hourly Rate Escalation for Evaluation Purposes		3.00%				
		Implementation Phase	Year 1 of Maintenance	Year 1 of Maintenance	Year 2 of Maintenance	Year 2 of Maintenance
ITEM #	STAFF POSITION/CLASSIFICATION	2020 FULLY LOADED HOURLY RATE	Evaluation Hours	Evaluation Dollars	Evaluation Hours	Evaluation Dollars
1	Project Principal	\$ -	50	\$ -	50	\$ -
2	Project Manager (Implementation Phase)	\$ -	50	\$ -	50	\$ -
3	Project Manager (Operations and Maintenance Phase)	\$ -	50	\$ -	50	\$ -
4	Deputy Project Manager	\$ -	50	\$ -	50	\$ -
5	Quality Assurance Manager	\$ -	50	\$ -	50	\$ -
6	Software Development Manager	\$ -	50	\$ -	50	\$ -
7	Technology Manager	\$ -	50	\$ -	50	\$ -
8	Data Migration Manager	\$ -	50	\$ -	50	\$ -
9	Onsite Installation Manager	\$ -	50	\$ -	50	\$ -
10	Onsite Technology and Support Manager	\$ -	50	\$ -	50	\$ -
11	CSC Operations Manager	\$ -	50	\$ -	50	\$ -
12	Finance Manager	\$ -	50	\$ -	50	\$ -
13	Administrative Assistant(s)	\$ -	50	\$ -	50	\$ -
14	Administrative Review Hearing Staff	\$ -	50	\$ -	50	\$ -
15	Administrative Support	\$ -	50	\$ -	50	\$ -
16	BOS Trainer	\$ -	50	\$ -	50	\$ -
17	Business Analyst	\$ -	50	\$ -	50	\$ -
18	CSC Correspondence Representative	\$ -	50	\$ -	50	\$ -
19	CSC Financial Reconciliation	\$ -	50	\$ -	50	\$ -
20	CSC Mailroom Clerk	\$ -	50	\$ -	50	\$ -
21	CSC Payment Processor	\$ -	50	\$ -	50	\$ -
22	CSC Supervisor	\$ -	50	\$ -	50	\$ -
23	CSC Tag Inventory Clerk	\$ -	50	\$ -	50	\$ -
24	CSC Trainer	\$ -	50	\$ -	50	\$ -
25	CSR I	\$ -	50	\$ -	50	\$ -
26	CSR II	\$ -	50	\$ -	50	\$ -
27	CSR III	\$ -	50	\$ -	50	\$ -
28	CSR Walk-in	\$ -	50	\$ -	50	\$ -
29	Data Analytics Specialist	\$ -	50	\$ -	50	\$ -
30	Database Administrator I	\$ -	50	\$ -	50	\$ -
31	Database Administrator II	\$ -	50	\$ -	50	\$ -
32	Database Developer I	\$ -	50	\$ -	50	\$ -
33	Database Developer II	\$ -	50	\$ -	50	\$ -
34	Documentation Specialist I	\$ -	50	\$ -	50	\$ -
35	Documentation Specialist II	\$ -	50	\$ -	50	\$ -
36	Hardware Engineer	\$ -	50	\$ -	50	\$ -
37	Help Desk Staff I	\$ -	50	\$ -	50	\$ -
38	Help Desk Staff II	\$ -	50	\$ -	50	\$ -
39	Human Resources Manager	\$ -	50	\$ -	50	\$ -
40	Image Review Quality Assurance Staff	\$ -	50	\$ -	50	\$ -
41	Network Administrator I	\$ -	50	\$ -	50	\$ -
42	Network Administrator II	\$ -	50	\$ -	50	\$ -
43	Onsite Desktop Support I	\$ -	50	\$ -	50	\$ -
44	Onsite Desktop Support II	\$ -	50	\$ -	50	\$ -
45	Scheduler	\$ -	50	\$ -	50	\$ -
46	Software Architect/Engineer	\$ -	50	\$ -	50	\$ -
47	Software Developer I	\$ -	50	\$ -	50	\$ -
48	Software Developer II	\$ -	50	\$ -	50	\$ -

Sheet 7-1 Back-up
OCTA Additional Services Rates
(including Hours for Evaluation Purposes)

Annual Hourly Rate Escalation for Evaluation Purposes		3.00%				
		Implementation Phase	Year 1 of Maintenance	Year 1 of Maintenance	Year 2 of Maintenance	Year 2 of Maintenance
ITEM #	STAFF POSITION/CLASSIFICATION	2020 FULLY LOADED HOURLY RATE	Evaluation Hours	Evaluation Dollars	Evaluation Hours	Evaluation Dollars
49	Software Developer III	\$ -	50	\$ -	50	\$ -
50	Software Tester I	\$ -	50	\$ -	50	\$ -
51	Software Tester II	\$ -	50	\$ -	50	\$ -
52	System Administrator I	\$ -	50	\$ -	50	\$ -
53	System Administrator II	\$ -	50	\$ -	50	\$ -
54	System Analyst	\$ -	50	\$ -	50	\$ -
55	System Security Specialist	\$ -	50	\$ -	50	\$ -
56	Systems Architect/Engineer	\$ -	50	\$ -	50	\$ -
57	Test Manager	\$ -	50	\$ -	50	\$ -
58	TOC Operator I	\$ -	50	\$ -	50	\$ -
59	TOC Operator II	\$ -	50	\$ -	50	\$ -
60	Training Manager	\$ -	50	\$ -	50	\$ -
61	Transition Manager	\$ -	50	\$ -	50	\$ -
YEARLY TOTAL				\$ -		\$ -
BASE AND OPTIONAL TOTALS						

Note 1: CPI adjustments will be made to the Cost based on actual CPI change for the previous year beginning with Operations Year 2 as further described in the Price Proposal Instructions.

Sheet 7-1 Back-up
OCTA Additional Services Rates
(including Hours for Evaluation Purposes)

Annual Hourly Rate Escalation for Evaluation Purposes					
		Year 3-5 and Optional Years 6-11 of Maintenance	Year 3 of Maintenance	Year 4 of Maintenance	Year 5 of Maintenance
ITEM #	STAFF POSITION/CLASSIFICATION	Evaluation Hours	Evaluation Dollars	Evaluation Dollars	Evaluation Dollars
1	Project Principal	30	\$ -	\$ -	\$ -
2	Project Manager (Implementation Phase)	30	\$ -	\$ -	\$ -
3	Project Manager (Operations and Maintenance Phase)	30	\$ -	\$ -	\$ -
4	Deputy Project Manager	30	\$ -	\$ -	\$ -
5	Quality Assurance Manager	30	\$ -	\$ -	\$ -
6	Software Development Manager	30	\$ -	\$ -	\$ -
7	Technology Manager	30	\$ -	\$ -	\$ -
8	Data Migration Manager	30	\$ -	\$ -	\$ -
9	Onsite Installation Manager	30	\$ -	\$ -	\$ -
10	Onsite Technology and Support Manager	30	\$ -	\$ -	\$ -
11	CSC Operations Manager	30	\$ -	\$ -	\$ -
12	Finance Manager	30	\$ -	\$ -	\$ -
13	Administrative Assistant(s)	30	\$ -	\$ -	\$ -
14	Administrative Review Hearing Staff	30	\$ -	\$ -	\$ -
15	Administrative Support	30	\$ -	\$ -	\$ -
16	BOS Trainer	30	\$ -	\$ -	\$ -
17	Business Analyst	30	\$ -	\$ -	\$ -
18	CSC Correspondence Representative	30	\$ -	\$ -	\$ -
19	CSC Financial Reconciliation	30	\$ -	\$ -	\$ -
20	CSC Mailroom Clerk	30	\$ -	\$ -	\$ -
21	CSC Payment Processor	30	\$ -	\$ -	\$ -
22	CSC Supervisor	30	\$ -	\$ -	\$ -
23	CSC Tag Inventory Clerk	30	\$ -	\$ -	\$ -
24	CSC Trainer	30	\$ -	\$ -	\$ -
25	CSR I	30	\$ -	\$ -	\$ -
26	CSR II	30	\$ -	\$ -	\$ -
27	CSR III	30	\$ -	\$ -	\$ -
28	CSR Walk-in	30	\$ -	\$ -	\$ -
29	Data Analytics Specialist	30	\$ -	\$ -	\$ -
30	Database Administrator I	30	\$ -	\$ -	\$ -
31	Database Administrator II	30	\$ -	\$ -	\$ -
32	Database Developer I	30	\$ -	\$ -	\$ -
33	Database Developer II	30	\$ -	\$ -	\$ -
34	Documentation Specialist I	30	\$ -	\$ -	\$ -
35	Documentation Specialist II	30	\$ -	\$ -	\$ -
36	Hardware Engineer	30	\$ -	\$ -	\$ -
37	Help Desk Staff I	30	\$ -	\$ -	\$ -
38	Help Desk Staff II	30	\$ -	\$ -	\$ -
39	Human Resources Manager	30	\$ -	\$ -	\$ -
40	Image Review Quality Assurance Staff	30	\$ -	\$ -	\$ -
41	Network Administrator I	30	\$ -	\$ -	\$ -
42	Network Administrator II	30	\$ -	\$ -	\$ -
43	Onsite Desktop Support I	30	\$ -	\$ -	\$ -
44	Onsite Desktop Support II	30	\$ -	\$ -	\$ -
45	Scheduler	30	\$ -	\$ -	\$ -
46	Software Architect/Engineer	30	\$ -	\$ -	\$ -
47	Software Developer I	30	\$ -	\$ -	\$ -
48	Software Developer II	30	\$ -	\$ -	\$ -

Sheet 7-1 Back-up
OCTA Additional Services Rates
(including Hours for Evaluation Purposes)

Annual Hourly Rate Escalation for Evaluation Purposes					
		Year 3-5 and Optional Years 6-11 of Maintenance	Year 3 of Maintenance	Year 4 of Maintenance	Year 5 of Maintenance
ITEM #	STAFF POSITION/CLASSIFICATION	Evaluation Hours	Evaluation Dollars	Evaluation Dollars	Evaluation Dollars
49	Software Developer III	30	\$ -	\$ -	\$ -
50	Software Tester I	30	\$ -	\$ -	\$ -
51	Software Tester II	30	\$ -	\$ -	\$ -
52	System Administrator I	30	\$ -	\$ -	\$ -
53	System Administrator II	30	\$ -	\$ -	\$ -
54	System Analyst	30	\$ -	\$ -	\$ -
55	System Security Specialist	30	\$ -	\$ -	\$ -
56	Systems Architect/Engineer	30	\$ -	\$ -	\$ -
57	Test Manager	30	\$ -	\$ -	\$ -
58	TOC Operator I	30	\$ -	\$ -	\$ -
59	TOC Operator II	30	\$ -	\$ -	\$ -
60	Training Manager	30	\$ -	\$ -	\$ -
61	Transition Manager	30	\$ -	\$ -	\$ -
YEARLY TOTAL			\$ -	\$ -	\$ -
BASE AND OPTIONAL TOTALS					\$ -

Note 1: CPI adjustments will be made to the Cost based on actual CPI change beginning with Operations Year 2 as further described in the Price Proposal

Sheet 7-1 Back-up
OCTA Additional Services Rates
(including Hours for Evaluation Purposes)

Annual Hourly Rate Escalation for Evaluation Purposes		OPTION TERM 1		
		Option Term 1 Year 6 of Maintenance	Option Term 1 Year 7 of Maintenance	Option Term 1 Year 8 of Maintenance
ITEM #	STAFF POSITION/CLASSIFICATION	Evaluation Dollars	Evaluation Dollars	Evaluation Dollars
1	Project Principal	\$ -	\$ -	\$ -
2	Project Manager (Implementation Phase)	\$ -	\$ -	\$ -
3	Project Manager (Operations and Maintenance Phase)	\$ -	\$ -	\$ -
4	Deputy Project Manager	\$ -	\$ -	\$ -
5	Quality Assurance Manager	\$ -	\$ -	\$ -
6	Software Development Manager	\$ -	\$ -	\$ -
7	Technology Manager	\$ -	\$ -	\$ -
8	Data Migration Manager	\$ -	\$ -	\$ -
9	Onsite Installation Manager	\$ -	\$ -	\$ -
10	Onsite Technology and Support Manager	\$ -	\$ -	\$ -
11	CSC Operations Manager	\$ -	\$ -	\$ -
12	Finance Manager	\$ -	\$ -	\$ -
13	Administrative Assistant(s)	\$ -	\$ -	\$ -
14	Administrative Review Hearing Staff	\$ -	\$ -	\$ -
15	Administrative Support	\$ -	\$ -	\$ -
16	BOS Trainer	\$ -	\$ -	\$ -
17	Business Analyst	\$ -	\$ -	\$ -
18	CSC Correspondence Representative	\$ -	\$ -	\$ -
19	CSC Financial Reconciliation	\$ -	\$ -	\$ -
20	CSC Mailroom Clerk	\$ -	\$ -	\$ -
21	CSC Payment Processor	\$ -	\$ -	\$ -
22	CSC Supervisor	\$ -	\$ -	\$ -
23	CSC Tag Inventory Clerk	\$ -	\$ -	\$ -
24	CSC Trainer	\$ -	\$ -	\$ -
25	CSR I	\$ -	\$ -	\$ -
26	CSR II	\$ -	\$ -	\$ -
27	CSR III	\$ -	\$ -	\$ -
28	CSR Walk-in	\$ -	\$ -	\$ -
29	Data Analytics Specialist	\$ -	\$ -	\$ -
30	Database Administrator I	\$ -	\$ -	\$ -
31	Database Administrator II	\$ -	\$ -	\$ -
32	Database Developer I	\$ -	\$ -	\$ -
33	Database Developer II	\$ -	\$ -	\$ -
34	Documentation Specialist I	\$ -	\$ -	\$ -
35	Documentation Specialist II	\$ -	\$ -	\$ -
36	Hardware Engineer	\$ -	\$ -	\$ -
37	Help Desk Staff I	\$ -	\$ -	\$ -
38	Help Desk Staff II	\$ -	\$ -	\$ -
39	Human Resources Manager	\$ -	\$ -	\$ -
40	Image Review Quality Assurance Staff	\$ -	\$ -	\$ -
41	Network Administrator I	\$ -	\$ -	\$ -
42	Network Administrator II	\$ -	\$ -	\$ -
43	Onsite Desktop Support I	\$ -	\$ -	\$ -
44	Onsite Desktop Support II	\$ -	\$ -	\$ -
45	Scheduler	\$ -	\$ -	\$ -
46	Software Architect/Engineer	\$ -	\$ -	\$ -
47	Software Developer I	\$ -	\$ -	\$ -
48	Software Developer II	\$ -	\$ -	\$ -

Sheet 7-1 Back-up
OCTA Additional Services Rates
(including Hours for Evaluation Purposes)

Annual Hourly Rate Escalation for Evaluation Purposes		OPTION TERM 1		
		Option Term 1 Year 6 of Maintenance	Option Term 1 Year 7 of Maintenance	Option Term 1 Year 8 of Maintenance
ITEM #	STAFF POSITION/CLASSIFICATION	Evaluation Dollars	Evaluation Dollars	Evaluation Dollars
49	Software Developer III	\$ -	\$ -	\$ -
50	Software Tester I	\$ -	\$ -	\$ -
51	Software Tester II	\$ -	\$ -	\$ -
52	System Administrator I	\$ -	\$ -	\$ -
53	System Administrator II	\$ -	\$ -	\$ -
54	System Analyst	\$ -	\$ -	\$ -
55	System Security Specialist	\$ -	\$ -	\$ -
56	Systems Architect/Engineer	\$ -	\$ -	\$ -
57	Test Manager	\$ -	\$ -	\$ -
58	TOC Operator I	\$ -	\$ -	\$ -
59	TOC Operator II	\$ -	\$ -	\$ -
60	Training Manager	\$ -	\$ -	\$ -
61	Transition Manager	\$ -	\$ -	\$ -
YEARLY TOTAL		\$ -	\$ -	\$ -
BASE AND OPTIONAL TOTALS				\$ -

Note 1: CPI adjustments will be made to the Cost based on actual CPI change beginning with Operations Year 2 as further described in the Price Proposal

Sheet 7-1 Back-up
OCTA Additional Services Rates
(including Hours for Evaluation Purposes)

Annual Hourly Rate Escalation for Evaluation Purposes		OPTION TERM 2		
		Option Term 2 Year 9 of Maintenance	Option Term 2 Year 10 of Maintenance	Option Term 2 Year 11 of Maintenance
ITEM #	STAFF POSITION/CLASSIFICATION	Evaluation Dollars	Evaluation Dollars	Evaluation Dollars
1	Project Principal	\$ -	\$ -	\$ -
2	Project Manager (Implementation Phase)	\$ -	\$ -	\$ -
3	Project Manager (Operations and Maintenance Phase)	\$ -	\$ -	\$ -
4	Deputy Project Manager	\$ -	\$ -	\$ -
5	Quality Assurance Manager	\$ -	\$ -	\$ -
6	Software Development Manager	\$ -	\$ -	\$ -
7	Technology Manager	\$ -	\$ -	\$ -
8	Data Migration Manager	\$ -	\$ -	\$ -
9	Onsite Installation Manager	\$ -	\$ -	\$ -
10	Onsite Technology and Support Manager	\$ -	\$ -	\$ -
11	CSC Operations Manager	\$ -	\$ -	\$ -
12	Finance Manager	\$ -	\$ -	\$ -
13	Administrative Assistant(s)	\$ -	\$ -	\$ -
14	Administrative Review Hearing Staff	\$ -	\$ -	\$ -
15	Administrative Support	\$ -	\$ -	\$ -
16	BOS Trainer	\$ -	\$ -	\$ -
17	Business Analyst	\$ -	\$ -	\$ -
18	CSC Correspondence Representative	\$ -	\$ -	\$ -
19	CSC Financial Reconciliation	\$ -	\$ -	\$ -
20	CSC Mailroom Clerk	\$ -	\$ -	\$ -
21	CSC Payment Processor	\$ -	\$ -	\$ -
22	CSC Supervisor	\$ -	\$ -	\$ -
23	CSC Tag Inventory Clerk	\$ -	\$ -	\$ -
24	CSC Trainer	\$ -	\$ -	\$ -
25	CSR I	\$ -	\$ -	\$ -
26	CSR II	\$ -	\$ -	\$ -
27	CSR III	\$ -	\$ -	\$ -
28	CSR Walk-in	\$ -	\$ -	\$ -
29	Data Analytics Specialist	\$ -	\$ -	\$ -
30	Database Administrator I	\$ -	\$ -	\$ -
31	Database Administrator II	\$ -	\$ -	\$ -
32	Database Developer I	\$ -	\$ -	\$ -
33	Database Developer II	\$ -	\$ -	\$ -
34	Documentation Specialist I	\$ -	\$ -	\$ -
35	Documentation Specialist II	\$ -	\$ -	\$ -
36	Hardware Engineer	\$ -	\$ -	\$ -
37	Help Desk Staff I	\$ -	\$ -	\$ -
38	Help Desk Staff II	\$ -	\$ -	\$ -
39	Human Resources Manager	\$ -	\$ -	\$ -
40	Image Review Quality Assurance Staff	\$ -	\$ -	\$ -
41	Network Administrator I	\$ -	\$ -	\$ -
42	Network Administrator II	\$ -	\$ -	\$ -
43	Onsite Desktop Support I	\$ -	\$ -	\$ -
44	Onsite Desktop Support II	\$ -	\$ -	\$ -
45	Scheduler	\$ -	\$ -	\$ -
46	Software Architect/Engineer	\$ -	\$ -	\$ -
47	Software Developer I	\$ -	\$ -	\$ -
48	Software Developer II	\$ -	\$ -	\$ -

Sheet 7-1 Back-up
OCTA Additional Services Rates
(including Hours for Evaluation Purposes)

Annual Hourly Rate Escalation for Evaluation Purposes		OPTION TERM 2		
		Option Term 2 Year 9 of Maintenance	Option Term 2 Year 10 of Maintenance	Option Term 2 Year 11 of Maintenance
ITEM #	STAFF POSITION/CLASSIFICATION	Evaluation Dollars	Evaluation Dollars	Evaluation Dollars
49	Software Developer III	\$ -	\$ -	\$ -
50	Software Tester I	\$ -	\$ -	\$ -
51	Software Tester II	\$ -	\$ -	\$ -
52	System Administrator I	\$ -	\$ -	\$ -
53	System Administrator II	\$ -	\$ -	\$ -
54	System Analyst	\$ -	\$ -	\$ -
55	System Security Specialist	\$ -	\$ -	\$ -
56	Systems Architect/Engineer	\$ -	\$ -	\$ -
57	Test Manager	\$ -	\$ -	\$ -
58	TOC Operator I	\$ -	\$ -	\$ -
59	TOC Operator II	\$ -	\$ -	\$ -
60	Training Manager	\$ -	\$ -	\$ -
61	Transition Manager	\$ -	\$ -	\$ -
YEARLY TOTAL		\$ -	\$ -	\$ -
BASE AND OPTIONAL TOTALS				\$ -

Note 1: CPI adjustments will be made to the Cost based on actual CPI change beginning with Operations Year 2 as further described in the Price Proposal

**Sheet 7-2 Back-up
RCTC Additional Services Rates
(including Hours for Evaluation Purposes)**

Annual Hourly Rate Escalation for Evaluation Purposes		3.00%				
		Implementation Phase	Year 1 of Maintenance	Year 1 of Maintenance	Year 2 of Maintenance	Year 2 of Maintenance
ITEM #	STAFF POSITION/CLASSIFICATION	2020 FULLY LOADED HOURLY RATE	Evaluation Hours	Evaluation Dollars	Evaluation Hours	Evaluation Dollars
1	Project Principal	\$ -	50	\$ -	50	\$ -
2	Project Manager (Implementation Phase)	\$ -	50	\$ -	50	\$ -
3	Project Manager (Operations and Maintenance Phase)	\$ -	50	\$ -	50	\$ -
4	Deputy Project Manager	\$ -	50	\$ -	50	\$ -
5	Quality Assurance Manager	\$ -	50	\$ -	50	\$ -
6	Software Development Manager	\$ -	50	\$ -	50	\$ -
7	Technology Manager	\$ -	50	\$ -	50	\$ -
8	Data Migration Manager	\$ -	50	\$ -	50	\$ -
9	Onsite Installation Manager	\$ -	50	\$ -	50	\$ -
10	Onsite Technology and Support Manager	\$ -	50	\$ -	50	\$ -
11	CSC Operations Manager	\$ -	50	\$ -	50	\$ -
12	Finance Manager	\$ -	50	\$ -	50	\$ -
13	Administrative Assistant(s)	\$ -	50	\$ -	50	\$ -
14	Administrative Review Hearing Staff	\$ -	50	\$ -	50	\$ -
15	Administrative Support	\$ -	50	\$ -	50	\$ -
16	BOS Trainer	\$ -	50	\$ -	50	\$ -
17	Business Analyst	\$ -	50	\$ -	50	\$ -
18	CSC Correspondence Representative	\$ -	50	\$ -	50	\$ -
19	CSC Financial Reconciliation	\$ -	50	\$ -	50	\$ -
20	CSC Mailroom Clerk	\$ -	50	\$ -	50	\$ -
21	CSC Payment Processor	\$ -	50	\$ -	50	\$ -
22	CSC Supervisor	\$ -	50	\$ -	50	\$ -
23	CSC Tag Inventory Clerk	\$ -	50	\$ -	50	\$ -
24	CSC Trainer	\$ -	50	\$ -	50	\$ -
25	CSR I	\$ -	50	\$ -	50	\$ -
26	CSR II	\$ -	50	\$ -	50	\$ -
27	CSR III	\$ -	50	\$ -	50	\$ -
28	CSR Walk-in	\$ -	50	\$ -	50	\$ -
29	Data Analytics Specialist	\$ -	50	\$ -	50	\$ -
30	Database Administrator I	\$ -	50	\$ -	50	\$ -
31	Database Administrator II	\$ -	50	\$ -	50	\$ -
32	Database Developer I	\$ -	50	\$ -	50	\$ -
33	Database Developer II	\$ -	50	\$ -	50	\$ -
34	Documentation Specialist I	\$ -	50	\$ -	50	\$ -
35	Documentation Specialist II	\$ -	50	\$ -	50	\$ -
36	Hardware Engineer	\$ -	50	\$ -	50	\$ -
37	Help Desk Staff I	\$ -	50	\$ -	50	\$ -
38	Help Desk Staff II	\$ -	50	\$ -	50	\$ -
39	Human Resources Manager	\$ -	50	\$ -	50	\$ -
40	Image Review Quality Assurance Staff	\$ -	50	\$ -	50	\$ -
41	Network Administrator I	\$ -	50	\$ -	50	\$ -
42	Network Administrator II	\$ -	50	\$ -	50	\$ -
43	Onsite Desktop Support I	\$ -	50	\$ -	50	\$ -
44	Onsite Desktop Support II	\$ -	50	\$ -	50	\$ -
45	Scheduler	\$ -	50	\$ -	50	\$ -
46	Software Architect/Engineer	\$ -	50	\$ -	50	\$ -
47	Software Developer I	\$ -	50	\$ -	50	\$ -
48	Software Developer II	\$ -	50	\$ -	50	\$ -

**Sheet 7-2 Back-up
RCTC Additional Services Rates
(including Hours for Evaluation Purposes)**

Annual Hourly Rate Escalation for Evaluation Purposes		3.00%				
		Implementation Phase	Year 1 of Maintenance	Year 1 of Maintenance	Year 2 of Maintenance	Year 2 of Maintenance
ITEM #	STAFF POSITION/CLASSIFICATION	2020 FULLY LOADED HOURLY RATE	Evaluation Hours	Evaluation Dollars	Evaluation Hours	Evaluation Dollars
49	Software Developer III	\$ -	50	\$ -	50	\$ -
50	Software Tester I	\$ -	50	\$ -	50	\$ -
51	Software Tester II	\$ -	50	\$ -	50	\$ -
52	System Administrator I	\$ -	50	\$ -	50	\$ -
53	System Administrator II	\$ -	50	\$ -	50	\$ -
54	System Analyst	\$ -	50	\$ -	50	\$ -
55	System Security Specialist	\$ -	50	\$ -	50	\$ -
56	Systems Architect/Engineer	\$ -	50	\$ -	50	\$ -
57	Test Manager	\$ -	50	\$ -	50	\$ -
58	TOC Operator I	\$ -	50	\$ -	50	\$ -
59	TOC Operator II	\$ -	50	\$ -	50	\$ -
60	Training Manager	\$ -	50	\$ -	50	\$ -
61	Transition Manager	\$ -	50	\$ -	50	\$ -
YEARLY TOTAL				\$ -		\$ -
BASE AND OPTIONAL TOTALS						

Note 1: CPI adjustments will be made to the Cost based on actual CPI change for the previous year beginning with Operations Year 2 as further described in the Price Proposal Instructions.

Sheet 7-2 Back-up
RCTC Additional Services Rates
(including Hours for Evaluation Purposes)

Annual Hourly Rate Escalation for Evaluation Purposes					
		Year 3-5 and Optional Years 6-11 of Maintenance	Year 3 of Maintenance	Year 4 of Maintenance	Year 5 of Maintenance
ITEM #	STAFF POSITION/CLASSIFICATION	Evaluation Hours	Evaluation Dollars	Evaluation Dollars	Evaluation Dollars
1	Project Principal	30	\$ -	\$ -	\$ -
2	Project Manager (Implementation Phase)	30	\$ -	\$ -	\$ -
3	Project Manager (Operations and Maintenance Phase)	30	\$ -	\$ -	\$ -
4	Deputy Project Manager	30	\$ -	\$ -	\$ -
5	Quality Assurance Manager	30	\$ -	\$ -	\$ -
6	Software Development Manager	30	\$ -	\$ -	\$ -
7	Technology Manager	30	\$ -	\$ -	\$ -
8	Data Migration Manager	30	\$ -	\$ -	\$ -
9	Onsite Installation Manager	30	\$ -	\$ -	\$ -
10	Onsite Technology and Support Manager	30	\$ -	\$ -	\$ -
11	CSC Operations Manager	30	\$ -	\$ -	\$ -
12	Finance Manager	30	\$ -	\$ -	\$ -
13	Administrative Assistant(s)	30	\$ -	\$ -	\$ -
14	Administrative Review Hearing Staff	30	\$ -	\$ -	\$ -
15	Administrative Support	30	\$ -	\$ -	\$ -
16	BOS Trainer	30	\$ -	\$ -	\$ -
17	Business Analyst	30	\$ -	\$ -	\$ -
18	CSC Correspondence Representative	30	\$ -	\$ -	\$ -
19	CSC Financial Reconciliation	30	\$ -	\$ -	\$ -
20	CSC Mailroom Clerk	30	\$ -	\$ -	\$ -
21	CSC Payment Processor	30	\$ -	\$ -	\$ -
22	CSC Supervisor	30	\$ -	\$ -	\$ -
23	CSC Tag Inventory Clerk	30	\$ -	\$ -	\$ -
24	CSC Trainer	30	\$ -	\$ -	\$ -
25	CSR I	30	\$ -	\$ -	\$ -
26	CSR II	30	\$ -	\$ -	\$ -
27	CSR III	30	\$ -	\$ -	\$ -
28	CSR Walk-in	30	\$ -	\$ -	\$ -
29	Data Analytics Specialist	30	\$ -	\$ -	\$ -
30	Database Administrator I	30	\$ -	\$ -	\$ -
31	Database Administrator II	30	\$ -	\$ -	\$ -
32	Database Developer I	30	\$ -	\$ -	\$ -
33	Database Developer II	30	\$ -	\$ -	\$ -
34	Documentation Specialist I	30	\$ -	\$ -	\$ -
35	Documentation Specialist II	30	\$ -	\$ -	\$ -
36	Hardware Engineer	30	\$ -	\$ -	\$ -
37	Help Desk Staff I	30	\$ -	\$ -	\$ -
38	Help Desk Staff II	30	\$ -	\$ -	\$ -
39	Human Resources Manager	30	\$ -	\$ -	\$ -
40	Image Review Quality Assurance Staff	30	\$ -	\$ -	\$ -
41	Network Administrator I	30	\$ -	\$ -	\$ -
42	Network Administrator II	30	\$ -	\$ -	\$ -
43	Onsite Desktop Support I	30	\$ -	\$ -	\$ -
44	Onsite Desktop Support II	30	\$ -	\$ -	\$ -
45	Scheduler	30	\$ -	\$ -	\$ -
46	Software Architect/Engineer	30	\$ -	\$ -	\$ -
47	Software Developer I	30	\$ -	\$ -	\$ -
48	Software Developer II	30	\$ -	\$ -	\$ -

Sheet 7-2 Back-up
RCTC Additional Services Rates
(including Hours for Evaluation Purposes)

Annual Hourly Rate Escalation for Evaluation Purposes					
		Year 3-5 and Optional Years 6-11 of Maintenance	Year 3 of Maintenance	Year 4 of Maintenance	Year 5 of Maintenance
ITEM #	STAFF POSITION/CLASSIFICATION	Evaluation Hours	Evaluation Dollars	Evaluation Dollars	Evaluation Dollars
49	Software Developer III	30	\$ -	\$ -	\$ -
50	Software Tester I	30	\$ -	\$ -	\$ -
51	Software Tester II	30	\$ -	\$ -	\$ -
52	System Administrator I	30	\$ -	\$ -	\$ -
53	System Administrator II	30	\$ -	\$ -	\$ -
54	System Analyst	30	\$ -	\$ -	\$ -
55	System Security Specialist	30	\$ -	\$ -	\$ -
56	Systems Architect/Engineer	30	\$ -	\$ -	\$ -
57	Test Manager	30	\$ -	\$ -	\$ -
58	TOC Operator I	30	\$ -	\$ -	\$ -
59	TOC Operator II	30	\$ -	\$ -	\$ -
60	Training Manager	30	\$ -	\$ -	\$ -
61	Transition Manager	30	\$ -	\$ -	\$ -
YEARLY TOTAL			\$ -	\$ -	\$ -
BASE AND OPTIONAL TOTALS					\$ -

Note 1: CPI adjustments will be made to the Cost based on actual CPI change beginning with Operations Year 2 as further described in the Price Proposal.

Sheet 7-2 Back-up
RCTC Additional Services Rates
(including Hours for Evaluation Purposes)

Annual Hourly Rate Escalation for Evaluation Purposes		OPTION TERM 1		
		Option Term 1 Year 6 of Maintenance	Option Term 1 Year 7 of Maintenance	Option Term 1 Year 8 of Maintenance
ITEM #	STAFF POSITION/CLASSIFICATION	Evaluation Dollars	Evaluation Dollars	Evaluation Dollars
1	Project Principal	\$ -	\$ -	\$ -
2	Project Manager (Implementation Phase)	\$ -	\$ -	\$ -
3	Project Manager (Operations and Maintenance Phase)	\$ -	\$ -	\$ -
4	Deputy Project Manager	\$ -	\$ -	\$ -
5	Quality Assurance Manager	\$ -	\$ -	\$ -
6	Software Development Manager	\$ -	\$ -	\$ -
7	Technology Manager	\$ -	\$ -	\$ -
8	Data Migration Manager	\$ -	\$ -	\$ -
9	Onsite Installation Manager	\$ -	\$ -	\$ -
10	Onsite Technology and Support Manager	\$ -	\$ -	\$ -
11	CSC Operations Manager	\$ -	\$ -	\$ -
12	Finance Manager	\$ -	\$ -	\$ -
13	Administrative Assistant(s)	\$ -	\$ -	\$ -
14	Administrative Review Hearing Staff	\$ -	\$ -	\$ -
15	Administrative Support	\$ -	\$ -	\$ -
16	BOS Trainer	\$ -	\$ -	\$ -
17	Business Analyst	\$ -	\$ -	\$ -
18	CSC Correspondence Representative	\$ -	\$ -	\$ -
19	CSC Financial Reconciliation	\$ -	\$ -	\$ -
20	CSC Mailroom Clerk	\$ -	\$ -	\$ -
21	CSC Payment Processor	\$ -	\$ -	\$ -
22	CSC Supervisor	\$ -	\$ -	\$ -
23	CSC Tag Inventory Clerk	\$ -	\$ -	\$ -
24	CSC Trainer	\$ -	\$ -	\$ -
25	CSR I	\$ -	\$ -	\$ -
26	CSR II	\$ -	\$ -	\$ -
27	CSR III	\$ -	\$ -	\$ -
28	CSR Walk-in	\$ -	\$ -	\$ -
29	Data Analytics Specialist	\$ -	\$ -	\$ -
30	Database Administrator I	\$ -	\$ -	\$ -
31	Database Administrator II	\$ -	\$ -	\$ -
32	Database Developer I	\$ -	\$ -	\$ -
33	Database Developer II	\$ -	\$ -	\$ -
34	Documentation Specialist I	\$ -	\$ -	\$ -
35	Documentation Specialist II	\$ -	\$ -	\$ -
36	Hardware Engineer	\$ -	\$ -	\$ -
37	Help Desk Staff I	\$ -	\$ -	\$ -
38	Help Desk Staff II	\$ -	\$ -	\$ -
39	Human Resources Manager	\$ -	\$ -	\$ -
40	Image Review Quality Assurance Staff	\$ -	\$ -	\$ -
41	Network Administrator I	\$ -	\$ -	\$ -
42	Network Administrator II	\$ -	\$ -	\$ -
43	Onsite Desktop Support I	\$ -	\$ -	\$ -
44	Onsite Desktop Support II	\$ -	\$ -	\$ -
45	Scheduler	\$ -	\$ -	\$ -
46	Software Architect/Engineer	\$ -	\$ -	\$ -
47	Software Developer I	\$ -	\$ -	\$ -
48	Software Developer II	\$ -	\$ -	\$ -

Sheet 7-2 Back-up
RCTC Additional Services Rates
(including Hours for Evaluation Purposes)

Annual Hourly Rate Escalation for Evaluation Purposes		OPTION TERM 1		
		Option Term 1 Year 6 of Maintenance	Option Term 1 Year 7 of Maintenance	Option Term 1 Year 8 of Maintenance
ITEM #	STAFF POSITION/CLASSIFICATION	Evaluation Dollars	Evaluation Dollars	Evaluation Dollars
49	Software Developer III	\$ -	\$ -	\$ -
50	Software Tester I	\$ -	\$ -	\$ -
51	Software Tester II	\$ -	\$ -	\$ -
52	System Administrator I	\$ -	\$ -	\$ -
53	System Administrator II	\$ -	\$ -	\$ -
54	System Analyst	\$ -	\$ -	\$ -
55	System Security Specialist	\$ -	\$ -	\$ -
56	Systems Architect/Engineer	\$ -	\$ -	\$ -
57	Test Manager	\$ -	\$ -	\$ -
58	TOC Operator I	\$ -	\$ -	\$ -
59	TOC Operator II	\$ -	\$ -	\$ -
60	Training Manager	\$ -	\$ -	\$ -
61	Transition Manager	\$ -	\$ -	\$ -
YEARLY TOTAL		\$ -	\$ -	\$ -
BASE AND OPTIONAL TOTALS				\$ -

Note 1: CPI adjustments will be made to the Cost based on actual CPI change beginning with Operations Year 2 as further described in the Price Proposal It

Sheet 7-2 Back-up
RCTC Additional Services Rates
(including Hours for Evaluation Purposes)

Annual Hourly Rate Escalation for Evaluation Purposes		OPTION TERM 2		
		Option Term 2 Year 9 of Maintenance	Option Term 2 Year 10 of Maintenance	Option Term 2 Year 11 of Maintenance
ITEM #	STAFF POSITION/CLASSIFICATION	Evaluation Dollars	Evaluation Dollars	Evaluation Dollars
1	Project Principal	\$ -	\$ -	\$ -
2	Project Manager (Implementation Phase)	\$ -	\$ -	\$ -
3	Project Manager (Operations and Maintenance Phase)	\$ -	\$ -	\$ -
4	Deputy Project Manager	\$ -	\$ -	\$ -
5	Quality Assurance Manager	\$ -	\$ -	\$ -
6	Software Development Manager	\$ -	\$ -	\$ -
7	Technology Manager	\$ -	\$ -	\$ -
8	Data Migration Manager	\$ -	\$ -	\$ -
9	Onsite Installation Manager	\$ -	\$ -	\$ -
10	Onsite Technology and Support Manager	\$ -	\$ -	\$ -
11	CSC Operations Manager	\$ -	\$ -	\$ -
12	Finance Manager	\$ -	\$ -	\$ -
13	Administrative Assistant(s)	\$ -	\$ -	\$ -
14	Administrative Review Hearing Staff	\$ -	\$ -	\$ -
15	Administrative Support	\$ -	\$ -	\$ -
16	BOS Trainer	\$ -	\$ -	\$ -
17	Business Analyst	\$ -	\$ -	\$ -
18	CSC Correspondence Representative	\$ -	\$ -	\$ -
19	CSC Financial Reconciliation	\$ -	\$ -	\$ -
20	CSC Mailroom Clerk	\$ -	\$ -	\$ -
21	CSC Payment Processor	\$ -	\$ -	\$ -
22	CSC Supervisor	\$ -	\$ -	\$ -
23	CSC Tag Inventory Clerk	\$ -	\$ -	\$ -
24	CSC Trainer	\$ -	\$ -	\$ -
25	CSR I	\$ -	\$ -	\$ -
26	CSR II	\$ -	\$ -	\$ -
27	CSR III	\$ -	\$ -	\$ -
28	CSR Walk-in	\$ -	\$ -	\$ -
29	Data Analytics Specialist	\$ -	\$ -	\$ -
30	Database Administrator I	\$ -	\$ -	\$ -
31	Database Administrator II	\$ -	\$ -	\$ -
32	Database Developer I	\$ -	\$ -	\$ -
33	Database Developer II	\$ -	\$ -	\$ -
34	Documentation Specialist I	\$ -	\$ -	\$ -
35	Documentation Specialist II	\$ -	\$ -	\$ -
36	Hardware Engineer	\$ -	\$ -	\$ -
37	Help Desk Staff I	\$ -	\$ -	\$ -
38	Help Desk Staff II	\$ -	\$ -	\$ -
39	Human Resources Manager	\$ -	\$ -	\$ -
40	Image Review Quality Assurance Staff	\$ -	\$ -	\$ -
41	Network Administrator I	\$ -	\$ -	\$ -
42	Network Administrator II	\$ -	\$ -	\$ -
43	Onsite Desktop Support I	\$ -	\$ -	\$ -
44	Onsite Desktop Support II	\$ -	\$ -	\$ -
45	Scheduler	\$ -	\$ -	\$ -
46	Software Architect/Engineer	\$ -	\$ -	\$ -
47	Software Developer I	\$ -	\$ -	\$ -
48	Software Developer II	\$ -	\$ -	\$ -

Sheet 7-2 Back-up
RCTC Additional Services Rates
(including Hours for Evaluation Purposes)

Annual Hourly Rate Escalation for Evaluation Purposes		OPTION TERM 2		
		Option Term 2 Year 9 of Maintenance	Option Term 2 Year 10 of Maintenance	Option Term 2 Year 11 of Maintenance
ITEM #	STAFF POSITION/CLASSIFICATION	Evaluation Dollars	Evaluation Dollars	Evaluation Dollars
49	Software Developer III	\$ -	\$ -	\$ -
50	Software Tester I	\$ -	\$ -	\$ -
51	Software Tester II	\$ -	\$ -	\$ -
52	System Administrator I	\$ -	\$ -	\$ -
53	System Administrator II	\$ -	\$ -	\$ -
54	System Analyst	\$ -	\$ -	\$ -
55	System Security Specialist	\$ -	\$ -	\$ -
56	Systems Architect/Engineer	\$ -	\$ -	\$ -
57	Test Manager	\$ -	\$ -	\$ -
58	TOC Operator I	\$ -	\$ -	\$ -
59	TOC Operator II	\$ -	\$ -	\$ -
60	Training Manager	\$ -	\$ -	\$ -
61	Transition Manager	\$ -	\$ -	\$ -
YEARLY TOTAL		\$ -	\$ -	\$ -
BASE AND OPTIONAL TOTALS				\$ -

Note 1: CPI adjustments will be made to the Cost based on actual CPI change beginning with Operations Year 2 as further described in the Price Proposal It