DRAFT REQUEST FOR PROPOSALS (RFP) 0-2272

ENTERPRISE ASSET MANAGEMENT SYSTEM



ORANGE COUNTY TRANSPORTATION AUTHORITY
550 South Main Street
P.O. Box 14184
Orange, CA 92863-1584
(714) 560-6282

Key RFP Dates

Issue Date: June 8, 2020

Pre-Proposal Conference Date: June 15, 2020

Question Submittal Date: June 17, 2020

Proposal Submittal Date: July 8, 2020

Interview/Demo Date: August 11, 2020

TABLE OF CONTENTS

SECTION I:	INSTRUCTIONS TO OFFERORS1
SECTION II:	PROPOSAL CONTENT8
SECTION III:	EVALUATION AND AWARD17
EXHIBIT A:	SCOPE OF WORK21
EXHIBIT B:	COST AND PRICE FORMS22
EXHIBIT C:	PROPOSED AGREEMENT23
EXHIBIT D:	STATUS OF PAST AND PRESENT CONTRACTS FORM24
EXHIBIT E:	CAMPAIGN CONTRIBUTION DISCLOSURE FORM24
EXHIBIT F:	SAFETY SPECIFICATIONS31
EXHIBIT G:	PROPOSAL EXCEPTIONS AND/OR DEVIATIONS32
EXHIBIT H:	PUBLIC RECORDS ACT INDEMNIFICATION - PROPOSAL DOCUMENTS



NOTICE OF REQUEST FOR PROPOSALS

(RFP): 0-2272: "ENTERPRISE ASSET MANAGEMENT SYSTEM"

TO: ALL OFFERORS

FROM: ORANGE COUNTY TRANSPORTATION AUTHORITY

The Orange County Transportation Authority (Authority) invites proposals from qualified consultants to provide an Enterprise Asset Management (EAM) system.

Proposals must be received in the Authority's office at or before 2:00 p.m. on July 8, 2020.

Proposals delivered in person or by a means other than the U.S. Postal Service shall be submitted to the following:

Orange County Transportation Authority
Contracts Administration and Materials Management
600 South Main Street, (Lobby Receptionist)
Orange, California 92868

Attention: Masih Bahadori, Principal Contract Administrator

Proposals delivered using the U.S. Postal Service shall be addressed as follows:

Orange County Transportation Authority
Contracts Administration and Materials Management
P.O. Box 14184

Orange, California 92863-1584

Attention: Masih Bahadori, Principal Contract Administrator

*Note: The Authority utilizes a third-party delivery service; therefore, please anticipate a 48-hour delay in delivery of proposals mailed to the P.O. Box listed above. Proposals are considered received once time stamped at the Authority's physical address.

Proposals and amendments to proposals received after the date and time specified above will be returned to the Offerors unopened.

Firms interested in obtaining a copy of this Request for Proposals (RFP) may do so by downloading the RFP from CAMM NET at https://cammnet.octa.net.

All firms interested in doing business with the Authority are required to register their business on-line at CAMM NET. The website can be found at https://cammnet.octa.net. From the site menu, click on CAMM NET to register.

To receive all further information regarding this RFP 0-2272, firms and subconsultants must be registered on CAMM NET with at least one of the following commodity codes for this solicitation selected as part of the vendor's on-line registration profile:

<u>Category:</u> <u>Commodity:</u>

Computer: Hardware & Business Software Software Computer: Hardware &

Software

Database Software

Enterprise Asset Management

(EAM) Software

Enterprise Software - General Computer Software Consulting

Professional Services Software Maintenance /

Support

A pre-proposal conference will be held on June 15, 2020, at 10:00 a.m. via Skype for Business by using the following link:

https://meet.octa.net/mbahadori/Y38JSNGD.

Professional Consulting

For audio only, Offerors may use the following phone and number conference identification code:

Phone: (714) 560-5666 Conference ID: 20894#

All prospective Offerors are encouraged to attend the pre-proposal conference.

The Authority has established August 11, 2020, as the date to conduct interviews/demos. All prospective Offerors will be asked to keep this date available.

Offerors are encouraged to subcontract with small businesses to the maximum extent possible.

All Offerors will be required to comply with all applicable equal opportunity laws and regulations.

The award of this contract is subject to receipt of federal, state and/or local funds adequate to carry out the provisions of the proposed agreement including the identified Scope of Work.

SECTION I: INSTRUCTIONS TO OFFERORS

SECTION I. INSTRUCTIONS TO OFFERORS

A. PRE-PROPOSAL CONFERENCE

A pre-proposal conference will be held on June 15, 2020, at 10:00 a.m. via Skype for Business by using the following link:

https://meet.octa.net/mbahadori/Y38JSNGD.

For audio only, Offerors may use the following phone and number conference identification code:

Phone: (714) 560-5666 Conference ID: 20894#

B. EXAMINATION OF PROPOSAL DOCUMENTS

By submitting a proposal, Offeror represents that it has thoroughly examined and become familiar with the work required under this RFP and that it is capable of performing quality work to achieve the Authority's objectives.

C. ADDENDA

The Authority reserves the right to revise the RFP documents. Any Authority changes to the requirements will be made by written addendum to this RFP. Any written addenda issued pertaining to this RFP shall be incorporated into the terms and conditions of any resulting Agreement. The Authority will not be bound to any modifications to or deviations from the requirements set forth in this RFP as the result of oral instructions. Offerors shall acknowledge receipt of addenda in their proposals. Failure to acknowledge receipt of Addenda may cause the proposal to be deemed non-responsive to this RFP and be rejected.

D. AUTHORITY CONTACT

All communication and/or contacts with Authority staff regarding this RFP are to be directed to the following Contract Administrator:

Masih Bahadori, Principal Contract Administrator Contracts Administration and Materials Management Department 600 South Main Street

P.O. Box 14184

Orange, CA 92863-1584

Phone: 714.560.5841, Fax: 714.560.5792

Email: mbahadori@octa.net

Commencing on the date of the issuance of this RFP and continuing until award of the contract or cancellation of this RFP, no proposer, subcontractor, lobbyist or agent hired by the proposer shall have any contact or communications regarding this RFP with any Authority's staff; member of the evaluation committee for this RFP; or any contractor or consultant involved with the procurement, other than the Contract Administrator named above or unless expressly permitted by this RFP. Contact includes face-to-face, telephone, electronic mail (e-mail) or formal written communication. Any proposer, subcontractor, lobbyist or agent hired by the proposer that engages in such prohibited communications may result in disqualification of the proposer at the sole discretion of the Authority. mbahadori@octa.net

E. CLARIFICATIONS

1. Examination of Documents

Should an Offeror require clarifications of this RFP, the Offeror shall notify the Authority in writing in accordance with Section E.2. below. Should it be found that the point in question is not clearly and fully set forth, the Authority will issue a written addendum clarifying the matter which will be sent to all firms registered on CAMM NET under the commodity codes specified in this RFP.

2. Submitting Requests

- a. All questions, including questions that could not be specifically answered at the pre-proposal conference must be put in writing and must be received by the Authority no later than 5:00 p.m., on June 17, 2020.
- b. Requests for clarifications, questions and comments must be clearly labeled, "Written Questions". The Authority is not responsible for failure to respond to a request that has not been labeled as such.
- c. Any of the following methods of delivering written questions are acceptable as long as the questions are received no later than the date and time specified above:
 - (1) U.S. Mail: Orange County Transportation Authority, 550 South Main Street, P.O. Box 14184, Orange, California 92863-1584.
 - (2) Personal Delivery: Contracts Administration and Materials Management Department, 600 South Main Street, Lobby Receptionist, Orange, California 92868.
 - (3) Facsimile: (714) 560-5792.
 - (4) Email: mbahadori@octa.net

3. Authority Responses

Responses from the Authority will be posted on CAMM NET, no later than June 23, 2020. Offerors may download responses from CAMM NET at https://cammnet.octa.net, or request responses be sent via U.S. Mail by emailing or faxing the request to Masih Bahadori, Principal Contract Administrator.

To receive email notification of Authority responses when they are posted on CAMM NET, firms and subconsultants must be registered on CAMM NET with at least one of the following commodity codes for this solicitation selected as part of the vendor's on-line registration profile:

<u>Category:</u> <u>Commodity:</u>

Computer: Hardware & Business Software Software Computer: Hardware &

Software

Database Software

Enterprise Asset Management

(EAM) Software

Enterprise Software - General Computer Software Consulting

Professional Consulting Computer Software Consu

Professional Services Software Maintenance /

Support

Inquiries received after 5:00 p.m. on June 17, 2020 will not be responded to.

F. SUBMISSION OF PROPOSALS

1. Date and Time

Proposals must be received in the Authority's office at or before 2:00 p.m. on July 8, 2020.

Proposals received after the above-specified date and time will be returned to Offerors unopened.

2. Address

Proposals delivered in person or by a means other than the U.S. Postal Service shall be submitted to the following:

Orange County Transportation Authority
Contracts Administration and Materials Management (CAMM)
600 South Main Street, (Lobby Receptionist)
Orange, California 92868
Attention: Masih Bahadori, Principal Contract Administrator

Or proposals delivered using the U.S. Postal Services shall be addressed

Orange County Transportation Authority
Contracts Administration and Materials Management (CAMM)

P.O. Box 14184 Orange, California 92863-1584

Attention: Masih Bahadori, Principal Contract Administrator

*Note: The Authority utilizes a third-party delivery service; therefore, please anticipate a 48-hour delay in delivery of proposals mailed to the P.O. Box listed above. Proposals are considered received once time stamped at the Authority's physical address.

3. Identification of Proposals

as follows:

Offeror shall submit an **original and 7 copies** of its proposal in a sealed package, addressed as shown above in E.2. The outer envelope must show the Offeror's name and address and clearly marked with RFP number.

"RFP 0-2272: ENTERPRISE ASSET MANAGEMENT SYSTEM"

In addition to the above, Proposers shall also include one (1) electronic copy of their entire RFP submittal package in "PDF" format on a USB or flash drive.

4. Acceptance of Proposals

- a. The Authority reserves the right to accept or reject any and all proposals, or any item or part thereof, or to waive any informalities or irregularities in proposals.
- b. The Authority reserves the right to withdraw or cancel this RFP at any time without prior notice and the Authority makes no representations that any contract will be awarded to any Offeror responding to this RFP.
- c. The Authority reserves the right to issue a new RFP for the project.
- d. The Authority reserves the right to postpone proposal openings for its own convenience.

- e. Each proposal will be received with the understanding that acceptance by the Authority of the proposal to provide the services described herein shall constitute a contract between the Offeror and Authority which shall bind the Offeror on its part to furnish and deliver at the prices given and in accordance with conditions of said accepted proposal and specifications.
- f. The Authority reserves the right to investigate the qualifications of any Offeror, and/or require additional evidence of qualifications to perform the work.
- g. Submitted proposals are not to be copyrighted.

G. PRE-CONTRACTUAL EXPENSES

The Authority shall not, in any event, be liable for any pre-contractual expenses incurred by Offeror in the preparation of its proposal. Offeror shall not include any such expenses as part of its proposal.

Pre-contractual expenses are defined as expenses incurred by Offeror in:

- 1. Preparing its proposal in response to this RFP;
- Submitting that proposal to the Authority;
- 3. Negotiating with the Authority any matter related to this proposal; or
- 4. Any other expenses incurred by Offeror prior to date of award, if any, of the Agreement.

H. JOINT OFFERS

Where two or more firms desire to submit a single proposal in response to this RFP, they should do so on a prime-subcontractor basis rather than as a joint venture. The Authority intends to contract with a single firm and not with multiple firms doing business as a joint venture.

I. TAXES

Offerors' proposals are subject to State and Local sales taxes. However, the Authority is exempt from the payment of Federal Excise and Transportation Taxes. Offeror is responsible for payment of all taxes for any goods, services, processes and operations incidental to or involved in the contract.

J. PROTEST PROCEDURES

The Authority has on file a set of written protest procedures applicable to this solicitation that may be obtained by contacting the Contract Administrator responsible for this procurement. Any protests filed by an Offeror in connection with this RFP must be submitted in accordance with the Authority's written procedures.

K. CONTRACT TYPE

It is anticipated that the Agreement resulting from this solicitation, if awarded, will be a firm-fixed price contract specifying firm-fixed prices for individual tasks specified in the Scope of Work, included in this RFP as Exhibit A. The Agreement will have a seven (7)-year initial term with two (2), two (2)-year option terms.

L. CONFLICT OF INTEREST

All Offerors responding to this RFP must avoid organizational conflicts of interest which would restrict full and open competition in this procurement. An organizational conflict of interest means that due to other activities, relationships or contracts, an Offeror is unable, or potentially unable to render impartial assistance or advice to the Authority; an Offeror's objectivity in performing the work identified in the Scope of Work is or might be otherwise impaired; or an Offeror has an unfair competitive advantage. Conflict of Interest issues must be fully disclosed in the Offeror's proposal.

All Offerors must disclose in their proposal and immediately throughout the course of the evaluation process if they have hired or retained an advocate to lobby Authority staff or the Board of Directors on their behalf.

Offerors hired to perform services for the Authority are prohibited from concurrently acting as an advocate for another firm who is competing for a contract with the Authority, either as a prime or subcontractor.

M. CODE OF CONDUCT

All Offerors agree to comply with the Authority's Code of Conduct as it relates to Third-Party contracts which is hereby referenced and by this reference is incorporated herein. All Offerors agree to include these requirements in all of its subcontracts.

SECTION II: PROPOSAL CONTENT

SECTION II. PROPOSAL CONTENT

A. PROPOSAL FORMAT AND CONTENT

1. Format

Proposals should be typed with a standard 12-point font, double-spaced and submitted on 8 1/2" x 11" size paper, using a single method of fastening. Charts and schedules may be included in 11"x17" format. Proposals should not include any unnecessarily elaborate or promotional materials. Proposals should not exceed seventy-five (75) pages in length, excluding any appendices, cover letters, resumes, or forms.

2. Letter of Transmittal

The Letter of Transmittal shall be addressed to Masih Bahadori, Principal Contract Administrator and must, at a minimum, contain the following:

- a. Identification of Offeror that will have contractual responsibility with the Authority. Identification shall include legal name of company, corporate address, telephone and fax number, and email address. Include name, title, address, email address, and telephone number of the contact person identified during period of proposal evaluation.
- b. Identification of all proposed subcontractors including legal name of company, contact person's name and address, phone number and fax number, and email address; relationship between Offeror and subcontractors, if applicable.
- c. Acknowledgement of receipt of all RFP addenda, if any.
- d. A statement to the effect that the proposal shall remain valid for a period of not less than 120 days from the date of submittal.
- e. Signature of a person authorized to bind Offeror to the terms of the proposal.
- f. Signed statement attesting that all information submitted with the proposal is true and correct.

3. Technical Proposal

a. Qualifications, Related Experience and References of Offeror

This section of the proposal should establish the ability of Offeror to satisfactorily perform the required work by reasons of: experience in performing work of a similar nature; demonstrated competence in the

services to be provided; strength and stability of the firm; staffing capability; work load; record of meeting schedules on similar projects; and supportive client references.

Offeror to:

- (1) Provide a brief profile of the firm, including the types of services offered; the year founded; form of the organization (corporation, partnership, sole proprietorship); number, size and location of offices; and number of employees.
- (2) Provide a general description of the firm's financial condition and identify any conditions (e.g., bankruptcy, pending litigation, planned office closures, impending merger) that may impede Offeror's ability to complete the project.
- (3) Describe the firm's experience in performing work of a similar nature to that solicited in this RFP, including public sector experience both in transit maintenance, asset management, and procurement management, as well as experience implementing an EAM software solution. Highlight the participation in such work by the key personnel proposed for assignment to this project.
- (4) Identify subcontractors by company name, address, contact person, telephone number, email, and project function. Describe Offeror's experience working with each subcontractor.
- (5) Identify all firms hired or retained to provide lobbying or advocating services on behalf of the Offeror by company name, address, contact person, telephone number and email address. This information is required to be provided by the Offeror immediately during the evaluation process, if a lobbyist or advocate is hired or retained.
- (6) Provide as a minimum three (3) references for the projects cited as related experience, and furnish the name, title, address, telephone number, and email address of the person(s) at the client organization who is most knowledgeable about the work performed. Offeror may also supply references from other work not cited in this section as related experience.

b. Proposed Staffing and Project Organization

This section of the proposal should establish the method, which will be used by the Offeror to manage the project as well as identify key personnel assigned.

Offeror to:

- (1) Identify key personnel proposed to perform the work in the specified tasks and include major areas of subcontract work. Include the person's name, current location, proposed position for this project, current assignment, level of commitment to that assignment, availability for this assignment and how long each person has been with the firm.
- (2) Furnish brief resumes (not more than two [2] pages each) for the proposed Project Manager and other key personnel that includes education, experience, and applicable professional credentials.
- (3) Indicate adequacy of labor resources utilizing a table projecting the labor-hour allocation to the project by individual task.
- (4) Include a project organization chart, which clearly delineates communication/reporting relationships among the project staff.
- (5) Include a roles and responsibilities matrix, which provides the number of resources and their respective roles.
- (6) Include a statement that key personnel will be available to the extent proposed for the duration of the project acknowledging that no person designated as "key" to the project shall be removed or replaced without the prior written concurrence of the Authority.

c. Work Plan

Offeror should provide a narrative, which addresses the Scope of Work, and shows Offeror's understanding of Authority's needs and requirements.

Offeror to:

- (1) Describe the approach to completing the tasks specified in the Scope of Work. The approach to the work plan shall be of such detail to demonstrate the Offeror's ability to accomplish the project objectives and overall schedule.
- (2) Include a Technical Solution Design (TSD) narrative highlighting the proposed EAM technical solution for the Authority. This narrative shall include a description of the technical architecture and the justification for their proposed approach. This should include hardware and/or cloud hosting environment topology, including network and security

- components, all third-party software, and integration solutions for disparate components.
- (3) Indicate if EAM system has the option to be hosted in the cloud or on-premise. If both options are available, identify the benefits and the drawbacks of each option.
- (4) Outline sequentially the activities that would be undertaken in completing the tasks and specify who would perform them.
- (5) Furnish a project schedule for completing the tasks in terms of elapsed weeks. The proposed project schedule shall identify all phases and the high-level tasks in sufficient detail. Tasks should be grouped into the project phases and include all the relevant deliverables, project milestones, and tasks for which the Authority would be responsible.
- (6) Identify methods that Offeror will use to ensure quality control as well as budget and schedule control for the project.
- (7) Identify any special issues or problems that are likely to be encountered in this project and how the Offeror would propose to address them.
- (8) Offeror is encouraged to propose enhancements or procedural or technical innovations to the Scope of Work that do not materially deviate from the objectives or required content of the project.
- (9) Complete the EAM System Highlights Table (Attachment A to Exhibit A)
- (10) Complete the Project Task Deliverables Table (Attachment B to Exhibit A)
- (11) Complete the EAM System Requirements List (Attachment C to Exhibit A).

d. Exceptions/Deviations

State any technical and/or contractual exceptions and/or deviations from the requirements of this RFP, including the Authority's technical requirements and contractual terms and conditions set forth in the Scope of Work (Exhibit A) and Proposed Agreement (Exhibit C), using the form entitled "Proposal Exceptions and/or Deviations" included in this RFP. This Proposal Exceptions and/or Deviations form must be included in the original proposal submitted by the Offeror. If no technical or contractual exceptions and/or deviations

are submitted as part of the original proposal, Offerors are deemed to have accepted the Authority's technical requirements and contractual terms and conditions set forth in the Scope of Work (Exhibit A) and Proposed Agreement (Exhibit C). Offerors will not be allowed to submit the Proposal Exceptions and/or Deviations form or any technical and/or contractual exceptions after the proposal submittal date identified in the RFP. Exceptions and/or deviations submitted after the proposal submittal date will not be reviewed by Authority.

All exceptions and/or deviations will be reviewed by the Authority and will be assigned a "pass" or "fail" status. Exceptions and deviations that "pass" do not mean that the Authority has accepted the change but that it is a potential negotiable issue. Exceptions and deviations that receive a "fail" status means that the requested change is not something that the Authority would consider a potential negotiable issue. Offerors that receive a "fail" status on their exceptions and/or deviations will be notified by the Authority and will be allowed to retract the exception and/or deviation and continue in the evaluation process. Any exceptions and/or deviation that receive a "fail" status and the Offeror cannot or does not retract the requested change may result in the firm being eliminated from further evaluation.

e. Public Records Act Indemnification

Proposals received by Authority are subject to the California Public Records Act, Government Code section 6250 et seq. (the "Act"), except as otherwise provided in the Act. Proposers should familiarize themselves and exceptions thereto. In no event shall the Authority or any of its agents, representatives, consultants, directors, officers, or employees be liable to a Proposer for the disclosure of any materials or information submitted in response to the RFP. Proposers must complete and sign the Exhibit H, Public Records Act Indemnification — Proposal Documents, and submit it with the proposal. Failure to complete Exhibit G may cause the proposal to be deemed non-responsive to this RFP and may no longer continue in the evaluation process.

If a California Public Records Act request is received by Authority for the release of information identified by Proposer as propriety, trade secret, or confidential, the request will be referred to Proposer for review and consideration. If Proposer requests that the information be withheld from release, Proposer shall provide such request in writing with the legal basis under the Act for each requested withholding. Failure to notify the Authority in writing of its desire to withhold the records within three business days and/or to timely provide a legal basis for the withholding of documents, regardless of

any marking or designation of such documents, shall constitute a waiver of any claims Proposer may have had related to such disclosure.

Authority will review the request, determine if the disclosure of the records is required by law, and notify Proposer of such determination. If Authority determines that the disclosure of records is required by law, Authority will notify Proposer of such determination and provide Proposer the opportunity to seek a protective order or other appropriate legal relief to protect the records.

Proposer shall defend and hold harmless Authority from any legal action arising from such withholding, as further detailed in Exhibit H, Public Records Act Indemnification – Proposal Documents.

4. Cost and Price Proposal

As part of the cost and price proposal, the Offeror shall submit proposed pricing to provide the services for each work task described in Exhibit A, Scope of Work.

The Offeror shall complete the "Price Summary Sheet" form included with this RFP (Exhibit B), and furnish any narrative required to explain the prices quoted in the schedules. It is anticipated that the Authority will issue a firm-fixed-price contract specifying firm-fixed-prices for individual tasks.

5. Appendices

Information considered by Offeror to be pertinent to this project and which has not been specifically solicited in any of the aforementioned sections may be placed in a separate appendix section. Offerors are cautioned, however, that this does not constitute an invitation to submit large amounts of extraneous materials. Appendices should be relevant and brief.

B. FORMS

1. Campaign Contribution Disclosure Form

In conformance with the statutory requirements of the State of California Government Code Section 84308, part of the Political Reform Act and Title 2, California Code of Regulations 18438 through 18438.8, regarding campaign contributions to members of appointed Board of Directors, Offeror is required to complete and sign the Campaign Contribution Disclosure Form provided in this RFP and submit as part of the proposal.

This form shall be completed regardless of whether a campaign contribution has been made or not and regardless of the amount of the contribution.

The prime contractor, subconsultants, lobbyists and agents are required to report all campaign contributions made from the proposal submittal date up to and until the Board of Directors makes a selection.

Offeror is required to submit only one (1) copy of the completed form(s) as part of its proposal, and it shall be included in only the original proposal and electronic copy.

2. Status of Past and Present Contracts Form

Offeror shall complete and sign the form entitled "Status of Past and Present Contracts" provided in this RFP and submit as part of its proposal. Offeror shall identify the status of past and present contracts where the firm has either provided services as a prime vendor or a subcontractor during the past five (5) years in which the contract has been the subject of or may be involved in litigation with the contracting authority. This includes, but is not limited to, claims, settlement agreements, arbitrations, administrative proceedings, and investigations arising out of the contract. Offeror shall have an ongoing obligation to update the Authority with any changes to the identified contracts and any new litigation, claims, settlement agreements, arbitrations, administrative proceedings, or investigations that arise subsequent to the submission of Offeror's proposal.

A separate form must be completed for each identified contract. Each form must be signed by the Offeror confirming that the information provided is true and accurate. Offeror is required to submit one copy of the completed form(s) as part of its proposals and it should be included in only the original proposal.

3. Proposal Exceptions and/or Deviations Form

Offerors shall complete the form entitled "Proposal Exceptions and/or Deviations" provided in this RFP and submit it as part of the original proposal. For each exception and/or deviation, a new form should be used, identifying the exception and/or deviation and the rationale for requesting the change. Exceptions and/or deviations submitted after the proposal submittal date will not be reviewed nor considered by the Authority.

4. Public Records Act Indemnification Form

Offerors shall complete and sign the form entitled "Public Records Act Indemnification" provided in this RFP and submit it as part of the original proposal. Proposers must complete and sign either Option 1 or Option 2,

whichever applies.

SECTION III: EVALUATION AND AWARD

SECTION III. EVALUATION AND AWARD

A. EVALUATION CRITERIA

The Authority will evaluate the offers received based on the following criteria:

1. Qualifications of the Firm

25%

Technical experience in performing work of a closely similar nature; strength and stability of the firm; strength, stability, experience and technical competence of subcontractors; assessment by client references.

2. Staffing and Project Organization

20%

Qualifications of project staff, particularly key personnel and especially the Project Manager; key personnel's level of involvement in performing related work cited in "Qualifications of the Firm" section; logic of project organization; adequacy of labor commitment; concurrence in the restrictions on changes in key personnel.

3. Work Plan 35%

Depth of Offeror's understanding of Authority's requirements and overall quality of work plan; logic, clarity and specificity of work plan; appropriateness of resource allocation among the tasks; reasonableness of proposed schedule; utility of suggested technical or procedural innovations; responses to EAM System Highlights Table, Project Task Deliverables Table, and EAM System Requirements List.

4. Cost and Price

20%

Reasonableness of the total price as well as the individual tasks; competitiveness with other offers received; adequacy of data in support of figures quoted.

B. EVALUATION PROCEDURE

An evaluation committee will be appointed to review all proposals received for this RFP. The committee is comprised of Authority staff and may include outside personnel. The committee members will evaluate the written proposals using criteria identified in Section III A. A list of top-ranked proposals, firms within a competitive range, will be developed based upon the totals of each committee members' score for each proposal.

During the evaluation period, the Authority may interview some or all of the proposing firms. The Authority has established August 11, 2020, as the date to conduct interviews. All prospective Offerors are asked to keep this date available.

No other interview dates will be provided, therefore, if an Offeror is unable to attend the interview on this date, its proposal may be eliminated from further discussion. The interview may consist of a short presentation by the Offeror after which the evaluation committee will ask questions related to the firm's proposal and qualifications.

At the conclusion of the proposal evaluations, Offerors remaining within the competitive range may be asked to submit a Best and Final Offer (BAFO). In the BAFO request, the firms may be asked to provide additional information, confirm or clarify issues and submit a final cost/price offer. A deadline for submission will be stipulated.

At the conclusion of the evaluation process, the evaluation committee will recommend to the Transit Committee, the Offeror with the highest final ranking or a short list of top ranked firms within the competitive range whose proposal(s) is most advantageous to the Authority. The Board Committee will review the evaluation committee's recommendation and forward its decision to the full Board of Directors for final action.

C. AWARD

The Authority will evaluate the proposals received and will submit, with approval of the Transit Committee, the proposal considered to be the most competitive to the Authority's Board of Directors, for consideration and selection. The Authority may also negotiate contract terms with the selected Offeror prior to award, and expressly reserves the right to negotiate with several Offerors simultaneously and, thereafter, to award a contract to the Offeror offering the most favorable terms to the Authority.

The Authority reserves the right to award its total requirements to one Offeror or to apportion those requirements among several Offerors as the Authority may deem to be in its best interest. In addition, negotiations may or may not be conducted with Offerors; therefore, the proposal submitted should contain Offeror's most favorable terms and conditions, since the selection and award may be made without discussion with any Offeror.

The selected Offeror will be required to submit to the Authority's Accounting department a current IRS W-9 form prior to commencing work.

D. NOTIFICATION OF AWARD AND DEBRIEFING

Offerors who submit a proposal in response to this RFP shall be notified via CAMM NET of the contract award. Such notification shall be made within three (3) business days of the date the contract is awarded.

Offerors who were not awarded the contract may obtain a debriefing concerning the strengths and weaknesses of their proposal. Unsuccessful Offerors, who wish to be debriefed, must request the debriefing in writing or electronic mail and the Authority must receive it within three (3) business days of notification of the contract award.

EXHIBIT A: SCOPE OF WORK

Scope of Work

Enterprise Asset Management System

1.	BACKGROUND	2
2.	PROJECT GOALS / OBJECTIVES AND HIGH-LEVEL PROJECT SCOPE	3
3.	OCTA TEAM	5
4.	CONSULTANT TEAM	6
5.	SCOPE OF ENGAGEMENT: SERVICES, EFFORTS AND DELIVERABLES	7
6.	BUSINESS PROCESS NARRATIVE	9
7.	PROJECT IMPLEMENTATION TASKS AND DELIVERABLES	19
	Task 1 – Project Planning and Management Task 2 – Requirements Gathering Task 3 – Design Task 4 – Construct / Build Task 5 – Test Task 6 – Pilot Task 7 – Train Task 8 – Deploy Task 9 – Post-Deployment Support	. 23 . 24 . 27 . 27 . 29 . 29
8.	APPENDIX 1: EXISTING SYSTEM REPORTS	36
9.	APPENDIX 2: VEHICLE INSPECTION SHEET	207
10.	APPENDIX 3: EQUIPMENT ASSIGNMENT REPORT FOR 10/13/2019	228
ATTA	ACHMENT A: EAM SYSTEM HIGHLIGHTS TABLE	232
ATTA	ACHMENT B: PROJECT TASK DELIVERABLES TABLE	234
ΔΤΤΔ	ACHMENT C: FAM SYSTEM REQUIREMENTS LIST	237

1. BACKGROUND

The Orange County Transportation Authority (OCTA) is a state-mandated, multi-modal transportation agency in Orange County, California. OCTA regulates, prioritizes, funds, plans, designs, builds, operates, and maintains the transportation network. This includes major highway and freeway projects, high-occupancy managed lanes, street improvements, commuter rail, streetcar, the public transit system, paratransit services and taxi services.

OCTA currently has 13 facilities (five bus bases [Santa Ana, Garden Grove, Anaheim, Construction Circle in Irvine, and Sand Canyon in Irvine] + eight transit facilities), and will be adding eight (8) streetcars and one (1) central communications facility in the upcoming two (2) to four (4) years. There are two (2) physical warehouses that are operated by OCTA and three (3) warehouses operated by OCTA contractors.

OCTA Vehicle Break-down (as of 10/13/2019):

- 507 Fixed-Route and Contracted Fixed-Route vehicles (298 and 209, respectively).
 Of the 507, OCTA has three (3) hydrogen and 504 compressed natural gas (CNG) buses. In the future, OCTA shall also operate electric buses.
- 248 ACCESS service vehicles
- Eight (8) streetcars (future)

The Equipment Assignment Report for 10/13/2019 can be found in Appendix 3 to this Scope of Work (SOW).

Regarding materials management, OCTA has approximately 7,000 active bus stock numbers, \$4.3 million dollars in valued inventory, a bulk storage facility, a material planning department, a warranty department, a parts cataloger, and a receiving department. OCTA's Materials Management section supports maintenance operations along with six specialty shops: upholstery, rebuild, electronics, automotive, body shop and facilities. The Materials Management section is also responsible for suppling bus parts, shop supplies, fuels, lubricants, safety supplies, cleaning supplies and consumable products. The Materials Management section works seven days a week, 24 hours a day and all holidays (24 x 7 x 365). Replenishment of parts and supplies are managed using min/max stocking levels, use of a critical inventory optimizer software, historical usage data and supplier recommended stocking reports.

There are 6500 work orders raised per month on average and approximately 400 unique types of work orders currently used, plus 600 that are historical/unused types. There are about 550 purchase orders and contracts created per month.

The Enterprise Asset Management (EAM) system shall allow for **approximately 550 named users**.

OCTA currently utilizes the Ellipse EAM system, and it is extensively used across OCTA to support work management, maintenance and repair of rolling stock and facilities, materials and inventory management, warranty management, inventory replenishment, defect tracking, procurement requests, procurement status management, reporting, and integration with financial processes.

Current Ellipse system users include:

- 1. Bus Fleet Management, Non-Revenue Maintenance, Bus Rebuild Center
- 2. Facilities Maintenance
- 3. Rail Fleet Services (future)
- 4. Rail Wayside and Rail Communications (future)
- OCTA Administration Personnel and General Services
- 6. Asset Management
- 7. Warranty
- Consultant/Contract Management includes Logistics/Material Management and Procurement
- 9. Accounting
- 10. Information Services (IS)
- 11. Contracted Service Providers (future)

<u>Current systems that interface with Ellipse system (or are used to support Ellipse system processes):</u>

- 1. HASTUS (Bus Operations)
- 2. ONESolution (Finance)
- 3. Fleet Watch (Vehicle Maintenance)
- 4. Critical Inventory Optimizer (CIO)
- 5. AnaLabs (Oil and Coolant Analysis)
- Kronos (Shift Change/Timekeeping)
- 7. Lawson (HR)
- 8. Link One (Materials Management feature in Ellipse for electronic parts diagram information)
- 9. CAMMNET (Consultant Profile Management / e-Procurement system)
- 10. Solicitation Manager (Contract Maintenance)
- 11. Critical Inventory Optimization (module within Ellipse)
- 12. Various extracts (from Access databases)
- 13. Data Warehouse

Additional details on the interfaces can be found in the EAM Requirements List (Attachment C) under the tab titled "Interfaces and Data Exchanges."

Fleet Commander is a separate software used by OCTA to manage service vehicles. This software is does not interface with Ellipse.

2. PROJECT GOALS / OBJECTIVES AND HIGH-LEVEL PROJECT SCOPE

OCTA is seeking a modern EAM business and technical system, which includes the following:

- 1. Implementing a modern transportation asset management software solution with comprehensive functionality.
- Revising business processes (if necessary) that, when coupled with the new EAM software, shall result in more efficient operations (i.e., improved productivity) and more effective asset management (i.e., better data quality including asset condition scoring readily accessible by management for improved decision making and regulatory

reporting).

OCTA's top-level business objectives for the overall EAM program initiative are as follows:

- Capture, control and track a broad range of OCTA assets throughout each asset's usable life. Asset classes / types include, but not limited to, infrastructure, linear, rolling stock and related assets for commuter rail and bus transit operations, as well as facilities and other assets.
- 2. Implement a scalable solution enabling complete EAM, inventory management and work management.
- 3. Meet OCTA's growing business needs associated with OCTA's forecast for expanding transit asset inventory over the next 10 to 20 years with a scalable technology solution.
- 4. Comply with federal Moving Ahead for Progress in the 21st Century Act (MAP-21) and Fixing America's Surface Transportation (FAST) Act guidelines for asset management and asset condition reporting (e.g., State of Good Repair reporting).
- 5. Become a recognized industry leader in enterprise transit asset management (TAM) and State of Good Repair, as well as support compliance with generally accepted asset management standards, such as:
 - a. ISO 55000 management of physical assets.
 - b. American Public Transportation Association (APTA).
 - c. MAP-21 State of Good Repair and the FAST Act.
 - d. FTA TAM Rulemaking.
 - e. National Transit Database reporting (monthly and annually).
- 6. Improve operational effectiveness and efficiency in the management of assets, inventory, operations and maintenance, especially the reduction of re-work and the identification of cost of business / ownership.
- 7. Improved internal communications / collaboration, operational productivity and reporting supporting data analytics, decision-making and business intelligence.
- 8. Easy to use, integrated, end-to-end EAM system transportation-sector focused, enabling:
 - a. Inventory management, including critical inventory optimization.
 - b. Mobility / tablet / smart-phone solution to support:
 - i. Maintenance & Facilities: work plans, work orders, unscheduled maintenance, defect management
 - ii. Materials Management: Receiving, issuing, cycle counting, shipping, stocking
 - c. Requisition / Purchase Order / Contract Management
 - Best practice solution for supporting the inventory, non-inventory goods, services, blanket purchase orders for inventory/goods/services, and contract management. Includes the requisitioning process for the procurement of inventory/goods and services.
 - ii. Best Practice solution for facilitating payment in OCTA's ONESolution financial software for all types of purchase orders and contracts listed in paragraph 2.8.c.i above.

- d. Robust reporting and analytic analysis.
 - Database query access for reporting.
- 9. The expected duration of the project implementation effort is 24 calendar months, followed by a five-year use of the EAM system in production, for a total initial contract term of seven (7) years. OCTA is also including two, two-year option terms whereby OCTA may elect to extend the term of the contract at its sole discretion.
 - a. Approximate target start date for implementation efforts: Third Quarter of 2020
 - Approximate target completion date for implementation efforts: Third Quarter of 2022 (This is inclusive of 30 calendar days of post-deployment support services following the implementation of all EAM functional modules.)
 - c. Five-year use of the EAM system in production
 - d. Two, two-year options at OCTA's sole discretion

NOTE: Please assume the project duration above when submitting pricing on the Price Summary Sheet, Exhibit B to this RFP.

- 10. Ellipse is used by the following departments / teams:
 - a. Bus Fleet Management, Non-Revenue Maintenance, Bus Rebuild Center
 - b. Facilities Maintenance
 - c. Maintenance Resource Management Assets
 - d. Contract and Materials Management (CAMM) Materials Management (Inventory and Warranty)
 - e. CAMM Contracts (Requisitions, Purchase Orders, Contract Tracking)
 - f. Finance Accounts Payable and Budgeting
 - g. Information Services (IS)
 - h. Plus, there are dozens of "Requisitioners" throughout OCTA to facilitate requisitioning in each of OCTA's departments.)
 - i. Rail Wayside and Rail Communications (not currently included in Ellipse, but shall be included in the EAM system)
 - j. Contracted Service Providers (not currently using Ellipse, but shall be using the new EAM system)

3. OCTA TEAM

OCTA shall establish a project team that shall include the following staffing for this project:

- 1. A Project Steering Committee consisting of the major stakeholders shall meet as needed (at a minimum, quarterly) to monitor progress and make any course corrections that are need.
- 2. Business Owners.
- 3. An OCTA Project Manager who shall spend approximately thirty percent (30%) of his/her time on this project.
- 4. At a minimum, one (1) technical lead who shall be available as needed. The technical lead(s) shall assist with OCTA's network, security, data warehouse, database, device management, and components.

- Business Computing Solution Specialists (BCSS) and functional experts shall be available as needed, based on the project schedule and at the request of the OCTA Project Manager.
- 6. One (1) or more power users shall be available as needed. They shall assist with application use-case questions and testing.
- 7. System users shall be available during certain testing periods. All users of the system shall participate, provided they have received proper training.

4. CONSULTANT TEAM

- Consultant's personnel shall accept the condition that scheduling flexibility is required since OCTA's IS activities are driven by a combination of internal and external dependencies.
- Consultant resources shall work closely with the OCTA IS Project Manager to plan the expected work for each reporting/billing period. All EAM project work shall be coordinated through the OCTA IS Project Manager.
- 3. Consultant shall provide to each of their assigned resources a personal computer (PC) and cell phone. Personnel shall not perform work on an OCTA-issued PC.
- 4. Consultant may use offshore resources where appropriate; however, the OCTA IS Project Manager shall be aware and approve of the use of offshore resources. Consultant shall assume full responsibility for the quality of the resultant deliverables and the timeliness of their delivery.
- Consultant personnel shall backup all work products at the end of each workday onto an OCTA designated storage device (most likely a SharePoint repository or shared network drive setup for the EAM project team).
- 6. Consultant's personnel assigned to work on OCTA projects are responsible for the proper care of OCTA's facilities and equipment made available to them throughout the term of the contract.
- 7. Unless otherwise agreed to by OCTA's Project Manager, Consultant's staff shall work onsite at OCTA's Orange, CA headquarters building or from a pre-authorized remote location. Exceptions require OCTA's Project Manager approval for work performed offsite or offshore.
- 8. All individuals participating on the Consultant's project team shall have sufficient comprehension of the English language to read, write, speak and understand all job-related directions and discussions.
- 9. All communication shall be in English, including verbal and written.
- Verbal and written communication shall be grammatically correct at a universitygrade-level.
- 11. Consultant shall be available from 7:00am to 6:00pm (Pacific Time), Mondays through Fridays, and on all U.S. working days.
- 12. Consultant shall provide all phone and desktop-sharing conference calling dial-in numbers and Uniform Resource Locators (URLs).
- 13. Consultant shall provide telephonic technologies that limit the phone call latency to less than one (1) second and are at audio quality standards equivalent to typical U.S. domestic phone call quality standards.
- 14. Consultant shall respond to voicemail, email and text messages within a reasonable amount of time, but under no circumstances shall the amount of time exceed one (1) business day.

5. SCOPE OF ENGAGEMENT: SERVICES, EFFORTS AND DELIVERABLES

The Consultant shall provide the following services, efforts and deliverables. The details for each of these are outlined within this SOW and within the EAM Requirements List (Attachment C). In addition to individual software and environment-related requirements, the EAM Requirements List (Attachment C) also provides information related to OCTA's physical site locations and details, software performance service level agreements (SLAs), a list of existing system interfaces and details, and the list of existing printers, all of which may be used by the Consultant to more accurately estimate the scope, cost and schedule for this project.

1. EAM Application Software

OCTA shall only consider well-designed and previously implemented, proven software with a demonstrated ease of use, asset management functionality consistent with the U.S. Department of Transportation guidelines for transit organizations, robust reporting capabilities, an advanced system integration architecture and superior product support. Realizing the breadth and complexity of the desired EAM solution, OCTA allows for customization, third party software products (with interfaces), and new functionality to be released in the near future to satisfy OCTA's EAM requirements.

The EAM system shall have individual features and functions consistent with OCTA's EAM functional and technical requirements noted on the EAM Requirements List (Attachment C). OCTA has identified a list of requirements that the Consultant shall satisfy in the baseline software functionality or via customization, third party software products (with interfaces), or future releases of the proposed EAM system. Additional details on the interfaces can be found in the EAM Requirements List (Attachment C) under the tab titled "Interfaces and Data Exchanges."

The EAM system shall take into account usability with OCTA's other critical enterprise software applications to facilitate a streamlined end-to-end experience for OCTA's EAM users.

The EAM system shall be highly intuitive from a user perspective, thus positioning OCTA to take advantage of the proposed technology to improve staff productivity and organizational effectiveness.

The EAM system shall permit secure and easy access to the EAM data for reporting and query generation with reduced needs for programming resources to produce normal operational reports.

Please see the EAM Requirements List (Attachment C) for the individual features and functions required.

2. Other Related Software

This includes all third-party software, utilities, report writers, workflow software, development tools, hardware drivers, etc., that are required to operate and maintain the proposed EAM system.

3. Support, Maintenance, Warranty

OCTA is seeking to use the EAM system for at least five (5) years after completion of implementation. Therefore, the support and maintenance shall include updates, upgrades, patches and break/fixes for five (5) years (beginning from the date once the software is being used in production environment) for all software that is being licensed. Software support that accompanies the acquisition shall include high quality, 24x7x365 support. Please see the EAM Requirements List (Attachment C) for the individual services required.

4. Environment (Hosting Services, or On-Premise)

OCTA shall consider EAM technology solutions that are cloud-based systems or on-premise systems. Please see the EAM Requirements List (Attachment C) for the individual services required.

5. Project Implementation Effort

For detailed descriptions of the services, tasks, and deliverables required during the project implementation, see the "Project Implementation Tasks and Deliverables" under section 7 of this SOW. The implementation effort shall include the following:

- a. Project Planning and Management Various administrative efforts and documentation to implement this system / project. Consultant's Project Manager or Point of Contact (POC) and assigned resources shall report to and take daily direction from OCTA's Project Manager.
- b. **Implementation** All technical services required to install, set-up, configure and implement all software and hardware products, including the provisioning, installation, requirements gathering, configuration, testing, deployment, and post-deployment support for the software and hardware.
- c. **Data Conversion and Migration** Efforts required to ensure the existing OCTA data is moved into the new EAM system.
- d. **Software Integrations** / **Interfaces** Design, development, testing, implementation and technical documentation for interfaces between the proposed EAM Software, any proposed third-party software, and OCTA's existing application systems (HR, Finance, Timekeeping, Fluid Management, Operations Scheduling, Parts Diagrams, etc.), which are described on the "Interfaces and Data Exchanges" tab of the EAM Requirements List (Attachment C).
- e. **Reports and Analytics** Design, development, testing, implementation and technical documentation for reports, including the required custom reports.
- f. **Training** Training for OCTA resources.
- g. **Travel and Expenses** Please note that OCTA does not pay for daily incidentals.

6. Technical Solution Design (TSD) Narrative

The Consultant shall include in the "Work Plan" section of its proposal a TSD narrative section highlighting the proposed EAM technical solution for OCTA. This narrative shall include a description of the technical architecture and the justification for their proposed approach. This should include hardware and/or cloud hosting environment topology, including network and security components, all third-party software, and integration solutions for disparate components.

7. Enhancements

If the Consultant's technical solution offers other related functionality or modules not included in the SOW that may be of value to OCTA, the Consultant shall include a separate section in their TSD narrative for such enhancements. The applicable costs for such enhancements shall be included in the Price Summary Sheet, Exhibit B to this RFP, under the "List of Enhancements."

6. BUSINESS PROCESS NARRATIVE

This section is a general narrative of the business processes that OCTA expects to be supported by the EAM solution.

Asset Management

- Asset Lifecycle Management OCTA's regulatory requirements and operational maturity objectives necessitate a robust lifecycle management solution for its asset portfolio. Current growth projections shall require the onboarding of significant numbers of assets into an already sizeable fleet, bringing with it an increased reliance on automated, digital tools to effectively track, maintain, and retire the assets at a pace scalable with heightened service requirements. Effective management of the asset lifecycle has the ability to drive improved maintenance and service delivery to customers, while also improving the asset-accounting and cost forecasting that define high-maturity organizations.
- Asset Inventory and Classification Hierarchies The interconnected nature of OCTA's
 assets, components, and subcomponents presents a complex environment in which
 maintenance and operation can be managed and optimized in concert with one another.
 Parent-child relationships comprise the asset inventory system of record, which serves as
 the principal repository for all of OCTA's asset management functions. Concentrating
 priority weightings, classifications, and reference information into a single repository allows
 operations and support staff to have a consistent body of knowledge to refer to, thereby
 improving their ability to execute service and improve overall efficiency.
- Asset Assessment and Condition MAP-21 regulatory requirements necessitate robust asset assessment and condition rating functionality, which in turn allows OCTA to gain a tactical view of the health of their asset portfolio, and a strategic plan for capital allocation in the future. A holistic understanding of the condition of assets over time provides an added benefit in the form of highly effective predictive maintenance plans, data analysis opportunities, and general improvements to the health of the assets under their control.
- Asset Tracking and Management Tracking key performance data between assets and asset classes allows OCTA to gain a holistic understanding of their asset portfolio and

develop strategic plans to optimize performance as the organization grows. This shall facilitate compliance with MAP-21 regulations and ensure OCTA is meeting federal guidelines and requirements.

- Capital Project Scoping and Prioritization In order to effectively scale with increasing growth demands, it is critical that OCTA's capital projects are planned, scoped, and prioritized with data that supports critical decision-making processes. It shall take into account the condition of assets in the portfolio, criticality of individual assets and their asset classes, and the performance of core sections of the asset fleet provides long-term security in rapidly changing environments. Furthermore, effective capital project scoping and prioritization shall allow OCTA to meet MAP-21 regulations regarding the plan to improve and maintain the condition of transit assets moving forward.
- Capital Plan Tracking OCTA's capital project portfolio contains highly diverse projects
 with budgets, schedules, and priority levels that shall be accurately tracked and managed
 at an individual and holistic level for reporting and audit purposes. More effective
 management of capital projects shall allow OCTA to more effectively plan for long-term
 sustainability and improve service levels across the organization.
- Asset Project Planning Capital projects that are aimed at improving the condition of OCTA's assets require special consideration due to new reporting and tracking regulation. More effective management, tracking, and execution of asset-centric projects shall allow OCTA to meet those regulatory requirements more effectively and shall improve the delivery of service where those assets are employed.
- Asset Status and Location OCTA's fleet of mobile assets should be able to be tracked
 to ensure service is being delivered on time and location. This allows supervisors and
 managers to more effectively plan and schedule service, enables tactical decision making
 by support staff, and results in peace-of-mind for the customer.
- Asset Configuration Management Effective management of assets requires equally
 effective management of the components, subcomponents, and assemblies that make up
 the overall asset. Through thorough management of the configurations of assets, OCTA
 shall be able to improve asset performance, improve asset lifetimes, and generate more
 comprehensive reports on the assets in their employ. Additionally, OCTA shall be able to
 quickly identify assets that fall out of compliance with maintenance and service standards,
 improving service delivery across the organization.
- Component Tracking Repairable components that are continually used, repaired or rebuilt and placed in service require sophisticated tracking of their location, service status, and maintenance histories. With effective serialized component tracking, OCTA shall be able to more effectively utilize repairable components across their asset portfolio, reduce duplicative component purchasing, and maintain a higher asset condition standard across the organization while reducing inventory costs.
- Asset Lifecycle Costing To effectively carry out their asset management mandate, OCTA shall gain a comprehensive understanding of the costs incurred with the ownership and maintenance of each individual asset within the portfolio. This includes costs specific to each phase of the asset lifecycle, and aggregate costs from classes and subclasses of

assets. By capturing these costs, OCTA shall be able to more accurately plan, budget and forecast future projects and expenditures.

- Asset On-Boarding and Replacement In order to scale OCTA's asset portfolio to meet
 projected growth, it is necessary to streamline and more effectively control the asset
 onboarding and replacement process. This includes data-driven replacement schedules
 for in-service assets, asset data transfer, and tracking newly procured assets that are
 brought into service. This shall allow OCTA to make strategic asset procurements, and
 more effectively manage all new assets, and ease the transition between asset deployment
 and operations.
- Asset Retirement Aging assets that require replacement need to be properly
 depreciated and relieved of usable parts, components, and data before retirement from
 service. Effective management of asset retirement shall allow OCTA to maximize value
 from end of life assets, and more effectively prepare for replacement and onboarding.

Work Planning and Management

- Planned Maintenance Program Management OCTA's asset management mandate demands more sophisticated, planned maintenance programs to perform predictive, preventative, and reliably centered maintenance on critical assets and components. Through improved planned maintenance data gathering and management, OCTA shall be able to identify and resolve maintenance issues more rapidly and improve service delivery across the organization.
- Work Planning, Scheduling, and Management OCTA's workforce performs myriad functions over a highly diverse range of service and support roles, all of which require effective work planning and management practices. To give the organization a comprehensive understanding of the amount and value of work being utilized, resource utilization, planning, forecasting, and budgeting requirements shall be taken into account. Comprehensively understanding and managing work shall allow OCTA to more effectively utilize resources where they are needed most, staff for projects according to data-driven expectations, and deliver higher-value services to customers.
- Electronic Parts Catalogues (EPC) An easy to use electronic parts catalog is essential for helping maintenance and operations personnel quickly find, order, and associate parts to a work order. As a result, technicians spend less time searching for parts to repair issues, make less ordering mistakes, and increase wrench time.
- Warranty Management Consolidating OCTA's warranty agreements into an automated, digitized space allows for heightened control over the assets, components, and parts that comprise OCTA's asset portfolio. It shall also permit the sharing of warranty recovery data between the maintenance and material management departments.
- Asset Usage and Maintenance History In order to meet federal regulatory guidelines,

OCTA shall keep a detailed record of the usage and maintenance histories of the assets, components, and subcomponents that drive operations and support functions. Effective management of asset usage and history shall allow OCTA to more comprehensively manage assets across their lifecycles, improving efficiency and service delivery across the organization.

- External Contract Maintenance The EAM system should not only facilitate
 management of work assigned to OCTA FTEs, but also work contracted to external
 Consultants and Consultants. These features should allow OCTA employees to isolate
 work contracted to external Consultants, track performance versus tasks delivered, and
 examine compliance versus expectations.
- Failure Analysis Understanding root-cause failures of systems, components and underlying assets enables maintenance personnel and management to improve reliability and performance for assets under their purview. A robust failure analysis feature set that enables detailed analysis, adjustments to planned maintenance programs and continuous operational improvement is essential for OCTA.
- Maintenance Costing Understanding the complete costs of maintenance allows OCTA
 to more accurately assign value to projects, budgets, and other functions. True
 maintenance costs include breakdowns by assets, work type, workforce, and ultimately
 provide insight to the planning and reporting personnel at OCTA.

Fleet Management

Buses, streetcars (in 2022), and non-revenue vehicles perform the mobile services that
define OCTA's interactions with its customers. This includes not only the moving assets,
but the resource requirements at the rail yards and bus stations, managing the tools and
maintenance equipment at the maintenance shops. Effectively managing moving assets
and the components that support them is critical to ensuring public safety and the
sustainability of OCTA's service model for years to come.

Linear Asset Management (in 2022)

 OCTA's linear assets provide a unique challenge in accurately referencing the network of tracks, signals, and related assets in a variety of functions that are critical to the overall service portfolio. By being able to accurately track, maintain, and reference the linear assets under OCTA's control, personnel shall be able to more effectively locate and maintain those assets, improve their data gathering and reporting functions that include linear references, and improve the safety of the riders that utilize the rail system through more effective linear asset maintenance.

Inventory Management

• Inventory Item Definition and Location - OCTA's diverse service portfolio carries an

equally diverse range of materials required to operate, maintain, and repair the OCTA fleet. To effectively manage and safeguard OCTA's inventory investment, item classifications and descriptions shall be sophisticated and highly specific to ensure that material is able to be found within the system and made available for service. This includes ensuring that inventory materials spread across OCTA's numerous warehouses and storage facilities are identifiable by location, giving further insight into availability and lead times.

- Warehouse/Storeroom Configuration and Management Over 15,000 inventory transactions monthly are processed through storage and inventory facilities, requiring sophisticated coordination between the software solution and OCTA's processes in order to effectively deliver service. Optimizing configuration and management of OCTA's warehouses maximizes wrench-time and eliminates the unnecessary delays caused by an unorganized system.
- Inventory Transactions and Material Usage Tracking To accommodate increasing
 inventory transaction volume, it is critical that OCTA is able to clearly track, manage, ability
 to reallocate open requisitions and audit the parts and components being utilized in
 OCTA's critical functions. This includes comprehensively understanding how usage of
 individual inventory materials and classes of materials occurs across the organization, and
 the flexibility to scrap, sell, or store excess materials.
- Material Replenishment Variations in ridership, maintenance schedules, diverse bus fleet with many different Consultants, and other factors result in continuous changes to the inventory replenishment cycle. Understanding how material needs vary from a data-driven perspective allows OCTA to optimize the management of material levels, resulting in decreased waste and consistent parts availability that support staff uses to carry out critical services.
- Cycle Counting and Physical Inventory Ensuring that inventory levels in the system
 are accurate necessitates a data-centric approach to cycle counting and inventory
 reconciliation. Notifying and assisting material management personnel with real-time data
 allows them to accurately establish inventory levels in less time, and with fewer errors. This
 translates to more effective service for downstream users across the organization.
- Serialized Item and Lot Tracking Parts identification through serialization and lot tracking provides OCTA's material management personnel with the ability to more effectively track where material is being stored and used. This increases parts visibility, reducing waste from duplicative ordering that arises from a less sophisticated management system.
- Inventory Accounting and Valuation OCTA's material portfolio includes a highly diverse range of assets, parts, and components, which shall be accurately valued for

depreciation, resale, audit, and reporting purposes. Furthermore, the value of inventory material associated with specific projects and initiatives allows OCTA to more effectively forecast and carry out projects within realistic budgets.

 Material Safety – Hazardous materials require special handling, storage, and maintenance practices, which shall be performed by material management personnel in order to keep themselves and other employees safe. The ability to see and prepare for those requirements reduces the chance of mishandling and increases the efficiency of the hazardous material handling processes.

Planning and Budgeting

- OCTA's capital planning and capital projects define the organization's long-term investment goals. Effective planning and budgeting require comprehensive collection and analysis of data generated across the organization, and specifically related to the assets that OCTA owns and operates. This includes planning for capacity increases as OCTA continues to grow in both ridership and services offered.
- OCTA uses multiple types of plan including, but not limited to:
 - Operational Plan a clear picture plan of how a department shall contribute to the Agency's strategic goals,
 - Capacity Plan ability to schedule work against labor capacity,
 - o Rolling Plan updatable labor plans that are updated after specific time intervals, and
 - Standing Plan single use labor plans with specific required actions (commonly known future dated / system-generated work orders).
- Planning and budgeting for long term goals not associated with specific projects presents
 a unique challenge in that they can require many different data sets that may not be
 apparent from the onset. To compensate, it is critical that OCTA is able to effectively
 gather and analyze data on the entirety of their asset portfolio, including condition and
 age-based data, key asset attribute data, and other related data sets. To effectively plan
 and budget, it is necessary that OCTA is able to display that data in dashboards and reports
 that convey critical information accurately, in real-time, and with easily interchangeable
 metrics.

Reporting and Analysis (All areas)

- OCTA relies on data analysis and reporting to make critical decisions, comply with regulations, and improve the services within their portfolio. This includes reporting on all of the assets that OCTA owns and operates, the services rendered internally and externally, and countless other functional areas.
- Total Cost of Ownership
 - o Capturing all costs: labor, material, Consultants, services associated with each Asset.

Mobility

 As a mobility-centered organization, it is critical that OCTA personnel are able to work in the field with the same effectiveness they would have at a desk. This presents a unique challenge in that data and documentation from the field shall be consistent with data generated on the core network, and information shall be reconciled quickly and accurately. Effective implementation of a mobile solution shall allow OCTA to more effectively manage its assets and improve service delivery across the organization.

Geographic Information System (GIS)/ Global Positioning System (GPS)

 OCTA's services span a large geographic area and employ mobile assets that are highly reliant on accurate, real-time location data. This includes mobile personnel that frequently travel to execute services and record data. By employing GIS/GPS more effectively, OCTA shall be able to better understand the location of assets, material, workforce, and services in real time, allowing for the optimization of related processes, and improve the speed at which services are rendered.

Automated Workflow

OCTA relies on effective workflows to carry out critical internal and external processes.
 Automating the approval/denial process allow support and maintenance staff the opportunity to receive input quickly and work towards high value activities.

Bar Coding/Radio-frequency identification (RFID) and other technologies

 Maintaining the network of parts and materials that are critical to OCTA's day-to-day operations require sophisticated mechanisms by which they can be tracked, sent, received, and utilized. Technologies like bar codes and RFID provide countless uses for support and maintenance staff that enable them to complete work more effectively and focus on highervalue activities.

<u>Image</u>

 OCTA's maintenance and support personnel require accuracy and speed in order to respond to changing demands, incidents, and requests. Software that supplies high quality images, drawings, and other forms of media allow users to operate at the highest efficiency levels, while maintaining a detailed graphical record that can be used to establish audit.

Graphical Viewer/User Interface

 Operations and support staff require real-time decision-making capabilities to be at their most effective. Robust graphical user interfaces that allow for highly comprehensive understanding of the current status of the asset and service portfolios.

Internet of Things

• OCTA's asset management goals require highly sophisticated data sets to support the growing ecosystem of connected devices used to gather asset and condition data.

Procurement

 Requisitioning – OCTA requires electronic requisitioning of inventory stock items based on inventory replenishment methods such as Min/Max. Electronic requisitioning of

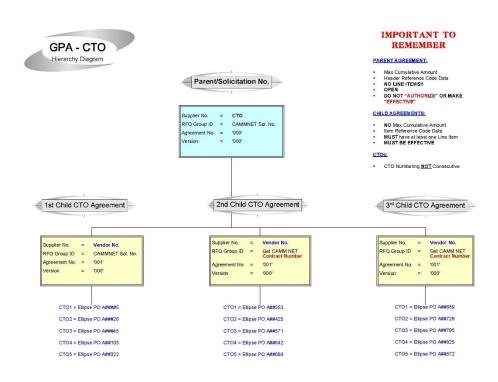
non-inventory goods and services is also required. The approval process for non-inventory goods and services requisitions should be a hierarchical approval method not dependent on approval amount levels. OCTA requires requisitions to be approved based on an OCTA defined bottom up organizational hierarchical methodology. Non-inventory goods and services requisitions shall be reviewed by OCTA's Finance/Budget department prior to the requisition being approved and able to be procured. Currently the budget review is a manual review and is not tied into OCTA's in-house developed budget system. It is anticipated that the budget review process shall remain a manual process. OCTA often requires non-inventory goods and services requisitions to be rerouted back to the requestor to make changes to the requisition such as amount, funding status, funding account numbers, purchasing instructions, and other requisition details. The reroute process shall reroute the requisition back to the requestor and be efficient and reliable. Once the requisition is rerouted back to the requestor and the necessary changes made the requisition shall proceed back through the original hierarchy so that the changes can be reviewed by everyone in the approval hierarchy. OCTA requires multiple account numbers associated with a requisition line item as well as multiple account numbers associated with a resulting contract or purchase order. Due to the numerous funding and budget categories that a contract or purchase order may be funded by, the requisition and resulting contract or purchase order should support at least 200 account codes. requisitions should have the ability to attach files to the requisition by browsing OCTA's local network and selecting file(s), like selecting a file to attach to an email message. The attachment process should allow the attachment of multiple files. Attached files to a requisition should be able to be opened at any time throughout the requisition approval process and after the requisition has been approved.

- Reports
 - Detailed Requisition report showing information like funding per item, procurement instructions, estimated item unit price, item description, quantity, extended item estimated price, total estimated cost of the requisition, requestor, and the approval status of the requisition.
- Purchase Orders OCTA requires the EAM solution facilitate a Best Practice solution for creating, amending, revising and printing goods and service purchase orders. OCTA creates purchase orders for ordering inventory and non-inventory items as well as for simple short-term services. The purchase order shall be able to create, modify and store standard purchase order text and be able to add that text without having to retype the standard text. Users shall also be able to add custom text to the purchase order as well. Purchase Order data should be used to facilitate invoice payment.
 - Reports
 - The EAM solution shall need to generate a multi-page purchase order with header information, such as the Vendor name, address, contact information. The purchase order report shall also be able to list items in the body of the purchase order with unit price, quantity, extended price, item description, stock number, delivery date per item. The purchase order report shall be able to print the sum of all item extended prices and apply sales tax to the taxable items on the last page of the purchase order. The purchase order report shall also print OCTA's boiler plate purchase order terms and conditions.
- Contracts OCTA requires the EAM solution facilitate a Best Practice contract solution for Professional Services, Architectural and Engineering Services, Construction Services, Cooperative Agreements, Term Purchase Orders, Bench Contracts for Services, Term Pricing Contracts and other Agreements to be entered into the EAM application and

categorized differently than Purchase Orders so that Contracts can be reported separately from Purchase Orders so that Contracts can be reported separately from Purchase Orders to facilitate payment and reporting requirements.

Reports

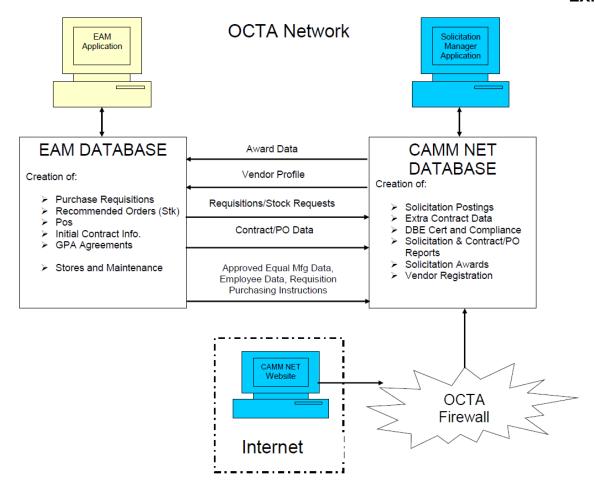
- □ The EAM solution needs to be able to generate a summary report confirming a contract has been entered into the EAM software as well as summary information like contract amount, Vendor name, contract effective date, contract expiration date, funding information and other contract related information.
- Bench Contracts for Services OCTA requires the EAM solution to support two types
 of Bench style contracts OCTA uses. OCTA uses Stock Blanket Purchase orders for
 certain inventory items for where a Vendor agrees to a fixed agreed upon price per item
 for specified a period. The other Bench type contract, which OCTA calls a Contract Task
 Order Agreement, is used for services. Elements of these types of Bench Contracts are:
 - Stock Blanket Purchase Orders Are term purchase orders for inventory items where a Vendor agrees to a fixed price per item for the agreed term. The term is usually at least a year there can be option year pricing for additional terms. Inventory items on Stock Blanket Purchase Orders should automatically generate an inventory purchase order based on inventory replenishment levels.
 - Contract Task Order Agreements Are Master agreements for on-call services whereby there can be multiple agreements for the same types of services with each agreement sharing one pool of funds. When OCTA has a need for a service on a Contract Task Order Agreement a Contract Task Order (CTO) is issued for the specific service. The relationship between the pool of funds, the Contract Task Order Agreements and the Contract Task Orders for the actual service can best be shown as a hierarchical family as shown in the diagram below. The pool of funds being the Parent Agreement, the Contract Task Order Agreements representing Child Agreements, and the Contract Task Order for a specific service being a Grandchild Agreement.



Reports

- Stock Blanket Purchase Orders should print the same as other EAM goods and Inventory Purchase Orders. Contract Task Orders should print a summary report confirming a Contract Task Order has been entered into the EAM software like the Contract report outlined for Contracts.
- Interfaces with OCTA's CAMMNET e-Procurement System OCTA developed and owns its own e-Procurement system named CAMMNET. CAMMNET uses EAM data to create and post solicitations on its CAMMNET website and sends Consultant registration and award data to the EAM database via interfaces. Below are the interface data shared between the EAM and CAMMNET databases:
 - Requisition/Inventory Requests Are sent to the CAMMNET database and used to post solicitations on the CAMMNET Website
 - Consultant Registrations Are sent to the EAM system to create and update Vendor profiles to be used to create contracts and purchase order in the EAM system.
 - Awards Award data is sent from the CAMMNET database to the EAM system which updates the Requisition/Inventory Requests with awarded Vendor number, price, leadtime and other award data.
 - Contracts/Purchase Order Summary Contract and Purchase Order data is sent from the EAM system to the CAMMNET database for reporting purposes.
 - Bench Contracts Stock Blanket Purchase orders and Parent and Child CTO Agreement data is sent from the EAM system to the CAMMNET database for reporting purposes.
 - Contract and Purchase Order customer defined data Is sent from the EAM system to the CAMMNET database for reporting purposes.
 - Approved Equal Manufacturer and Part Number date for Inventory items Sent from the EAM system to CAMMNET for solicitation postings.
 - Employee Data Sent from the EAM system to the CAMMNET database for CAMMNET contract administration purposes.
 - Purchase Requisition Purchasing Instructions Sent the EAM system to the CAMMNET database for CAMMNET requisition status purposes.

Below is a diagram showing the interface relationships between OCTA's CAMMNET system and the EAM system.



7. PROJECT IMPLEMENTATION TASKS AND DELIVERABLES

The following Tasks correspond to contractual payment schedule.

Task 1 - Project Planning and Management

Consultant shall designate a Project Manager who shall serve as the single point of contact for the Consultant.

The following administrative project documentation, deliverables and actions shall be produced, maintained, and made available by Consultant each week for OCTA to ensure accuracy and completeness. Prior to the deadline of each document and deliverable, adequate time shall be allotted within the schedule for: 1) OCTA's review of ALL project documentation, 2) revisions to be made by Consultant, and 3) final approval by OCTA. Upon approval, work shall be authorized.

1.1 **Project Schedule**. Consultant shall use Microsoft Project 2013. The schedule shall identify all tasks in sufficient detail (durations for each detailed task shall not be greater than five (5) business days, unless approved by the OCTA Project Manager). Tasks shall be grouped by project phase, and shall include all the relevant deliverables, and project milestones. The tasks shall identify Resources (and Owners if applicable), start and end dates, duration of tasks, and predecessor

relationships (whenever applicable). The schedule shall indicate the tasks for which OCTA is responsible. OCTA shall review and adjust the time allocated for the OCTA tasks, as well as insert any additional OCTA tasks. The project schedule shall be updated weekly by the Consultant's Project Manager to accurately identify percentage physical work complete, or percentage effort complete (whichever is applicable). Payments shall be reconciled against the project schedule. All invoices shall be accompanied by a current project schedule to show the monies due tie to the project schedule's percentage Complete or Milestone (whichever is applicable).

All deliverables stated in the SOW shall be completed on-time per the project schedule and approved by the OCTA Project Manager.

It is anticipated that once the Design Phase is complete, the Project Schedule may need to be revised to align with revisions to the post-Design phase efforts (Change Orders would be required, as applicable.). Upon approval of the revised project schedule, it shall be baselined to permit identification of future modifications to the schedule.

- 1.2 Roles and Responsibilities (R&R) Matrix. This matrix is to be structured in the form of a Responsible, Accountable, Consulted, Informed (RACI), including Resource Name, Title, Role, Billable Hourly Rate, and Percentage Allocation to the project. Each project document and deliverable are to be identified in the RACI by phase. This matrix shall also clearly define the Consultant's lines of communications during the project. The OCTA R&R Matrix template can be used if the Consultant does not have a standardized RACI.
- 1.3 **Change Orders.** If there are any modifications to Scope, Resources, Budget, or Schedule, the Consultant shall submit those requests and obtain approval from OCTA in advance of the work being initiated. The Change Orders shall reflect all additions, deletions, or modifications. Consultant shall provide a detailed report for each required change including the issue number (#), title, date identified, description, alternatives, recommended alternative and impacts to schedule, budget, and resource for the recommended alternative.
- 1.4 Issues, Risks, Action Items, Bugs, Future Enhancements Log (aka Item Log). OCTA's Mantis Hub application shall be used to manage the Item Log, unless approved by the OCTA Project Manager. The log shall include: item Type, Title, Date Opened, Date Updated, ETA, Opened By, Priority, Description, Assigned To, Status, Comments (updated weekly / date-stamped), and Date Closed. Risks shall be quantified (Occurrence: probability / impact; Control: effective / efficient) in a Risk Assessment.
- 1.5 **Project Status Reports.** Submitted to OCTA twice each month (and more frequently if the project is off-schedule, off-scope, or off-budget) it shall be received by noon (Pacific Time) on the Friday it is due. The format for progress reporting can be in the Consultant's format. The OCTA Project Status Report template can be used if the Consultant does not have a standardized Status Report. However, the following elements shall be included within the report:
 - Overall Project Status (Green, Yellow, Red). Green = project is on-track with schedule, budget, scope and/or resources, no major issues; no minor issues that shall not be resolved in short-term; nothing to escalate. Yellow = project is at

risk of slippage with one or more area of schedule, budget, scope, and/or resources; deviation could be 10 to 20% of plan; the project team has plan to correct the deviation. Red = project is slipping in one or more areas of schedule, budget, scope, and/or resources; management assistance is needed to re-set project.

- *Trend* (Steady, Improving, Degrading). The Trend is a forecast of the probable change in Status within the upcoming 1-2 weeks.
- Tasks Completed during the reporting period
- Tasks In-Progress
- Next Steps / Work Planned for the next reporting period including, but not limited to, those identified per the baseline project plan
- Resources utilized since the previous Status Report, or those Resources who shall be needed during the next reporting period
- *Project Issues*, including description, viable solution(s), owner, deadline, impact if not addressed by the deadline.
- Identification of Short-Term Risks, 30 days or less that affects the project's progress, deliverables, or milestones. The risks shall be noted, potential solution(s) identified, action required for resolution, and estimated duration of solution.
- Identification of *Long-Term Risks*, 60 days or more that affects the project's progress, deliverables, or milestones. The risk shall be noted, potential solution(s) identified, and action required for resolution, and duration required.
- 1.6 The Consultant's project team shall co-lead the kick-off meeting with OCTA's Project Manager. This shall be scheduled to occur after the signing of the contract and the acceptance of the project schedule. All the Consultant's identified team members or their alternates are required to attend the meeting, unless approved by the OCTA Project Manager. The Consultant's project manager shall present (using a Microsoft PowerPoint presentation) and discuss the project approach (describing how the project shall be successfully completed, and the implementation approach), the project's goals and objectives, scope, out-of-scope items, work plan, timeline, and team member roles and responsibilities during the meeting, and allow time for questions.
- 1.7 The Consultant's project manager shall co-lead the ongoing project and executive status meetings with OCTA's Project Manager. The meetings shall be held at OCTA's facility in Orange, CA, but the Consultant's team may attend the meeting by tele-conference and WebEx. The purpose of the meetings shall be to review and discuss the Project Status Report, Project Schedule, Item Log, resolution of issues, assess risk, determine corrective action as required, and to discuss future efforts. At a minimum, Project Status Meetings with OCTA project team shall occur once every month to discuss project progress. Executive Status Meetings with Key Stakeholders and Management shall occur at least every two (2) months, as deemed necessary by the OCTA Project Manager. Attendance shall be taken at each meeting.
- 1.8 Project Working Meetings Agendas. The content shall include a list of topics, start and end time for each topic, presenter, follow-up items from previous meetings.

- 1.9 **Meeting Minutes.** The content shall include a summary of the discussion, decisions, and action items. Minutes shall be distributed after the meeting to the meeting attendees (within one business day).
- 1.10 Ancillary Project Deliverables. Detailed examples of any/all project-specific deliverables that shall be produced by the Consultant during the project engagement shall be provided to OCTA in advance of the start of project to permit OCTA adequate time to assess the reasonableness of the content, as well as approve the format and proposed content.
- 1.11 Response to voicemail, email, and texts shall be within a reasonable amount of time, but under no circumstances shall exceed two (2) business days. If a deadline or 'respond by' date/time is indicated in a communication by OCTA, it shall be expected to be met unless it is considered unreasonable by the Consultant. If so, the Consultant shall immediately notify OCTA, and provide a reasonable deadline that would need to be approved by OCTA.
- 1.12 Documentation Repository. OCTA will establish a Microsoft Teams or Microsoft SharePoint site for the project, to which the Consultant shall have access. All 'master' versions of documentation shall be posted to this site by the Consultant. The documents shall be 'checked-out' and 'checked-in' to provide control, versioning, and collaboration during the process of drafting the documentation. The project documentation shall always be maintained within the repository.
- 1.13 All **Deliverables / Documentation** shall be submitted to OCTA in digital formats that are compatible with the OCTA Microsoft Office suite, or as approved by the OCTA Project Manager. Consultant shall clearly identify any documentation or project deliverables that contain proprietary information and therefore needs a suitable form of protection.

Objectives

- Effective and efficient administration of the project.
- Complete and accurate information.
- Transparency.
- Readily accessible information for the appropriate resources.

Deliverables

- 1.1 Project Schedule
- 1.2 Roles and Responsibilities Matrix
- 1.3 Change Orders
- 1.4 Item Log (web-based system)
- 1.5 Project Status Reports
- 1.6 Kick-Off Meeting
- 1.7 Various Meetings
- 1.8 Meeting Agendas
- 1.9 Meeting Minutes
- 1.10 Ancillary Project Deliverables
- 1.11 (no applicable deliverable)
- 1.12 Documentation Repository

1.13 Documentation

Task 2 – Requirements Gathering

The Consultant shall gather and document OCTA requirements, including use-cases, from OCTA personnel to ensure the system is configured in a way that meets the needs of OCTA processes and policies.

Business analysis Joint Application Development (JAD) sessions should be conducted to gather the requirements documentation. This shall expand upon the functional and the nonfunctional requirements that were documented for the SOW. The JAD session shall ensure consensus from cross-functional teams (business, technical and testing teams) by documenting complete, non-redundant, prioritized and valid features, functions and requirements. The requirements should describe the problem, business case, process and procedures (input, process, output), data model, and any other pertinent information. The ultimate deliverable shall provide the business solution that shall be used for the build/ configuration, and by the test team. The final requirements deliverable shall be approved by the OCTA business and technical teams. The final requirements may require an approved change request if the scope, schedule or cost are impacted.

To aid with the requirements gathering, the Consultant shall provide system demonstrations, and system documentation. System documentation is a guide for each module for the end-users as to how to work with each module and key aspect of the EAM system.

Objectives

- Consensus among cross-functional teams
- Complete, non-redundant, prioritized, valid list of features, functions and requirements
- Define all business rules
- Define the business processes and procedures, including workflow routing, alerts, notifications
- Define all data interfaces from/to the software solution
- Define the user screen views
- Define the reports required
- Documentation that can be used during Build/Construction and Testing

Deliverables

- 2.1 System demonstration
- 2.2 Detailed and approved Requirements Documentation in the form of a Requirements Matrix, which shall be used as a Requirements Traceability Matrix
- 2.3 System Documentation

Task 3 - Design

Design reviews shall be conducted during the design phase to evaluate progress, as well as to evaluate the technical adequacy of the design and conformance with performance, usability, and OCTA technical standards. Prior to each review, the Consultant shall submit a design review package that includes the design and other information required for the review, including: architecture topology diagram, data flow diagram, hardware, and software versions, network and security diagrams.

Unless the Consultant proposes an alternate approach, which is acceptable to OCTA, design review shall be divided into three distinct stages:

- 1. Conceptual Design Review
- 2. Preliminary Design Review
- 3. Final Design Review

3.1 Conceptual Design Review

The primary objectives of the Conceptual Design Review shall be to acquaint OCTA with the Consultant's intended design and procurement activities, resolve external interfaces, and provide the basis for proceeding to preliminary design review. At a minimum, the conceptual design review shall accomplish the following:

- 3.1.1 Confirm the Consultant 's management team and the scope of supply of subsuppliers.
- 3.1.2 Provide narrative descriptions of the major subsystems proposed by the Consultant.
- 3.1.3 Identify information needs and decisions required from the agency.
- 3.1.4 Confirm that the Consultant is familiar with the intended operations and maintenance environment.
- 3.1.5 Provide block diagrams showing functionality and interfaces between system components and elements, such as OCTA's' systems, that are not to be provided by the Consultant but affect the system provided by the Consultant.
- 3.1.6 Review the software conceptual design, including block diagrams and features.

The Consultant and its subconsultants/vendors shall work closely with OCTA to accurately complete the application implementation and configuration, as well as all related services. The Consultant shall also answer questions posed during the application implementation process. All decisions shall be documented.

Objectives:

- Perform necessary application configurations.
- Answer and document application set up questions during the application implementation process.

Deliverables:

- 3.1 Design Documentation that includes all implementation and configuration changes.
- 3.2 Back-up and Recovery Plan. Consultant shall provide its backup and recovery plan, which shall detail how to recover from software and database failures. The backup plan shall encompass all aspects of the solution and shall detail the recovery process from a small-scale failure to a total system failure.
- 3.3 One of the key deliverables during this EAM project shall be a comprehensive Systems Integration Design (SID) document where in the interface design approach shall be articulated. If the Consultant proposes third party software as part of their EAM Solution, then the SID shall include both existing OCTA systems, as well as the interfaces used to integrate the out-of-the-box EAM software with the third-party software.

3.2 Preliminary Design Review

The Preliminary Design Review is designed to review the adequacy of the selected design approach for equipment needed for collection of cash and evaluate requirement conformance. The Preliminary Design Review shall represent approximately 65 percent completion of the total engineering effort for the system. At a minimum, the Preliminary Design Review shall include:

- 3.2.1 Detailed technical descriptions of the system's major components, allowing a thorough understanding of the implementation of the proposed System Components.
- 3.2.2 Drawing of passenger interface arrangements.
- 3.2.3 Preliminary installation layouts for onboard readers including mounting arrangements and installation methods.
- 3.2.4 Software system level flow charts, if applicable. Software data backup and recovery procedures.

Objectives:

- Perform necessary application implementation and configuration.
- Answer and document application set up questions during the application implementation process.

Deliverables:

3.2.1 Updated Design Documentation

3.3 Final Design Review

The Final Design Review shall be conducted when detailed design is complete. The Final Design Review shall determine whether the detailed design shall conform to the design requirements. Data submitted for the Final Design Review shall be updated to a level of detail consistent with the completed design and submitted for the Final Design Review. At a minimum, the Final Design Review shall include:

- 3.3.1 Latest revisions of the drawings and documentation submitted for the Preliminary Design Review.
- 3.3.2 Data documentation at the second level, including all software development. documentation available or used in the Consultant's design process, consisting of structured data flow diagrams, event tables and/or dialogue diagrams (as available) to the lowest level of decomposition with software module descriptions (or elemental process descriptions) in structured narrative format. The second level of software documentation is one level above source code.
- 3.3.3 Review of Consultant's final interoperability and integration with onboard systems, including verification and test plans.

3.4 Release Management Plan

The Release Management Plan (RMP) is a deliverable detailing how the Consultant intends to manage the multiple environments (Development, Testing, Training, User Acceptance Testing, Production, & others) during both the project implementation, as well as once the system is being used by OCTA as a Production system. The RMP covers the initial "Out-of-the-box" release, the product upgrades, the interim functional/module releases, the final production turnover, and bug fix releases, and subsequent Consultant updates / upgrades.

Objectives:

- Perform necessary application implementation and configuration.
- Answer and document application set up questions during the application implementation process.
- Provide a clear understanding of the process to manage environment updates / changes.

Deliverables:

- 3.4.1 Finalized Design Documentation
- 3.4.2 Release Management Plan

Task 4 - Construct / Build

The Consultant shall build / customize / configure the application to ensure compatibility with the system requirements.

If this setup differs from the Consultant's setup, then changes shall be documented, reviewed with OCTA.

The Construct / Build phase includes all elements of the system.

System Technical Documentation is for all system components. It is a compilation of all relevant product technical information, including infrastructure, hardware, network, security, database, database backups, data migration and conversion, application software and third-party software (including applicable warranties and licenses), customizations and configurations, interfaces, reports, etc. It is used when transferring product knowledge to OCTA's IS staff who shall support the EAM modules post-implementation.

Execute the build and configuration of the solution in test environment.

Objectives

- Perform application build according to the requirements.
- Fully configured, installed and operational solution in a test environment
- Create all identified data interfaces, reports.
- Solid technical understanding of the system.

Deliverables

- 4.1 Documented system configurations, including deviations to the system requirements
- 4.2 Test environment solution installed, configured and developed addressing all listed
- 4.3 System Technical Documentation

Task 5 - Test

The Consultant shall be required to thoroughly test the application to ensure stability, performance, and system functionality using specific testing data prior to making the system available for OCTA testing efforts. The Consultant shall develop the Test Plan, Test Cases, and Test Scripts (if automated testing is being conducted). The Test Cases shall be clear, concise, and pertinent to the OCTA system. OCTA shall use these Test Cases when conducting OCTA's User Acceptance Testing (UAT).

Test Plan

The Consultant shall develop a Testing Plan for the entire project. The Testing Plan should address each type of testing.

1. The Testing Plan should include <u>who</u> is conducting the testing, <u>what</u> type of testing shall be conducted, <u>when</u> the testing shall be conducted, <u>where</u> the testing should be performed, the purpose of the test (<u>why</u>), and <u>how</u> to conduct the testing.

- 2. The testing should include unit-, system-, integration-, load-, stress-, functional-, non-functional-, device-, and network-testing.
- 3. Testing may include backup and restore, and disaster recovery procedures.
- 4. The Consultant's technical members shall assist OCTA project staff as needed, to complete all UAT.

Test Cases

The Test Cases is a set of conditions or variables under which a Tester shall determine whether a system under test satisfies requirements or works correctly. The process of developing test cases can also help find problems in the requirements or design of an application. The Test Cases should include a description, any assumptions or preconditions, the steps, and the expected result.

Testing Results

The testing shall be based on the Test Cases. The Consultant is responsible for executing the Test Cases and applicable automated Test Scripts and drafting the **Test Results** in the form of human-readable documentation with any supporting system-generated testing reports.

UAT

OCTA shall conduct UAT of all system functionality. The Consultant shall be responsible for supporting the UAT efforts, including:

- Clarifying system functionality.
- Troubleshooting and correcting error and invalid results.
- Updating system documentation (as applicable).

Objectives:

- Testing efforts are thorough, effective and efficient.
- All pertinent resources are clear on the testing process and efforts that shall be completed.
- Acceptance Test success criteria is defined.
- Bugs are documented, prioritized and resolved.
- Any necessary corrections or configuration changes are completed.
- All planned testing is completed successfully.

Deliverables:

- 5.1 Test Plan
- 5.2 Test Cases (and Test Scripts if automated testing is being conducted)
- 5.3 Testing Results
- 5.4 Defect logging in Item Log
- 5.5 Stakeholder sign-off on the completed testing

Task 6 - Pilot

The purpose of the pilot is to utilize the new system in a limited deployment to prove the concept of the system, and how it shall benefit OCTA's environment.

- 1. The Pilot Plan should include who is participating in the pilot, what this pilot includes, or is omitted (scope of the pilot), when the pilot shall be conducted, where the pilot should be performed, the purpose of the pilot (why), and how to conduct the pilot.
- 2. The pilot testing program shall be developed by the Consultant for approval by OCTA. The Consultant shall jointly review results with OCTA and determine whether the testing indicates the integration is successful, in which case it shall be installed on the balance of buses.
- 3. If the pilot is unsuccessful, the Consultant shall submit a remediation plan and remediation schedule to OCTA for approval and in accordance with the remediation plan, install the necessary fixes and retest according to the test plan.

Objectives:

- The system viability is validated.
- The system is used in the same manner it shall be used once it is fully deployed.

Deliverables:

- 6.1 Pilot Plan
- 6.2 Pilot Acceptance

Task 7 - Train

- 7.1 Consultant shall develop a Training Plan for the entire project. The Training Plan should include the following information: who is conducting and attending the training, what the training shall include, when and where the training shall be conducted, the purpose of the test (why), and how the training shall be conducted.
- 7.2 Consultant shall provide an EAM orientation/ overview course for all team members plus additional technical or functional module level courses for selected participants based on their role. For example, bus participants may need to take the following four (4) courses: Orientation, Maintenance Work Order Management, Material Management and Work Management (e.g., Time Keeping). Consultant shall design an appropriate training program for the proposed EAM Technical Solution. If third party software is proposed, then Consultant shall also include training courseware offered by the third-party software vendors.
- 7.3 Describe the mediums that shall be used (videos, manuals, classes, etc.).
- 7.4 Training documentation shall be provided that is comprehensive of the system features and functionality for the specific use by OCTA users in the OCTA environment. Detailed manuals, outlines, lesson plans, shall be submitted for approval. Instruction shall be designed to be comprehensive of the equipment, and the system features and functionality. The documentation shall be provided in both digital and print format. These manuals should describe and explain all features and

- functions of the application, how to use the application, and some common troubleshooting techniques.
- 7.5 The Consultant shall provide training for IT (technical training), and system administration, end-user training to both OCTA and OCTA contracted employees.
- 7.6 The base-level training shall use the train-the-trainer method, where the Consultant trains OCTA supervisors or other selected personnel. Those people shall then train all other users of the application.
- 7.7 Training shall be conducted at OCTA's administrative offices in Orange, CA, which shall need to be provided based on system functionality / user roles, as well as at OCTA base locations in Santa Ana, Garden Grove, and Irvine, which shall be presented in multiple shifts at each base due to the work-shift availability. For locations please see the Location Demographics sheet in EAM Requirements List (Attachment C).

Objectives:

- Ensure that OCTA project team and the system administrators understand how to manage, maintain, use, and support all technology components involved in Consultant's solution.
- Provide training to OCTA project team on how to use system features and functionality.

Deliverables:

- 7.1 Training Plan that denotes the people providing the training, and the resources attending the training, the objectives and expectations of the training, the content that shall be provided, schedule and location, and the purpose of the training.
- 7.2 Training Documentation, including manuals, outlines, lesson plans, etc., either paper or digital, for each training session.
- 7.3 System Administration training for OCTA technical staff.
- 7.4 Train-the-Trainer training for OCTA trainers.
- 7.5 End-User Training for OCTA's system users.

Task 8 - Deploy

The Consultant shall be responsible for the implementation / deployment of the application into a production environment for OCTA to use it as a production system. The Go-Live date is the date OCTA shall commence using the application as a production system.

8.1 <u>Go-Live Assessment</u>

The Consultant's Project Manager shall prepare a readiness assessment report for submission to OCTA. This report shall identify any incomplete efforts, tasks, and bug fixes and prioritize their importance from a technical-perspective to the cutover date, as well as the plan for addressing the incomplete tasks in the post go-live phase. Contingency plans for Go-Live shall be documented.

Objectives:

- Complete Readiness Assessment Report
- Identify outstanding tasks and identify estimated completion dates
- Prepare the implementation efforts

Deliverables:

- 8.1.1 Readiness Assessment Report
- 8.1.2 Draft the Implementation (Deployment) Plan

8.2 Go-Live Plan

A meeting shall be held prior to production deployment to review the Implementation (Deployment) Plan. The Implementation Plan should include <u>who</u> is participating in the deployment, <u>what</u> the deployment shall encompass, <u>when</u> the deployment efforts/tasks shall be conducted, <u>where</u> the deployment shall be performed.

The Consultant and OCTA Project Manager shall work with the project teams to draft an appropriate schedule that includes the following: tasks, durations, resources, start- and end-times, status reporting, and production Validation Tests (to ensure the deployment was completed successfully). This should be included within the Implementation Plan.

A deployment checklist shall be documented to ensure all changes are moved to production accurately and completely.

A support plan shall be documented that shall include support before, during, and post-production deployment.

OCTA requires that all changes to the production environment shall be approved by a change control board.

Objectives:

- Approved Change Control
- Plan for support-related activities
- Create schedule
- Determine Production Validation tests

Deliverables:

- 8.2.1 Approved Implementation (Deployment) Plan
- 8.2.2 Go-Live Schedule
- 8.2.3 Deployment Checklist
- 8.2.4 Production Validation Tests
- 8.2.5 Go-Live Support Plan
- 8.2.6 Approved Change Control

8.3 Go-Live / Deployment

Execute the build and configuration of the solution into the production environment.

Objectives

- Fully configured, installed and operational solution in a production environment
- Create all identified data interfaces

Deliverables

8.3.1 Production environment solution installed and configured addressing all listed requirements (including all identified interfaces)

8.4 Final Acceptance

The Consultant shall assist OCTA in evaluating results of production acceptance testing. Based on the outcome of this testing, decisions related to setup and processes shall be re-evaluated in order to achieve desired results.

Objectives:

- Evaluate documented validation test scripts
- Summarize test script processes that did not yield desired results
- Review and prioritize pending defects
- Evaluate system setup and process decisions to achieve desired results
- Completion and sign-off on testing
- Identification of required action items for project completion

Deliverables:

- 8.4.1 Approved Validation Test scripts
- 8.4.2 Updated System Documentation (based on deployment revisions)
- 8.4.3 Updated Items Log that with any remaining defects that shall be addressed
- 8.4.4 Deployment Acceptance

Task 9 - Post-Deployment Support

The Consultant shall provide support for the system after Go-Live. The Consultant shall warranty their work to conform to requirements set forth in this SOW, for a minimum of ninety (90) calendar days after final software is deployed to production at Go-Live. The Consultant shall correct and repair, at no cost to the OCTA, any defect, malfunction, or non-conformity that prevents the application from performing in accordance with requirements set forth in this SOW.

• The warranty period shall begin on the Go-Live date if all bugs and defects previously reported during testing have been resolved to the OCTA's satisfaction. Go-Live constitutes the date when the solution is formally accepted in writing and ready for deployment in the OCTA's production environment. All bugs, defects, and issues

previously reported during testing shall be fixed to the OCTA's satisfaction before the solution can be formally accepted for Go-Live and before warranty can begin. A test in production is not considered Go-Live.

 If minor issues remain and it is mutually agreed by OCTA and the Consultant to proceed with the Go-Live in production to allow the Consultant additional time past Go-Live to resolve these minor issues that shall not initiate the start of warranty. In this case a separate written acceptance shall be provided to commence the warranty period after all remaining issues have been fixed by the Consultant and accepted by OCTA.

The Consultant shall provide help desk services to troubleshoot and resolve system issues or questions. The Consultant shall provide a support phone number and website where issues can be raised, documented, managed and monitored.

Lessons learned from the Consultant's perspective shall be submitted in a timely manner 30-60 days after Go-Live.

Objective

- On-going support on the business application
- Continuous improvements to the business application

Deliverables

- 9.1 Help Desk contact information, web-based tracking tool, Help Desk services and software fixes, where appropriate
- 9.2 Regular installation of software patches or releases to the application
- 9.3 Lessons Learned document

If the Consultant wishes to propose modifications to the project implementation tasks and deliverables noted above, it shall do so on the Project Task Deliverables Table (Attachment B). The Consultant shall clearly indicate which efforts or deliverables would not be delivered or how the proposed modification would change the tasks and deliverables. For example, if a pilot phase is not recommended, then the Consultant shall clearly indicate as such and explain why it would not be needed or if an alternative is proposed.

Priority Level Descriptions

Performance expectations and SLA statistics are shown on the Software Performance SLA sheet in the EAM Requirements List (Attachment C).

P1: Production instance totally unavailable to all users at a Site. OCTA is unable to perform a critical business function at all or any sites, and no reasonable workaround. Security breach within OCTA's environment.

SLA: For critical issues OCTA expects confirmation from the Consultant regarding the issue within two (2) hours and a solution within twenty-four (24) hours of the request.

Examples:

- 1. Production instance not available for use.
- 2. Function does not work.
- **P2**: Production instance unavailable to single user. Critical function unavailable to all Users at a Site, and no reasonable workaround exists. Production performance significantly degraded causing disruption of the business operations of OCTA. Non-production instance totally unavailable.

SLA: OCTA expects confirmation from the Consultant regarding the issue within eight (8) business hours and a solution within three (3) business days of the request.

Examples:

- 1. Very slow production system performance;
- 2. Unable to print any reports:
- 3. Individual User unable to connect;
- 4. Creation or reset of User accounts;
- 5. Migrate major bug or enhancement code to Production Environment.
- **P3**: Single function unavailable to all users at a site, but a reasonable workaround exists. Maintenance task in production environment that has minimal impact on OCTA.

SLA: OCTA expects confirmation from the Consultant regarding the issue within three (3) business days and a solution within five (5) business days of the request.

Examples:

- 1. Unable to print a non-critical report;
- 2. Configure a new printer;
- 3. Create developer account;
- 4. Migrate minor bug or enhancement code to production environment.
- **P4**: Minor fault that has minimal impact on the business operations of the Customer for which an acceptable work-around exists. Maintenance task in non-production environment.

SLA: OCTA expects confirmation from the Consultant regarding the issue within five (5) business days and a solution within two (2) calendar weeks of the request.

Examples:

- 1. Migrate code to Non-Production Environment.
- 2. Refresh Non-production database.

8. APPENDIX 1: EXISTING SYSTEM REPORTS

For the purposes of defining the reporting requirements, examples of the existing OCTA Maintenance Key Indicators (MKI) report, the eight (8) Ellipse-generated reports, and 71 Business Objects Reports are listed and shown below. The new system should provide reports equivalent to all these reports.

OCTA Maintenance Key Indicator (MKI) Report:

The MKI report includes highlighting to reflect the information OCTA would expect to be delivered from the EAM solution.

Orange County Transportation Authority



Maintenance Department

Standards & Performance Key Indicator Report

MKI April 2019





Measurements	Goal	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Efficiency														
MPG - 40-ft. CNG		3.16	3.14	3.14	3.24	3.32	3.41	3.45	3.44	3.37	3.27			3.29
MPG - 60-ft. CNG		2.37	2.37	2.39	2.47	2.52	2.60	2.62	2.59	2.53	2.43			2.49
PM Inspections OTP	= 100.0%	98.4%	99.0%	99.5%	99.5%	99.5%	97.9%	98.6%	99.4%	99.5%	100.0%			99.1%
PM Inspections On-time		189	200	182	204	195	184	205	176	212	198			1,945
Total PM Inspections		192	202	183	205	196	188	208	177	213	198			1,962
CPM - Total Costs		\$1.76	\$2.33	\$2.16	\$2.51	\$2.35	\$2.97	\$2.60	\$2.31	\$2.54	\$2.36			\$2.39
CPM - Direct Costs	< \$0.78	\$0.65	\$0.64	\$0.66	\$0.71	\$0.75	\$0.71	\$0.77	\$0.74	\$0.77	\$0.70			\$0.71
Attendance	> 97.0%	98.7%	98.6%	98.3%	98.4%	99.1%	99.2%	99.4%	98.4%	99.0%	99.3%			98.8%
OT - Scheduled	< 1.5%	1.8%	0.0%	1.9%	0.0%	7.0%	2.2%	1.4%	4.0%	0.0%	0.0%			1.7%
OT - Unscheduled	< 3.0%	1.6%	2.9%	3.2%	3.5%	3.1%	2.9%	1.2%	1.6%	1.9%	1.6%			2.3%
% of Unavailable Staff		16.3%	19.1%	13.4%	11.3%	15.3%	21.4%	13.2%	14.9%	15.0%	16.5%			15.6%
Effectiveness														
% of Buses on Hold	< 15.0%	18.4%	11.5%	13.4%	12.6%	13.2%	13.7%	13.8%	13.5%	13.7%	13.5%			13.7%
Buses on Hold		1,157	768	772	833	843	838	922	800	858	888			8,679
Buses at the Base		6,292	6,665	5,768	6,625	6,379	6,107	6,693	5,924	6,258	6,571			63,282
Days Buses were on Hold		44	46	40	46	44	42	46	40	42	44			434
Valid Mechanical MBRC	> 14,000	14,297	16,319	15,082	17,119	16,565	19,915	16,327	13,181	17,541	16,406			16,113
Valid Mechanical Road Calls		83	75	73	70	68	57	72	82	68	71			719
Floot Miles		1,186,652	1,223,935	1,100,975	1,198,304	1,126,391	1,135,183	1,175,565	1,080,877	1,192,813	1,164,795			11,585,491
Vehicle Damage														
# of Incidents		42	57	49	62	49	56	45	35	43	59			497
Damage Costs		\$17,180	\$25,153	\$36,231	\$21,563	\$38,523	\$17,613	\$17,632	\$11,866	\$17,211	\$16,035			\$219,007
Vandalism Repair Costs		\$1,847	\$1,713	\$211	\$1,358	\$2,017	\$865	\$350	\$467	\$852	\$2,130			\$11,811
On-the-Job Injury											Ţ			
Labor Hours Lost (as a %)	< 2.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.02%			0.00%
# of Lost Time Occurrences		0	1	0	0	0	0	0	0	0	1			2

Notes

1. Abbreviations Used:

MPG: Miles per [Gasoline] Gallon [Equivalent] LNG: Liquified Natural Gas

CNG: Compressed Natural Gas OTP: On-time Performance

CPM: Cost Per Mile

MBRC: Miles Between Road Calls PM: Preventative Maintenance

OT: Overtime UP: On-time Privil Preventative National Control Contr

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Measurements	Т	Goal	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Efficiency	一														
MPG - 40-ft. CNG	\neg		3.00	2.99	2.99	3.10	3.14	3.25	3.28	3.26	3.21	3.09			3.13
MPG - 60-ft. CNG			2.37	2.37	2.39	2.47	2.52	2.60	2.62	2.59	2.53	2.43			2.49
PM Inspections OTP	=	100.0%	98.1%	100.0%	99.0%	99.1%	100.0%	100.0%	99.1%	98.9%	99.2%	100.0%			99.3%
PM Inspections On-time			102	108	96	110	108	98	110	94	117	115			1,058
Total PM Inspections			104	108	97	111	108	98	111	95	118	115			1,065
CPM - Direct Costs	<	\$0.78	\$0.73	\$0.69	\$0.71	\$0.75	\$0.83	\$0.74	\$0.86	\$0.83	\$0.80	\$0.75			\$0.77
Direct Parts + Labor Costs			\$462,592	\$453,971	\$418,305	\$488,253	\$502,940	\$452,307	\$546,317	\$486,471	\$525,810	\$476,112			\$4,813,079
Direct Parts Costs			\$172,476	\$174,549	\$147,639	\$185,627	\$193,003	\$168,284	\$209,273	\$180,998	\$197,836	\$171,773			\$1,801,479
Direct Labor Costs			\$290,116	\$279,422	\$270,646	\$302,625	\$309,937	\$284,023	\$337,045	\$305,473	\$327,974	\$304,339			\$3,011,600
Fleet Miles			636,487	662,020	593,150	648,461	604,967	611,042	632,468	587,745	653,994	636,834			6,267,167
Attendance	>	97.0%	98.4%	98.8%	97.1%	98.9%	98.9%	99.3%	99.7%	96.9%	97.5%	98.9%			98.5%
OT - Scheduled	<	1.5%	2.1%	0.0%	2.2%	0.0%	8.2%	2.3%	1.4%	3.9%	0.0%	0.0%			1.9%
OT - Unscheduled	<	3.0%	1.2%	2.8%	0.6%	1.3%	0.1%	0.8%	2.3%	1.7%	2.8%	2.6%			1.7%
% of Unavailable Staff			17.4%	24.0%	12.2%	12.4%	11.8%	15.7%	10.0%	16.5%	15.9%	17.0%			15.2%
Effectiveness															
% of Buses on Hold	<	15.0%	16.3%	12.0%	12.9%	13.3%	14.6%	14.5%	15.0%	15.1%	14.7%	14.8%			14.3%
Buses on Hold			553	435	404	478	509	482	550	489	501	526			4,927
Buses at the Base			3,388	3,629	3,128	3,589	3,475	3,335	3,657	3,228	3,402	3,564			34,395
Days Buses were on Hold			22	23	20	23	22	21	23	20	21	22			217
Valid Mechanical MBRC	>	14,000	12,990	15,396	12,895	15,440	16,805	16,515	14,055	10,495	15,951	15,163			14,341
Valid Mechanical Road Calls			49	43	46	42	36	37	45	56	41	42			437
Fleet Miles			636,487	662,020	593,150	648,461	604,967	611,042	632,468	587,745	653,994	636,834			6,267,167
Vehicle Damage	Т														
# of Incidents			22	26	19	27	30	28	23	20	21	30			246
Damage Costs			\$4,365	\$8,030	\$5,145	\$6,288	\$15,853	\$7,075	\$11,537	\$5,945	\$4,671	\$5,245			\$74,156
On-the-Job Injury															
% of Labor Hours Lost		2.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.04%			0.00%
Labor Hours Lost			0	0	0	0	0	0	0	0	0	4			4
Regular Hours			8,636	8,346	8,373	9,154	7,797	8,295	9,375	7,746	8,616	8,714			85,052
# of Lost Time Occurrences			0	0	0	0	0	0	0	0	0	1			1

1. Abbreviations Used:

MPG: Miles per [Gasoline] Gallon [Equivalent]

- New Local Section (Control of Section 1) Control of Section (Control of

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Measurements	Т	Goal	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Efficiency	Т														
MPG - 40-ft. CNG	Т		3.33	3.29	3.29	3.37	3.49	3.57	3.62	3.61	3.52	3.44			3.45
MPG - 60-ft. CNG			-	-	-	-	-	-	-	-	-	-			-
PM Inspections OTP	ŀ	100.0%	98.9%	97.9%	100.0%	100.0%	98.9%	95.6%	97.9%	100.0%	100.0%	100.0%			98.9%
PM Inspections On-time	1		87	92	86	94	87	86	95	82	95	83			887
Total PM Inspections			88	94	86	94	88	90	97	82	95	83			897
CPM - Direct Costs	<	\$0.78	\$0.55	\$0.59	\$0.61	\$0.67	\$0.66	\$0.67	\$0.66	\$0.64	\$0.74	\$0.64			\$0.64
Direct Parts + Labor Costs	1		\$305,171	\$329,704	\$311,405	\$367,612	\$341,929	\$348,855	\$357,002	\$313,667	\$396,098	\$338,340			\$3,409,783
Direct Parts Costs	1		\$88,937	\$97,401	\$89,228	\$109,639	\$99,201	\$108,476	\$117,214	\$94,766	\$132,292	\$111,420			\$1,048,575
Direct Labor Costs	1		\$216,234	\$232,303	\$222,177	\$257,973	\$242,728	\$240,379	\$239,788	\$218,900	\$263,806	\$226,919			\$2,361,208
Fleet Miles	1		550,165	561,915	507,825	549,843	521,423	524,141	543,098	493,133	538,819	527,962			5,318,324
Attendance	>	97.0%	98.0%	98.2%	98.7%	98.8%	100.0%	99.4%	98.6%	99.0%	99.9%	99.5%			99.0%
OT - Scheduled	<	1.5%	2.5%	0.0%	2.5%	0.0%	7.6%	3.2%	1.8%	3.3%	0.0%	0.0%			2.0%
OT - Unscheduled	<	3.0%	2.7%	2.9%	6.2%	6.9%	8.3%	7.0%	0.1%	0.2%	0.1%	0.2%			3.4%
% of Unavailable Staff	┸		17.0%	15.4%	16.4%	13.9%	19.9%	26.4%	17.5%	16.5%	20.5%	22.7%			18.5%
Effectiveness	┸														
% of Buses on Hold	<	15.0%	20.8%	11.0%	13.9%	11.7%	11.5%	12.8%	12.3%	11.5%	12.5%	12.0%			13.0%
Buses on Hold	1		604	333	368	355	334	356	372	311	357	362			3,752
Buses at the Base	ı		2,904	3,036	2,640	3,036	2,904	2,772	3,036	2,696	2,856	3,007			28,887
Days Buses were on Hold			22	23	20	23	22	21	23	20	21	22			217
Valid Mechanical MBRC	>	14,000	16,181	17,560	18,808	19,637	16,294	26,207	20,115	18,967	19,956	18,206			18,859
Valid Mechanical Road Calls	ı		34	32	27	28	32	20	27	26	27	29			282
Fleet Miles	1		550,165	561,915	507,825	549,843	521,423	524,141	543,098	493,133	538,819	527,962			5,318,324
Vehicle Damage	Т														
# of Incidents	Т		20	31	30	35	19	28	22	15	22	29			251
Damage Costs	L		\$12,815	\$17,123	\$31,086	\$15,274	\$22,670	\$10,538	\$6,095	\$5,921	\$12,540	\$10,790			\$144,852
On-the-Job Injury	L														
% of Labor Hours Lost	<	2.00%	0.00%	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%
Labor Hours Lost			0	2	0	0	0	0	0	0	0	0			2
Regular Hours	┸		7,037	7,315	6,769	7,602	6,504	6,527	7,583	6,519	7,074	6,758			69,687
# of Lost Time Occurrences	L		0	1	0	0	0	0	0	0	0	0			1

Notes

 Abbreviations Used:
 MPG: Miles per [Gasoline] Gallon [Equivalent] CNG: Compressed Natural Gas OTP: On-time Performance CPM: Cost Per Mile MBRC: Miles Between Road Calls

- LNG: Liquified Natural Gas

 OTP: On-time Performance

 OT: Overtime

 PMI: Preventative Maintenance

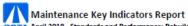
 2. PM Inspections OTP is based on the number of buses inspected within 5,700-6,300 miles of the last inspection before February 2019. Threshold changed to 3,400-6,600 miles effective on February 2019.

 3. PM Inspection OTP goal changed from 97% to 100% effective on February 2019.

- 4. CPM Direct Costs include only the Parts and Labor costs to maintain the buses.

 3. Buses on Hold Percent is calculated by taking the (daily) cumulative number of buses on hold divided by the (daily) cumulative number of buses at the bases.

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TA April 2019 - Standards and Performance: Rebuild, Automotive and Electronics

Measurements		Goal	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Efficiency	Т														
CPM - Direct Costs	<	\$0.12	\$0.30	\$0.33	\$0.34	\$0.31	\$0.36	\$0.28	\$0.28	\$0.30	\$0.24	\$0.28			\$0.30
Direct Parts + Labor Costs			\$38,992	\$41,965	\$42,031	\$40,435	\$43,190	\$33,332	\$32,119	\$36,087	\$33,293	\$34,833			\$376,277
Direct Parts Costs			\$14,970	\$11,755	\$11,823	\$11,831	\$11,602	\$10,345	\$6,745	\$11,344	\$9,549	\$12,819			\$112,781
Direct Labor Costs			\$24,022	\$30,210	\$30,208	\$28,604	\$31,588	\$22,987	\$25,374	\$24,743	\$23,745	\$22,015			\$263,496
Fleet Miles			129,934	125,996	123,443	129,032	118,368	118,520	113,484	120,737	140,009	125,539			1,245,063
Attendance	>	97.0%	100.0%	98.8%	99.3%	97.4%	98.5%	98.7%	99.9%	99.7%	99.9%	99.5%			99.2%
Sick+Inc.Shift Hours			0	82	40	184	88	72	8	16	8	32			530
Regular Hours			6,385	6,608	6,008	7,160	5,921	5,613	6,704	5,919	6,781	6,665			63,763
OT - Scheduled	<	1.5%	0.8%	0.0%	0.9%	0.0%	4.7%	1.0%	0.8%	4.7%	0.0%	0.0%			1.2%
Holiday Overtime Hours			48	0	56	0	280	56	56	280	0	0			776
Regular Hours			6,385	6,608	6,008	7,160	5,921	5,613	6,704	5,919	6,781	6,665			63,763
OT - Unscheduled	<	3.0%	1.0%	2.9%	3.4%	2.5%	1.4%	1.1%	1.0%	3.2%	2.6%	1.6%			2.1%
Regular Overtime Hours			66	193	204	182	82	60	67	188	174	109			1,324
Regular Hours			6,385	6,608	6,008	7,160	5,921	5,613	6,704	5,919	6,781	6,665			63,763
% of Unavailable Staff			14.0%	17.1%	11.6%	7.2%	14.9%	24.0%	12.6%	11.1%	8.2%	9.5%			12.8%
Unavailable Staff Hours			895	1,127	696	515	885	1,348	845	659	556	631			8,156
Regular Hours			6,385	6,608	6,008	7,160	5,921	5,613	6,704	5,919	6,781	6,665			63,763
Labor Hours Lost	<	2.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%
Labor Hours Lost			0	0	0	0	0	0	0	0	0	0			0
Regular Hours			6,385	6,608	6,008	7,160	5,921	5,613	6,704	5,919	6,781	6,665			63,763
Lost Time Occurrences			0	0	0	0	0	0	0	0	0	0			0

Notes
1. Abbreviations Used:

MPG: Miles per [Gasoline] Gallon [Equivalent]

CNG: Compressed Natural Gas

CPM: Cost Per Mile OT: Overtime

MBRC: Miles Between Road Calls PM: Preventative Maintenance

LNG: Liquified Natural Gas OTP: On-time Performance

2. CPM - Direct Costs include only the Parts and Labor costs to maintain the non-revenue vehicles.

3. Buses on Hold Percent is calculated by taking the (daily) cumulative number of buses on hold divided by the (daily) cumulative number of buses at the bases.

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		Santa	Ana			Garden G	irove		Total Directly-Operated Fixed-Route				
Bus Series	Parts	Labor	Miles	СРМ	Parts	Labor	Miles	CPM	Parts	Labor	Miles	CPM	
2200	\$0	\$0	0	\$0.00	\$0	\$1,331	0	\$0.00	\$0	\$1,331	0	\$0.00	
2300	50	\$0	0	\$0.00	SO	\$0	0	\$0.00	\$0	\$0	0	\$0.00	
5121	\$0	\$0	0	\$0.00	\$10,084	\$25,053	58,874	\$0.60	\$10,084	\$25,053	58,874	\$0.60	
5500	\$87,010	\$124,063	241,024	\$0.88	SO	\$0	26	\$0.00	\$87,010	\$124,063	241,051	\$0.88	
5600	\$0	\$0	0	\$0.00	\$0	\$0	0	\$0.00	\$0	\$0	0	\$0.00	
5700	\$0	\$0	0	\$0.00	\$85,824	\$177,667	400,076	\$0.66	\$85,824	\$177,667	400,076	\$0.66	
5800	\$24,721	\$68,155	183,053	\$0.51	\$15,513	\$22,868	68,986	\$0.56	\$40,234	\$91,023	252,039	\$0.52	
7500	\$7,268	\$19,548	51,904	\$0.52	SO	\$0	0	\$0.00	\$7,268	\$19,548	51,904	\$0.52	
7600	\$29,987	\$55,467	88,074	\$0.97	SO	\$0	0	\$0.00	\$29,987	\$55,467	88,074	\$0.97	
7621	\$22,787	\$37,105	72,778	\$0.82	SO	\$0	0	\$0.00	\$22,787	\$37,105	72,778	\$0.82	
Total Bus	\$171,773	\$304,339	636,834	\$0.75	\$111,420	\$226,919	527,962	\$0.64	\$283,193	\$531,258	1,164,795	\$0.70	
Other	\$0	\$0	0	n/a	\$0	\$0	0	n/a	\$0	\$0	0	n/a	
Direct Requisitions	\$0	\$0	n/a	n/a	\$0	\$0	n/a	n/a	\$0	\$0	n/a	n/a	
Total Other	\$0	\$0	0	n/a	\$0	\$0	n/a	n/a	\$0	\$0	0	n/a	
Grand Total	\$171,773	\$304,339	636,834	\$0.75	\$111,420	\$226,919	527,962	\$0.64	\$283,193	\$531,258	1,164,795	\$0.70	

Note:

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Maintenance Key Indicators Report FYTD 2019 - Parts and Labor Costs: Maintenance Bases

		Santa A	ına			Garden G	ove		Total I	Directly-Operated	fixed-Route	
Bus Series	Parts	Labor	Miles	СРМ	Parts	Labor	Miles	СРМ	Parts	Labor	Miles	СРМ
2200	\$0	\$0	0	\$0.00	\$0	\$5,624	0	\$0.00	\$0	\$5,624	0	\$0.00
2300	(\$0)	so	0	\$0.00	\$0	\$549	0	\$0.00	\$0	\$549	0	\$0.00
5121	\$0	\$0	357	\$0.00	\$121,588	\$273,289	501,320	\$0.79	\$121,588	\$273,289	501,677	\$0.79
5500	\$828,165	\$1,280,173	2,358,289	\$0.89	\$0	\$0	26	\$0.00	\$828,165	\$1,280,173	2,358,315	\$0.89
5600	\$5,351	\$0	0	\$0.00	\$0	\$0	0	\$0.00	\$5,351	\$0	0	\$0.00
5700	(\$0)	\$0	917	\$0.00	\$822,384	\$1,844,623	4,209,325	\$0.63	\$822,384	\$1,844,623	4,210,243	\$0.63
5800	\$305,607	\$659,451	1,913,228	\$0.50	\$104,603	\$237,122	607,467	\$0.56	\$410,210	\$896,573	2,520,695	\$0.52
7500	\$134,377	\$244,620	487,747	\$0.78	\$0	\$0	186	\$0.00	\$134,377	\$244,620	487,933	\$0.78
7600	\$340,800	\$536,659	823,625	\$1.07	\$0	\$0	0	\$0.00	\$340,800	\$536,659	823,625	\$1.07
7621	\$187,179	\$290,698	683,004	\$0.70	\$0	\$0	0	\$0.00	\$187,179	\$290,698	683,004	\$0.70
Total Bus	\$1,801,479	\$3,011,600	6,267,167	\$0.77	\$1,048,575	\$2,361,208	5,318,324	\$0.64	\$2,850,054	\$5,372,808	11,585,491	\$0.71
Other	\$0	\$0	0	n/a	\$0	\$0	0	n/a	\$0	\$0	0	n/a
Direct Requisitions	\$0	\$0	0	n/a	\$0	\$0	0	n/a	\$0	\$0	n/a	n/a
Total Other	\$0	\$0	0	n/a	\$0	\$0	n/a	n/a	\$0	\$0	0	n/a
Grand Total	\$1,801,479	\$3,011,600	6,267,167	\$0.77	\$1,048,575	\$2,361,208	5,318,324	\$0.64	\$2,850,054	\$5,372,808	11,585,491	\$0.71

Note:

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		Reb	uild			Special	Projects		Automotive				
Bus Series	Parts	Labor	Miles	СРМ	Parts	Labor	Miles	СРМ	Parts	Labor	Miles	СРМ	
2200	\$0	\$0	0	\$0.00	\$0	\$0	0	\$0.00	n/a	n/a	n/a	n/a	
2300	\$0	\$0	0	\$0.00	\$0	\$0	0	\$0.00	n/a	n/a	n/a	n/a	
5121	\$0	\$0	58,874	\$0.00	\$28	\$780	58,874	\$0.01	n/a	n/a	n/a	n/a	
5500	so	\$0	241,051	\$0.00	\$0	\$0	241,051	\$0.00	n/a	n/a	n/a	n/a	
5600	\$0	\$0	0	\$0.00	\$0	\$0	0	\$0.00	n/a	n/a	n/a	n/a	
5700	\$0	\$0	400,076	\$0.00	\$0	\$222	400,076	\$0.00	n/a	n/a	n/a	n/a	
5800	so	\$0	252,039	\$0.00	\$0	\$0	252,039	\$0.00	n/a	n/a	n/a	n/a	
7500	\$0	\$0	51,904	\$0.00	\$0	\$0	51,904	\$0.00	n/a	n/a	n/a	n/a	
7600	\$0	\$0	88,074	\$0.00	\$0	\$0	88,074	\$0.00	n/a	n/a	n/a	n/a	
7621	SO	\$0	72,778	\$0.00	\$0	\$0	72,778	\$0.00	n/a	n/a	n/a	n/a	
9000	\$0	\$0	0	\$0.00	\$0	\$0	0	\$0.00	\$12,817	\$20,550	125,413	\$0.27	
Total Bus	\$0	\$0	1,164,795	\$0.0000	\$28	\$1,003	1,164,795	\$0.0009	\$12,817	\$20,550	125,413	\$0.2661	
Other	\$0	\$61,086	0	n/a	\$0	\$0	0	n/a	\$1	\$1,465	126	\$11.60	
Direct Requisitions	\$0	\$0	n/a	n/a	\$0	\$0	n/a	n/a	\$0	\$0	n/a	n/a	
Total Other	\$0	\$61,086	0	n/a	\$0	\$0	0	n/a	\$1	\$1,465	n/a	n/a	
Grand Total	\$0	\$61,086	1,164,795	\$0.0524	\$28	\$1,003	1,164,795	\$0.0009	\$12,819	\$22,015	125,539	\$0.2775	

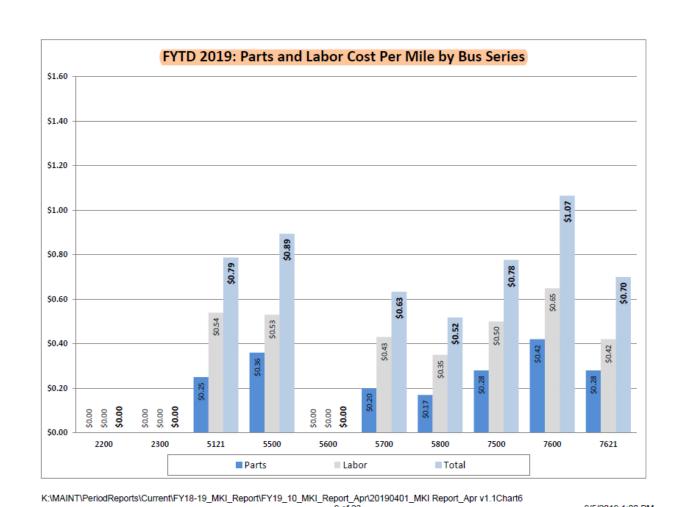
- 1. Special Projects include Transit Technical Service.
- Other under Automotive includes ROW buses.

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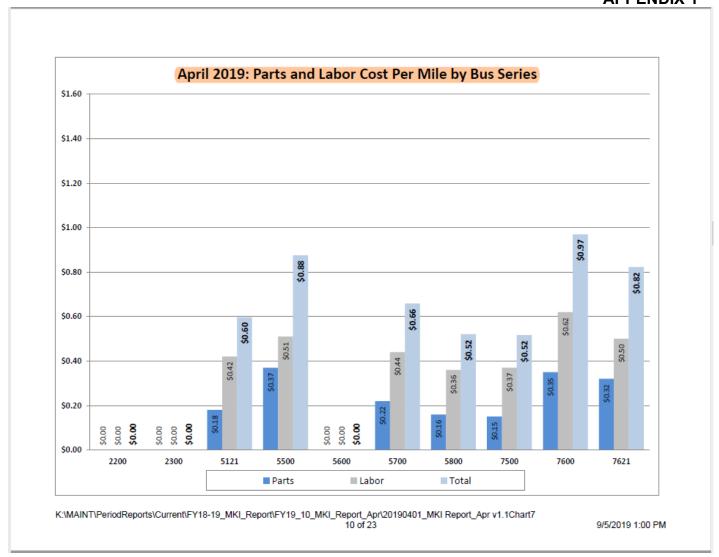
Maintenance Key Indicators Report FYTD 2019 - Parts and Labor Costs: Rebuild, Special Projects and Automotive

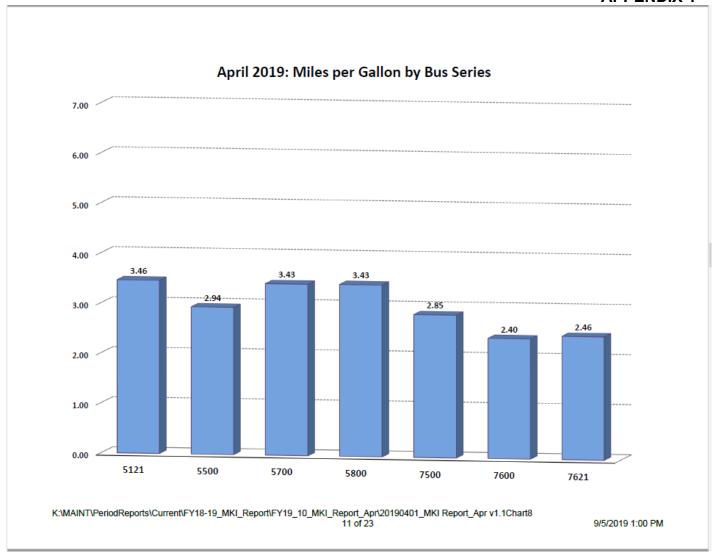
		Rel	build			Special	Projects		Automotive				
Bus Series	Parts	Labor	Miles	СРМ	Parts	Labor	Miles	СРМ	Parts	Labor	Miles	CPM	
2200	\$0	\$0	0	\$0.00	SO	\$0	0	\$0.00	\$0	so	0	\$0.00	
2300	so	\$0	0	\$0.00	so	\$0	0	\$0.00	\$0	so	0	\$0.00	
5121	\$0	\$0	501,677	\$0.00	\$24,928	\$780	501,677	\$0.05	\$0	so	0	\$0.00	
5500	\$0	\$0	2,358,315	\$0.00	so	\$0	2,358,315	\$0.00	\$0	so	0	\$0.00	
5600	\$0	\$0	0	\$0.00	so	\$0	0	\$0.00	\$0	\$0	0	\$0.00	
5700	\$0	\$0	4,210,243	\$0.00	so	\$335	4,210,243	\$0.00	\$0	so	0	\$0.00	
5800	\$0	\$0	2,520,695	\$0.00	SO	\$0	2,520,695	\$0.00	\$0	50	0	\$0.00	
7500	\$0	\$0	487,933	\$0.00	\$165,931	\$993	487,933	\$0.34	\$0	50	0	\$0.00	
7600	-\$4	\$0	823,625	\$0.00	50	\$0	823,625	\$0.00	\$0	\$0	0	\$0.00	
7621	\$0	\$0	683,004	\$0.00	\$0	\$0	683,004	\$0.00	\$0	\$0	0	\$0.00	
9000	50	\$0	0	\$0.00	\$0	\$0	0	\$0.00	\$112,191	\$251,299	1,244,020	\$0.29	
Total Bus	-\$4	\$0	11,585,491	\$0.0000	\$190,859	\$2,108	11,585,491	\$0.0167	\$112,191	\$251,299	1,244,020	\$0,2922	
Other	\$0	\$580,996	0	n/a	\$177	\$388	0	n/a	\$590	\$12,196	1,043	\$12.26	
Direct Requisitions	\$0	\$0	n/a	n/a	\$0	\$0	n/a	n/a	\$0	\$0	n/a	n/a	
Total Other	\$0	\$580,996	0	n/a	\$177	\$388	0	n/a	\$590	\$12,196	1,043	\$12.26	
Grand Total	-\$4	\$580,996	11.585.491	\$0.0501	\$191.037	\$2,497	11.585.491	\$0.0167	\$112,781	\$263,496	1.245.063	\$0,3022	

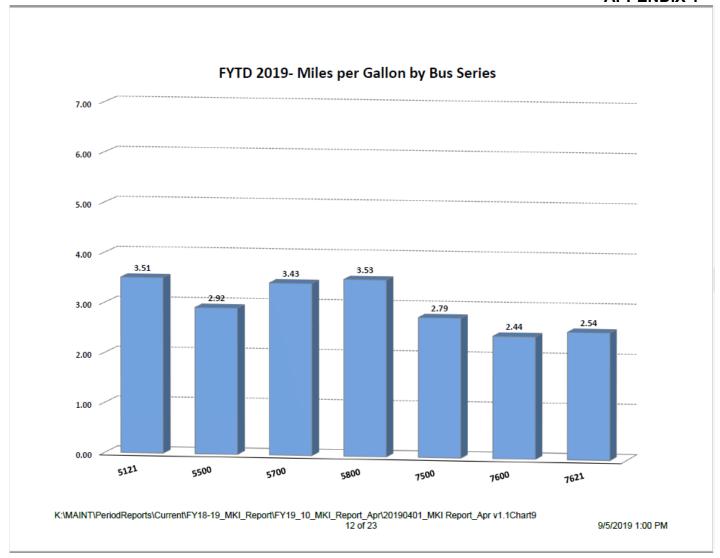
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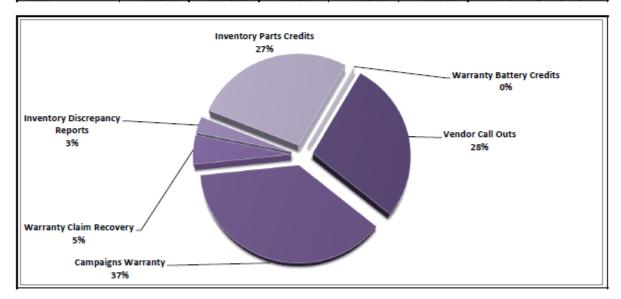








			Warranty	Inventory		Warranty	
	Vendor Call	Campaigns	Claim	Discrepancy	Inventory	Battery	
Month	Outs	Warranty	Recovery	Reports	Parts Credits	Credits	Total
July	\$90,531	\$135,133	\$0	\$1,721	\$27,681	\$0	\$255,066
August	\$71,794	\$71,488	\$15,080	\$8,942	\$126,267	\$0	\$293,571
September	\$73,942	\$95,965	\$4,459	\$5,146	\$43,231	\$1,091	\$223,835
October	\$46,507	\$101,390	\$13,812	\$4,736	\$92,970	\$851	\$260,266
November	\$23,904	\$100,288	\$4,472	\$1,677	\$95,056	\$0	\$225,397
December	\$15,898	\$116,535	\$21,146	\$2,628	\$43,568	\$0	\$199,774
January	\$26,938	\$154,678	\$4,642	\$12,066	\$30,015	\$0	\$228,339
February	\$36,764	\$85,719	\$28,393	\$7,455	\$44,826	\$1,091	\$204,249
March	\$160,254	\$0	\$15,249	\$14,985	\$89,730	\$480	\$280,698
April	\$114,110	\$33,568	\$11,875	\$7,686	\$54,940	\$0	\$222,180
May							\$0
June							\$0
Total	\$660,642	\$894,766	\$119,128	\$67,042	\$648,284	\$3,514	\$2,393,375



Notes

- 1. Claims Credit: Failed parts that are on a bus under warranty (e.g., If bus has fan to flywheel warranty and a starter motor goes out, a warranty claim is filed to receive credit for that part).
- Inventory Discrepancy: All other defective parts. Most all major components come with a 6-12 month warranty from the date of install.
- 3. Data Source: FYTD 2019 Warranty Department Monthly Report, CAMM Inventory Team Section Manager

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13 of 23

Maintenance Key Indicators Report GGYA April 2019 - Road Calls by Category (excluding farebox, headsign and radio)

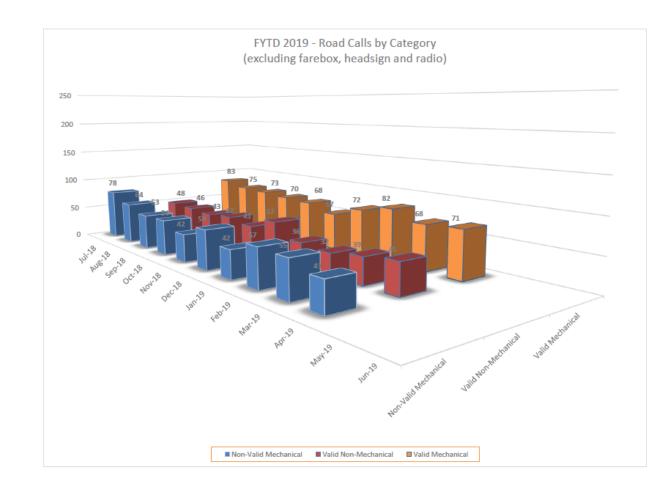
	Road Calls	Santa	a Ana	Garden	Grove	Т	otal
Code	Description	Valid	Non-Valid	Valid	Non-Valid	Valid	Non-Valid
A	Air System	1	3			1	3
В	Brake System		2	2		2	(2)
81	Interlock System				8		
D	Engine	8	4	13		21	4
Di	Hot Engine						
E	Electrical	8	13	ě		8	13
E2	Lighting System	3	2	2	1	5	3
F3	Chime System	1				1	
E4		ē				ē	
E5	Kneeling System Charging System	5	2	1		6	2
E		1	3	1	ě	2	3
_	Starting System	_	_			_	_
G	Drivers Seat	1		2	1	3	1
G1	Windows						0
G2	Passenger Seats						
G3	Body Panels		1				1
G4	Seat Belt				3		3
G5	Bike Rack		1				1
н	Air Conditioning System	2	3			2	3
H1	Heater System						
H2	Defroster System						
H3	Furnes					8	
	Fuel System			1		1	
M	Suspension						
M1	Drive Line						
M2	Differential						
N	Cooling System	4				4	ě
0	Oil System			0			
P	Rear Door System	3		1		4	
P1	Front Door System	1	1	3		4	1
R	Wiper System	ē					ē
5	Steering System						
1	Transmission	3	1	3		6	
U			_				1
	Retarder System					0	
W	Fire						
X	Hydraulic System			0	8	8	
Y	Wheelchairs	1	1		1	1	2
Z	Out of Fuel					9	43
	Total Mechanical	42	37	29	6	71	
C	Tire		n/a	6	n/a	11	n/a
	Sick Passenger	1	n/a	4	n/a	5	n/a
11	Vandalism		n/a	1	n/a	1	n/a
12	Critters		n/a		n/a		n/a
13	Customer Residue	13	n/a	10	n/a	23	n/a
IN	Field Incident		n/a		n/a		n/a
0	Accident	(1)	n/a	2	n/a	3	n/a
NC	No Coach Operators		n/a	8	n/a		n/a
Q	Operator Error		n/a	ë	n/a		n/a
TR	Traffic/Late		n/a	ë	n/a		n/a
TS	Terminal Swap	i	n/a	ě	n/a		n/a
V	Mirror	2	n/a		n/a	2	n/a
WE	Window Error	- 1	n/a	- 4	n/a	-	n/a
	Total Non-Mechanical	22	n/a	23	n/a	45	n/a
	Valid Mechanical Roadcall %	22	42%	2	50%	43	45%
	Non-Valid Mechanical Roadcall %		37%		10%	l	27%
						l	
	Non-Mechanical Roadcall %		22%		40%	l	28%
	Total Miles Traveled		636,834		527,962		1,164,795
	Miles Between Valid Mech. RC's		15,163		18,206		16,406
	Miles Between Non-Mechanical RC's		28,947		22,955		25,884

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	Road Calls	Sant	a Ana	Garden	n Grove	Total		
Code	Description	Valid	Non-Valid	Valid	Non-Valid	Valid	Non-Valid	
Α	Air System	18	16	6	3	24	19	
В	Brake System	17	29	14	16	31	45	
B1	Interlock System	3	6	1	2	4	8	
D	Engine	79	48	79	11	158	59	
D1	Hot Engine	2	-	-	-	2	-	
E	Electrical	95	112	21	4	116	116	
E2	Lighting System	13	36	14	4	27	40	
E3	Chime System	5	14	16	4	21	18	
E4	Kneeling System	2	2	-	-	2	2	
E5	Charging System	41	11	5	1	46	12	
F	Starting System	12	19	7	6	19	25	
G	Drivers Seat	7	4	6	7	13	11	
G1	Windows	1	-	1	-	2	-	
G2	Passenger Seats	4	5	1		5	5	
G3	Body Panels	8	16	5	3	13	19	
G4	Sest Belt	1	-	6	9	7	9	
G5	Bike Radk	4	7	5	4	9	11	
н	Air Conditioning System	17	47	14	8	31	55	
H1	Heater System	-	-	1	2	1	2	
H2	Defroster System	3	1	-	1	3	2	
Н3	Fumes	1	1	-	1	1	2	
L	Fuel System	3	4	8	4	11	8	
M	Suspension	2	4	2	-	4	4	
M1	Drive Line	-	-	-	-	-	-	
M2	Differential	-	-	-	-	-	-	
N	Cooling System	40	7	16	-	56	7	
0	Oil System	1	-	-	-	1	-	
P	Rear Door System	14	16	16	4	30	20	
P1	Front Door System	9	7	9	3	18	10	
R	Wiper System	8	5	12	-	20	5	
S	Steering System	-	1	-	-	-	1	
т	Transmission	12	7	7	1	19	8	
U	Retarder System	-	-	1	1	1	1	
w	Fire	-	1	-	-	-	1	
x	Hydraulic System	1	-	-	-	1		
Y	Wheelchairs	13	16	9	6	22	22	
Z	Out of Fuel	1	-	-	-	1		
	Total Mechanical	437	442	282	105	719	547	
C	Tire	62	n/a	48	n/a	110	n/a	
1	Sidk Passenger	38	n/a	28	n/a	66	n/a	
11	Vandalism	6	n/a	3	n/a	9	n/a	
12	Critters	5	n/a	4	n/a	9	n/a	
13	Customer Residue	113	n/a	98	n/a	211	n/a	
IN	Field Incident	-	n/a	-	n/a	-	n/a	
1	Acadent	2	n/a	7	n/a	9	n/a	
NC	No Coach Operators		n/a	-	n/a		n/a	
Q	Operator Error	-	n/a	-	n/a	-	n/a	
TR	Traffic/Late	-	n/a	-	n/a	-	n/a	
TS	Terminal Swap		n/a		n/a		n/a	
v	Mirror	14	n/a	6	n/a	20	n/a	
WE	Window Error	-	n/a	-	n/a	-	n/a	
	Total Non-Mechanical	240	n/a	194	n/a	434	n/a	
	Valid Mechanical Roadcall %		39%		49%		42%	
	Non-Valid Mechanical Roadcall %		39%	1	18%	1	32%	
	Non-Mechanical Roadcall %		21%	1	33%	l	26%	
	Total Miles Traveled		6,267,167	1	5,318,324	l	11,585,491	
	Miles Between Valid Mech. RC's		14,341		18,859		16,113	

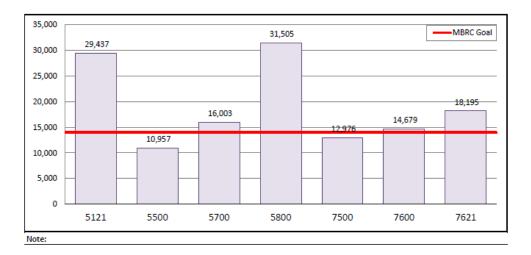
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Maintenance Key Indicators Report April 2019 - Road Calls by Bus Series (excluding farebox, headsign and radio)

	Mech	anical	Non-Me	chanical	Total Miles	Miles Between
Bus Series	Valid	Non-Valid	Valid	Non-Valid	Traveled	Valid Road Calls
5121	2	1	•	n/a	58,874	29,437
5500	(22)	(16)	8	n/a	241,051	10,957
5700	25	5	23	n/a	400,076	16,003
5800	8	8	5	n/a	252,039	31,505
7500	(4)	4	2	n/a	51,904	12,976
7600	(6)	(5)	3	n/a	88,074	14,679
7621	4	4	4	n/a	72,778	18,195
Total	71	43	45	-	1,164,795	16,406

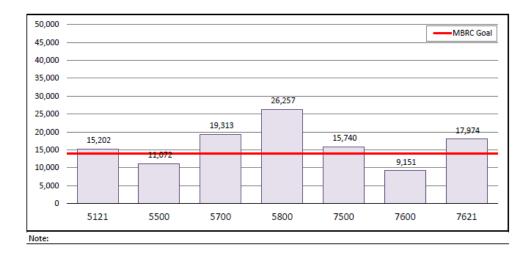


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Maintenance Key Indicators Report

FYTD 2019 - Road Calls by Bus Series (excluding farebox, headsign and radio)

	Mech	anical	Non-Me	chanical	Total Miles	Miles Between
Bus Series	Valid	Non-Valid	Valid	Non-Valid	Traveled	Valid Road Calls
5121	33	11	8	n/a	501,677	15,202
5500	213	212	98	n/a	2,358,315	11,072
5700	218	84	167	n/a	4,210,243	19,313
5800	96	84	89	n/a	2,520,695	26,257
7500	31	48	15	n/a	487,933	15,740
7600	90	67	31	n/a	823,625	9,151
7621	38	41	26	n/a	683,004	17,974
Total	719	547	434	-	11,585,491	16,113



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	Road Calls											
Code	Description	5121	5500	5700	5800	7500	7600	7621	Total			
A	Air System	-	1	-	-	2	-	1	4			
В	Brake System	-	1	2	1	-	-	-	4			
81	Interlock System	-	-	-	-	-	-	-				
D	Engine	2	6	10	3	2	1	1	25			
D1	Hot Engine	-	-	-	-	-	-	-				
E	Electrical	-	11	-	3	-	6	1	21			
E2	Lighting System	-	1	3	2	1	-	1	8			
E3	Chime System	-	1			-	-	-	1			
E4	Kneeling System	-	-	-	-	-	-	-				
E5	Charging System	-	6	1		1	-	-	8			
F	Starting System	-	2	1	2	_		-	5			
G	Drivers Seat	-	1	3		-		-	4			
G1	Windows	-	-	-		-		-				
G2	Passenger Seats	-	-			-		-				
G3	Body Panels	-	-			1	-	-	1			
G4	Seat Belt	1	-	2				-	3			
G5	Bike Rack				1				1			
н	Air Conditioning System					_	1	4				
H1	Heater System							- 7				
H2	Defroster System							_				
H3	Fumes											
L	Fuel System			1								
					_	_		-				
M	Suspension Drive Line	-	-	- 1	-	-		-				
M1	Differential	-	-		-	-		-				
M2		-	2			-	2	-				
N	Cooling System	-	2	-	-	-		-	4			
0	Oil System	-	- 1		-	-		-				
P	Rear Door System	-	1	1	1	1	-	-	4			
P1	Front Door System	-	1	3	1		-	-	5			
R	Wiper System	-	-	-	-	-		-				
S	Steering System	-	-	-	-	-	-	-				
T	Transmission	-	3	2	2	-		-	7			
U	Retarder System	-	-	-	-	-	-	-				
w	Fire	-	-	-	-	-		-				
X	Hydraulic System	-	-	-	-	-	-	-				
Y	Wheelchairs	-	1	1	-	-	1	-	3			
Z	Out of Fuel	-	-	-		-	-	-				
	Total ALL Mechanical	3	38	30	16	8	11	8	114			
C	Tire	-	2	6	-	-	2	1	11			
I .	Sick Passenger	-	-	4	-			1	5			
11	Vandalism	-	-	1	-	-	-	-	1			
12	Critters	-		-	-							
13	Customer Residue	-	4	10	5	1	1	2	23			
J	Accident	-	1	2	-		-		3			
٧	Mirror	-	1	-	-	1	1		3			
	Total ALL Non-Mechanical		8	23	5	2	4	4	46			

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Maintenance Key Indicators Report

Output

PytD 2019 - All Road Calls by Category and Bus Series (excluding farebox, headsign and radio)

	Road Calls											
Code	Description	5121	5500	5700	5800	7500	7600	7621	Total			
A	Air System	1	18	8	3	2	8	3	43			
В	Brake System	-	15	28	15	-	10	8	76			
B1	Interlock System	-	7	3	-	1	1	-	12			
D	Engine	6	63	76	21	4	25	22	217			
D1	Hot Engine	-	2	-	-	-	-	-	2			
E	Electrical	10	99	14	28	23	46	12	232			
E2	Lighting System	3	23	10	16	3	2	10	67			
E3	Chime System	-	8	18	4	3	-	6	39			
E4	Kneeling System	-	2	-	1	-	1	-	4			
E5	Charging System	2	41	4	1	4	3	3	58			
F	Starting System	1	13	10	10	5	2	3	44			
G	Drivers Seat	1	3	10	7	1	2	-	24			
G1	Windows	-	-	1	-	-	1	-	2			
G2	Passenger Seats	-	3	1	2		3	1	10			
G3	Body Panels	-	8	6	6	3	9	-	32			
G4	Seat Belt	1	-	13	1	1		-	16			
G5	Bike Rack	-	3	8	7	1	1	-	20			
н	Air Conditioning System	7	33	14	8	9	9	6	86			
H1	Heater System	-	-	3	-	-	-	-	3			
H2	Defroster System	-	2	1		-	2	-	5			
нз	Fumes	-	2	1	-	-	-	-	3			
L	Fuel System	-	2	11	4	1	1	-	19			
M	Suspension	1	4	1	1	-	1	-	8			
M1	Drive Line	-	-	-		-	-	-	-			
M2	Differential	-	-	-	-	-	-	-	-			
N	Cooling System	5	20	10	1	6	21	-	63			
0	Oil System	-	-	-	-	-	1	-	1			
P	Rear Door System	-	5	19	12	9	4	1	50			
P1	Front Door System	-	6	10	10	-	-	2	28			
R	Wiper System	5	10	5	2	2	-	1	25			
S	Steering System	-	-	-	-	-	1	-	1			
т	Transmission	1	14	5	6	-	1	-	27			
U	Retarder System	-	-	2		-	-	-	2			
w	Fire	-	-		1	-		-	1			
X	Hydraulic System	-	-	-	1	-	-	-	1			
Υ	Wheelchairs	-	18	10	12	1	2	1	44			
Z	Out of Fuel	-	1	-				-	1			
	Total ALL Mechanical	44	425	302	180	79	157	79	1,266			
c	Tire	2	35	43	22	2	10	6	120			
1	Sick Passenger	1	16	23	15	2	5	4	66			
11	Vandalism	-	2	3	2			2	9			
12	Critters	-	5	2	2				9			
13	Customer Residue	6	39	87	45	9	14	12	212			
J	Accident	-	1	10	1				12			
٧	Mirror	1	11		7	2	5	4	35			
	Total ALL Non-Mechanical	10	109	173	94	15	34	28	463			

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Bus			Goal	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Series																
5121		>	14,000	8,473	8,789	51,030	18,145	9,194	40,764	22,794	15,917	8,949	29,437			15,202
	Valid Mechanical Road Call			6	6	-	3	5	-	2	3	6	2			33
	Miles Traveled		- 1	50,840	52,732	51,030	54,434	45,968	40,764	45,587	47,752	53,696	58,874			501,677
5500		>	14,000	8,989	8,791	10,310	15,002	11,884	11,394	15,551	8,262	14,798	10,957			11,072
	Valid Mechanical Road Call		- 1	27	28	22	16	19	20	15	27	17	22			213
	Miles Traveled			242,702	246,136	226,816	240,033	225,803	227,871	233,265	223,075	251,564	241,051			2,358,315
5600		>	14,000	-	-	-	-	-	-	-	-	-	-			-
	Valid Mechanical Road Call Miles Traveled			- :		:	-		-	-		-	-			
5700	THIRD THOUSAND	>	14,000	17,654	19,505	16,077	21,506	17,329	21,221	22,986	20,431	23,496	16,003			19,313
	Valid Mechanical Road Call		,	25	23	25	20	24	20	19	19	18	25			218
	Miles Traveled		- 1	441,349	448,607	401,926	430,118	415,897	424,419	436,730	388,187	422,935	400,076			4,210,243
5800		>	14,000	31,538	29,279	23,998	17,947	28,529	256,371	17,183	25,107	18,987	31,505			26,257
	Valid Mechanical Road Call			8	9	10	15	9	-	15	9	13	8			96
	Miles Traveled			252,300	263,510	239,976	269,201	256,757	256,371	257,749	225,963	246,830	252,039			2,520,695
6370		>	14,000	-	-	-	-	-	-	-	-	-	-			-
	Valid Mechanical Road Call		- 1	-	-	-	-	-	-	-	-	-	-			-
	Miles Traveled			-	-	-	-	-	-	-	-	-	-			-
7500		>	14,000	9,182	52,089	37,964	16,872	40,887	10,770	10,828	9,783	53,243	12,976			15,740
	Valid Mechanical Road Call		- 1	6	1	1	3	1	4	5	5	1	4			31
	Miles Traveled			55,092	52,089	37,964	50,615	40,887	43,078	54,142	48,917	53,243	51,904			487,933
7600		>	14,000	10,059	15,571	10,065	10,794	8,391	8,310	6,591	5,993	7,952	14,679			9,151
	Valid Mechanical Road Call		- 1	8	- 6	8	8	9	9	12	13	11	6			90
7621	Miles Traveled		44.000	80,472	93,428	80,518	86,349	75,518	74,788	79,096	77,914	87,470	88,074			823,625
/621	Valid Mechanical Road Call	>	14,000	21,299	33,717	8,964	13,511	65,561	16,973	17,249	11,511 6	38,538	18,195			17,974 38
	Valla Mechanical noda Call Miles Traveled			63.898	67.433	62.746	67.554	65.561	67.893	68.996	69.069	77,075	72,778			683,004
TOTAL	Willes Troveled		14,000	14,297	16,319	15,082	17,119	16,565	19,915	16,327	13,181	17,541	16,406			16,113
	Valid Mechanical Road Call	_	24,000	83	75	73	70	10,303	57	72	82	68	71			719
	Miles Traveled*			1,186,652	1,223,935	1,100,975	1,198,304	1,126,391	1,135,183	1,175,565	1,080,877	1,192,813	1,164,795			11,585,491

*Total mileage is an estimated calculation.

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										Diesel Gallon
						Fuel Cost		Fuel Cost	Cost /	Equivalent
Object - Fuel Description	Unit Price	Qty. Fuel	Fuel Cost	User Fees	Fees Cost	+ Fees	Sales Tax	+ Sales Tax	Unit	(DGE)
7711 - Diesel Fuel	\$2.37	497	\$1,178							497
Federal LUST Fee				\$0.001000	\$0					
Federal Oil Spill Tax				\$0.000000	\$0					
CA Diesel Tax				\$0.000000	\$0					
CA AB32 Environment Surcharge				\$0.003400	\$2					
CA Sales/Use Tax							7.25%			
Orange Co. CA Sales/Use Tax							0.50%			
					\$2	\$1,180	\$91	\$1,272	\$2.56	
7712 - Unleaded Fuel (Non-Revenue)	\$2.84	7.606	\$21,596							6.585
Federal LUS. T.	,	,,,,,,	+22,555	\$0.001000	\$8					0,222
Federal & CA Oil Spill Fee				\$0.001000	\$0					
CA AB32 Environment Surcharge				\$0.00000	\$30					
CA Childhood Lead Fee				\$0.003880	\$30 \$11					
State Gasoline Excise Tax				\$0.417000	\$3,171					
Margin				-\$0.161100 \$0.029800	-\$1,225 \$227		3.750			
Freight-Fuel Transport				\$0.029800	\$2,221	\$23,818	2.75% \$649	\$24,467	\$3.22	
					32,221	\$23,010	3043	324,407	33.22	
7718 - Compressed Natl Gas (CNG)	\$0.28	373,489								323.367
Therm Conversion	1.14	425,777	\$117,217							_
Late Payment Penalty/New Service Fee				n/a	\$0					
SoCal Gas Customer Charge				n/a	\$130					
Operation & Maintenance (O&M)*				\$0.258184	\$109.929					
Edison Electricity**				\$0.119147	\$50,730					
Transmission Charge				\$0.191470	\$81,524					
Municipal Surcharge				\$0.004120	\$1,754					
Public Purpose Prog Surcharge				\$0.025030	\$10,657					
State Regulatory Fee				\$0.002470	\$1.052					
					**				(per therm)	
					\$255,776	\$372,992	n/a	\$372,992	\$0.88	
7719 - Liquified Natural Gas (LNG)	\$0.00	0	\$0							
Delivery Fee	\$0.00	U	\$0		\$0		7.75%			١
					\$0	\$0	\$0	\$0	\$0.00	
Grand Total		381,591	\$139,991		\$257,999	\$397,990	\$740	\$398,730		

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Note:

*Unit price of fuel includes the cost of operations.

**Edison charges are estimated based on the ISC electricity consumptions.



										Diesel Gallon
	Average	Total				Fuel Cost		Fuel Cost	Cost /	Equivalent
Object - Fuel Description	Unit Price	Qty. Fuel	Fuel Cost	User Fees	Fees Cost	+ Fees	Sales Tax	+ Sales Tax	Unit	(DGE)
7711 - Diesel Fuel	\$2.56	6,697	\$17,142							6,697
Federal LUST Fee				\$0.001000	\$7					
Federal Oil Spill Tax				\$0.001317	\$9					
CA Diesel Tax				\$0.221538	\$1,484					
CA AB32 Environment Surcharge				\$0.003400	\$23					
CA Sales/Use Tax							7.25%			
Orange Co. CA Sales/Use Tax							0.50%			
					\$1,506	\$18,648	\$1,428	\$20,076	\$3.00	
7712 - Unleaded Fuel (Non-Revenue)	\$2.41	75,591	\$182,046							65,446
Federal L.U.S. T.				\$0.001000	\$76					
Federal & CA Oil Spill Fee				\$0.002137	\$162					
CA AB32 Environment Surcharge				\$0.003212	\$243					
CA Childhood Lead Fee				\$0.001500	\$113					
State Gasoline Excise Tax				\$0.417000	\$31,521					
Margin				-\$0.161100	-\$12,178					
Freight-Fuel Transport				\$0.029800	\$2,253		2.75%			
					\$22,190	\$204,235	\$5,555	\$209,790	\$2.78	
7718 - Compressed Natl Gas (CNG)	\$0.64	3,671,710								3,178,970
Therm Conversion	1.14	4,185,750	\$2,663,494							
Late Payment Penalty/New Service Fee				n/a	\$0					
SoCal Gas Customer Charge				n/a	\$1,300					
Operation & Maintenance (O&M)*				\$0.25	\$1,062,484					
Edison Electricity**				\$0.122867	\$514,292					
Transmission Charge				\$0.135467	\$567,029					
Municipal Surcharge				\$0.004831	\$20,223					
Public Purpose Prog Surcharge				\$0.024553	\$102,773					
State Regulatory Fee				\$0.001742	\$7,293					
									(per therm)	
					\$2,275,395	\$4,938,889	n/a	\$4,938,889	\$1.18	
7719 - Liquified Natural Gas (LNG)	\$0.00	0	\$0							0
Delivery Fee					\$0		0.00%			
_					\$0	\$0	\$0	\$0	\$0.00	
Grand Total		3,753,998	\$2,862,681		\$2,299,091	\$5,161,772	\$6,982	\$5,168,754		

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Note:
"Unit price of fuel includes the cost of operations.
"Edison charges are estimated based on the ISC electricity consumptions.

Eight (8) Ellipse-generated Reports:

- 1. OCJ625
- 2. Discrepancy Report
- 3. OCJMTE
- 4. OCJ620
- 5. Work Order Task Job Card
- 6. Purchase Order Print
- 7. Purchase Order Print CONTRACT
- 8. PO Print Draft
- 9. Expedite Letter 1
- 10. Expedite Letter 2

These Ellipse-generated reports are depicted in screen shots below.

1. OCJ625

Run on: 10/	16/19 at: 09:			OCTA PROD			Page: 1 Report: OCJ625
			Par	ent Work Order/Work Or	rder		
Parent	00002659	Parent WO Plant	5743	Parent WO	0000003850	Parent WO Raised	12/14/2017
Work Order	01037986	Work Order Plant No.	OFMSNAF301	Work Order Originator	0000000120	Work Order Raised Date	10/07/2019
Parent	00006744	Parent WO Plant	5771	Parent WO	0000003632	Parent WO Raised	08/05/2019
Work Order	01023906	Work Order Plant No.	5787	Work Order Originator	0000003632	Work Order Raised Date	08/05/2019
Parent	00006836	Parent WO Plant	5764	Parent WO	0000003632	Parent WO Raised	08/18/2019
Work Order	01026662	Work Order Plant No.	5744	Work Order Originator	0000003632	Work Order Raised Date	08/18/2019
Work Order	01026663	Work Order Plant No.	5744	Work Order Originator	0000003632	Work Order Raised Date	08/18/2019
Work Order	01026664	Work Order Plant No.	5744	Work Order Originator	0000003632	Work Order Raised Date	08/18/2019
Work Order	01026665	Work Order Plant No.	5744	Work Order Originator	0000003632	Work Order Raised Date	08/18/2019
Work Order	01026666	Work Order Plant No.	5744	Work Order Originator	0000003632	Work Order Raised Date	08/18/2019
Work Order	01026667	Work Order Plant No.	5744	Work Order Originator	0000003632	Work Order Raised Date	08/18/2019
Parent	00006897	Parent WO Plant	5736	Parent WO	0000003850	Parent WO Raised	08/24/2019
Work Order	01028234	Work Order Plant No.	5735	Work Order Originator	0000003850	Work Order Raised Date	08/24/2019
Work Order	01028235	Work Order Plant No.	5735	Work Order Originator	0000003850	Work Order Raised Date	08/24/2019
Work Order	01028236	Work Order Plant No.	5735	Work Order Originator	0000003850	Work Order Raised Date	08/24/2019
Work Order	01028237	Work Order Plant No.	5735	Work Order Originator	0000003850	Work Order Raised Date	08/24/2019
Work Order	01028238	Work Order Plant No.	5735	Work Order Originator	0000003850	Work Order Raised Date	08/24/2019
Work Order	01028239	Work Order Plant No.	5735	Work Order Originator	0000003850	Work Order Raised Date	08/24/2019
Work Order	01028240	Work Order Plant No.	5735	Work Order Originator	0000003850	Work Order Raised Date	08/24/2019

2. Discrepancy report 1 of 1 | D Delivery Location Report Number: D04057 10/17/2019 Date: Santa Ana Base Operations 4301 West MacArthur Blvd Santa Ana, CA 92704 PO / Item No: Shipped Via: A42742 / 006 To: THE AFTERMARKET PARTS COMPANY, L Date: Call Tag No: 3229 SAWMILL PARKWAY RA No: DELAWARE OH 43015 DISCREPANCY CODE REQUESTED ACTION QTY QTY QTY QTY REJECTED 1.00 30.00 SANTA ANA BASE PART NO. AND DESCRIPTION QTY REJECTED ACTION CODE NO DISC CODE NO SOM 338 P SOM 338 P VALVE, DRIER PURCE VALVE, WINSTALLATION KIT MUST BE HEW, NOT REMANUFACTURED OEM AND APPROVED PRODUCTS ONLY WILL BE ACCEPTED 000016049 1.00 DEFECTIVE PART ISSUE CREDIT MEMO Unit Amount \$ 142.66 Extended Price \$ 155.86 1 9.25% REMARKS/REQUESTED ACTION LEAKING AIR; FAILED UPON INSTALLATION Prepared By: 0000004501 Vendor Sign: Reviewed By: Approved By: Base/location 0000004501 Print: SANTA ANA BASE

3. OCJMTE

Employee Labor Time Report Entry Validation

Work Group	SNAM		Crew	1B1	Period From:	10/17/2019	Period To: 10/17/2019
Date:	10/17/2019						
Employee	Employee Name		Hours	Overtime	Work Order	Equipment No.	Work Order Short Description
0000002971	HA,VINH		7.00	0.00	01040079	000020167635	NF CNG ARTIC INSPECTION #1
			1.00	0.00	SAMIND20	00000001000	INDIRECT LABOR - ANNUAL WORK ORDER
		Total	8.00	0.00			
Date:	10/17/2019						
Employee	Employee Name		Hours	Overtime	Work Order	Equipment No.	Work Order Short Description
0000003268	MC KENZIE,DAN		1.00	0.00	SAMIND20	00000001000	INDIRECT LABOR - ANNUAL WORK ORDER
			1.50	0.00	01039338	00000001000	R/C TRUCK MULE FORKLIFT 10/13 - 10/19/19
			0.50	0.00	01040306	00000005569	T/S NO START
			2.00	0.00	01040313	000000005510	T/S CEL / LOW COOLANT LIGHT
			0.50	0.00	SAMIND20	00000001000	INDIRECT LABOR - ANNUAL WORK ORDER
			0.50	0.00	SAMIND20	00000001000	INDIRECT LABOR - ANNUAL WORK ORDER
			2.00	0.00	01040298	000020165823	T/S SLOW AIR BUILD UP/AIR LEAK
		Total	8.00	0.00			

4. OCJ620

Run on: 10	/17/19 at: 03:				(OCTA PROD			Page: 1
				V	Vork Order Ma	ndatory Fields Discre	pancy		Report: OCJ620
Originator	00000	00001 - ELl	JPS1 GENER	IC					
Work Order	Raised Date	Plant No.	Comp. Code	Work Group	Orig. Priority	Type Of Failure (JobCode2)	Cause (JobCode3)	Action (JobCode4)	Warranty (JobCode5)
01039945	10/15/2019	5523	IN85	SNAM	4	G2 (PASSENGER SEATS)	00 (MAINTENANCE)	18 (INSPECTED)	
01038886	10/10/2019	7624	BR00	SNAM	4	•			
01038889	10/10/2019	7624	BR25	SNAM	4			30 (REPLACED)	
01038640	10/09/2019	5533	AS65	SNAM	4			30 (REPLACED)	
01038656	10/09/2019	5519	TRC5	SNAM	4				
01038663	10/09/2019	5519	XT65	SNAM	4			30 (REPLACED)	
01038355	10/08/2019	5519	TRC5	SNAM	4			25 (REPAIRED)	
01038356	10/08/2019	5519	ENB5	SNAM	4			30 (REPLACED)	
01038371	10/08/2019	5519	HV95	SNAM	4			25 (REPAIRED)	
01038354	10/08/2019	5519	ENA5	SNAM	4				
01037651	10/06/2019	5504	IN65	SNAM	4	00 (MAINTENANCE)		30 (REPLACED)	40 (NOT WARRANTY)
01037639	10/06/2019	5504	BRC5	SNAM	4			30 (REPLACED)	
01037637	10/06/2019	5504	SSC5	SNAM	4				
01037654	10/06/2019	5504	HV10	SNAM	4			30 (REPLACED)	
01037514	10/05/2019	5809	HV10	SNAM	4				
01037528	10/05/2019	5809	SS05	SNAM	4				

5. Work Order Task - Job Card

NOTE: The term "Job Card" is OCTA's Work Order.



Work Order:

Page 1 of 2 01040399

Occurrence No:

Printed On: 10/17/2019 13:19:20

		OCTA-	- Job Card		
Equipment_Ref	8000			WO# 01040399	Task 001
quipment Description	1 REBUILD				
Standard Job	000071	200	Component Modif		
Component Code	FB15 - CASH		ier		
Account Code	00301421 -	ORANGE CO TRANSIT DI	STRICT		
			formation		
WO Description	CASH BO	X, GFI FAREBOX -	SN 19454		
Priority	4 - ROUTINE		<u>Originator</u>	HOANG, TOAN	
Work Order Type	MT - MAINTE	NANCE	Maintenance Typ	RB - REBUILD COM	IPONENT
Parent WO			Related WO		
Creation Hours	00000000		Completion Hours	i	
Raised Date/Time	10/17/2019	13:19:01	Reference Numbe	er.	
		Task In	formation		
Task	001 - REBUIL	D GFI CASH BOX			
Work Group	SNAE - SANT	A ANA	Plan Start Date		
Safety Instructions	OBSERVE AL	L OCTA SAFEY POLICIES	Task Completion Code	Text SUBMIT COMPLET SUPERVISOR	ED W/O TO
Resource Type	ELECTRONIC	TECH	Estimated Hours	3.5	
		Completio	n Comments		
REBUILD CASHBOX.					
2800 TOAN H					
2800 TOAN H					
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	# Hours		Date Badg	ge# Hours	Total
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	# Hours		Date Bado	ge# Hours	Total
	# Hours		Date Badg	ge # Hours	Total
Date Badge	# Hours	Mechanic/Technici		ge # Hours Supervisor	Total
	# Hours	Mechanic/Technici			Total



Work Order:

Page 2 of 2 01040399

Occurrence No:

Printed On: 10/17/2019 13:19:20

OCTA - Job Card

Equipment_Ref 8000 WO# 01040399 Task 001

Material Requirements

Stock Code	Description	Part No	Mnemonic	No. Required
19454C	BOX, CASH			1

lob Instructions

ALL MAINTENANCE DEPARTMENT POLICIES AND PROCEDURES MUST BE OBSERVED AT ALL TIMES. SAFETY REGULATIONS AND POLICIES & PROCEDURES SHALL BE FOLLOWED. ALL REQUIRED PERSONAL PROTECTIVE EQUIPMENT SHALL BE WORN DURING THE IMPLEMENTATION OF THIS WORK ORDER.

6. Purchase Order Print

Page 1 of 3

DATE 10/17/2019

TO: GRAINGER

1544 BROOKHOLLOW DRIVE

SANTA ANA CA 92705

SHIP TO: Santa Ana Base Operations 4301 West MacArthur Blvd Santa Ana, CA 92704

ANGELA HAHN

Orange County Transportation Authority PO BOX 14184 Orange, CA 92863-1584 Attn: Accounts Payable

PURCHASE ORDER

FOB:

BUYER:

A43640

DESTINATION - FREIGHT NO

EMAIL INVOICES TO VENDORINVOICES@OCTA.NET OR MAIL TO:

	CATHERIN 949505318		TZ	REQUESTOR: PAUL BURCIAGA		PAYMENT WILL NOT PURCHASE ORDER N	BE MADE UNLESS INVO NUMBER.	DICE INDICATES
ITEM NO.	QTY.	U/M	STOCK NO.	DESCRIPTIONS	DELIVERY DATE	TERMS	UNIT PRICE	EXTENSION
001	1	PK		ATTN: BRYAN ROBINSON; SANTA ANA BASE-1 GRAINGER# 5CNJ2 4 X 4 STANDARD RECLOSABLE POLY BAG W/ZIP SEAL CLOSER 4 MIL; 1000 PK	10/26/19	NET-30 2168-7799-D2108-N7J	\$43.57 TAXABLE	\$43.57
002	10	PK		GRAINGER# 5ZW44 9 X 6 STANDARD RECLOSABLE POLY BAG W/ZIP SEAL CLOSER 4 MIL; 100 PK	10/26/19	NET-30 2168-7799-D2108-N7J	\$11.24 TAXABLE	\$112.40
003	1	PK		GRAINGER# 5CNH8 3 X 2 STANDARD RECLOSABLE POLY BAG W/ZIP SEAL CLOSER 4 MIL; 1000 PK	10/26/19	NET-30 2168-7799-D2108-N7J	\$22.67 TAXABLE	\$22.67
004	10	PK		GRAINGER# 5ZW40 5 X 3 STANDARD RECLOSABLE POLY BAG W/ZIP SEAL CLOSER 4 MIL; 100 PK	10/26/19	NET-30 2168-7799-D2108-N7J	\$4.35 TAXABLE	\$43.50
ORANGE	COUNTY T	RANSP	ORTATION AL	JTHORITY OCTA GENERAL PROVI	SIONS FOUN	D ON	SUBTOTAL	
SIVIIIOL	22011111	. 5 (110)	C. T. T. T. T. T.	PAGE 3 ARE INCORPOR			SALES TAX	
BY:				NOT SUBJECT TO TRAIF FEDERAL EXCISE TAX.	NSPORTATIO	N OR	TOTAL	

VENDOR COPY

SHIP TO: Santa Ana Base Operations

4301 West MacArthur Blvd

Santa Ana, CA 92704

Page 2 of 3

DATE 10/17/2019

TO: GRAINGER

1544 BROOKHOLLOW DRIVE

SANTA ANA CA 92705

ATTN: CATHERINE BARTZ

PHONE: 9495053186 REQUESTOR: PAUL BURCIAGA PURCHASE ORDER A43640

FOB: DESTINATION - FREIGHT NO BUYER: ANGELA HAHN

EMAIL INVOICES TO VENDORINVOICES@OCTA.NET OR MAIL TO:

Orange County Transportation Authority PO BOX 14184 Orange, CA 92863-1584 Attn: Accounts Payable

PAYMENT WILL NOT BE MADE UNLESS INVOICE INDICATES PURCHASE ORDER NUMBER.

FHOINE. 3	143505510	00		REQUESTOR. PAUL BURGIAGA				
ITEM NO.	QTY.	U/M	STOCK NO.	DESCRIPTIONS	DELIVERY DATE	TERMS	UNIT PRICE	EXTENSION
005	1	PK		GRAINGER# 5CNJ8 8 X 6 STANDARD RECLOSABLE POLY BAG W/ZIP SEAL CLOSER 4 MIL; 1000 PK	10/26/19	NET-30 2168-7799-D2108-N7J	\$77.53 TAXABLE	\$77.53
				REQ# 26403 FOR QUOTE# 2042048992				
				4301 W. MAC ARTHUR BLVD. SANTA ANA, CA 92704				
				CONFIRMED ORDER BY EMAIL OR PHONE WITH ON DO NOT FAX, WILL CAUSE VENDOR TO DUPLICATE ORDER.				
ORANGE C	OUNTY T	RANSP	ORTATION AL				SUBTOTAL	\$ 299.67
				PAGE 3 ARE INCORPOR			SALES TAX	\$ 27.72
BY:				NOT SUBJECT TO TRAN FEDERAL EXCISE TAX.	ISPORTATIO	N OR	TOTAL	\$ 327.39

VENDOR COPY

Page 3 of

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ORANGE COUNTY TRANSPORTATION AUTHORITY - GENERAL PROVISIONS

INSPECTION AND ACCEPTANCE - All items are subject to final inspection and acceptance by OCTA at destination notwithstanding any payment or prior inspection at SELLERs facilities. Final inspection will be made within a reasonable time after receipt of items hereunder.

CHANGES - By written notice only. OCTA may, from time to time, order work suspension or make changes in quantities, drawings, designs, specifications, place of delivery or delivery schedules, methods of shipment and packaging, and property and services furnished by SELLER. If any such change causes an increase or decrease in the price of this agreement or in the time required for its performance SELLER or OCTA shall promptly notify the other party thereof and assert its claim for adjustment within (30) days after the change is ordered, and an equitable adjustment shall be made. However, nothing in this clause shall excuse SELLER from proceeding immediately with the agreement as changed.

DEFAULT AND EXCESS REPROCUREMENT LIABILITY - OCTA may terminate this agreement if a federal or state proceeding for the relief of debtors is undertaken by or against SELLER, or if SELLER makes an assignment for the benefit of creditors, or if SELLER fails after reasonable notice by OCTA to cure a deficiency in performance or lack of progress thereto, and OCTA shall have such additional remedies as may be available whether or not it so terminates this agreement, including but not limited to the payment by SELLER to OCTA of expenses incurred by OCTA in reprocuring elsewhere the same or similar items or services defaulted by SELLER hereunder.

INDEMNIFICATION - SELLER shall indemnify, defend, and save harmless OCTA from and against any loss, damage, claim, or harm for bodily injuries, including death or damage to property caused by SELLER or its employees, subcontractions, or supplies in connection with the performance of this agreement.

ASSIGNMENTS AND SUBCONTRACTORS - Neither this agreement nor any interest herein nor claim hereunder may be assigned by SELLER either voluntarity or by operation of law, nor may all or substantially all of this agreement be further subcontracted by SELLER without the prior written consent of OCTA. Withholding of consent shall not be deemed to relieve SELLER of its obligations to comply fully with the requirements hereof.

FEDERAL, STATE, AND LOCAL LAWS - SELLER warrants that in the performance of this agreement, it shall ∞mply with all applicable Federal State and local laws, statutes and ordinances and all lawful orders, rules and regulations thereunder.

INFRINGEMENT INDEMNITY - In lieu of any other warranty by OCTA or SELLER against copyright infringement, statutory, or otherwise, it is agreed that SELLER shall defend at its expense any suit against OCTA based on a claim that any item furnished under this agreement or the normal use or sale thereof infinites sany United States. Letters Patent or copyright and shall pay cost and damages finally awarded in any such suit, provided that SELLER is notified in writing of the suit and given OCTA, information, assistance at SELLERs expense for the defense of same. If the use or sale of said tem is enjoined as a result of such suit, SELLER, at no expense to OCTA, shall obtain for OCTA the right to use and sell said item, or shall substitute an equivalent item acceptable to OCTA and extend this patent indemnity hereto.

TITLE AND RISK OF LOSS - Unless otherwise provided in this agreement, SELLER shall have title to and bear the risk of any loss of or damage to the items purchased hereunder until they are delivered in conformity with this agreement at the F.O.B. point specified herein, and upon such delivery title shall pass from SELLER and SELLERs responsibility for loss or damage shall cases, except for loss or damage resulting from SELLERs regions and delivery shall not constitute acceptance of the item by OCTA.

NOTICE OF LABOR DISPUTE -Whenever SELLER has knowledge that any actual or potential labor dispute may delay this agreement, SELLER shall immediately notify and submit all relevant information to OCTA. SELLER shall insert the substance of this entire clause in any subcontract hereunder as to which a labor dispute may delay this agreement. However, any subcontractor need give notice and information only to its next higher-ther subcontractor.

EQUAL EMPLOYMENT OPPORTUNITY - In connection with the execution of this agreement, SELLER shall not discriminate against any employee or applicant because of race, religion, color, sex or national origin. SELLER shall take affirmative action to insure that applicants are employed and that employees are treated during their employment without regard to their race, religion, color, sex or national origin. Such actions shall include pay, or other forms of compensation and selection for training, including apprenticeship.

PROHIBITED INTEREST - A.)SELLER covenants that no member of, or delegate to, the Congress of the United States shall have any interest, direct or indirect, in the agreement or the proceeds hered. B.) SELLER further covenants that, for the term of this agreement, no director, member, officer, or employee of the OCTA during his tenure in office or one (1) year thereafter shall have any interest, direct or indirect, in this agreement or the proceeds thereof.

TERMINATION FOR CONVENIENCE - The OCTA may terminate this agreement at any time by giving written notice to SELLER of such termination, effective on the date of such notice. Upon receipt of said notice, SELLER shall immediately take action not to incur any further obligations, costs, or expenses, except as may be reasonably necessary to terminate its activities. All inhished or unificated documents and other materials procured or produced by SELLER hereunder shall, at the option of OCTA, become OCTA properly upon the date of such termination.

AUDIT AND INSPECTION OF RECORDS - SELLER shall provide OCTA such access to SELLERs books, records, and facilities as may

FA-CAMM-019-B.doc (9/25/01) v13

Page 1 of 3

DATE 10/17/2019

TO: GRAINGER

1544 BROOKHOLLOW DRIVE

SHIP TO: Santa Ana Base Operations 4301 West MacArthur Blvd Santa Ana, CA 92704

SANTA ANA CA 92705

ATTN: CATHERINE BARTZ

PHONE: 9495053186 REQUESTOR: PAUL BURCIAGA PURCHASE ORDER A43640

FOB: **DESTINATION - FREIGHT NO** BUYER: ANGELA HAHN

EMAIL INVOICES TO VENDORINVOICES@OCTA.NET OR MAIL TO:

Orange County Transportation Authority PO BOX 14184 Orange, CA 92863-1584 Attn: Accounts Payable

PAYMENT WILL NOT BE MADE UNLESS INVOICE INDICATES PURCHASE ORDER NUMBER.

FIIONL.	34330331	00		REQUESTOR. PAUL BURGIAGA				
ITEM NO.	QTY.	U/M	STOCK NO.	DESCRIPTIONS	DELIVERY DATE	TERMS	UNIT PRICE	EXTENSION
001	1	PK		ATTN: BRYAN ROBINSON; SANTA ANA BASE-1 GRAINGER# 5CNJ2 4 X 4 STANDARD RECLOSABLE POLY BAG W/ZIP SEAL CLOSER 4 MIL; 1000 PK	10/26/19	NET-30 2168-7799-D2108-N7J	\$43.57 TAXABLE	\$43.57
002	10	PK		GRAINGER# 5ZW44 9 X 6 STANDARD RECLOSABLE POLY BAG W/ZIP SEAL CLOSER 4 MIL; 100 PK	10/26/19	NET-30 2168-7799-D2108-N7J	\$11.24 TAXABLE	\$112.40
003	1	PK		GRAINGER# 5CNH8 3 X 2 STANDARD RECLOSABLE POLY BAG W/ZIP SEAL CLOSER 4 MIL; 1000 PK	10/26/19	NET-30 2168-7799-D2108-N7J	\$22.67 TAXABLE	\$22.67
004	10	PK		GRAINGER# 5ZW40 5 X 3 STANDARD RECLOSABLE POLY BAG W/ZIP SEAL CLOSER 4 MIL; 100 PK	10/26/19	NET-30 2168-7799-D2108-N7J	\$4.35 TAXABLE	\$43.50
ORANGE C	OUNTY T	RANSF	PORTATION AU	JTHORITY OCTA GENERAL PROVI PAGE 3 ARE INCORPOR NOT SUBJECT TO TRAN FEDERAL EXCISE TAX.	ATED HERE	N.	SUBTOTAL SALES TAX TOTAL	

PURCHASING

Page 2 of 3

DATE 10/17/2019

TO: GRAINGER 1544 BROOKHOLLOW DRIVE

SANTA ANA CA 92705

ATTN: CATHERINE BARTZ

PHONE: 9495053186

SHIP TO: Santa Ana Base Operations 4301 West MacArthur Blvd

Santa Ana, CA 92704

REQUESTOR: PAUL BURCIAGA

PURCHASE ORDER A43640

FOB: DESTINATION - FREIGHT NO BUYER: ANGELA HAHN

EMAIL INVOICES TO VENDORINVOICES@OCTA.NET OR MAIL TO:

Orange County Transportation Authority PO BOX 14184 Orange, CA 92863-1584 Attn: Accounts Payable

PAYMENT WILL NOT BE MADE UNLESS INVOICE INDICATES PURCHASE ORDER NUMBER.

THOME.				REQUESTOR. TAGE BURGIAGA				
ITEM NO.	QTY.	U/M	STOCK NO.	DESCRIPTIONS	DELIVERY DATE	TERMS	UNIT PRICE	EXTENSION
005	1	PK		GRAINGER# 5CNJ8 8 X 6 STANDARD RECLOSABLE POLY BAG W/ZIP SEAL CLOSER 4 MIL; 1000 PK	10/26/19	NET-30 2168-7799-D2108-N7J	\$77.53 TAXABLE	\$77.53
				REQ# 26403 FOR QUOTE# 2042048992				
				4301 W. MAC ARTHUR BLVD. SANTA ANA, CA 92704				
				CONFIRMED ORDER BY EMAIL OR PHONE WITH ON DO NOT FAX, WILL CAUSE VENDOR TO DUPLICATE ORDER.				
OBANCE	OUNTY T	DANCE	ORTATION AU	ITHODITY OCTA CENEDAL DROVI	PIONE FOUN	D ON	SUBTOTAL	\$ 299.67
ORANGE C	CONTT	RANSP	ORTATION AC	JTHORITY OCTA GENERAL PROVI PAGE 3 ARE INCORPOR				
BY:				NOT SUBJECT TO TRAN	ICDODTATIO	N OD	SALES TAX	\$ 27.72
ы				FEDERAL EXCISE TAX.	SPURIATIO	N OR	TOTAL	\$ 327.39

PURCHASING

Page 3 of 3

ORANGE COUNTY TRANSPORTATION AUTHORITY - GENERAL PROVISIONS

INSPECTION AND ACCEPTANCE - All items are subject to final inspection and acceptance by OCTA at destination notwithstanding any payment or prior inspection at SELLERs facilities. Final inspection will be made within a reasonable time after receipt of items hereunder.

CHANGES - By written notice only. OCTA may, from time to time, order work suspension or make changes in quantities, drawings, designs, specifications, place of delivery or delivery schedules, methods of shipment and packaging, and property and services furnished by SELLER. If any such change causes an increase or decrease in the price of this agreement or in the time required for it performance SELLER or OCTA shall promptly notify the other party thereof and assert its claim for adjustment within (30) days after the change is ordered, and an equitable adjustment shall be made. However, nothing in this clause shall excuse SELLER from proceeding immediately with the agreement as changed.

DEFAULT AND EXCESS REPROCUREMENT LIABILITY - OCTA may terminate this agreement if a federal or state proceeding for the relief of debtors is undertaken by or against SELLER, or if SELLER makes an assignment for the benefit of creditors, or if SELLER falls after reasonable notice by OCTA to cure a deficiency in performance or lack of progress thereto, and OCTA shall have such additional remedies as may be available whether or not it so terminates this agreement, including but not limited to the payment by SELLER to OCTA of expenses incurred by OCTA in reprocuring disewhere the same or similar items or services defaulted by SELLER hereunder.

INDEMNIFICATION - SELLER shall indemnify, defend, and save harmless OCTA from and against any loss, damage, claim, or harm for bodity injuries, including death or damage to property caused by SELLER or its employees, subcontractors, or supplies in connection with the performance of this agreement.

ASSIGNMENTS AND SUBCONTRACTORS - Neither this agreement nor any interest herein nor claim hereunder may be assigned by SELLER either voluntarity or by operation of law, nor may all or substantially all of this agreement be further subcontracted by SELLER without the prior written consent of OCTA. Withholding of consent shall not be deemed to relieve SELLER of its obligations to comply fully with the requirements hereof.

FEDERAL, STATE, AND LOCAL LAWS - SELLER warrants that in the performance of this agreement, it shall comply with all applicable Federal. State and local laws, statutes and ordinances and all lawful orders, rules and regulations thereunder.

INFRINGEMENT INDEMNITY - In lieu of any other warranty by OCTA or SELLER against copyright infringement, statutory, or otherwise, it is agreed that SELLER shall defend attils expense any suit against OCTA based on a claim that any leinst furnished under this agreement or the hormal use or sale thereof infringes any United States Letters Patent or copyright and shall pay cost and damagae finally awarded in any such suit, provided that SELLER is notified in writing of the suit and given OCTA, information, assistance at SELLERs expense for the defense of same. If the use or sale of said tent is enotified any such stull. SELLER, at no expresse to OCTA, shall obtain for OCTA, the right to use and sell said item, or shall substitute an equivalent than acceptable to OCTA and extend this patent indemnity hereto.

TITLE AND RISK OF LOSS - Unless otherwise provided in this agreement, SELLER shall have title to and bear the risk of any loss of or damage to the items purchased herunder until they are delivered in conformly with this agreement at the F.O.B. point specified herein, and upon such delivery title shall pass from SELLER responsibility for loss or damage shall cease, except for loss or damage resulting from SELLERs negligence. Passing of title upon such delivery shall not constitute acceptance of the item by OCTA.

NOTICE OF LABOR DISPUTE -Whenever SELLER has knowledge that any actual or potential labor dispute may delay this agreement, SELLER shall immediately notify and submit all relevant information to OCTA. SELLER shall insert the substance of this entire clause in any subcontract hereunder as to which a labor dispute may delay this agreement. However, any subcontractor need give notice and information only to its next higher-lier subcontractor.

EQUAL EMPLOYMENT OPPORTUNITY - In connection with the execution of this agreement, SELLER shall not discriminate against any employee or applicant because of race, religion, color, sex or national origin. SELLER shall ake affirmative action to insure that applicants are employed and that employees are treated during their employment without regard to their race, religion, color, sex or national origin. Such actions shall include pay, or other forms of compensation and selection for training, including apprenticeship.

PROHIBITED INTEREST - A.) SELLER coverants that no member of, or delegate to, the Congress of the United States shall have any interest, direct or indirect, in the agreement or the proceeds hereof. B.) SELLER further covenants that for the term of this agreement, no director, member, officer, or employee of the OCTA during his tenure in office or one (1) year thereafter shall have any interest, direct or indirect, in this agreement or the proceeds thereof.

TERMINATION FOR CONVENIENCE - The OCTA may terminate this agreement at any time by giving written notice to SELLER of such termination. effective on the date of such notice, - Upon reseptor for said notice, SELLER shall immediately that a cation not binder any further obligations, costs, or expenses, except as may be reasonably necessary to terminate its activities. All finished or unfinished documents and other materials procured or produced by SELLER hereunder shall, at the option of OCTA, become OCTA property upon the date of such termination.

AUDIT AND INSPECTION OF RECORDS - SELLER shall provide OCTA such access to SELLERs books, records, and facilities as may

FA-CAMM-019-B.doc (9/25/01) v13

7. Purchase Order Print CONTRACT

C91510

AGREEMENT/CTO NO:

CA Sign-Off:

AGREEMENT/CTO PRINT SUMMARY REPORT

PRINT STATUS: PRINTED DATE PRINTED: OCT 17, 2019 AWARDED TO: ARELLANO ASSOCIATES TOTAL AMOUNT: \$ 120,000.00 DESCRIPTION: Seeking vendor to assist w/staffing SOLICITATION NO. REQUISITION NO. 025894 DEPT NO: ACCT NO: PROJECT NO: 0018 7519 A0001-PQ5 *** More line items exist FUNDING SOURCES: NOT APPLICABLE FEDERAL-FTA UNIQUE TERMS: NOT APPLICABLE JUSTIFICATION: RFP NOT APPLICABLE

8. PO Print Draft

Page 1 of 3 DATE

TO: KONICA MINOLTA BUSINESS 9920 PACIFIC HEIGHTS BLVD.

SUITE # 420 SAN DIEGO CA 92121

ATTN: KARINE ABEDMAMOORE

SHIP TO: 600 S MAIN ST ORANGE, CA 92868 PURCHASE ORDER A43635

FOB: DESTINATION - FREIGHT NO
BUYER: DONALD HERRERA

EMAIL INVOICES TO VENDORINVOICES@OCTA.NET OR MAIL TO:

Orange County Transportation Authority PO BOX 14184 Orange, CA 92863-1584 Attn: Accounts Payable

PAYMENT WILL NOT BE MADE UNLESS INVOICE INDICATES

PURCHASE ORDER NUMBER.

PHONE:	85845842	22		REQUESTOR: DESIREE FERNANDEZ		PURCHASE ORDER N	IUMBER.	
ITEM NO.	QTY.	U/M	STOCK NO.	DESCRIPTIONS	DELIVERY DATE	TERMS	UNIT PRICE	EXTENSION
				For the purchase of various VALO Social Hub software subscription services for the Information Systems Department.				
001		EA		VALO Social Hub ADD-ON Software One-time cost Annual Subscription	10/31/20	NET-30 1282-7612-A5352-9RS	\$4,062.50	\$4,062.50
002		EA		VALO Video ADD-ON Software.One-time cost Annual Subscription	10/31/20	NET-30 1282-7612-A5352-9RS	\$4,062.50	\$4,062.50
003		EA		VALO People & Expertise Finder ADD-ON Software one-time cost Annual Subscription	10/31/20	NET-30 1282-7612-A5352-9RS	\$4,062.50	\$4,062.50
				VERBAL ADDITIONS, DELETIONS, OR MODIFICATIONS OF ANY KIND TO THIS PURCHASE ORDER SHALL BE CONSIDERED UNAUTHORIZED AND INVALID. DO NOT ACCEPT VERBAL MODIFICATIONS FROM ANY EMPLOYEE, AGENT OR				
ORANGE O	COUNTY T	RANSP	ORTATION AL				SUBTOTAL	
BY:				PAGE 3 ARE INCORPOR			SALES TAX	
٠١٠				FEDERAL EXCISE TAX.	SI OKIATIOI	VOIC	TOTAL	

VENDOR COPY

Page 2 of 3 DATE

SHIP TO: 600 S MAIN ST ORANGE, CA 92868 PURCHASE ORDER A43635

FOB: **DESTINATION - FREIGHT NO** BUYER: DONALD HERRERA

EMAIL INVOICES TO VENDORINVOICES@OCTA.NET OR MAIL TO:

Orange County Transportation Authority PO BOX 14184 Orange, CA 92863-1584 Attn: Accounts Payable

PAYMENT WILL NOT BE MADE UNLESS INVOICE INDICATES PURCHASE ORDER NUMBER.

SAN DIEGO CA 92121 ATTN: KARINE ABEDMAMOORE

notwithstanding any payment or

spection and acceptance by OCTA at destination notwith: within a reasonable time after receipt of items hereunder.

All items Final ins

DRANGE COUNTY TRANSPORTATION AUTHORITY - GENERAL PROVISIONS

specifications, place of delivery or delivery and the total order work suspension or make changes in quantities, drawings, designs, specifications; place of delivery or delivery schedules, methods of shipment and peckaging, and properly and sevenes furnished by SELLER. If any such change causes an increase or decrease in the price of this agreement or in the time equired for its performance SELLER or OCTA shall promptly notify the other party thereof and assert its claim for adjustment within (30) days after the change is ordered, and an equitable adjustment shall be made. However, nothing in this clause shall excuse SELLER from proceeding immediately with the agreement as changed.

DEFAULT AND EXCESS REPROQUEMENT ULBUILTY - OCTA may terminate his agreement far federal or state proceeding for the relat of debtors is undertaken by or against SELLER or if SELLER makes an assignment for the benefit of credtors, or if SELLER fails after reasonable motice by OCTA to cure a deficiency in performance or fact of progress thereto, and OCTA shall have such additional remedes as may be available whether or not it so turninates this agreement, including but not firmled to the payment by SELLER to OCTA of expenses incurred by OCTA in responsing deswinere the same of shillar fams or services defaulted by SELLER hereunder.

INDEMNIFICATION - SELLER shall indemnify, defend, and save harmless OCTA from and against any loss, damage, claim, or harm for bodily injuries, including death or damage to property caused by SELLER or its employees, subconfractors, or supplies in connection with the performance of this agreement.

ASSIGNMENTS AND SUBCONTRACTORS - Neither this agreement nor any interest herein nor claim hereunder may be assigned by SELLER after violutating to by speatible of their, not always and all or substantially all of this agreement be further subcondrated by SELLER without the prior win consent of OCTA. Withholding of consent shall not be deemed to relieve SELLER of its obligations to compy fully with the requirements hereof. FEDERAL, STATE, AND LOCAL LAWS - SELLER warrants that in the performance of this agreement, it shall comply with all applicable Federal State and local laws, statutes and ordinances and all lawful orders, rules and regulations thereunder.

TO: KONICA MINOLTA BUSINESS

SUITE # 420

9920 PACIFIC HEIGHTS BLVD.

PHONE: 8584584222 REQUESTOR: DESIREE FERNANDEZ

PHONE: 8	858458422	22		REQUESTOR: DESIREE FERNANDEZ				
ITEM NO.	QTY.	U/M	STOCK NO.	DESCRIPTIONS	DELIVERY DATE	TERMS	UNIT PRICE	EXTENSION
				IMPLIED AGENT OF THE ORANGE COUNTY TRANSPORTATION AUTHORITY. VALID MODIFICATIONS TO THIS PURCHASE ORDER SHALL BE IN THE FORM OF A WRITTEN AMENDMENT, SIGNED BY AN AUTHORIZED MEMBER OF THE ORANGE COUNTY TRANSPORTATION AUTHORITY PROCUREMENT STAFF. PAYMENT UPON APPROVAL OF CORRECT AND COMPLETE INVOICE. A CORRECT AND COMPLETE INVOICE SHALL CONSIST OF AT LEAST THE FOLLOWING ELEMENTS: PURCHASE ORDER NUMBER, DATE OF ORDER, INVOICE NUMBER, DATE OF INVOICE, CONTRACT PAYMENT TERMS, NAME OF BUYER OR CONTRACT ADMINISTRATOR, LINE BY LINE LISTING OF ALL ITEMS BEING INVOICED AND IDENTIFICATION OF INVOICING FIRM. ANY COSTS INCURRED IN EXCESS OF THE TOTAL AMOUNT OF THIS PURCHASE ORDER, WITHOUT BEING AMENDED, SHALL BE CONSIDERED UNAUTHORIZED, AND AS SUCH MAY NOT BE PAID.				
ORANGE C	OUNTY T	RANSP	ORTATION AL	OOM OEMER NOT			SUBTOTAL	\$ 12,187.50
				PAGE 3 ARE INCORPOI			SALES TAX	\$ 0.00
BY:				NOT SUBJECT TO TRAI FEDERAL EXCISE TAX.	NSPORTATION	OR	TOTAL	\$ 12,187.50
				VENDOD CORV				

VENDOR COPY

INFRINGEMENT INDEMNITY - In field of any other warranty by OCTA or SELLER against copyright infinigement, statutory, or otherwise, it is agreed that SELER stand defined at its expense any stat against OCTA based on a claim that any field minimated under this agreement or the normal use or asset besed infininges any United States Letters Palent or copyright and shall pay cost and damages finally awarded in any such sut, provided that SELLER is notified in writing of the suit and given OCTA, information, assistance at SELLERs expense for the defense of same. If the use or sale of said item is equiveded as a result of stort sut, SELLER, at no expense to OCTA, shall be pain to see and self said item, or shall substitute an equivalent flem acceptable to OCTA and extend this patent indemity before.

TITLE AND RISK OF LOSS - Unless otherwise provided in this agreement, SELLER shall have title to and bear the risk of any loss of or damage to the items purchased thereunder until they are delivered in conformity with this agreement at the C. OB, point specified herein, and upon such delivery title shall pass from SELLER and SELLER and SELLER as exportability for bost or damage shall cease, except for loss or damage resulting from SELLERs responsibility for bost or damage shall cease, except for loss or damage resulting from SELLERs negligence. Passing of title upon such delivery shall not constitute acceptance of the item by OCTA. NOTICE OF LABOR DISPUTE AVIverever SELLER has knowledge that any actual or potential labor dispute may delay this agreement, SELLER shall immediately notify and submit all relevant information to DCTA. SELLER shall insert the substance of this entire clause in any subcontract higher-lers alword as the which abor dispute may delay this agreement. However, any subcontractor need give notice and information only to its next higher-lers autocontractor.

EQUAL EMPLOYMENT OPPORTUNITY - In connection with the execution of this agreement, SELLER shall not discriminate against any employee or applicant because of race, religion, color, sex or national origin. SELLER shall take affirmative action to insure that applicants are employed and that employees are treated during their employment without regard to Feri race, religion, color, sex or national origin. Such actions shall include pay or other forms of compensation and selection for training, including appenditcability.

PROHIBITED INTEREST - A ISELLER covenants that no member of, or deligate to, the Congress of the United States shall have any interest, direct or indirect, in the agreement, no director, member of direct or indirect, in the agreement, no director, member of direct or indirect, in this agreement, no director, member of director, or during his tenure in office or one (1) year thereafter shall have any interest, director indirect, in this agreement or the proceeds thereof.

TERMINATION FOR CONVENIENCE - The OCTA may terminate this agreement at any time by giving written notice to SELLER of such termination effective on the date of such notice. Upon receipt of said notice, SELLER shall immediately takes aboun not to incur any further obligations, costs, or expenses, except as may be reasonably necessary to terminate its activities. All finished or unfinished documents and other materials procured or produced by SELLER hereunder shall at the option of OCTA, become OCTA properly upon the date of such termination.

records, and facilities as SELLER shall provide OCTA such access to SELLERs books, AUDIT AND INSPECTION OF RECORDS -

V13

3 of Page

9. Expedite Letter 1



10/01/2019

ABC INDUSTRIES

1234 PARK AVE

CHICAGO, IL 60714

STEVE@ABCINDUSTRIES.COM

Dear Sir/Madam, Shipment of the following items have not been received by OCTA and delivery is past due as of the date above. Please provide status of the following purchase order(s) with revised due date(s) on this form within 48 hours via email. If the specific PO line item (including back orders) has been shipped, include the date shipped, tracking number(s), proof of delivery with signature, PO # or fax information along with this letter.

•								
Order Date	PO#	PO Item No	Original Qty	Remaining Qty	PurchR / Stock	Mfg Part No.	Description	Due Date
09/10/2019	A43308	001	114	84	000022541	ACCUTEK HC19-450 NEWFLYER 097485 R.G.RAY 848-69	CLAMP, TUBE AIR INTAKE TUBE CLAMP	09/28/2019
Reason for Past Due:	[]			Revised Due Date:	[]			
Date Shipped (if Available):	[]			Tracking # (if Available):	[]			

Sincerely,

Purchasing Officier: SALLY JONES

Email: SJONES@octa.net
Fax: (714) 555-2222

10. Expedite Letter 2



10/01/2019

A COMPANY, INC

12345 WESTMINSTER AVE.

GARDEN GROVE CA 92843 SSMITH@ACOMPANY.COM

Standard text for Expedite Letter 2 Dear Sir/Madam, The following item(s) are now 2 weeks past due as of the date of this letter. Please contact me immediately with current delivery status. Failure to respond to this notice may cause OCTA to cancel its order. Should OCTA cancel its order, OCTA shall not be held responsible for any order processing fees, including shipping, return shipping or restocking fees.

SECOND AND FINAL NOTICE

Order Date PO# PO Item No Original Qty Remaining Qty PurchR / Stock Mfg Part No. Description Due Date
03/24/2017 C53131 001 1 1 017254001 Engine Oil 05/31/2018
Reason for Past Due: []
Date Shipped (if Available): []

Sincerely,

Purchasing Officer: JOHN SMITH
Email: JSMITH@octa.net
Fax: (714) 555-1234

Page 72 of 238

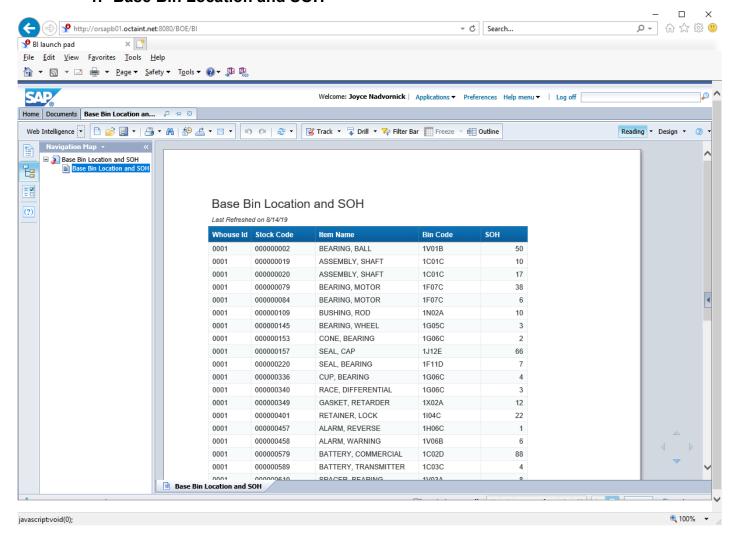
71 Business Objects Reports:

	System	Report Name
1	Inventory	Base Bin Location and SOH
2	Inventory	Base Parts Catalog
3	Inventory	Base Parts Catalog - R Stocks
4	Inventory	Comp to Receive
5	Inventory	Comp to Receive - All
6	Inventory	Daily Inventory Adjustments
7	Inventory	Daily Unactioned Recommended Orders (pause)
8	Inventory	Inventory Value
9	Inventory	Maintenance Hold List
10	Inventory	Non-Category Managed Inventory by Class
11	Inventory	Obsolete Parts Issued within Last Three Years
12	Inventory	Obsolete Stocks SOH
13	Inventory	Open Requisitions for Closed Work Orders
14	Inventory	Open Transfers that are Finalized
15	Inventory	Parts Charged to Insp BOs
16	Inventory	Parts Issued
17	Inventory	Parts used on and ONLY on selected Bus Series
18	Inventory	Past Due Purchase Orders
19	Inventory	Planned Transfers
20	Inventory	Receipts Detail
21	Inventory	Replenishment Review
22	Inventory	Requisitions - Pending - Not Finished
23	Inventory	Requisitions Older than 30 Days
24	Inventory	Shelf Life Items Expired or about to Expire
25	Inventory	Stock Code Used in Last 12 Months with Min/Max=0
26	Inventory	Unauthorized Transfers
27	Inventory	Warranty Daily Stock on Hand
28	Inventory	Warranty Open Discrepancy
29	Maintenance	Active Equipment Roster (Non-Revenue)
30	Maintenance	Active Equipment Roster (Revenue)
31	Maintenance	AQMD Quarterly
32	Maintenance	Brake Pit Work Orders for Last 30 Days
33	Maintenance	Condition Monitoring Report - Last 7 Days
34	Maintenance	Condition Monitoring Report
35	Maintenance	Contingency Bus - Work Orders
36	Maintenance	Contingency Bus Tracking
37	Maintenance	Employee Labor Time Report - 2 Days Prior
38	Maintenance	Employee Labor Time Report
39	Maintenance	Equipment Movement - Last 7 Days
40	Maintenance	Equipment Movement (with Prompt)

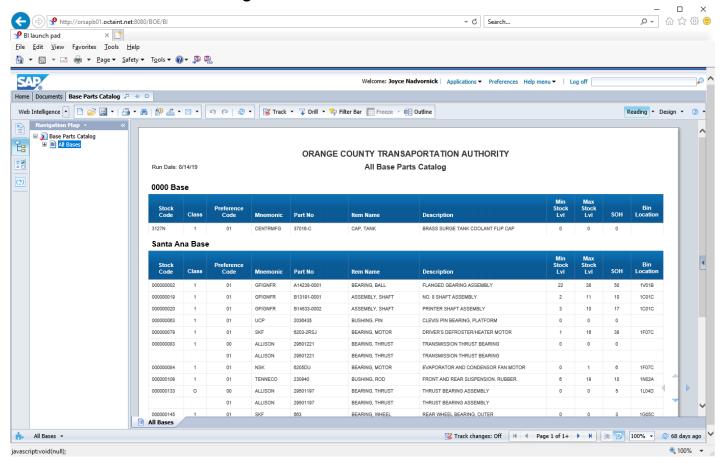
41MaintenanceEquipment Status - Last 7 Days42MaintenanceEquipment Status (with Prompt)43MaintenanceFacilities Bonus - Monthly Review44MaintenanceFire Extinguisher Bottles Due45MaintenanceFire Extinguisher Bottles Due46MaintenanceLabor & Parts Cost47MaintenanceNABI - NF Vehicle Transfer48MaintenanceNon-Revenue Vehicles49MaintenanceOpacity50MaintenancePNR Facilities - Labor & Parts Cost (Last 6 Months)51MaintenancePNR Facilities - Labor & Parts Cost52MaintenancePNR Facilities - Labor & Parts Cost53MaintenanceRoad Call Review53MaintenanceTriennial Report - Fleet Inventory54MaintenanceVehicles - Defitment/Fitment History55MaintenanceWork Orders - Closed (with Date Range Prompt)57MaintenanceWork Orders - Closed Last 30 days59MaintenanceWork Orders - Closed Last 30 days59MaintenanceWork Orders - Closed Jast 20 days60MaintenanceWork Orders - Closed Since Date prompt61MaintenanceWork Orders - Closed Jast 30 days62Misc.CAMM Year End Activity63Misc.Labor & Parts Cost (Accounting)64Misc.Pos with Expiration Dates Purchasing65Misc.Repair Costs (Accounting)67Misc.Vehicle Search68Pur			
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45MaintenanceFire Extinguisher Bottles Due46MaintenanceLabor & Parts Cost47MaintenanceNABI – NF Vehicle Transfer48MaintenanceNon-Revenue Vehicles49MaintenanceOpacity50MaintenancePNR Facilities - Labor & Parts Cost (Last 6 Months)51MaintenancePNR Facilities - Labor & Parts Cost52MaintenanceRoad Call Review53MaintenanceTriennial Report - Fleet Inventory54MaintenanceVehicles - Defitment/Fitment History55MaintenanceWork Orders - Closed (with Date Range Prompt)56MaintenanceWork Orders - Closed in Current FY58MaintenanceWork Orders - Closed Last 30 days59MaintenanceWork Orders - Closed since Date prompt60MaintenanceWork Orders - Open61MaintenanceWork Orders (Closed) - Standard Bus Inspection62Misc.CAMM Year End Activity63Misc.Labor & Parts Cost (Accounting)64Misc.POs with Expiration Dates Purchasing65Misc.Purchase Requisition Not Ordered66Misc.Repair Costs (Accounting)67Misc.Vehicle Search68PurchasingContract Task Order69PurchasingMonthly Purchasing Activity70PurchasingUn-actioned ROs	43	Maintenance	Facilities Bonus - Monthly Review
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53MaintenanceTriennial Report - Fleet Inventory54MaintenanceVehicles - Defitment/Fitment History55MaintenanceWeekly Warranty56MaintenanceWork Orders - Closed (with Date Range Prompt)57MaintenanceWork Orders - Closed in Current FY58MaintenanceWork Orders - Closed Last 30 days59MaintenanceWork Orders - Closed since Date prompt60MaintenanceWork Orders - Open61MaintenanceWork Orders (Closed) - Standard Bus Inspection62Misc.CAMM Year End Activity63Misc.Labor & Parts Cost (Accounting)64Misc.POs with Expiration Dates Purchasing65Misc.Purchase Requisition Not Ordered66Misc.Repair Costs (Accounting)67Misc.Vehicle Search68PurchasingContract Task Order69PurchasingMonthly Purchasing Activity70PurchasingUn-actioned ROs	51	Maintenance	PNR Facilities - Labor & Parts Cost
54MaintenanceVehicles - Defitment/Fitment History55MaintenanceWeekly Warranty56MaintenanceWork Orders - Closed (with Date Range Prompt)57MaintenanceWork Orders - Closed in Current FY58MaintenanceWork Orders - Closed Last 30 days59MaintenanceWork Orders - Closed since Date prompt60MaintenanceWork Orders (Closed) - Standard Bus Inspection61MaintenanceWork Orders (Closed) - Standard Bus Inspection62Misc.CAMM Year End Activity63Misc.Labor & Parts Cost (Accounting)64Misc.POs with Expiration Dates Purchasing65Misc.Purchase Requisition Not Ordered66Misc.Repair Costs (Accounting)67Misc.Vehicle Search68PurchasingContract Task Order69PurchasingMonthly Purchasing Activity70PurchasingUn-actioned ROs	52	Maintenance	Road Call Review
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61 Maintenance Work Orders (Closed) - Standard Bus Inspection 62 Misc. CAMM Year End Activity 63 Misc. Labor & Parts Cost (Accounting) 64 Misc. POs with Expiration Dates Purchasing 65 Misc. Purchase Requisition Not Ordered 66 Misc. Repair Costs (Accounting) 67 Misc. Vehicle Search 68 Purchasing Contract Task Order 69 Purchasing Monthly Purchasing Activity 70 Purchasing Un-actioned ROs	59	Maintenance	Work Orders - Closed since Date prompt
62 Misc. CAMM Year End Activity 63 Misc. Labor & Parts Cost (Accounting) 64 Misc. POs with Expiration Dates Purchasing 65 Misc. Purchase Requisition Not Ordered 66 Misc. Repair Costs (Accounting) 67 Misc. Vehicle Search 68 Purchasing Contract Task Order 69 Purchasing Monthly Purchasing Activity 70 Purchasing Un-actioned ROs	60	Maintenance	Work Orders - Open
63 Misc. Labor & Parts Cost (Accounting) 64 Misc. POs with Expiration Dates Purchasing 65 Misc. Purchase Requisition Not Ordered 66 Misc. Repair Costs (Accounting) 67 Misc. Vehicle Search 68 Purchasing Contract Task Order 69 Purchasing Monthly Purchasing Activity 70 Purchasing Un-actioned ROs	61	Maintenance	Work Orders (Closed) - Standard Bus Inspection
64 Misc. POs with Expiration Dates Purchasing 65 Misc. Purchase Requisition Not Ordered 66 Misc. Repair Costs (Accounting) 67 Misc. Vehicle Search 68 Purchasing Contract Task Order 69 Purchasing Monthly Purchasing Activity 70 Purchasing Un-actioned ROs	62	Misc.	CAMM Year End Activity
65 Misc. Purchase Requisition Not Ordered 66 Misc. Repair Costs (Accounting) 67 Misc. Vehicle Search 68 Purchasing Contract Task Order 69 Purchasing Monthly Purchasing Activity 70 Purchasing Un-actioned ROs	63	Misc.	Labor & Parts Cost (Accounting)
66 Misc. Repair Costs (Accounting) 67 Misc. Vehicle Search 68 Purchasing Contract Task Order 69 Purchasing Monthly Purchasing Activity 70 Purchasing Un-actioned ROs	64	Misc.	POs with Expiration Dates Purchasing
67 Misc. Vehicle Search 68 Purchasing Contract Task Order 69 Purchasing Monthly Purchasing Activity 70 Purchasing Un-actioned ROs	65	Misc.	Purchase Requisition Not Ordered
68 Purchasing Contract Task Order 69 Purchasing Monthly Purchasing Activity 70 Purchasing Un-actioned ROs	66	Misc.	Repair Costs (Accounting)
69 Purchasing Monthly Purchasing Activity 70 Purchasing Un-actioned ROs	67	Misc.	Vehicle Search
70 Purchasing Un-actioned ROs	68	Purchasing	Contract Task Order
ů –	69	Purchasing	Monthly Purchasing Activity
71 Purchasing Unprinted Stock Purchase Orders (pause)	70	Purchasing	Un-actioned ROs
	71	Purchasing	Unprinted Stock Purchase Orders (pause)

These 71 Business Objects reports are depicted in screen shots below.

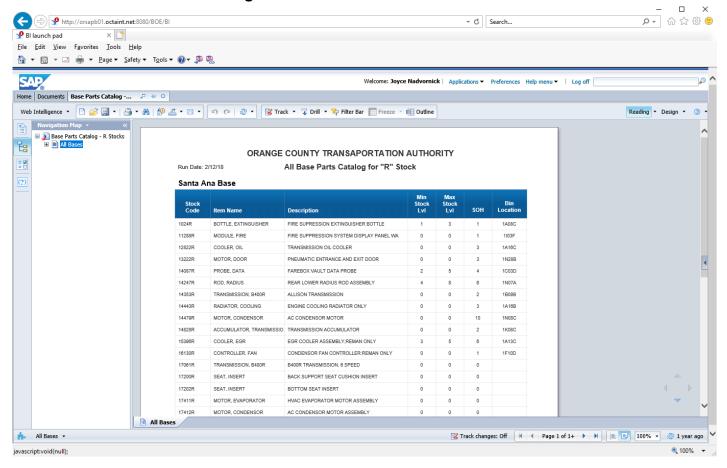
1. Base Bin Location and SOH*



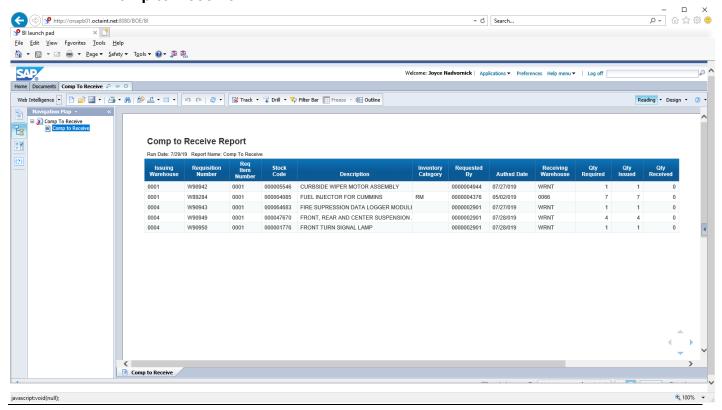
2. Base Parts Catalog



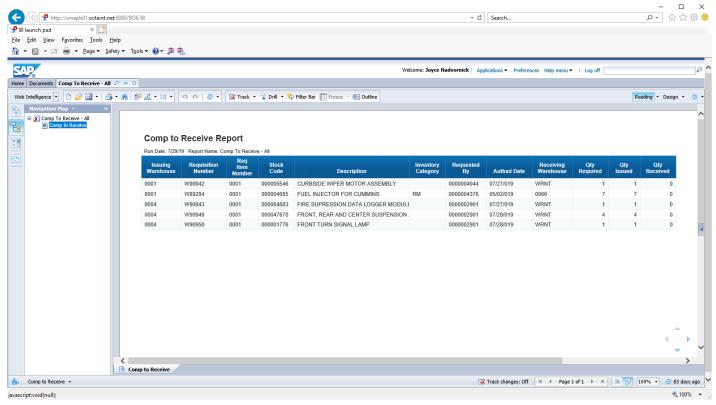
3. Base Parts Catalog - R Stocks*



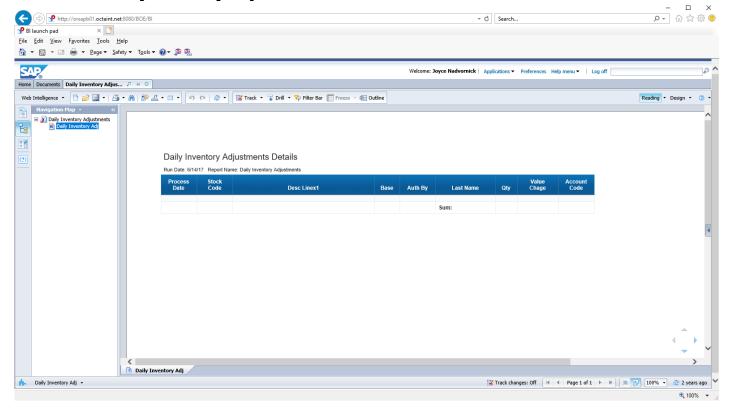
4. Comp to Receive

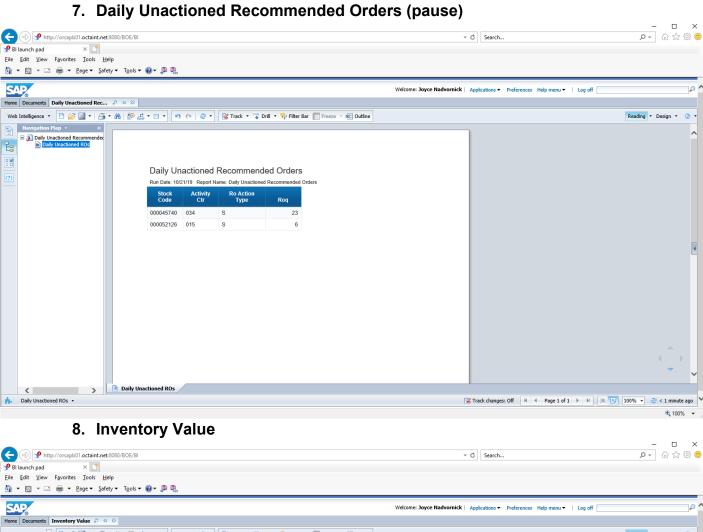


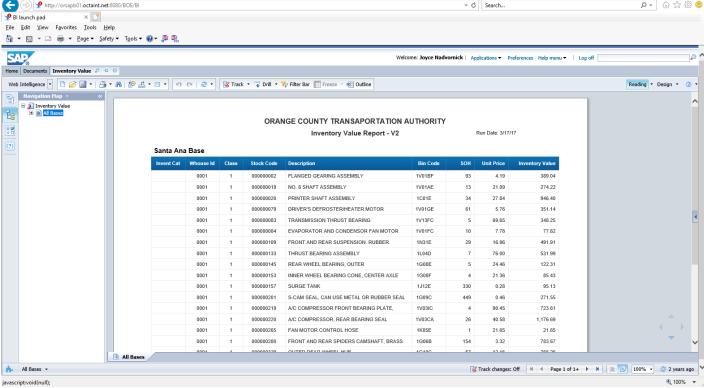
5. Comp to Receive - All*



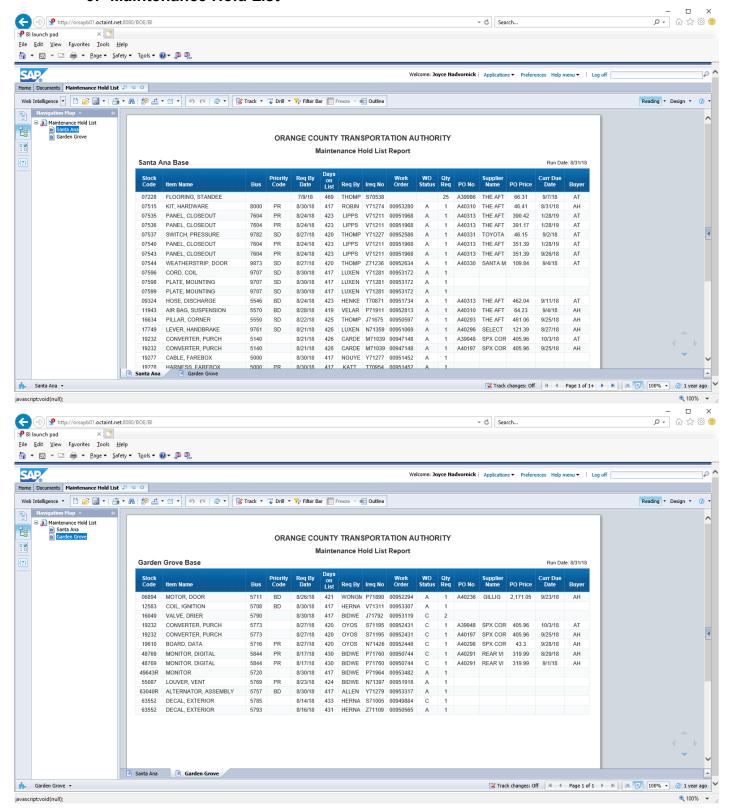
6. Daily Inventory Adjustments



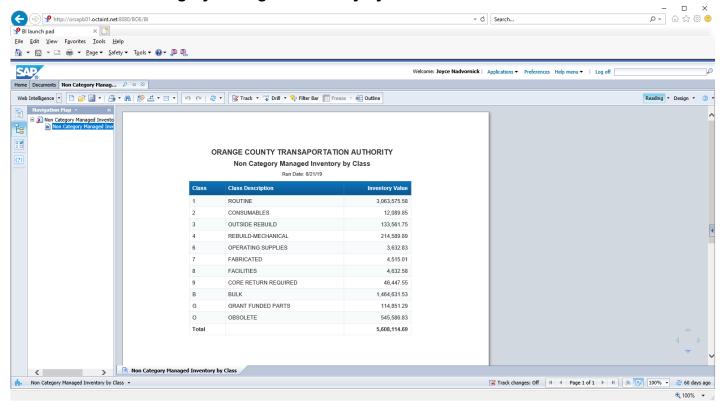




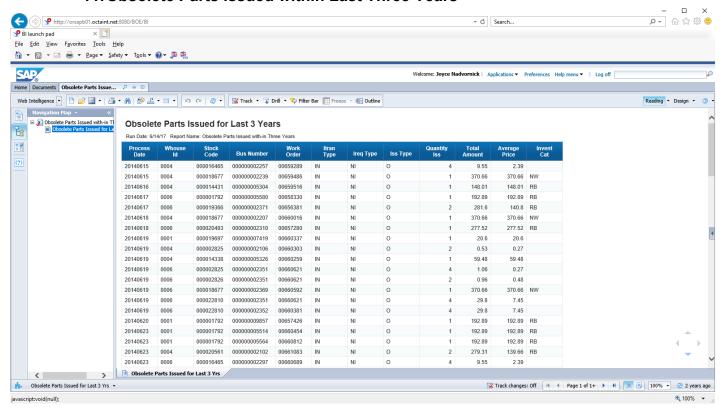
9. Maintenance Hold List



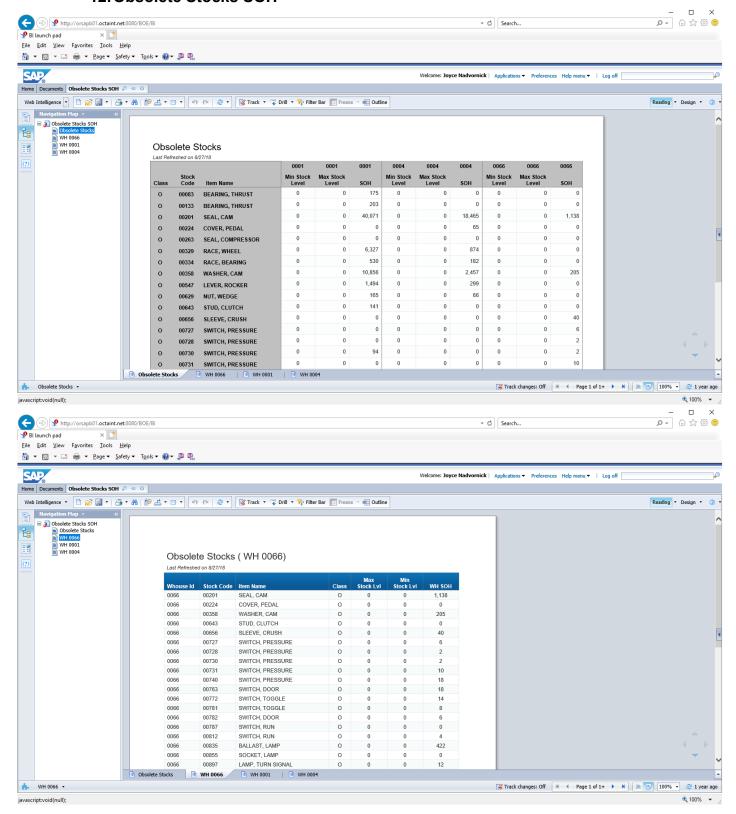
10. Non-Category Managed Inventory by Class*

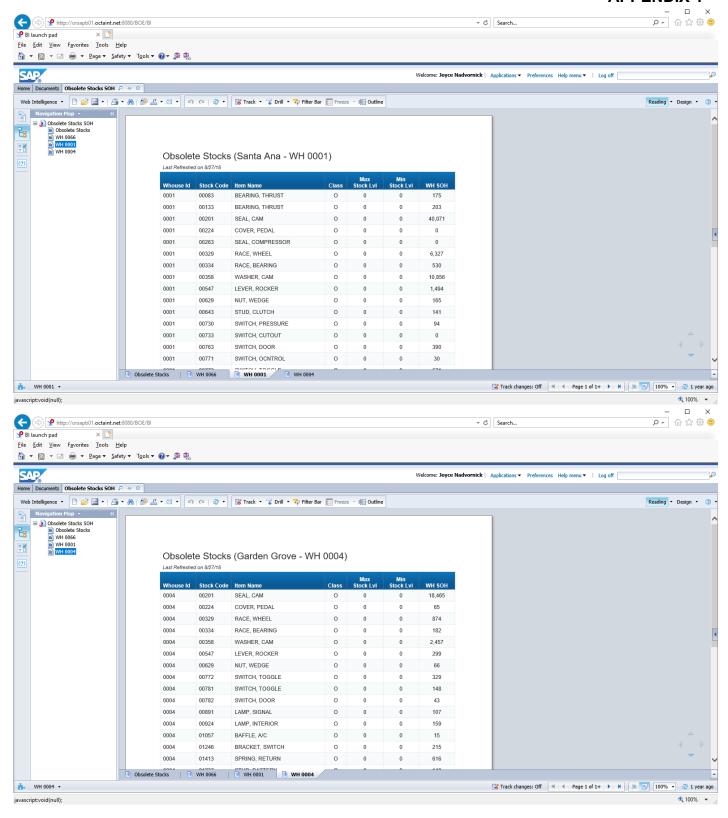


11. Obsolete Parts Issued within Last Three Years

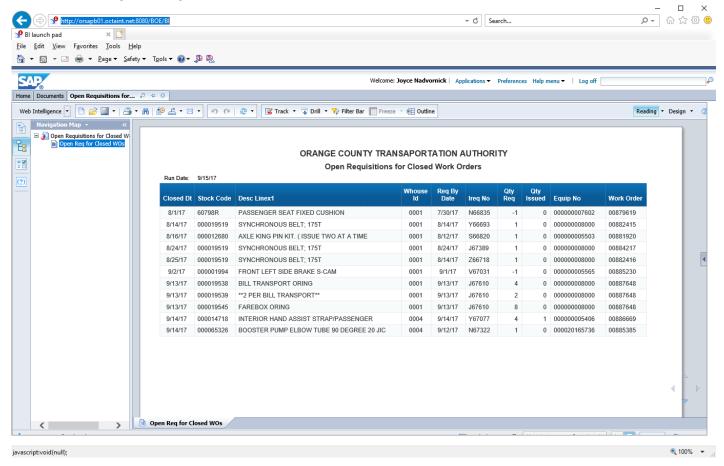


12. Obsolete Stocks SOH*

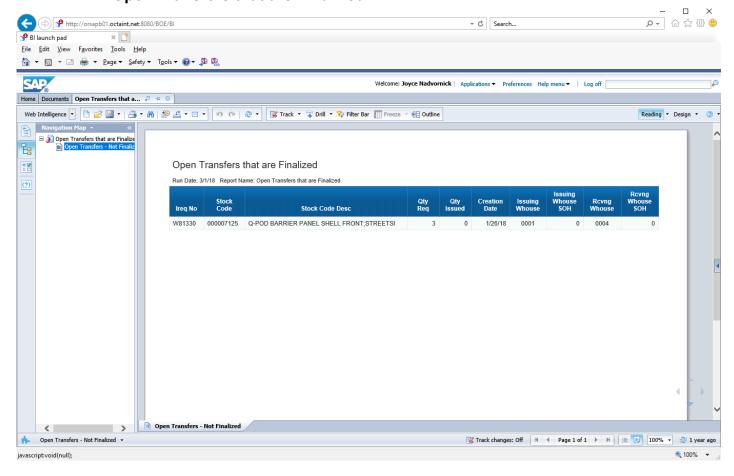




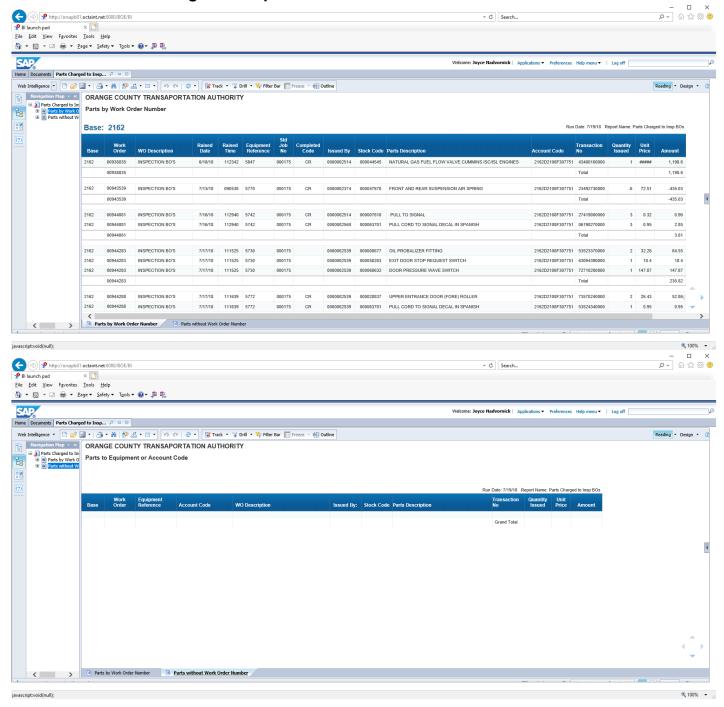
13. Open Requisitions for Closed Work Orders



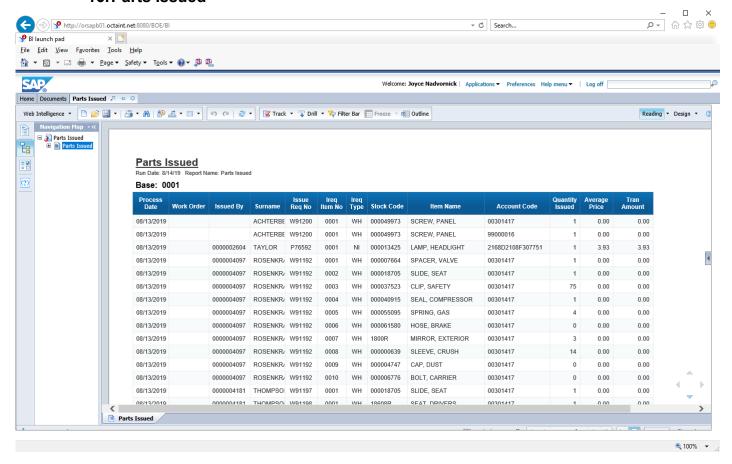
14. Open Transfers that are Finalized



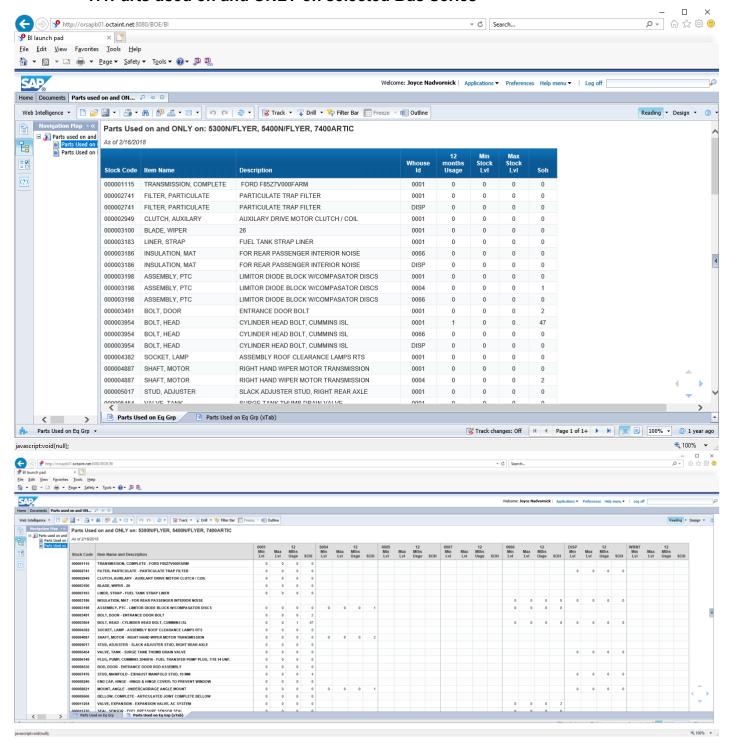
15. Parts Charged to Insp Bos*



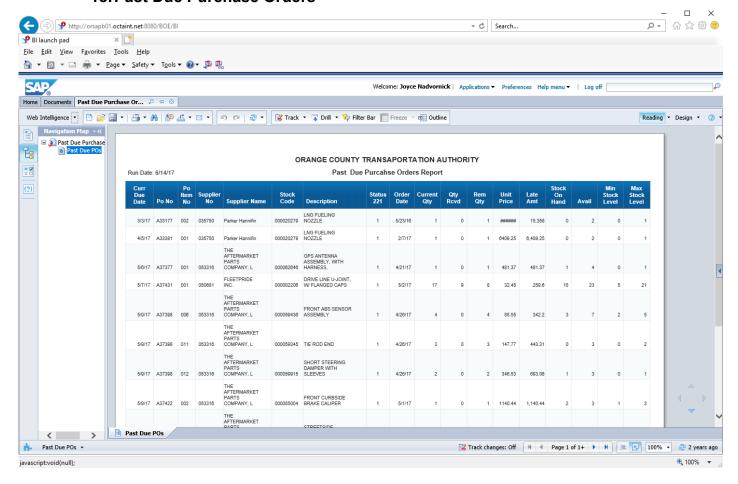
16. Parts Issued



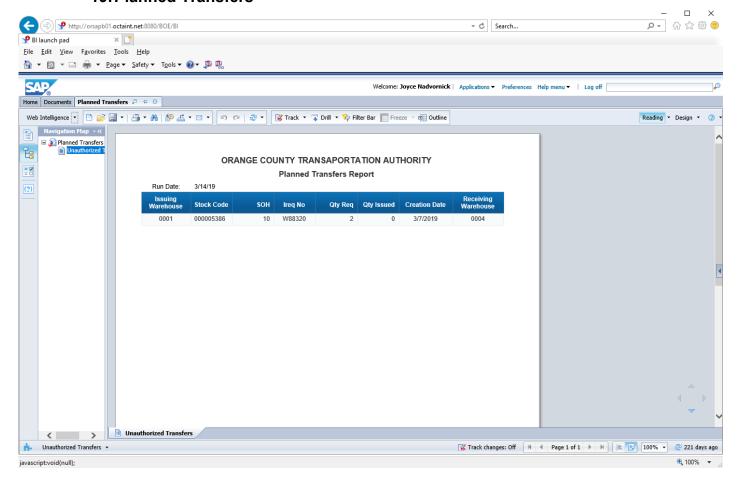
17. Parts used on and ONLY on selected Bus Series*



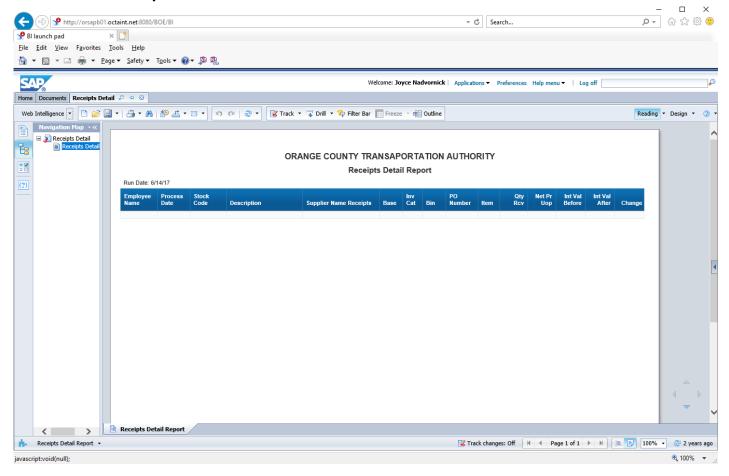
18. Past Due Purchase Orders



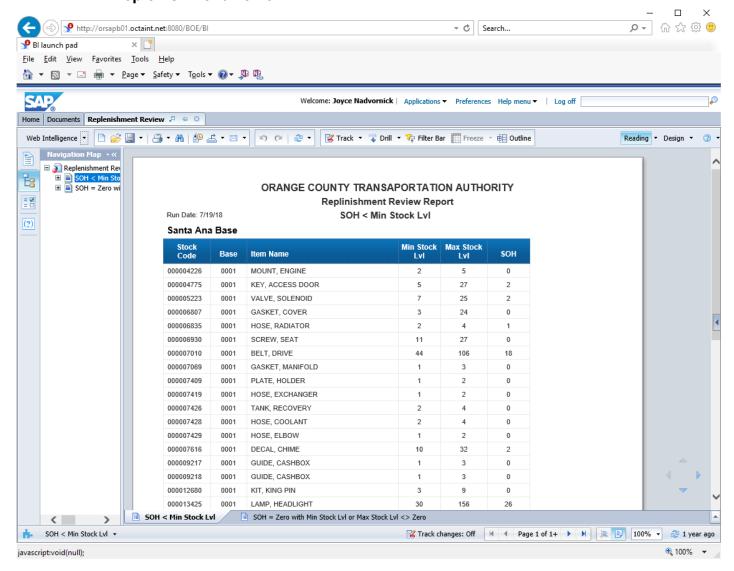
19. Planned Transfers*

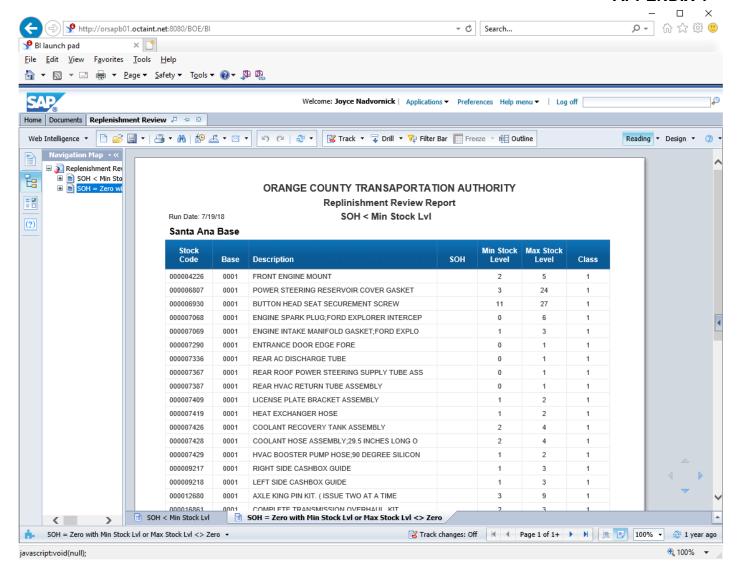


20. Receipts Detail

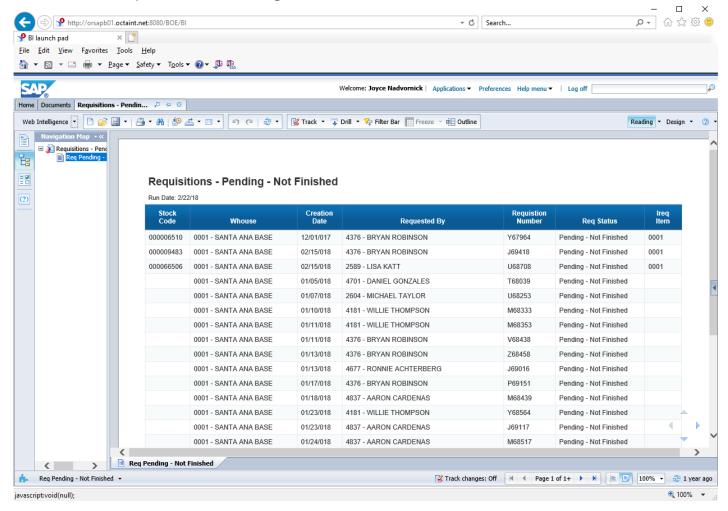


21. Replenishment Review

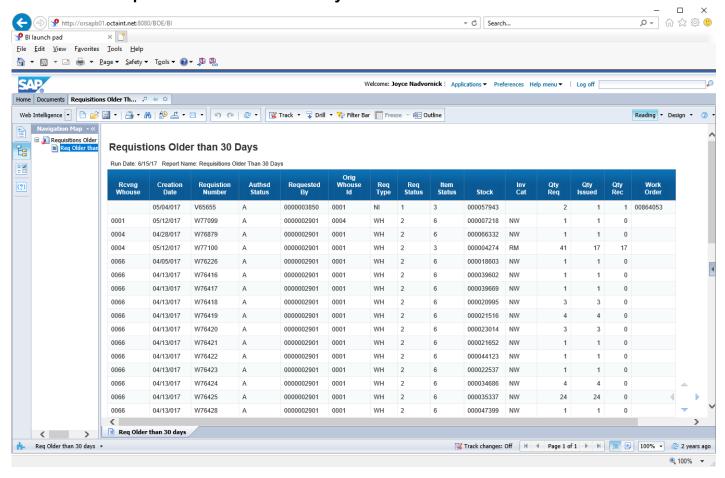




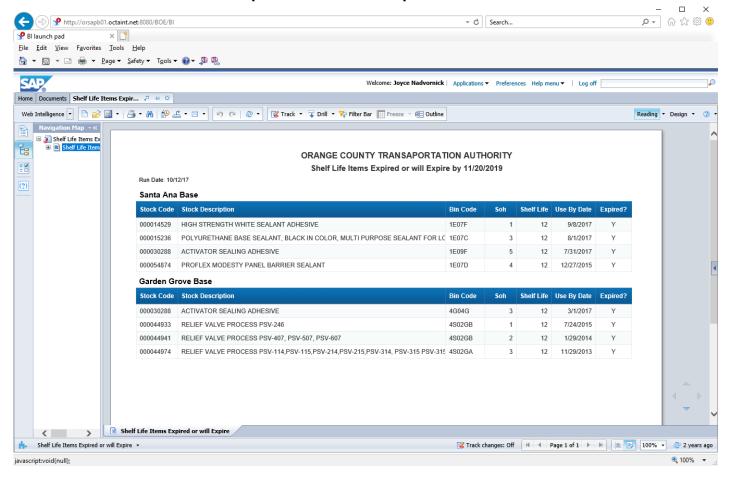
22. Requisitions - Pending - Not Finished*



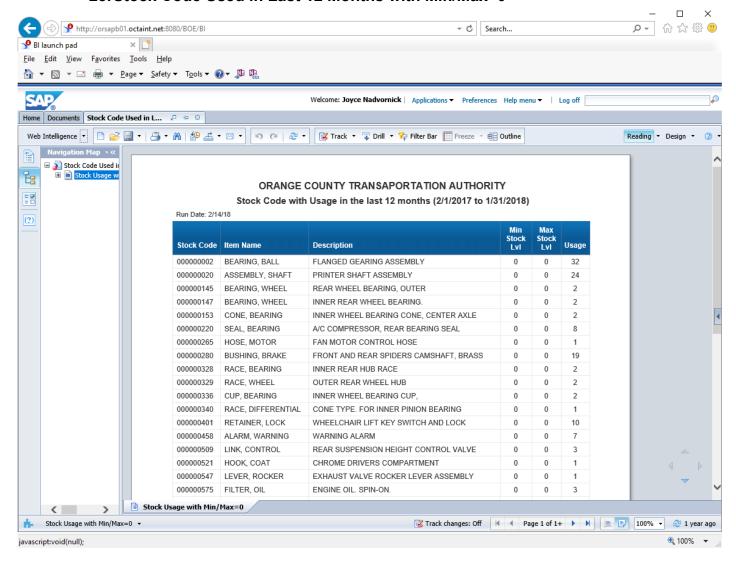
23. Requisitions Older than 30 Days



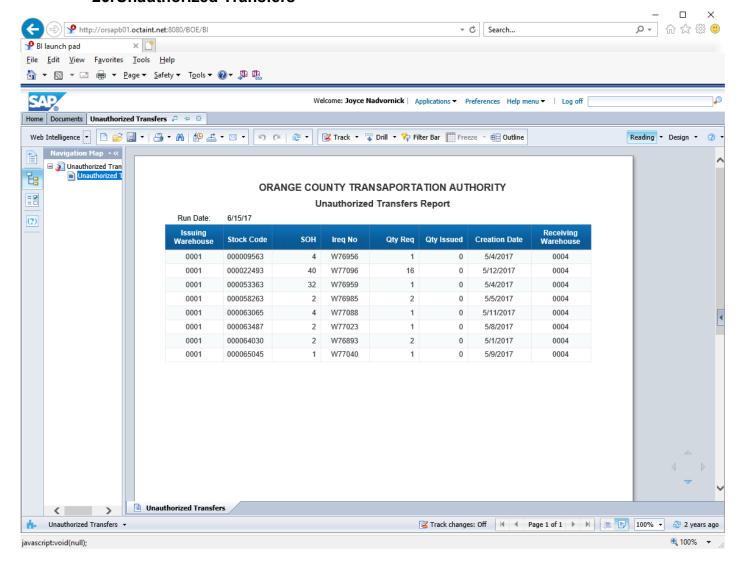
24. Shelf Life Items Expired or about to Expire*



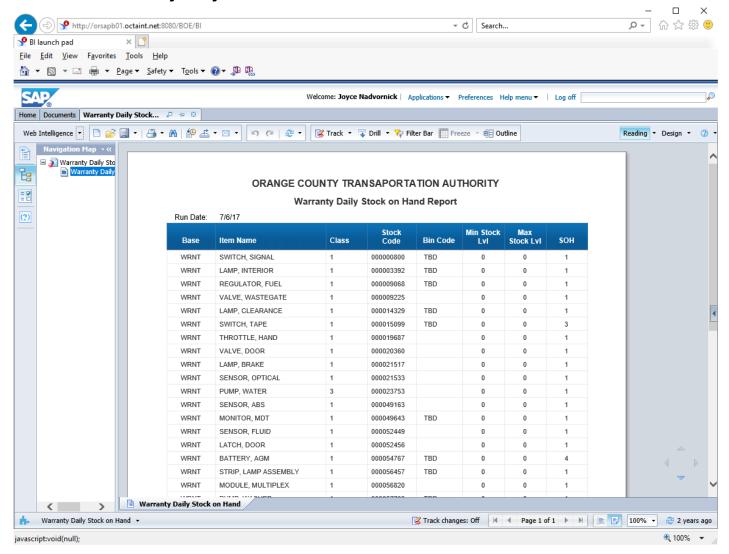
25. Stock Code Used in Last 12 Months with Min/Max=0*



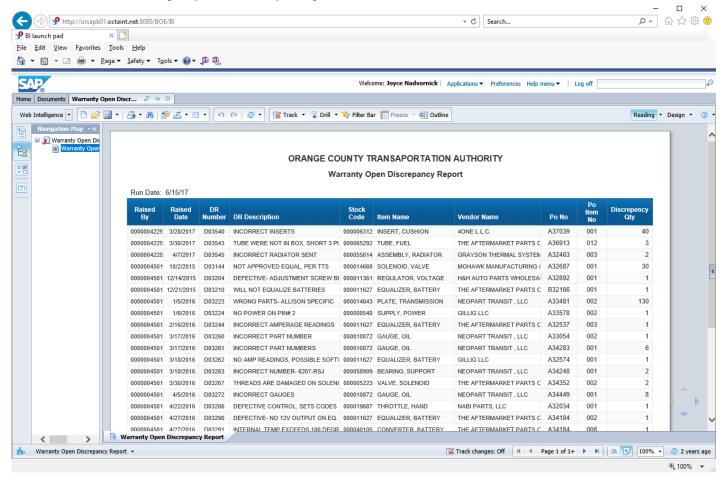
26. Unauthorized Transfers



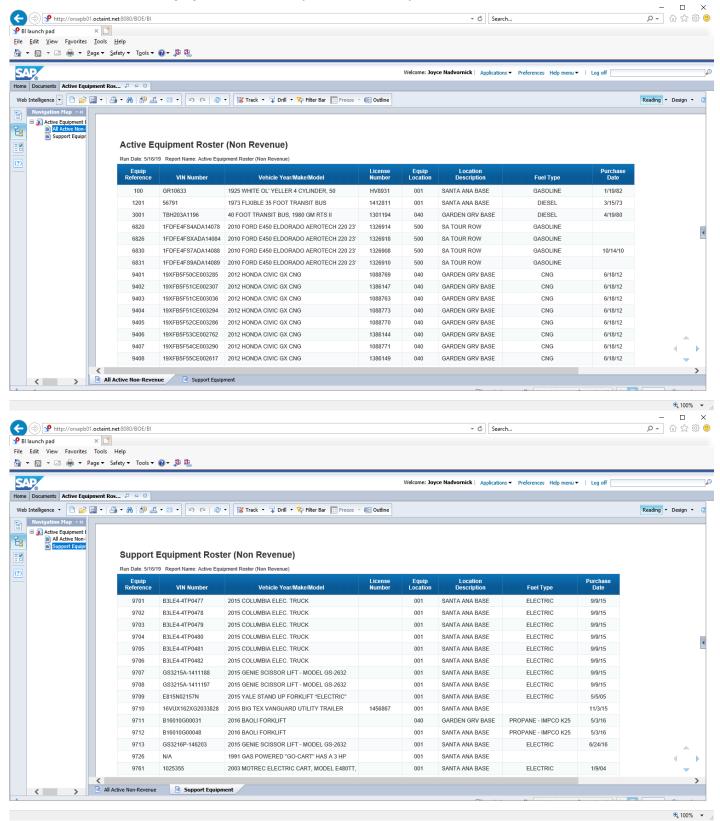
27. Warranty Daily Stock on Hand



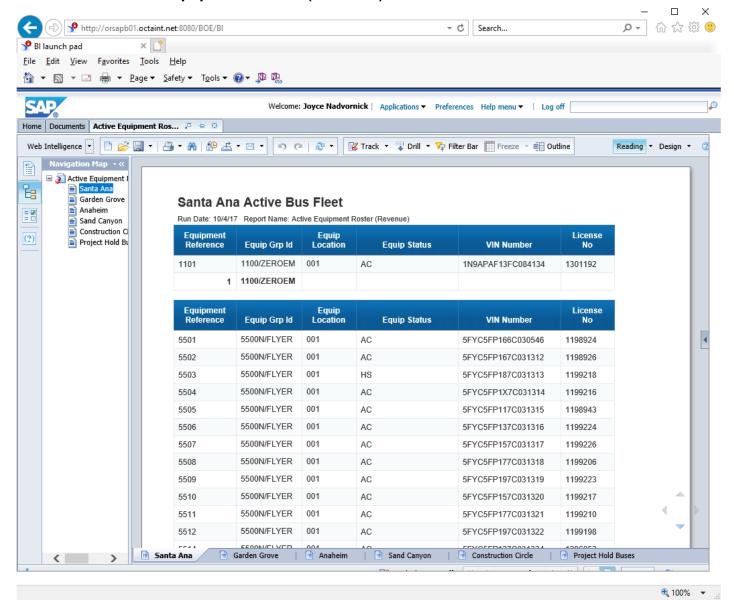
28. Warranty Open Discrepancy

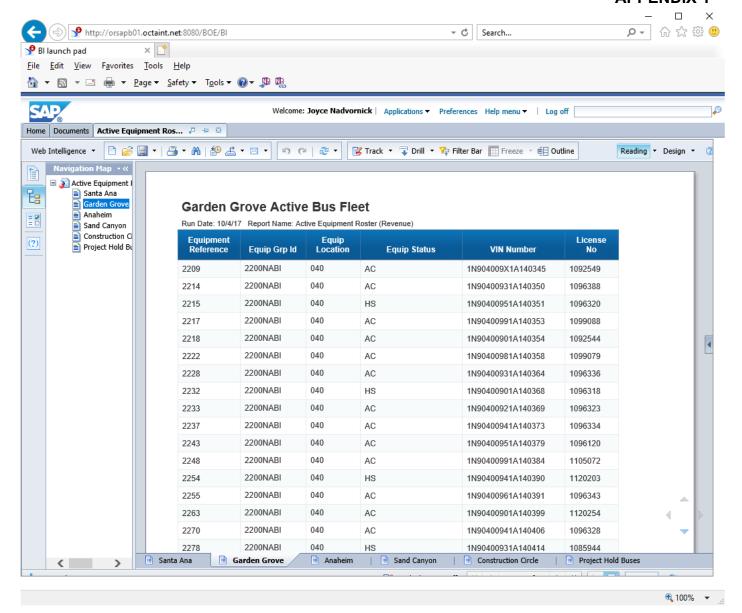


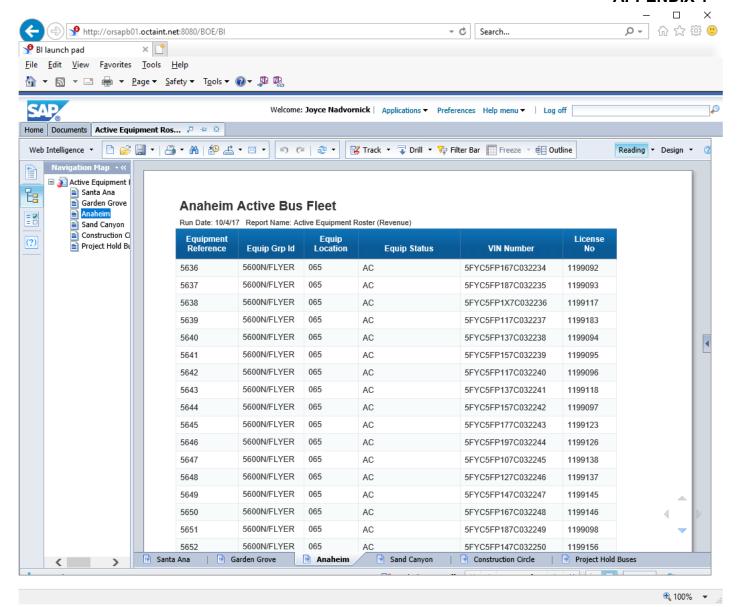
29. Active Equipment Roster (Non-Revenue)

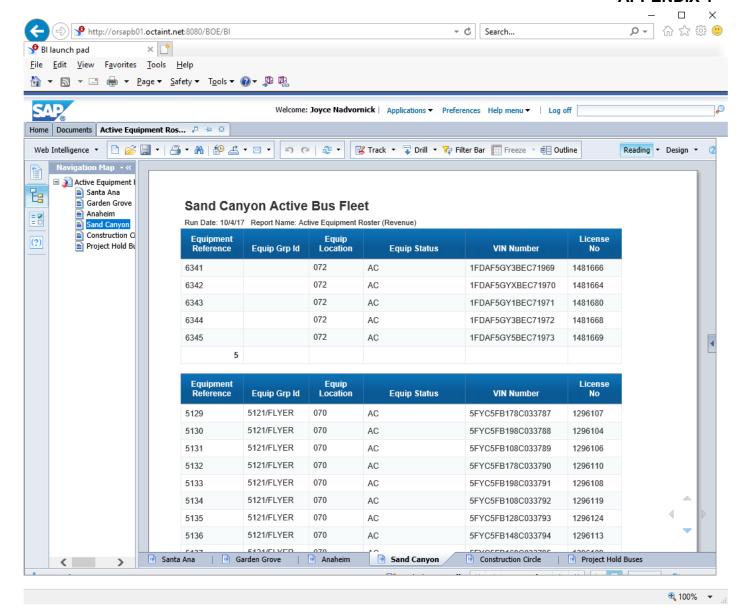


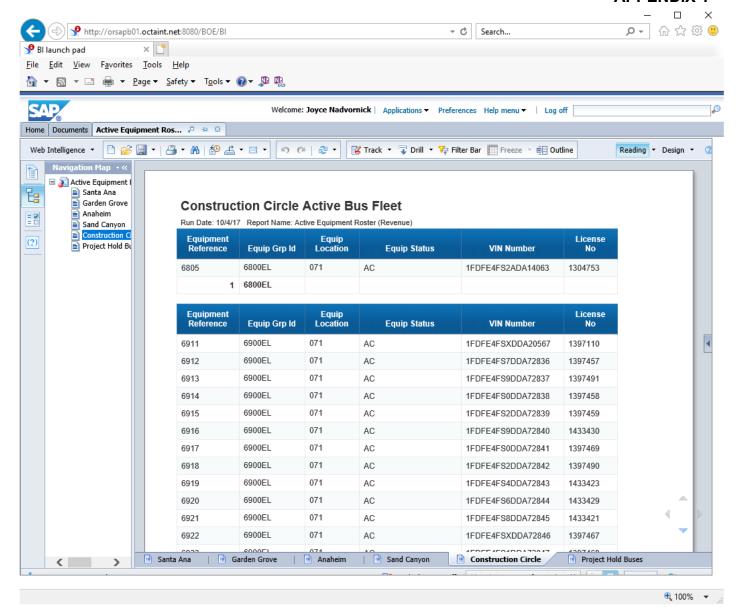
30. Active Equipment Roster (Revenue)

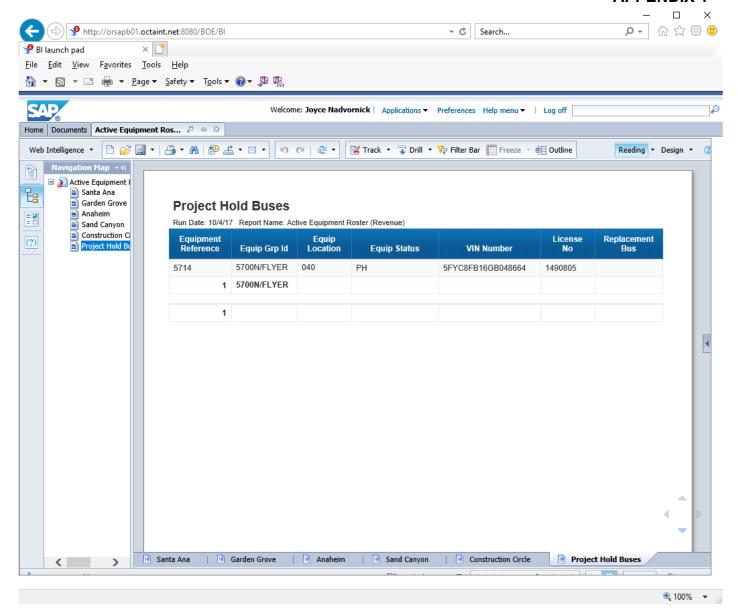




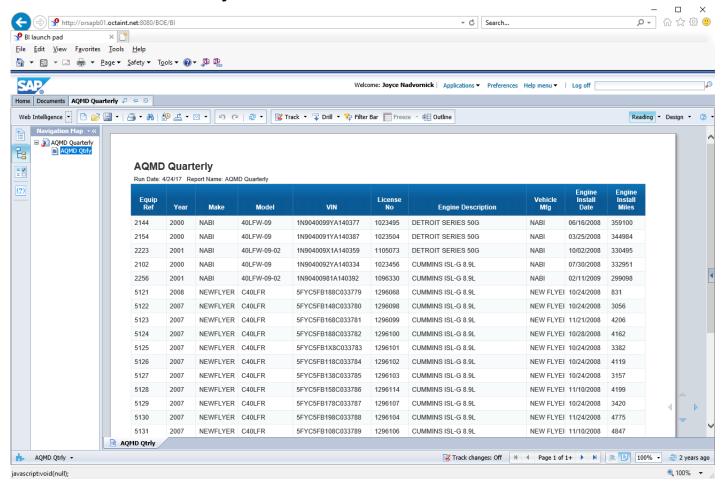




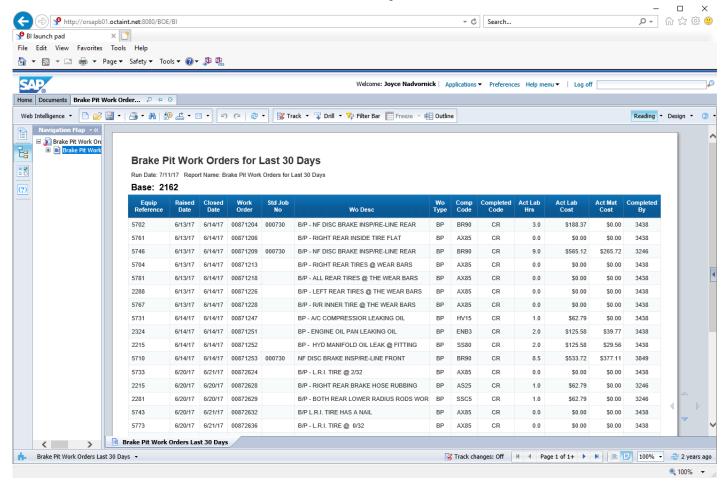




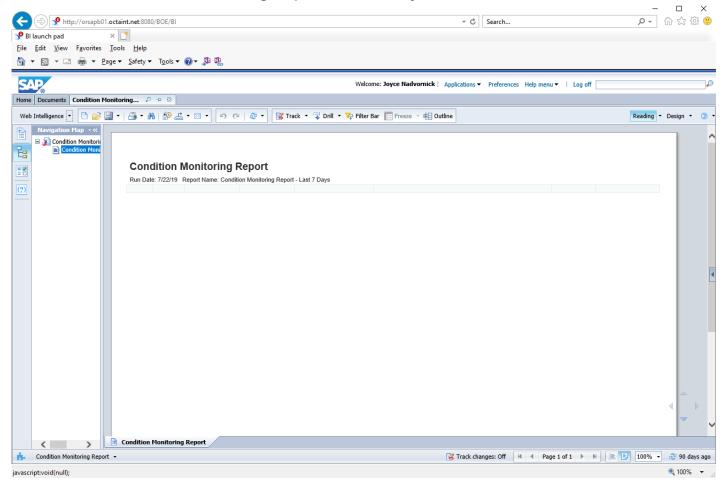
31. AQMD Quarterly



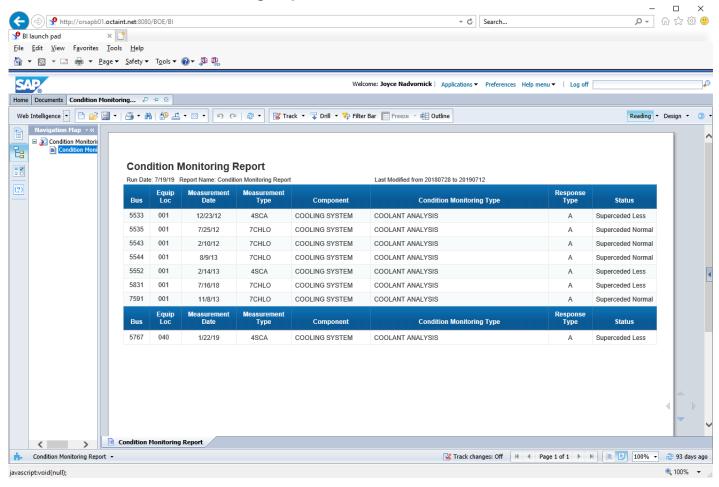
32. Brake Pit Work Orders for Last 30 Days



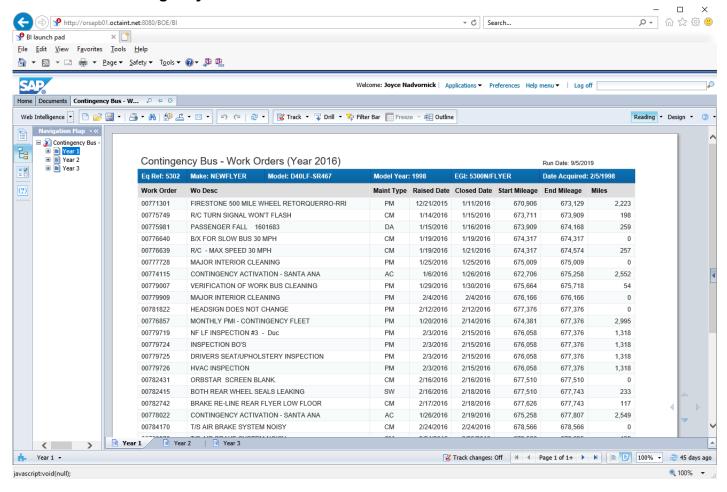
33. Condition Monitoring Report - Last 7 Days*



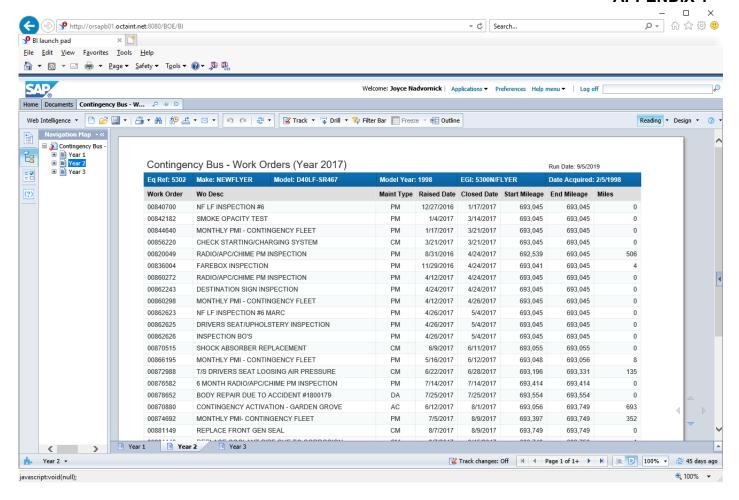
34. Condition Monitoring Report*



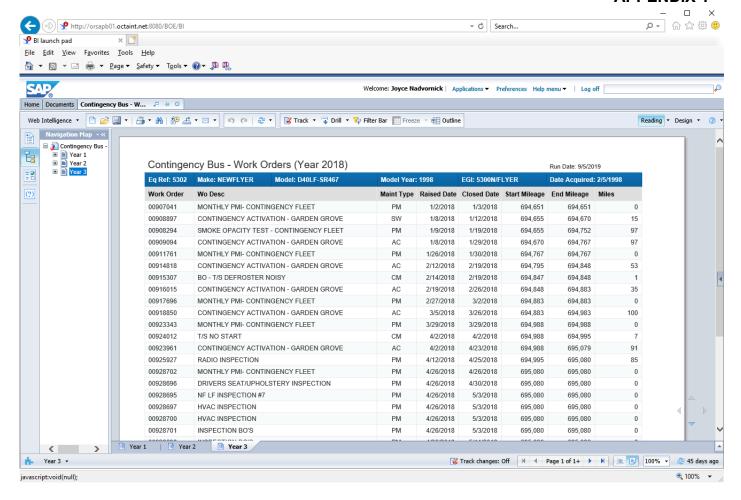
35. Contingency Bus - Work Orders*

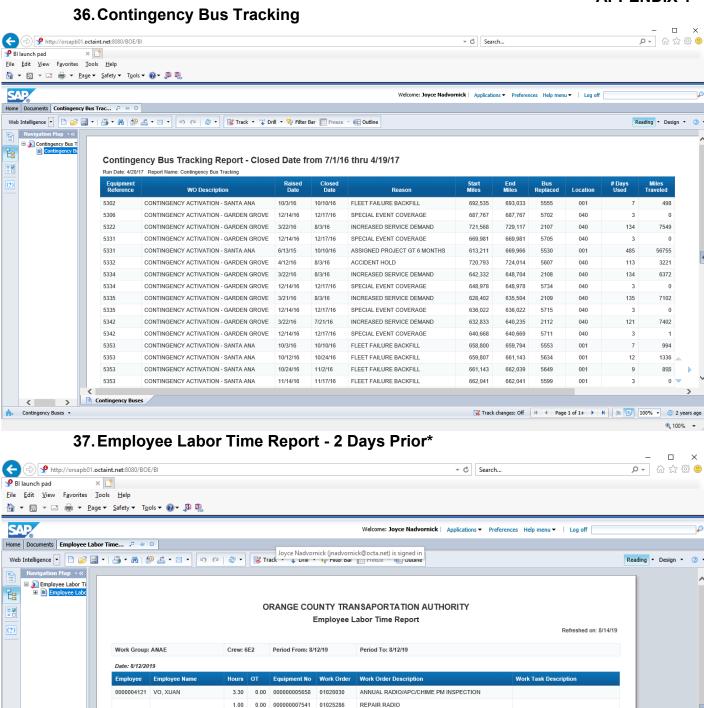


RFP 0-2272 EXHIBIT A APPENDIX 1



RFP 0-2272 EXHIBIT A APPENDIX 1





T/S DESTINATION SIGN

Period To: 8/12/19

ADVANCED TECHNICIAN - FLEET

T/S AUTOMATIC PASSENGER COUNTER (APC)

₫ 100% ▼

0.00 000000007507 01025288

0.00 000000007513 01025543

Period From: 8/12/19

000000002000 01024998

1.00 6.30

Crew: 1AT1

8.00 0.00

0.00

Work Group: ATM

0000002957 GALLEGOS, ANTONIO

Total

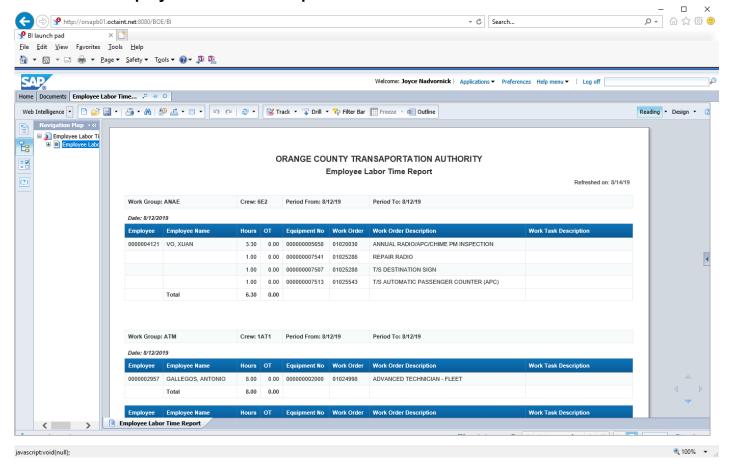
Date: 8/12/2019

Employee Labor Time Report

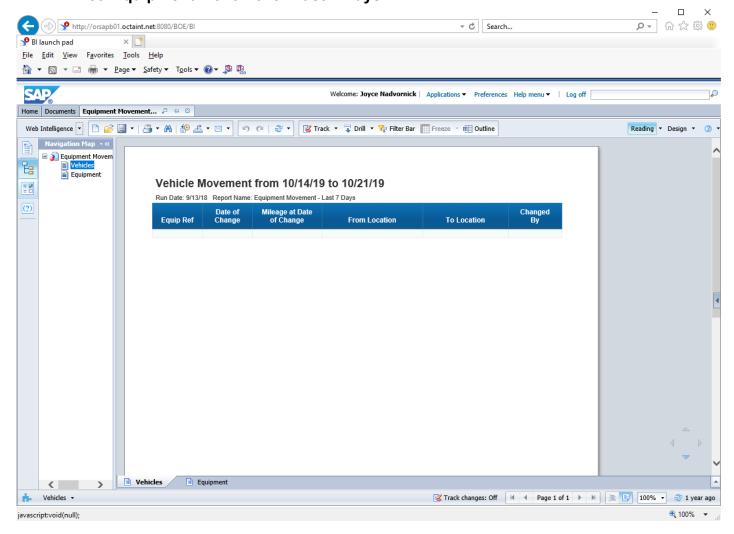
Employee Labor Time Report *

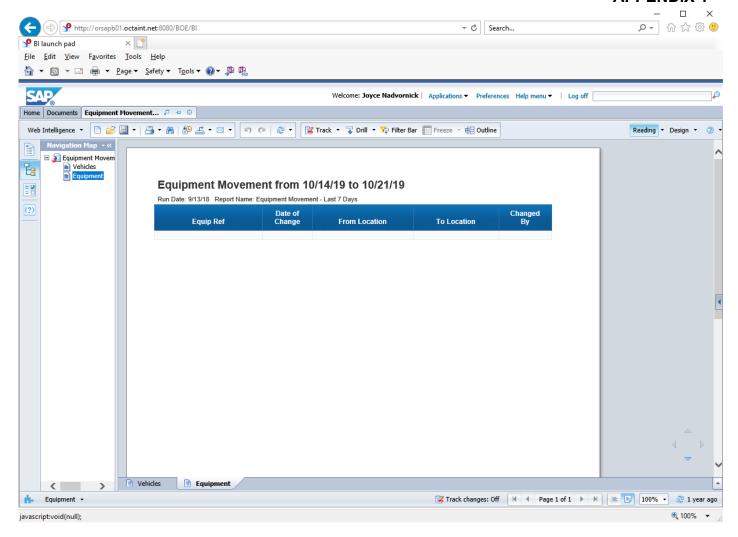
javascript:void(null);

38. Employee Labor Time Report*

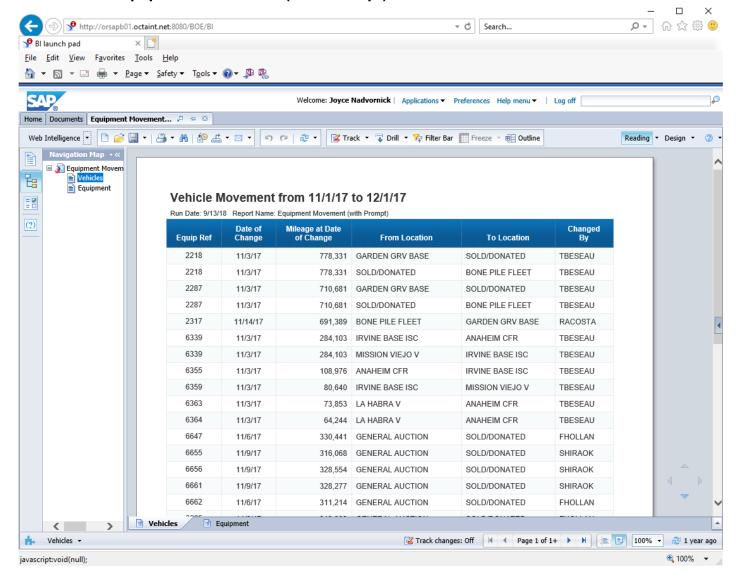


39. Equipment Movement - Last 7 Days*

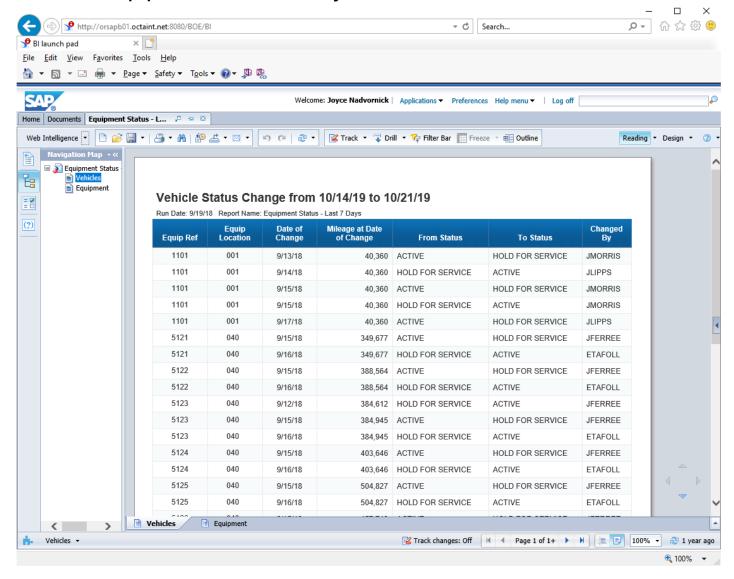


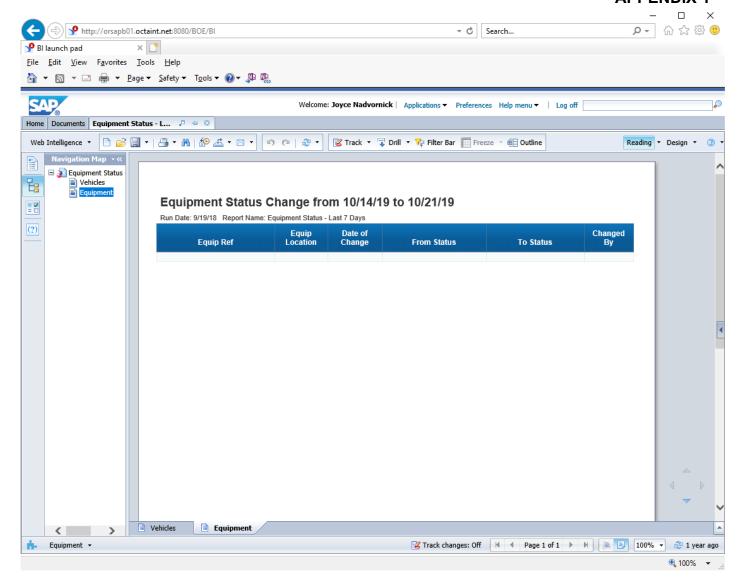


40. Equipment Movement (with Prompt) *

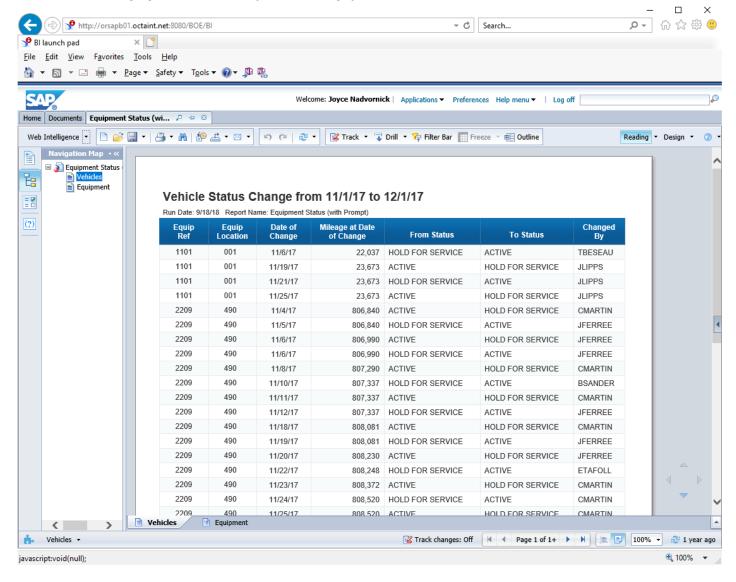


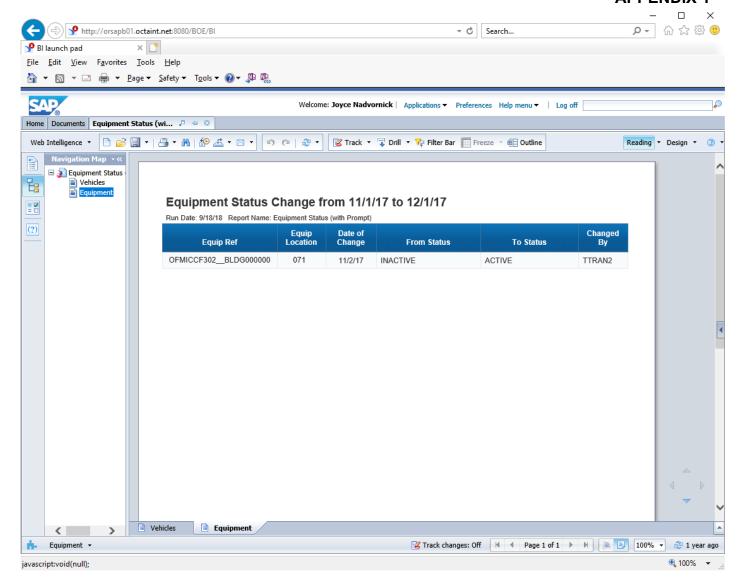
41. Equipment Status - Last 7 Days*



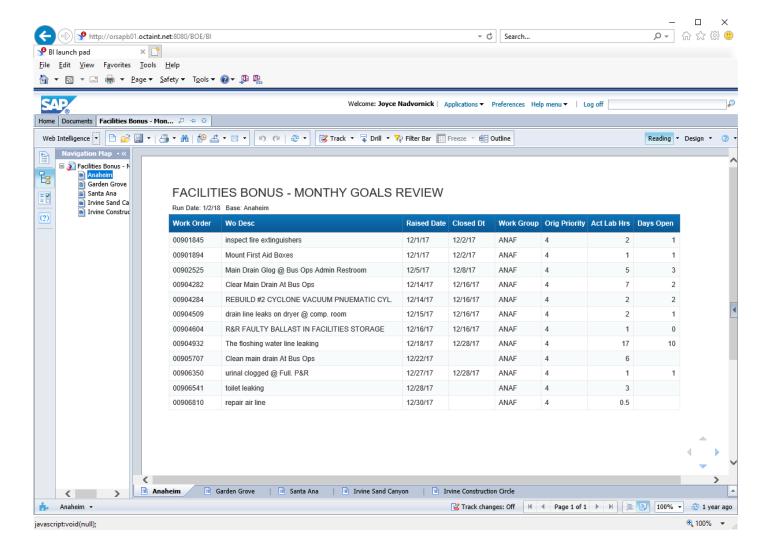


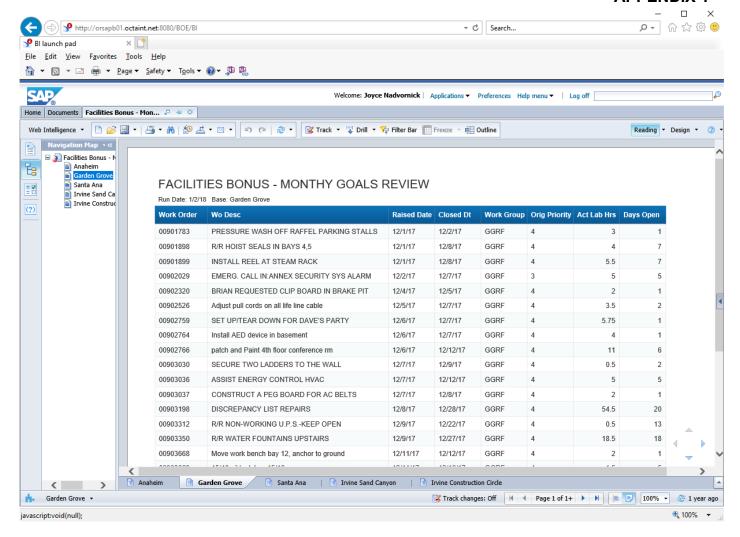
42. Equipment Status (with Prompt) *

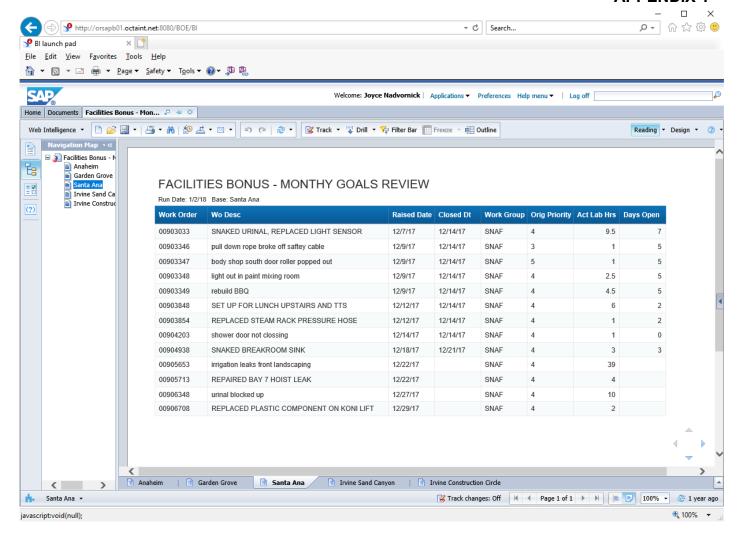


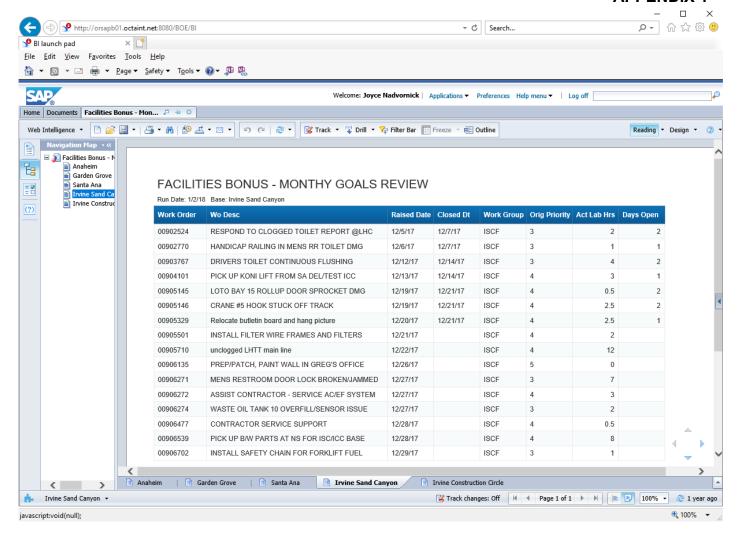


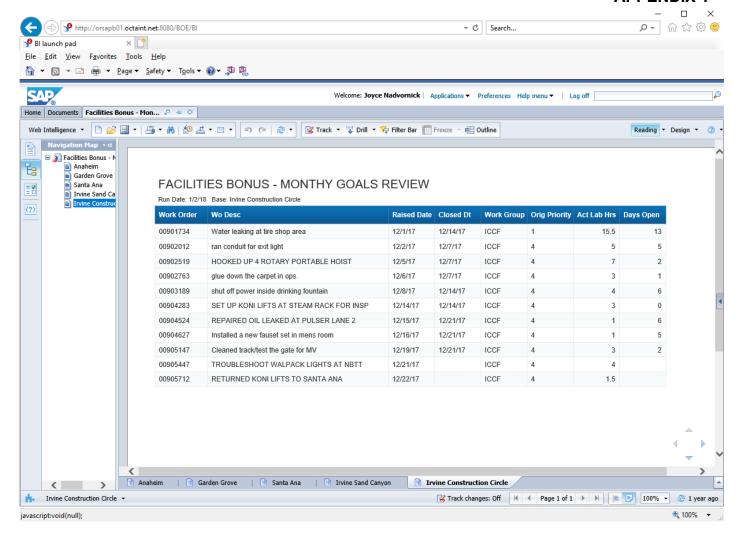
43. Facilities Bonus - Monthly Review*



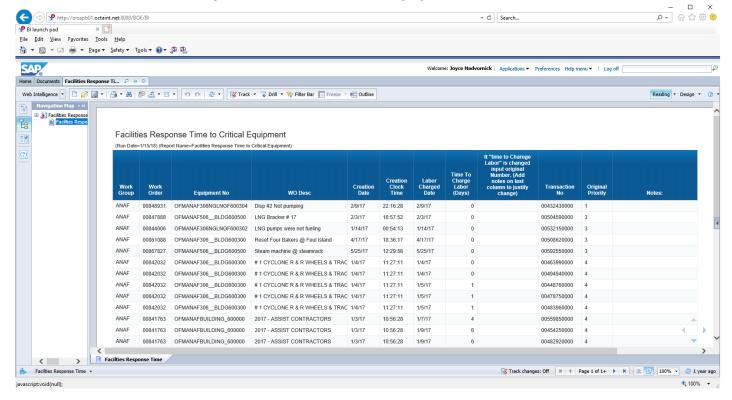








44. Facilities Response Time to Critical Equipment*



45. Fire Extinguisher Bottles Due

