

REQUEST FOR PROPOSALS (RFP) 250192

ENTERPRISE ASSET MANAGEMENT PHASE 2



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

Key RFP Dates

Issue Date: Monday, May 11, 2026

Question Submittal Date: Tuesday, May 26, 2026

Proposal Submittal Date: June 9, 2026

SECTION I. INSTRUCTIONS TO OFFERORS

A. NOTICE OF REQUEST FOR PROPOSALS



NOTICE OF REQUEST FOR PROPOSALS

(RFP): 250192 “Enterprise Asset Management Phase 2”

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 System Phase 2. The budget for this project is \$1,500,000 for a two (2)-year term:

Please note that by submitting a Proposal, Offeror certifies that it is not subject to any Ukraine/Russia-related economic sanctions imposed by the State of California or the United States Government including, but not limited to, Presidential Executive Order Nos. 13660, 13661, 13662, 13685, and 14065. Any individual or entity that is the subject of any Ukraine/Russia-related economic sanction is not eligible to submit a Proposal. In submitting a Proposal, all Offerors agree to comply with all economic sanctions imposed by the State or U.S. Government.

Proposals must be submitted, electronically, through the [Authority's OpenGov Procurement portal](https://procurement.opengov.com/portal/octa/projects/230716), at <https://procurement.opengov.com/portal/octa/projects/230716> before the deadline of 2:00 pm on Tuesday, June 9, 2026. Authority will not accept hard copy proposals for this RFP.

Offerors are instructed to submit a response to “**250192**” on the Authority's OpenGov Procurement portal, and follow the instructions as prompted to submit the proposal. The ability to submit a response will expire at the submittal deadline.

Should Offerors encounter technical issues with uploading the proposals via the link provided, Offerors are required to contact the Contract Administrator prior to the submission deadline. Proposals and supplemental information to proposals received after the date and time specified above will be rejected.

Firms interested in obtaining a copy of this Request for Proposals (RFP) may do so by downloading the RFP from the Authority's OpenGov Procurement portal.

To receive all further information regarding this RFP, firms and subconsultants must be registered on OpenGov Procurement and following this RFP on the [Authority's public OpenGov Procurement portal](#).

A pre-proposal conference will be held both on-site/in-person and via teleconference on Tuesday, May 19, 2026, at 1:30 pm.

For prospective Offerors who wish to join on-site/in-person, the pre-proposal conference will be held at the Authority's Administrative Office, Administrative Offices I: 550 South Main Street Orange, CA 92868 Conference Room 09.

Prospective Offerors not attending in-person may join or call-in using the following credentials:

- Click here to join the meeting
<https://teams.microsoft.com/meet/26585292218285?p=ZwcsHTSig7qhDPu7I3>
- OR Call-in Number: (916) 550-9867
- Conference ID: 483 695 063#

A copy of the presentation slides and pre-proposal conference registration sheet(s) will be issued via addendum prior to the date of the pre-proposal conference. All prospective Offerors are encouraged to attend the pre-proposal conference.

The Authority has established July 1, 2026, as the date(s) to conduct interviews. 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 state and/or local funds adequate to carry out the provisions of the proposed agreement including the identified Scope of Work.

B. PRE-PROPOSAL CONFERENCE

A pre-proposal conference will be held both on-site/in-person and via teleconference on Tuesday, May 19, 2026, at 1:30 pm.

For prospective Offerors who wish to join on-site/in-person, the pre-proposal conference will be held at the Authority's Administrative Offices I: 550 South Main Street Orange, CA 92868 Conference Room 09.

Prospective Offerors not attending in-person may join or call-in using the following credentials:

- Click here to join the meeting
<https://teams.microsoft.com/meet/26585292218285?p=ZwcsHTSig7qhDPu7I3>
- OR Call-in Number: (916) 550-9867
- Conference ID: 483 695 063#

A copy of the presentation slides and pre-proposal conference registration sheet(s) will be issued via addendum prior to the date of the pre-proposal conference. All prospective Offerors are encouraged to attend the pre-proposal conference.

C. 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.

D. 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.

E. AUTHORITY CONTACT

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

Gina Torres
Senior Contract Administrator
(714) 560-5566
gtorres@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 Offeror, subcontractor, lobbyist or agent hired by the Offeror 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 Offeror, subcontractor, lobbyist or agent hired by the Offeror that engages in such prohibited communications may result in disqualification of the Offeror at the sole discretion of the Authority.

F. CLARIFICATIONS

1. Examination of Documents

Should an Offeror require clarifications of this RFP, the Offeror shall submit such request for clarification or inquiry through the "Question and Answer" section of this RFP on the Authority's OpenGov Procurement portal prior to 2:00 pm on Tuesday, May 26, 2026. 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 issued to this RFP on the Authority's OpenGov Procurement portal.

2. Submitting Requests

All questions, including questions that could not be specifically answered at the pre-proposal conference must be put in writing and received via the Authority's OpenGov Procurement portal before 2:00 pm, on Tuesday, May 26, 2026.

3. Authority Responses

Responses from the Authority will be posted on the OpenGov Procurement portal at <https://procurement.opengov.com/portal/octa/projects/230716>.

To receive email notification of Authority responses when they are posted on the OpenGov Procurement portal, firms and subconsultants must be registered on OpenGov and following this RFP on the Authority's portal.

G. SUBMISSION OF PROPOSALS

1. Date and Time

Proposals must be received electronically through the Authority's OpenGov Procurement portal before 2:00 pm on Tuesday, June 9, 2026.

Proposals received after the above-specified date and time or submitted in any manner other than as specified above will be returned to Offerors unopened.

2. 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.

H. 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;
2. 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.

I. 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.

J. 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.

K. 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.

L. 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 Attachment A. The Agreement will have a two (2)-year term term.

M. 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.

N. 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.

O. OWNERSHIP OF RECORDS/PUBLIC RECORDS ACT

All proposals and documents submitted in response to this RFP shall become the property of the Authority and a matter of public record pursuant to the California Public Records Act, Government Code sections 7920.000 et seq. (the "Act"). Offerors should familiarize themselves with the provisions of the Act requiring disclosure of public information. Offerors are discouraged from marking their proposal documents as "confidential" or "proprietary."

If a Proposal does include "confidential" or "proprietary" markings and the Authority receives a request pursuant to the Act, the Authority will endeavor (but cannot guarantee) to notify the Offeror of such a request. In order to protect any information submitted within a Proposal, the Offeror must pursue, at its sole cost and expense, any and all appropriate legal action necessary to maintain the confidentiality of such information. The Authority generally does not consider pricing

information, subcontractor lists, or key personnel, including resumes, as being exempt from disclosure under the Act. In no event shall the Authority or any of its officers, directors, employees, agents, representatives, or consultants be liable to an Offeror for the disclosure of any materials or information submitted in response to the RFP or by failing to notify an Offeror of a request seeking its Proposal. The Authority reserves the right to make an independent decision to disclose records and material.

Notwithstanding the above, all information regarding proposal responses may be held as confidential until such time as the evaluation has been completed; an award has been made by the Board of Directors or Authority Staff, as appropriate; and the contract has been fully negotiated.

P. STATEMENT OF ECONOMIC INTERESTS

The awarded Offeror (including designated employees and subconsultants) may be required to file Statements of Economic Interests (Form 700) in accordance with the Political Reform Act (Government Code section 81000 et seq.). This applies to individuals who make, participate in making, or act in a staff capacity for making governmental decisions. The AUTHORITY determines which individuals are required to file a Form 700, and if such determination is made, the individuals must file Form 700s with the AUTHORITY's Clerk of the Board no later than 30 days after the execution of the Agreement, annually thereafter for the duration of the Agreement, and within 30 days of termination of the Agreement.

SECTION II. PROPOSAL CONTENT

A. PROPOSAL FORMAT AND CONTENT

Proposals should not include any unnecessarily elaborate or promotional material.

1. Letter of Transmittal*

The Letter of Transmittal shall 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. 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.
- d. Signature of a person authorized to bind Offeror to the terms of the proposal.
- e. Signed statement attesting that all information submitted with the proposal is true and correct.

*Response required

2. Qualifications, Related Experience and References to 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 provide:

Profile of Firm*

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.

*Response required

Firm's Financial Condition*

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.

*Response required

Firm's Experience*

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.

*Response required

Subcontractors*

Identify subcontractors by company name, address, contact person, telephone number, email, and project function. Describe Offeror's experience working with each subcontractor.

*Response required

Lobbying or Advocating Services on Behalf of Offeror*

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.

*Response required

References*

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.

*Response required

Do you have a Dun & Bradstreet (DUNS) number? If so, enter it here.

Do you have an Unique Entity Identifier (UEI) number? If so, enter it here.

3. 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:

Identify Key Personnel*

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.

*Response required

Resumes of Key Personnel*

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.

*Response required

Adequacy of Labor Resources*

Indicate adequacy of labor resources utilizing a table projecting the labor-hour allocation to the project by individual task.

*Response required

Project Organization Chart*

Provide a project organization chart, which clearly delineates communication/reporting relationships among the project staff.

*Response required

Roles and Responsibilities Matrix*

Include a roles and responsibilities matrix, which provides the number of resources and their respective roles.

*Response required

Key Personnel Availability*

Provide 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.

*Response required

4. 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:

Approach*

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.

*Response required

EAM System*

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.

*Response required

Sequence of Activities*

Outline sequentially the activities that would be undertaken in completing the tasks and specify who would perform them.

*Response required

Project Schedule*

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.

*Response required

Quality Control Methods*

Identify methods that Offeror will use to ensure quality control as well as budget and schedule control for the project.

*Response required

Special Issues or Problems*

Identify any special issues or problems that are likely to be encountered in this project and how the Offeror would propose to address them.

*Response required

Enhancements or Procedural/Technical Innovations to Scope of Work*

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.

Do you have any such enhancements or innovations to propose?

Yes

No

*Response required

When equals "Yes"

Enhancements or Innovations*

You have indicated that you have enhancements or procedural or technical innovations to the Scope of Work to propose. As previously stated, such enhancements or innovations must not materially deviate from the objectives or required content of the project.

*Response required

Business Requirements*

Complete worksheets A-Requirement List, C-All Vendors - Tables, and D-Vendor Questionnaire of the Business Requirements Excel Spreadsheet (Attachment A to Exhibit A).

*Response required

5. 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.

Exceptions or Deviations*

Do you have any exceptions and/or deviations from the requirements of this RFP?

- Yes
- No

*Response required

When equals "Yes"

Exceptions or Deviations - Yes*

Offerors shall complete the form entitled "Proposal Exceptions and/or Deviations" provided in this RFP and submit it as part of the 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.

- [Proposal Exceptions and Dev...](#)

*Response required

6. Cost and Price Proposal

As part of the cost and price proposal, the Offeror shall submit proposed pricing to provide the services described in the Scope of Work for this RFP.

Price Summary Sheet*

The Offeror shall complete the "Price Summary Sheet" form included with this RFP (Attachment 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.

*Response required

7. Forms

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 must 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 copy of the completed form(s) as part of its proposal and it must be included in only the original proposal.

Offeror is required to report any campaign contributions made by the prime contractor, subconsultants, lobbyists and agents after the proposal submittal date, and up to the anticipated Board of Directors selection on August 20, 2026. The offeror shall use the campaign contribution form for any additional reporting. The forms must be submitted at least 15 calendar days prior to the Finance and Administration Committee date on July 16, 2026 and sent via e-mail to the Contract Administrator.

- [Campaign Contribution Discl...](#)

*Response required

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 the completed form(s) as part of its proposal.

- [Status of Past and Present ...](#)

*Response required

8. Submittal

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.

*Response required

Submittal Confirmation*

Proposer hereby certifies that all information provided within this proposal is accurate to the best of their knowledge. Proposer acknowledges that they have examined and carefully studied all RFP and Contract Documents and any Addenda and that they have provided any necessary proof of their authority to submit a proposal on behalf of the Company/Firm Name stated on the proposal thereby committing the Company/Firm to the information contained within.

Please confirm

*Response required

SECTION III. EVALUATION AND AWARD

A. EVALUATION CRITERIA

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

No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	Qualifications of the Firm 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.	0-100 Points	25 <i>(25% of Total)</i>
2.	Staffing and Project Organization 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.	0-100 Points	20 <i>(20% of Total)</i>
3.	Work Plan 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.	0-100 Points	30 <i>(30% of Total)</i>
4.	Cost and Price Reasonableness of the total price as well as the individual tasks; competitiveness with other offers received; adequacy of data in support of figures quoted.	0-100 Points	25 <i>(25% of Total)</i>

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 July 1, 2026, as the date(s) 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, the evaluation committee will score the proposals to develop a competitive range. 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 Finance and Administration 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 recommendation to the Board of Directors for final action.

C. AWARD

The Authority's Board of Directors will consider the selection of the firm(s) recommended by the Board Committee.

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.

Offeror acknowledges that the Authority's Board of Directors reserves the right to award this contract in its sole and absolute discretion to any Offeror to this RFP regardless of the evaluation committee's recommendation or recommendation of a Board Committee.

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 the Authority's OpenGov Procurement portal. 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.

SCOPE OF WORK

Enterprise Asset Management Phase 2

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1. BACKGROUND

The Orange County Transportation Authority (OCTA) is a 24 x 7 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 & freeway projects, high-occupancy managed lanes, street improvements, commuter rail, streetcar, the public transit system, paratransit services, and taxi services.

OCTA is undertaking Phase 2 of its Enterprise Asset Management (EAM) system implementation. Building upon the foundational capabilities delivered in Phase 1, this phase is focused on expanding and refining enterprise functionality to address evolving operational, compliance, governance, and technical requirements across multiple business units.

Phase 2 will extend the existing Octave Attune EAM (formerly Hexagon EAM) platform to support the contractual and operational needs of OCTA's Contracted Fixed Route (CFR) Contractor, OC Streetcar (including Linear and Wayside infrastructure), and associated support functions. The objective is to enhance the platform's ability to operate within a multi-business line environment while maintaining enterprise-wide governance, audit controls, security standards, and controlled system integrations.

To achieve these objectives for Phase 2, OCTA will leverage its existing EAM configuration while introducing additional capabilities to support:

- Segregated business unit operations within a shared enterprise environment.
- Decentralized and independently managed inventory structures.
- Non-OCTA domain user access governed by role-based access controls.
- Mobile field execution with offline capability and secure synchronization.
- Enhanced audit logging, traceability, and compliance reporting.
- Configurable enterprise integrations and selective integration disablement.
- Improved reporting, data visibility, and oversight functionality.

OCTA maintains a contractual agreement with the CFR Contractor that includes specific operational and system requirements that must be implemented within the EAM platform. These CFR requirements include, but are not limited to, independent procurement processes, segregated inventory management, restricted integration with OCTA enterprise financial systems, and comprehensive audit traceability. Certain configurations are mandatory to ensure compliance with contractual obligations and to maintain clear financial and operational separation between CFR and OCTA enterprise systems.

Similarly, OC Streetcar and its Contractor must meet defined operational and regulatory compliance requirements specific to its business unit. These include federally mandated safety inspections, preventive maintenance tracking with performance oversight, mobile-enabled work execution, and structured asset lifecycle management for Linear and Wayside infrastructure. All identified "must-have" requirements for OC Streetcar are necessary to ensure regulatory compliance, operational readiness, and long-term asset stewardship.

The requirements compiled for Phase 2 reflect a comprehensive enterprise asset management strategy that supports both centralized governance and business-unit-specific operational models. The implementation approach must balance enterprise control with decentralized operational flexibility, ensuring scalability, compliance, financial accountability, and long-term sustainability across OCTA's evolving transportation services.

2. BUSINESS NARRATIVE

2.1 CFR

OCTA maintains a contractual agreement with its CFR Contractor, under which the contractor is responsible for defined operational and maintenance activities while OCTA retains oversight authority. Both OCTA personnel and CFR Contractor staff will perform their respective responsibilities within OCTA's existing Enterprise Asset Management (EAM) application, which will be configured to support CFR's operational independence and contractual requirements.

CFR Contractor staff will initiate and manage work orders within the EAM system, documenting reported defects, maintenance actions, accident-related details, and associated costs in accordance with contractual obligations. Established operating procedures require detailed documentation of issues, corrective actions, and supporting data. Configured workflows within the EAM system will trigger lifecycle notifications and approval routing to ensure visibility and oversight of maintenance activities from initiation through completion.

The EAM system will be configured to support CFR's independent procurement and inventory processes while maintaining segregation from OCTA enterprise financial systems. Inventory issuance, warehouse transfers, quarantine movements, and adjustments will be audit-logged to ensure full traceability and accountability. Integration controls will ensure that CFR transactions remain segregated from designated OCTA enterprise applications in accordance with contractual and governance requirements.

Secure mobile access will allow authorized CFR personnel to perform work management and inventory transactions in the field. Reporting and dashboard capabilities will provide visibility into work order progress, inventory activity, maintenance performance, and contractual compliance. The system will maintain comprehensive transaction histories to support reconciliation, audit requirements, and performance oversight.

2.2 OC STREETCAR

OCTA utilizes a third-party contractor (OC Streetcar Contractor) to manage operational and maintenance activities for the OC Streetcar line of business under OCTA oversight. Both internal OCTA staff and external OC Streetcar contractor personnel will manage operational activities within OCTA's existing EAM system.

OC Streetcar Contractor staff will initiate defect work orders within the EAM system in accordance with established operating procedures, including detailed documentation of reported issues, inspection findings, and recommended corrective actions. Configured workflows will trigger notifications throughout the work order lifecycle, enabling appropriate personnel to track work orders from initiation through completion. These controls ensure OCTA's Streetcar rolling stock and Linear/Wayside infrastructure remain compliant with federal and state safety requirements.

The EAM system will support preventive maintenance scheduling, federally mandated safety inspections, mobile-enabled field execution, and structured asset lifecycle management. The system will monitor asset status, track inventory movement for warranty replacements and chargebacks, and maintain comprehensive audit trails of maintenance and inspection activities. Advanced reporting capabilities will provide visibility into maintenance performance, inspection results, and asset history to support regulatory compliance and operational oversight.

For both CFR and OC Streetcar, defect work order business processes have been defined to illustrate the configured workflow, segregation controls, audit traceability, and lifecycle management requirements within the EAM platform.

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

3.1 PROJECT GOALS

3.1.1 CFR

The goal of the CFR portion of this engagement is to configure and enable the Octave Attune EAM system to support the operational, contractual, and governance requirements of the CFR Contractor within OCTA's existing enterprise environment. This effort is required to fulfill obligations outlined in OCTA's contractual agreement with the CFR Contractor, including specific system, reporting, procurement, inventory, and audit requirements. The configuration must ensure operational independence where required while maintaining enterprise security, audit controls, data segregation, and system governance standards.

- Support independent CFR inventory management processes in accordance with contractual obligations.
- Ensure segregation of CFR data, transactions, and integrations from OCTA enterprise financial systems while maintaining appropriate enterprise governance controls.
- Enforce secure access for both OCTA and non-OCTA domain users through role-based access controls and enterprise-aligned authentication standards.
- Maintain comprehensive audit logging and traceability for all CFR transactions, including inventory adjustments, priority changes, and workflow actions.
- Support configurable integration management, including selective enablement, disablement, and modification of Phase 1 integrations, as well as development of new interfaces where required.
- Provide advanced reporting and dashboard capabilities to support inventory management, work order progress tracking, maintenance history, inspection results, oversight, reconciliation, and contractual compliance.
- Enable secure mobile access with enterprise uptime standards and configurable workflows for task assignments, approvals, and alerts.
- Support CAD integration, including the import and management of OEM manuals and related documentation.
- Deliver complete implementation artifacts, including:
 - Hands-on user training and role-based documentation
 - Technical documentation covering configuration, design, and integration.
 - Updates to integration files and configuration matrices
 - Additional configuration required to support overall system operation (e.g., account codes and related system controls)

3.1.2 OC STREETCAR

The goal of the OC Streetcar portion of this project is to implement a comprehensive, mobile-enabled EAM solution that supports OC Streetcar operations and maintenance activities. The system will modernize and digitize maintenance, inspection, asset management, inventory control, reporting, and compliance processes while ensuring operational efficiency, regulatory compliance, and lifecycle asset visibility.

- Digitize and standardize inspections and maintenance execution using Octave Attune EAM configured inspection and preventive maintenance capabilities, ensuring consistency, accuracy, auditability, and compliance.
- Enable end-to-end Work Management for planned and unplanned maintenance with mobile execution and near real-time work order lifecycle visibility.
- Strengthen asset lifecycle management for OC Streetcar rolling stock and wayside assets through structured asset records, location assignment, parent-child visibility, and retirement/EOL tracking.
- Implement inventory, materials, and procurement controls integrated with maintenance activities, including full audit traceability and barcode-enabled transactions.
- Deliver reporting and analytics that support operational oversight, regulatory compliance (including federally mandated inspections), and lifecycle cost/TCO visibility.
- Establish secure, role-based access for OCTA and third-party contractor users, ensuring appropriate segregation of duties across desktop, mobile, and reporting features.
- Leverage secure integrations using approved mechanisms (including Phase 1 integrations where applicable) and ensure operational readiness through training and environment gap remediation planning.
- Import and manage OEM manuals, drawings, single line diagrams, and related documentation.

3.2 PROJECT OBJECTIVES

3.2.1 CFR

- Business Process
 - Vendor shall conduct discovery sessions and outline business narratives for business processes related to CFR Contractor.
- Business Unit Segregation & Governance
 - Configure CFR as a distinct business unit within the existing Octave Attune environment.
 - Maintain segregation of CFR data, transactions, assets, and inventory from other OCTA business units.
 - Enforce role-based access controls (RBAC) to restrict CFR users to authorized assets, inventory, work orders, and reports.
 - Support secure authentication (SSO and/or MFA as required).
- Integration, Configuration & Control
 - Allow CFR to leverage approved integrated data sources (e.g., Fleetwatch, Hastus, ITMS/Transit DB, Data Warehouse) as authorized.
 - Provide visibility to integration data for authorized CFR users.
 - Ensure CFR transactions are not processed by integrations with OCTA-specific interfaces such as Tribologik, Finance Enterprise, and Workday.
 - Prevent any transactional data exchange between CFR processes and OCTA enterprise financial systems (Finance Enterprise).
 - Support use of the EAM procurement module independently from OCTA ERP (Finance Enterprise).
 - Modify existing Phase 1 integration files and configure new interfaces as required to support CFR operations.

- Inventory & Procurement Management (Independent Operation)
 - Allow CFR to create and maintain material master records.
 - Associate CFR materials exclusively with CFR-designated inventory locations.
 - Support multiple CFR warehouses and inventory status designations (e.g., On-Hand, Quarantine, Restricted).
 - Allow movement of inventory between warehouses and statuses while maintaining transaction history.
 - Enable manual entry and upload of starting inventory using Octave Attune out-of-the-box templates.
 - Restrict CFR users to issue parts only from CFR-designated inventory locations.
 - Support export of inventory data to Excel for reconciliation and audit.
- Work Management & Data Controls
 - Require entry of additional accident-related details when accident classification is selected, including:
 - Accident date
 - Location
 - Incident reference number
 - Description of damage
 - Responsible party
 - Support configurable workflows for task assignments, approvals, and alerts.
 - Allow export of work order history in multiple formats (e.g., PDF, Excel).
 - Support user-defined fields (UDFs) such as badge number, hours, and employee hourly rate.
- Open CAD Integration
 - Enable integration between Octave Attune work orders (EAM) and OpenCAD so that authorized users can launch OpenCAD directly from a work order to view the relevant facility/asset drawings and determine where a part/component is installed and how to perform maintenance using drawing-based context and associated information.
 - Allow association of manuals and supporting documentation to assets and work records.
 - Maintain controlled access to technical documentation in accordance with CFR role permissions.
- Audit & Traceability Controls
 - Maintain a complete audit trail for all transactions, capturing user identification, timestamp, and action performed.
 - Capture and retain audit data for all inventory adjustments, including user, date/time, part number, description, quantity adjusted, previous balance, updated balance, and location.
 - Log priority field changes, including user, timestamp, previous value, and updated value.
 - Retain inspection and transaction data in accordance with records retention policies.
- Mobile & System Reliability
 - Provide secure mobile access for authorized CFR users (phone and tablet).
 - Support inventory transactions on mobile devices.

- Reporting & Oversight
 - Provide advanced reporting capabilities including:
 - Inventory reporting
 - Work order progress reporting
 - Maintenance history reporting
 - Inspection results reporting
 - Dashboard views
 - Support filtered and role-restricted reporting
 - Provide reporting capabilities necessary for oversight, reconciliation, and contractual compliance
- Training, Documentation & Governance Deliverables
 - Deliver hands-on training for configured CFR roles and users.
 - Conduct Training sessions for designated OCTA and CFR representatives.
 - Provide written, role-based training materials.
 - Deliver technical documentation detailing configuration, integration, and system design.
 - Update BDD, ICD, and Configuration Matrix documentation.
 - Ensure all documentation complies with OCTA formatting standards.
 - Deliver all documentation in both native editable format and PDF format.

3.2.2 OC STREETCAR

- Digital Inspections & Preventive Maintenance
 - The system shall:
 - Provide fully digital inspection checklists for the following maintenance intervals:
 - Daily pre-trip
 - Weekly
 - Monthly (2.5K)
 - 3 Month (8.25K)
 - 6 Month (16.5K)
 - Annual (33K)
 - 14 Month (40K)
 - 2 Year (66K)
 - 5 Year (165K)
 - 8 Year (264K)
 - 10 Year (330K)
 - 15 Year (495K)
 - Support mileage-based preventive maintenance scheduling with configurable tolerance allowing execution within $\pm 10\%$ of defined maintenance intervals.
 - Provide predictive maintenance alerts and notifications for upcoming scheduled maintenance.
 - Ensure all digital inspection and work order forms retain all language, fields, and selectable options from OCTA and third-party contractor paper forms unless otherwise approved.
 - Enable inspection templates to include:
 - Visual diagrams or drawings of inspection points
 - Pass/fail indicators
 - Measurements and condition entries
 - Comments and recommendations
 - Attachments (photos, PDFs, supporting documents)
 - Support version control of inspection templates.
 - Store completed inspection results in a centralized database as part of the asset maintenance history.

- Allow inspection checklists to be attached to work orders with links directing users to manufacturer repair guides.
- Support output/export of inspection lists including diagrams/images in PDF or Word format.
- Federally Mandated Safety Inspection Compliance
The system shall:
 - Support digital inspection and reporting for federally mandated safety inspections, including wayside and track components such as:
 - Track class and structure (rails, crossties, special track work, tie plates, fastening systems)
 - Track geometry (gage, alignment, elevation, curvature, surface)
 - Ballast and roadbed
 - Inspection frequency and quality requirements
 - Special inspections as required
 - Support configuration of required inspection frequencies and retention of inspection evidence for audit purposes.
 - Enable exportable compliance reports suitable for regulatory review.
- Work Order Management (Planned & Unplanned)
The system shall:
 - Support creation and management of both preventive (scheduled) and corrective (unplanned) work orders.
 - Provide near real-time creation, update, and status visibility for work orders.
 - Support configurable work order statuses (e.g., Open, In Progress, On Hold, Pending Review, Complete).
 - Allow assignment of work orders to defined resources (e.g., mechanics, technicians).
 - Require and store structured data fields including:
 - Asset
 - Location
 - Description
 - Priority
 - Category
 - Allow entry and storage of:
 - Estimated labor time
 - Actual labor time
 - Labor notes
 - Materials used
 - Warranty indicators
 - Defect information
 - Provide reporting comparing estimated vs. actual labor time.
 - Enable multiple attachments per work order (e.g., PDFs, images, certificates, invoices).
 - Allow classification of work orders as “Accident-Related” and support:
 - Linkage to asset
 - Insurance claim reference (if applicable)
 - External case/incident number
 - Capture of all associated labor/material/total costs
 - Audit logging of classification changes
 - Provide standard accident-related reporting with filtering (asset, date range, status, cost threshold, location) and export (PDF/Excel) with scheduled distribution capability.
 - Provide UI capability (dashboard, filtered view, or workflow queue) to monitor work order state transitions with notifications.

- **Mobile Enablement**
The system shall:
 - Provide responsive mobile access (phone/tablet) and support Windows laptops where applicable.
 - Allow authorized users to:
 - Create work orders from mobile devices
 - View assigned work orders and inspections
 - View detailed work order information (asset details, tasks, labor, materials, notes, attachments, history, status)
 - Update work order status
 - Record labor time and materials used
 - Enter defects during inspections
 - Ensure mobile transactions synchronize with the core system in near real time.
 - Enforce role-based access controls consistently across mobile and desktop.
 - Provide a streamlined interface optimized to minimize keystrokes in field conditions.
 - Support GPS/GIS capability to capture and display asset and work order locations (where applicable).

- **Barcode Scanning**
The system shall support barcode scanning functionality for
 - Assets (including wayside assets)
 - Work orders
 - Parts and materials
 - Scanning functionality shall be integrated with work management and inventory transactions.

- **Asset Management**
The system shall:
 - Allow manual creation of asset records and definition of asset number (e.g., Car Number).
 - Enforce read-only status of asset number after creation.
 - Support configurable asset categories and subcategories (e.g., Car, Wayside) without requiring code changes.
 - Allow assets to be assigned to one or more categories.
 - Support filtering, reporting, and RBAC by asset category.
 - Support assignment of assets to locations.
 - Provide parent-child hierarchy visualization with drill-down capability.
 - Support asset retirement/EOL processing including capture of year, odometer, and related attributes.
 - Support reporting on retired/EOL assets.

- **Inventory & Materials Management**
 - The system shall:
 - Store inventory and material records in the centralized database.
 - Allow issuing parts to work orders and decrement on-hand inventory.
 - Validate inventory availability prior to assignment.
 - Support min/max thresholds and automatic purchase request generation.
 - Support inventory movement between:
 - Locations
 - Bins
 - Statures (e.g., quarantine)
 - Allow authorized inventory quantity adjustments (+/-).

- Log all inventory adjustments including:
 - User
 - Date/time
 - Previous value
 - New value
 - Reason/comment (where applicable)
- Support traceability of:
 - Historical material consumption tied to work orders and warranty defects
 - Inventory movement history between bins/locations
- Procurement Support
The system shall:
 - Support the creation and processing of Purchase Requests, including Blanket Purchase Requests where applicable, to facilitate procurement activities in accordance with organizational policy and contract, such as approvals and approval workflows.
 - Support requisition-to-PO lifecycle visibility and association to work orders.
 - Support receiving assets/materials from purchase orders and increment inventory.
 - Provide configurable workflow routing for approvals with automated notifications.
 - Provide escalation/reminder notifications when approvals exceed defined timeframes (e.g., 24 hours).
- Reporting & Analytics
The system shall provide:
 - Ad hoc reporting with user-defined filter criteria.
 - Multi-criteria search functionality including:
 - Partial (“contains”) search on component descriptions
 - Keyword search across description fields (manufacturer, model, part number)
 - Search by work order number, part number, assigned individual
 - Filtering and sorting search results.
 - Reporting and analytics including:
 - Performance reporting
 - Asset reporting
 - Maintenance history export (Car and Wayside)
 - Lifecycle cost tracking / TCO
 - Labor actual vs. estimate variance
 - Accident-related reporting
 - Inventory audit reporting
 - Federal mandated safety inspection reporting
 - Support saving, copying, and naming reports per user-defined conventions.
 - Support report-level permissions (Read, Modify Criteria, Delete).
 - Support private vs. published report designation.
 - Support scheduled recurring report generation and email distribution.
- Security & Administration
The system shall:
 - Support creation of users for OCTA and non-OCTA domains.
 - Allow administrators to assign and modify role-based permissions aligned with business line.
 - Enforce RBAC (Role-Based Access Control) consistently across desktop and mobile platforms.

- Restrict users to view/edit only assigned work orders and inspections where required.
- Support creation of new roles aligned to application configuration for third-party contractor.
- **Integration & Technical Requirements**
The vendor shall:
 - Support secure integration leveraging Phase 1 integrations via API or approved mechanisms.
 - Document integration approach including:
 - Systems interfaced
 - Data elements exchanged
 - Data ownership
 - Security/authentication methods
 - High-level error handling approach
 - Support devices of mixed technology and device types (i.e., Windows, IOS, Android, Tablets, Phones)
- **Vendor Responsibilities**
The vendor shall:
 - Assess the current environment and identify gaps to support OC Streetcar and Wayside operations.
 - Provide documented recommendations and remediation strategies.
 - Provide written training documentation.
 - Provide hands-on training to front-end users.
- **Training, Documentation & Governance Deliverables**
The vendor shall:
 - Deliver hands-on training for configured OC Streetcar roles and users.
 - Provide written, role-based training materials.
 - Deliver technical documentation detailing configuration, integration, and system design.
 - Update BDD, ICD, and Configuration Matrix documentation.
 - Ensure all documentation complies with OCTA formatting standards.
 - Deliver all documentation in both native editable format and PDF format.

3.3 HIGH-LEVEL SCOPE

3.3.1 CFR

In-Scope Functional Domains

- The project includes configuration and enablement of CFR as a segregated business unit within OCTA's existing Octave Attune EAM environment. This includes business unit hierarchy configuration and data segregation; independent CFR inventory and procurement configuration; selective integration enablement and integration disablement in accordance with contractual requirements; work management and accident data capture configuration; CAD/manual import and document association; advanced reporting and dashboard configuration; secure mobile access configuration; and audit logging and compliance configuration.

In-Scope Implementation Activities

- Implementation activities include configuration of CFR-specific locations, warehouses, and inventory status structures; configuration of the procurement module to support independent CFR operation; modification of Phase 1 integration

files and development of new interfaces as required; excluding Tribologik, Finance Enterprise, and Workday; data migration support for starting inventory using Octave Attune templates; configuration of role-based access controls for OCTA and non-OCTA domain users; setup of configurable workflows, approvals, and alerts; implementation of audit trail and traceability controls; testing support for both enabled and disabled interfaces; and production deployment support.

Documentation and Training Deliverables

- The Vendor shall provide hands-on training for CFR-configured roles, conduct Training sessions for designated OCTA and CFR personnel, and deliver written role-based training materials. The Vendor shall also provide technical documentation detailing system configuration, integration, and design, update BDD, ICD, and Configuration Matrix documentation, and ensure that all documentation is delivered in OCTA-approved format in both native editable and PDF versions.
- Deliver organization-wide visibility of inventory and part data.
- Enable facility-level dashboards and analytics.
- Configure secure role-based access for internal users.
- Ensure standardization of operational workflows and reporting tools.

Out of Scope (Unless amended)

- The following items are out of scope unless formally amended: activation of disabled enterprise financial integrations for CFR; modifications to OCTA ERP (One Solution); custom software development beyond agreed configuration; hardware procurement; and changes to OCTA enterprise security architecture beyond CFR role configuration.

In-Scope Operations

- Work Order Document Access
- Users will be able to access associated Part Diagrams and Manuals directly from a work order.
- Part Selection and work order Application.
- Users will be able to select a specific part identified within a Manual and apply it to the related work order.
- The selected part may be flagged for procurement if not available.
- If available in inventory, the part may be decremented accordingly.
- Document Library Management.
- The application will include a centralized document library designed to store Parts Diagrams and Manuals.
- New Document Upload Capability.
- Users with appropriate access permissions will be able to upload new Parts Diagrams and Manuals into the application library.
- Replacement Document Upload Capability.
- Users with appropriate access permissions will be able to upload replacement versions of existing Parts Diagrams and Manuals into the application library.

Out of Scope (Unless amended)

Document Creation or Editing: The creation, modification, or authoring of Parts Diagrams and Manuals within the application.

- Advanced Document Management Features: Version comparison, redlining, document workflow approvals, or automated document lifecycle management beyond basic upload and replacement.
- Integration with External Document Repositories: Automated synchronization or integration with third-party document management systems.

- Automated Inventory Replenishment Logic: Advanced procurement automation, supplier selection, or purchase order generation beyond identifying a part for procurement.
- Complex Inventory Management Enhancements: Inventory forecasting, multi-warehouse optimization, or advanced allocation logic outside of standard decrementing functionality.
- Role and Permission Framework Redesign: Changes to the existing access control model beyond enabling upload permissions for authorized users.
- Mobile-Specific Enhancements: Dedicated mobile application functionality and offline document access capabilities.

3.3.2 OC Streetcar

In-Scope Functional Areas

The project includes configuration and deployment of Octave Attune EAM to support:

- Asset management and lifecycle tracking (Cars and Wayside)
- Preventive maintenance scheduling and fully digital inspections
- Work order management for planned and unplanned maintenance
- Mobile-enabled field execution
- Inventory and materials management
- Procurement workflow integration
- Reporting and analytics, including regulatory and accident-related reporting
- Role-based security and user administration
- Integration with approved Phase 1 systems

Implementation Activities

- System configuration aligned to approved requirements
- Migration of paper-based inspection and work order forms to digital templates
- Configuration of workflows, notifications, and escalation rules
- Setup of barcode-enabled processes
- Configuration of audit logging and compliance tracking
- Integration configuration via approved APIs
- User role and permission configuration (RBAC)
- System testing support
- Production deployment
- Training delivery (documentation and hands-on sessions)
- Gap assessment and recommendations

3.4 KEY DELIVERABLES

- Configured EAM production environment
- Digital inspection and work order templates
- Configured preventive maintenance schedules
- Mobile enablement configuration
- Reporting framework and standard reports
- Security configuration documentation
- Integration documentation
- Gap assessment report
- Training materials and completed training sessions

3.5 OUT OF SCOPE (UNLESS AMENDED)

- Hardware procurement
- Custom development beyond agreed configuration
- Redesign of third-party systems outside defined integrations
- Organizational restructuring or enterprise-wide process reengineering

4. CONSULTANT RESPONSE TO PROPOSAL

OCTA is soliciting proposals from qualified software licensors, authorized distributors, and certified value-added resellers of eligible software products. Consultants are encouraged to propose the most current and effective technology solutions that align with OCTA's objectives and meet the specific requirements outlined in the "Business Requirements – EAM Phase 2.xlsx."

By submitting a proposal, the Consultant acknowledges that they have reviewed and understand the following documents and criteria:

- Evaluation Criteria
- Project Goals, Objectives, and High-Level Scope
- Attachment A: "Business Requirements – EAM Phase 2.xlsx."

5. TECHNICAL PROPOSAL

5.1 FIRM QUALIFICATIONS

As part of the proposal, the Consultant shall provide a comprehensive statement demonstrating their qualifications for selection. This shall include:

- A detailed summary of technical experience in performing work of a closely similar nature
- An overview of the firm's overall strength and organizational stability
- An assessment of the strength, stability, experience, and technical competence of any proposed subcontractors
- Client references that are close in nature to the project needs and/or industry alignment.

This information will be used as a basis for evaluating the Consultant's capability to successfully perform the services described in this Statement of Work and [C250192_RFP 250192]

5.2 STAFFING AND PROJECT ORGANIZATION

The Consultant shall possess demonstrable experience in the implementation of the software solution specified for this project. Additional information regarding expected qualifications and response requirements is provided in Section III, Evaluation and Award.

5.3 TECHNICAL SOLUTION DESIGN (TSD) NARRATIVE

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

5.4 PROPOSED PROJECT SCHEDULE

For the purposes of the proposal, the schedule shall identify all phases and the high-level tasks in sufficient detail. Tasks shall be grouped into the project phases and shall include all the relevant deliverables and project milestones. The tasks shall identify Resources, Duration of tasks, and Predecessor relationships (whenever applicable). The schedule shall indicate the tasks for which OCTA is responsible.

During the project implementation effort, a more detailed project schedule shall be required (as described in Task 1 – Project Schedule), which shall incorporate OCTA-specified modifications, including duration and start-date modifications, as necessary, to align with their regular work-day activities, business cycles, holidays, and other work-day constraints. This alignment may result in 8 to 12 weeks of additional project duration if sufficient time was not allocated for OCTA to conduct reviews/approvals of project documentation, testing, etc.

5.5 ROLES AND RESPONSIBILITIES MATRIX

Provide the number of resources, and their respective roles.
Provide an organization chart that reflects to whom the project personnel report.

ATTACHMENT A

Consultants shall utilize the Microsoft Excel spreadsheet provided as part of this RFP package to respond to all questions pertaining to Attachments A. The complete Excel spreadsheet must be included in the proposal submittal. Supplementary screenshots are not required and should not be included as part of the supporting documentation.

PRICE SUMMARY SHEET

Consultants shall utilize the Microsoft Word provided as part of this RFP package. The completed Price Summary Sheet must be included in the proposal submittal.

Prices should include all direct costs, indirect costs, profit, and applicable taxes. The Authority intends to award a firm-fixed price contract for project up to two years in length. The two-year contract term shall start upon contract execution.

(Reference for detailed task descriptions in Section 10. Contract Tasks.)

6. DEMO/INTERVIEW

Consultants may be invited to participate in a system demonstration and/or interview as part of the evaluation process. The purpose of the demonstration is to allow the Consultant to present key functionalities of the proposed solution with specific emphasis on how the platform supports OC Streetcar, and CFR operations within a multi-business line environment, including accommodation of differing processes, asset structures, integrations, and operational requirements. The demo/interview shall use examples within the application where applicable. For other areas, the vendor may use a narrative to describe the proposed solution.

6.1 CFR

- CFR Inventory Segregation + Controlled Issuance
 - Goal: Prove CFR Contractor can only issue parts from CFR locations and cannot touch OCTA inventory.
 - Inventory locations assigned to CFR (separate storerooms/warehouses/bins/statuses).

- Issue parts to CFR work order → system allows only CFR inventory locations, blocks OCTA locations.
- Independent CFR inventory operations: separate stock records, transactions, and controls (vendor-owned inventory at non-OCTA sites maintained separately).
- Inventory statuses and movement: On-Hand → Quarantine / Restricted, with balances and full history.
- Callouts to emphasize: Audit trail on every transaction (user, timestamp, part, qty, location, warehouse/status).
- CFR On-Hand Management + Audit-Ready Adjustments
- Goal: Prove CFR Contractor can view/edit only their inventory with proper roles and every adjustment is logged.
- Vendor should show:
 - CFR user views on-hand inventory for their authorized location(s) only.
 - CFR user performs positive/negative quantity adjustment with required audit fields captured (user/date/part/qty/location/warehouse).
 - Inventory movement transactions within authorized locations (including quarantine moves), with detailed audit history.
- Reporting & Oversight (OCTA Governance + Contractor Access)
 - Goal: Prove OCTA oversight and CFR report access with security.
 - Vendor should show:
 - CFR users have same reporting tools (create/filter/schedule/export) but restricted to CFR-authorized data.
 - OCTA generates PM on-time performance reports to monitor CFR compliance.
 - Asset/inventory reporting with filters for single vs consolidated locations, including cost/no-cost views.
 - Accident-related work order reporting (classification field + required accident details + standard report + export/scheduled email).
- Mobile Parity
 - Vendor should show:
 - Mobile app doing the same core tasks as desktop: view/update work orders, record labor/materials, attach photos, scan barcodes (assets/work orders/parts/wayside).
 - Document mobile limitations vs desktop (explicitly list what differs).
 - Confirm: RBAC enforced consistently across desktop and mobile; near real-time sync.
- Work Orders + PM Priority Control + Maintenance History Continuity
 - Goal: Prove planned maintenance execution control, work order lifecycle, and cross-location asset history.
 - Vendor should show:
 - Inbox / Ready status filter for highest-priority PMs (and ability to assign priority to PM work orders).
 - Issue parts to a specific work order decrementing inventory; return part to a warehouse/bin as defective/warranty.
 - Asset transfer history: view maintenance history when asset moves between OCTA run location and non-OCTA run location.

- Digital Inspections- Prove paper-to-digital checklists with images, version control, mobile access, and reporting.
 - Vendor should show:
 - Checklist capabilities: pass/fail, measurements, comments, attachments (photos); completed records stored in asset maintenance history.
 - Version control of inspection templates.
 - Link from checklist/work order to Manufacturer repair guide/manual, and ability to attach manuals at asset/item level.
 - Ability to output inspection lists with images/drawings to PDF/Word.

6.2 OC STREETCAR

- Business Unit Enablement & Governance
Objective: Validate data isolation, security, and scalability without disrupting current configuration.
 - Business unit segmentation (OC Streetcar vs. existing OCTA operations)
 - Role-Based Access Control (RBAC) by business line
 - Example: Streetcar technician vs. OCTA user visibility
 - Report-level data segregation
 - Support for OCTA and non-OCTA users
- Preventive Maintenance & Digital Inspection Scenario (10 Minutes)
Objective: Demonstrate compliance, form fidelity, and traceability.
 - Meter-based PM schedule (with $\pm 10\%$ tolerance)
 - Upcoming maintenance alert
 - Launch digital inspection (e.g., 6-month service)
 - Record:
 - Pass/fail
 - Measurement
 - Comments
 - Photo attachment
 - Show inspection stored in asset history
 - Briefly reference federal mandated safety inspection configuration
- Mobile Field Execution
Demonstrate Streetcar technician workflow:
Objective: Validate mobile-first execution and real-time integration.
 - Assigned work order visible on mobile
 - Barcode scan of asset or result of data scanned in application
 - Update status (In Progress)
 - Record labor time
 - Issue part (inventory decrement)
 - Attach photo
 - Complete work order
 - Show near real-time synchronization on desktop
- Inventory, Procurement & Audit Controls
Objective: Confirm financial controls, traceability, and governance.
 - Issue part and show inventory movement traceability
 - Display audit log (user, timestamp, prior value, new value)
 - Show min/max threshold triggering purchase request
 - Demonstrate approval workflow with escalation example
 - Receiving against purchase order

- Accident Tracking & Reporting
Objective: Validate oversight, compliance reporting, and cost visibility
 - Classify work order as accident-related
 - Link to asset and external case reference
 - Show cost roll-up (labor + materials)
 - Run filtered accident report
 - Demonstrate maintenance history export
- Integration & Scalability Overview
Objective: Demonstrate sustainability and low operational risk.
 - Reuse of Phase 1 integrations
 - API-based integration framework
 - Scalability for additional business units
 - Confirmation of minimal impact to existing OCTA operations

The demonstration should reflect the Consultant's understanding of OCTA's requirements and clearly illustrate how the proposed solution fulfills the specified functional and technical needs."

7. OCTA RESOURCES

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

- A Project Steering Committee consisting of the Project Sponsors, and major stakeholders which will meet as needed (at a minimum, quarterly) to monitor progress and make any project decisions and course corrections that are needed.
- A Leadership Team consisting of Business Owners, including the OCTA Resources, and Information Systems (IS) departments which will meet regularly (every 2-4 weeks) to drive efforts and address issues.
- An OCTA IS Project Manager (PM).
- Technical lead(s), who will be available as needed. The technical lead will assist with technical efforts, such as: network configuration, security, databases.
- A Sr. Business Analyst (BA) and functional experts will be available as needed, based on the project schedule, at the request of the OCTA PM.
- One (1) or more power users from each department will be available as needed. They will assist with application use-case questions and testing.
- An Application Analyst (AA) will be assigned.
- System users will be available during certain testing periods. All users of the system will participate, provided they have received proper training.
- OCTA recognizes Mondays and Fridays as Flex-days. Meetings with OCTA staff shall be avoided on those days.
- There are no OCTA resources who will be 100% allocated to this project.

8. CONSULTANT SERVICES, EFFORTS, and DELIVERABLES

Consultant shall provide the following as part of this engagement. The details of each component are outlined in this Scope of Work (SOW), and within the Business Requirements.

- Project Management and Documentation – The various administrative efforts and documentation to implement this system / project.
- Application Software – The latest software version, including any related application software or modules required.
- Other Related Software – This includes all software utilities, report writers, workflow software, development tools, hardware drivers, etc., that are required to operate and maintain the application software.

- Annual Maintenance (if needed) – The annual maintenance and support for five (5) years for all additional third-party software that is being licensed. OCTA has an enterprise license for Octave Attune EAM.
- Provision, Install, Configure, Test, and Deploy the software and hardware – The services required to install, set-up and configure all software and hardware products.
- Software Interfaces and Reports – All electronic interfaces between the new system and OCTA's existing application systems, as well as the required custom reports.
- Data Migration and Conversion.
- Training for OCTA resources.
- Organizational Change Management (OCM).

9. CONSULTANT TEAM

Consultant's personnel shall accept the following as part of this engagement.

- Consultant's resources 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's resources shall work closely with OCTA PM to plan the expected work for each reporting/billing period. All project work shall be coordinated through the OCTA PM.
- Consultant shall provide each of their assigned resources a personal workstation (e.g., laptop PC) and cell phone.
- Consultant may use offshore resources where appropriate; however, the OCTA PM shall be aware and approve of the use of offshore resources. Consultant assumes full responsibility for the quality of the resultant deliverables and the timeliness of their delivery.
- Consultant's resources shall backup all work products at the end of each workday onto an OCTA designated storage device (a SharePoint repository or shared network drive setup for the Project Team). The intent is to create a collaborative work environment, providing visibility to work in progress.
- 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.
- Unless otherwise agreed to by the OCTA PM, Consultant's staff shall work onsite at OCTA's Orange, CA headquarters building or from a pre-authorized remote location. Exceptions require OCTA's PM approval for work performed offsite or offshore.
- All resources participating on Consultant's project team shall have sufficient comprehension of the English language to read, write, speak, and understand all job-related directions and discussions.
- All communication shall be in English, including verbal and written.
- Verbal and written communication shall be grammatically correct at a university grade-level.
- Consultant's resources shall be available from 8:00am to 5:00pm (Pacific Time), Mondays through Fridays, and on all U.S. working days.
- OCTA resources work a "flex schedule" (9/80 work week). As a result, Consultant shall plan to not conduct meetings with OCTA resources on Mondays or Fridays.
- Consultant shall provide all phone and desktop-sharing conference calling dial-in numbers and Uniform Resource Locators (URLs).
- 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.

- Consultant's resources shall respond to voicemail, email, and text messages within a reasonable amount of time, but under no circumstances shall the amount of time exceed two (2) business days. If a deadline or 'respond by' date/time is indicated in a communication by OCTA, it will be expected to be met unless it is considered unreasonable by Consultant. If so, Consultant shall immediately notify OCTA and provide a reasonable deadline that would need to be approved by OCTA.

10. CONTRACT TASKS

The following Tasks correspond to contractual payment schedule.

10.1 Task 1 – PROJECT PLANNING AND MANAGEMENT

Consultant shall designate a PM, who shall be the single point of contact for consultant. The following administrative project documentation, deliverables and actions (listed below) shall be produced, maintained, and made available by Consultant each week for OCTA to ensure accuracy and completeness.

Adequate time shall be allotted within the schedule for: OCTA's review of project documentation, revisions to be made by Consultant, and final approval by OCTA (including potentially the Project Sponsors, and Project Owners, when applicable) prior to the deadline of each document and deliverable. Upon approval, work will be authorized.

- **Project Schedule.** The schedule shall identify all tasks in sufficient detail (durations for each detailed task will not be greater than five (5) business days, unless approved by the OCTA PM). 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-Dates and End-Dates, Duration of tasks, and Predecessor relationships (whenever applicable). The schedule shall indicate the tasks for which OCTA is responsible.
- The project schedule shall need to incorporate OCTA-specified modifications, including duration and start-date modifications, as necessary, to align with their regular work-day activities, business cycles, holidays, and other work-day constraints for specific OCTA personnel who will be assigned to work on this project.
- The initial draft project schedule shall be submitted to OCTA with the Project Proposal. The project schedule may be further revised during the initial Planning phase, which shall include insertion of OCTA-specific tasks. Then, toward the end of the Design phase, the final project schedule will be approved by OCTA and then baselined to permit identification of future modifications to the schedule. The project schedule shall be updated weekly by Consultant's PM to accurately identify percent (%) physical work complete, or % effort complete (whichever is applicable).
- **Cost.** The applicable costs/fees shall be identified on the project schedule in a "Budget" column. Subsequently, "Amendment # 'x'" columns shall be added, as necessary, to reflect any amendments established during the project lifecycle. "Invoice # 'x'" columns shall be added, as necessary, for each project invoice. The amounts reflected within these columns shall align with the invoice payment schedule to accurately reflect monies due based on % Complete or Milestone (whichever is applicable). Alternatively, the Budget and Cost information may be managed within a separate spreadsheet which must tie to the Project Schedule for the purposes of tracking efforts completed, and their respective payments. Payments shall be reconciled against the project schedule. All invoices shall be accompanied by a current project schedule to show the monies tied to the project schedule.

- Roles and Responsibilities (R&R) Matrix. This matrix is to be structured in the form of a RACI (Responsible, Accountable, Consulted, Informed), including Resource Name, Title, Role, Billable Hourly Rate, and % Allocation to the project. Each project document and deliverable shall be identified in the RACI by phase. This matrix shall also clearly define Consultant's lines of communications during the project. The OCTA R&R Matrix template can be used if Consultant does not have a standardized RACI.
- Change Orders. If there are any modifications to Scope, Resources, Budget, or Schedule Consultant is required to 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.
- Issues, Risks, Action Items, Bugs, Future Enhancements Log (aka Item Log). 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. The Item log will reside in a Microsoft Teams site, unless pre-approved by the OCTA PM. If another system is approved to be utilized, the OCTA team must be provided with read/write access to Consultant's application. NOTE: a similar Item Log shall be maintained by the Consultant, and shall be accessible to OCTA, during post-implementation for system item-logging management purposes.
- Project Status Reports. Submitted to OCTA twice each month (and more frequently if the project is off-schedule, off-scope, or off-budget) and it will be received by noon. (Pacific Time) on the Friday it is due. The format for progress reporting can be in Consultant's format. Efforts shall be delineated within the status report for each workgroup (aka project workstream) to permit a clear representation of the individual efforts. The OCTA Project Status Report template can be used if Consultant does not have a standardized Status Report. However, the following elements must 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 will not be resolved in short-term; nothing to escalate. Yellow = project is at risk of slippage with one or more areas of schedule, budget, scope, and/or resources; deviation could be 10 to 20% of plan; the project team has a 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 one (1)-two (2) weeks.
 - Tasks and Key Deliverables 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 needed during the next reporting period.
 - Project Issues, including description, viable solution(s), owner, deadline, impact if not addressed by the deadline.
 - Project decisions made during the reporting period that impact schedule, scope, resources, or budget.

- Identification of Short-Term Risks, thirty (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, sixty (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.
- Project Meetings:
 - Consultant's project team shall co-lead the Kick-Off meeting with OCTA's PM. This shall be scheduled to occur after the signing of the contract and the acceptance of the project schedule. All Consultant's identified team members or their alternates are required to attend the meeting, unless approved by the OCTA PM. Consultant's PM shall discuss the project approach (describing how the project will 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.
 - Consultant's PM shall co-lead the ongoing Project Meetings, including the Kick-Off Meeting, and Status Meetings with OCTA's PM. The meetings shall be held at OCTA's facility in Orange, CA, but Consultant's team may attend the meeting by tele-conference. The purpose of the meetings shall be to review project status, project schedule, Item Log, resolution of issues, assess risk, determine corrective action as required, and to discuss future efforts. At a minimum, meetings with the OCTA's project team shall occur once every month to discuss project progress. Project Status Meetings with Key Stakeholders and Management shall occur at least every two (2) months, as deemed necessary by the OCTA PM. Attendance will be taken at each meeting.
 - Ongoing (working) Meetings shall primarily be led by Consultant PM, or Consultant Leads throughout the course of the project lifecycle.
 - Meeting Agendas. The content shall include a list of Topics, Start- and End-time for each Topic, Presenter, Follow-Up Items from previous meetings.
 - 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 (1) business day).
- Deliverables and Documentation:
 - Ancillary Project Deliverables. Detailed examples of any/all project-specific deliverables that shall be produced by 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 and approve the format and proposed content.
 - Documentation Repository. OCTA shall establish an MS Teams or MS SharePoint site for the project, to which Consultant shall have access. All 'master' versions of documentation shall be posted to this site by Consultant. The documents shall be 'checked-out, and -in' to provide control, versioning, and collaboration during the process of drafting the documentation. The project documentation must always be maintained within the Repository.
 - All Deliverables / Documentation must be submitted to OCTA in digital formats that are compatible with the OCTA Microsoft Office suite, or as approved by the OCTA PM.

Objectives

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

Deliverables

- Project Schedule
- Roles and Responsibilities Matrix
- Change Orders
- Item Log
- Project Status Reports
- Kick Off Meeting
- Various Meetings
- Meeting Agendas
- Meeting Minutes
- Ancillary Project Deliverables
- Documentation Repository
- Documentation Formats

10.2 Task 2 – REQUIREMENTS GATHERING

- 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 shall be conducted to gather the Requirements Documentation. This includes both the functional and the non-functional requirements. The JAD session must 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 shall 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 will be used for the Build/Configuration, and by the Test Team. The final Requirements deliverable must be approved by the OCTA Business and Technical teams.

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 and to solution.
- Define the user screen views.
- Define the reports required.
- Documentation that can be used during Build/Construction and Testing.

Deliverables

- Detailed and approved Requirements documentation in the form of a Requirements Matrix.

10.3 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, Consultant shall submit a design review package that includes the design and other information required for the review, including an architecture topology diagram, data flow diagram, hardware, and software versions, network, and security diagrams.

- Unless Consultant proposes an alternate approach, which is acceptable to OCTA, design review shall be divided into three distinct stages:
 - Conceptual Design Review
 - Preliminary Design Review
 - Final Design Review
 - Conceptual Design Review.
- The primary objectives of the Conceptual Design Review shall be to acquaint OCTA with 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:
 - Confirm Consultant's management team and the scope of supply of sub-suppliers.
 - Provide narrative descriptions of the major subsystems proposed by Consultant.
 - Identify information needs and decisions required from the agency.
 - Confirm that Consultant is familiar with the intended operations and maintenance environment.
 - Provide block diagrams showing functionality and interfaces between System Components and elements, such as OCTA's' systems, which are not to be provided by Consultant but affect the system provided by Consultant.
 - Review the software conceptual design, including block diagrams and features.
 - Consultant's staff shall work closely with OCTA to accurately complete the application implementation and configuration, as well as all related services. 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.
- Perform necessary application implementation and configuration.

Deliverables:

- Design Documentation that includes all implementation and configuration changes.
- Preliminary Design Review is designed to review the adequacy of the selected design approach and evaluate requirement conformance. At a minimum, the Preliminary Design Review shall include:
 - Detailed technical descriptions of the system's major components, allowing a thorough understanding of the implementation of the proposed System Components.
 - Interface diagrams.
 - Software system level flow charts, if applicable. Software data backup and recovery procedures.
- Updated Design Documentation
- Final Design Review shall be conducted when detailed design is complete. The Final Design Review shall determine whether the detailed design will 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:
 - Latest revisions of the drawings and documentation submitted for the Preliminary Design Review.
 - Data documentation at the second level, including all software development. documentation available or used in 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.
- Review of Consultant's final interoperability and integration with onboard systems, including verification and test plans.
 - Finalized Design Documentation
 - A comprehensive Security Plan, which is easily implemented via standard security tools, and which requires minimal maintenance to maintain OCTA's desired level of security.
 - Consultant's technical staff shall work with OCTA's security and project team to review security requirements in the new hosted environment.
 - Where necessary, Consultant's technical staff shall assist in evaluating consultant architecture and configuration as related to security and access.

10.4 Task 4 – CONSTRUCT / BUILD

- Consultant shall build / configure / customize the application to ensure compatibility with the system requirements. Changes shall be documented and reviewed with OCTA.
- 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 and reports.

Deliverables

- Documented System Configurations, including deviations to the system requirements.
- Test environment solution installed, configured, and developed addressing all listed.

10.5 Task 5 – TEST

Consultant shall be required to thoroughly test the application to ensure stability, performance, and system functionality prior to making the system available for OCTA testing efforts. Consultant shall develop the Test Plan, Test Cases, and Test Scripts

- Consultant shall develop a Test Plan for the entire project. The Test Plan shall address each type of testing.
 - The Test Plan shall include who is conducting the testing, what type of testing shall be conducted, when the testing shall be conducted, how long the testing shall be performed, where the testing shall be performed, the purpose of the test (why), and how to conduct the testing.
 - The testing shall include unit-, system-, integration-, load-, stress-, functional-, non-functional-, device-, and network-testing.
 - Testing may include backup and restore, and disaster recovery procedures.
 - Consultant's technical members shall assist OCTA project staff as needed, to complete all User Acceptance Testing.
- Test Cases are 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 shall include a Description, any assumptions or pre-conditions, the steps, and the expected result.

- OCTA will conduct a User Acceptance Testing (UAT) of all system functionality. The duration of UAT may be determined by a specific project. It is recommended the duration of UAT be approximately 5 weeks. Consultant shall be responsible for supporting the UAT efforts, including:
 - Clarifying system functionality.
 - Troubleshooting and correcting errors 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 will be completed.
- Acceptance Test success criteria are defined.
- Bugs are documented, prioritized, and resolved.
- Any necessary corrections or configuration changes are completed.
- All planned testing is completed successfully.

Deliverables:

- Test Plan
- Test Cases
- Test Scripts
- Automation scripts if automated testing is being conducted.
- Testing Results
- Defect logging in Item Log
- Stakeholder sign-off on the completed testing

10.6 Task 6 – TRAIN

- Consultant shall develop a Training Plan for the entire project. The Training Plan shall include the following information: who is conducting and attending the training, what the training will include, when and where the training will be conducted, the purpose of the test (why), and how the training will be conducted.
- Approved training artifact that describes the mediums that will be used (videos, manuals, classes, etc.).
- Training Documentation shall be provided that is comprehensive of the system features and functionality for specific use by OCTA Users in 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 shall describe and explain all features and functions of the application, how to use the application, and common troubleshooting techniques. This training shall include video tutorials, and training Quick Reference Guides.
- Consultant shall be required to provide training for IT (technical training), and System Administration, Super-Users, and End-User training for both OCTA and OCTA contracted employees.
- Training will be conducted at OCTA's administrative offices in Orange, CA. Other methods will require OCTA approval.

- Consultant should provide sufficient training time to ensure trainees are fully confident and competent to perform their job duties. The Consultant shall develop a training plan, to be delivered over a period of four (4) weeks prior to User Acceptance Testing (UAT) and an additional four (4) weeks prior to go-live. The proposed training delivery method and schedule must be submitted to and approved by OCTA prior to implementation. Any unused training hours shall be reimbursed to OCTA at the rate specified in the Consultant Hourly Rate table. The number of users for each role can be found in the Business Requirements Phase 2.xlsx spreadsheet tab B5.

Objectives:

- Ensure that the OCTA users can utilize the system to support their line of business. This includes but is not limited to:
 - Understand the purpose and scope of the EAM system and how it supports daily operations
 - Navigate the system interface, including dashboards, menus, and key modules
 - Locate and interpret asset records, including maintenance history and status
 - Create, update, and complete work orders accurately
 - Perform asset lookups using search and barcode scanning (if applicable)
 - Execute standard maintenance activities (inspections, preventive maintenance, corrective work)
 - Follow proper data entry standards to ensure data quality and consistency
 - Understand user roles, permissions, and responsibilities within the system
 - Attach and retrieve supporting documentation (e.g., manuals, images, invoices)
 - Track asset movements, transfers, and status changes
 - Recognize and follow audit trail and compliance requirements
 - Use reporting tools or dashboards to view work status and performance metrics
 - Identify common errors and know how to resolve or escalate issues

Deliverables:

- 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.
- Training Documentation, including Quick Reference Guide, manuals, outlines, lesson plans, etc., either paper or digital, for each training session.

10.7 Task 7 – DEPLOY

- 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 will commence using the application as a Production system.
- Go-Live Assessment, Consultant's PM shall prepare a Readiness Assessment Report for submission to OCTA's Project Sponsors. 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 will be documented.
- Go-Live Plan meeting shall be held prior to production deployment to review the Implementation (Deployment) Plan. The Implementation Plan shall include who is participating in the deployment, what the deployment will encompass, when the deployment efforts/tasks will be conducted, where the deployment will be performed.
- Consultant and OCTA PM 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 shall be included within the Implementation Plan.

- A Deployment Checklist must be documented to ensure all changes are moved to production accurately and completely.
- Consultant and OCTA shall conduct dress rehearsal Go-Live walk throughs and exercises as necessary to verify that the Deployment Checklist is complete and can be completed in the time allotted for Go-Live.
- A Support Plan must be implemented to follow a structured time allocation, with defined days of service to be provided each week. Service level expectations will be highest during the initial phase and will be systematically reduced over time.
- OCTA requires that all changes to the Production environment be approved by the project sponsor, business owner, and OCTA PM.
- Go-Live / Deployment, execute the build and configuration of the solution into the production environment.

Objectives:

- Complete Readiness Assessment Report.
- Identify outstanding tasks and identify estimated completion dates.
- Prepare the implementation efforts.
- Approved Change Control.
- Plan for support-related activities.
- Create schedule.
- Determine Production Validation tests.
- Fully configured, installed and operational solution in a production environment.
- Create all identified data interfaces.
- 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.
- Production environment solution installed and configured addressing all listed requirements (including all identified interfaces).

Deliverables:

- Readiness Assessment Report.
- Draft the Implementation (Deployment) Plan.
- Approved Implementation (Deployment) Plan.
- Go-Live Schedule.
- Deployment Checklist.
- Production Validation Tests.
- Go-Live Support Plan.
- Approved Change Control.
- Final Acceptance, consultant shall assist OCTA in evaluating results of Production Acceptance Testing. Based on the outcome of this testing, decisions related to setup and processes may need to be re-evaluated to achieve desired results.
- Approved Validation Test scripts.
- Updated System Documentation (based on deployment revisions).
- Updated Items Log that with any remaining defects that must be addressed.
- Deployment Acceptance.

10.8 Task 8 – POST-DEPLOYMENT SUPPORT / WARRANTY

- The warranty period shall begin on the Go-Live date if all bugs and defects previously reported during testing have been resolved to OCTA's satisfaction. Go-Live constitutes the date when the solution is formally accepted in writing.
- OCTA expects Consultant to provide system warranty. Following system acceptance of the application, Consultant shall warranty their work to conform to requirements set forth in this Scope of Work, for a minimum of ninety (90) calendar days after final software solution is accepted. Consultant shall correct and repair, at no cost to OCTA, any defect, malfunction, or non-conformity that prevents the application from performing in accordance with requirements set forth in this Scope of Work.
- Previously reported during testing must be fixed to 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 Consultant to proceed with the Go-Live in production to allow 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 will be provided to commence the warranty period after all remaining issues have been fixed by Consultant and accepted by OCTA.
- Consultant shall provide Help Desk Services to troubleshoot and resolve system issues or questions. Consultant shall provide a support phone number and website where issues can be raised, documented, managed, and monitored.

Objectives:

- Ensure resolution of all pre-Go-Live defects and system issues to OCTA's satisfaction.
- Support system functionality in alignment with the Scope of Work during the warranty period.
- Deliver Help Desk services for issue resolution and end-user support plan ongoing support clearly defined.
- Provide access to a support phone line and web portal for issue tracking.
- Provide a minimum 90-calendar-day warranty beginning after Go-Live and final system acceptance.

Deliverables:

- Help Desk contact information, web-based tracking tool, Help Desk services and software fixes, where appropriate.
- Regular installation of software patches or releases to the application.

11. ATTACHMENT A: BUSINESS REQUIREMENTS

This section includes an outline of the various worksheets within “Business Requirements – EAM Phase 2.xlsx”

11.1 A1: VENDOR RESPONSE INSTRUCTIONS

Definitions for Consultant Response to the Business Requirements:

Functional Requirements List	
OCTA's Priority	Description
1 - Required-Automated	Current OCTA GMS functionality, solution must have in core application.
2 - Required-Manual	Manual process at OCTA, solution must have the ability to automate.
3 - Preferred-Automated	Current OCTA GMS functionality preferred.
4 - Preferred-Manual	Manual process at OCTA, the ideal solution would have the ability to automate. If functionality is not available provide alternative solution.
5 - Nice to have	Process that is neither manual or in OCTA's current solution but would be beneficial to OCTA.
6 - Out of Scope	Not available.

Non-Functional Requirements List	
OCTA's Priority	Description
1 - Required, if solution is hosted (cloud-based)	Software is hosted (cloud-based) and non-functional requirement can fully be met.
2 - Required, if recommending on-prem environment	Recommending an on-prem environment and the non-functional requirement can fully be met.
3 - Nice to have	Process that is neither manual or in OCTA's current solution but would be beneficial to OCTA

Responses for both Functional and Non-Functional Requirements	
Proposed Solution's Capability	Description
Yes:	Software has the ability to meet the requirements functionality.
Exception:	Software has the ability to meet the requirement, explanation required.
Future Enhancement:	Software feature is approved and the product roadmap and includes a timeframe.
Not Available:	Software does not have the functionality and no plans for the function in product roadmap.

Method to Implement	
Method to Implement	Description
OoTB with configurations:	The "Out-Of-the-Box" product has this capability using system configuration(s) .
Software customization:	Requirement can be met when software is customized.
Software customization and 3rd party software:	Both a product customization and 3rd party software would be required to meet this requirement.
3rd party software:	Other customers accomplish this requirement using 3rd party software.

Responses for All Vendors Tables Worksheet	
Proposed Solution's Capability	Description
Y	Yes, the firm can fully meet the requirement;
N	No, the firm cannot meet the requirement;
E	The firm has an Exception to the requirement. If "E", then the firm shall describe what the firm can or cannot do. (Firms can use (Exhibit F, Exceptions and Deviations Form), if the complete description of the Exception does not fit in the cell provided.

11.2 A2. FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS

Consultant shall submit the Requirements Lists in .xls format with Consultant's proposal. Provide a response for each individual functional and non-functional requirement relevant to how Consultant's system meets the respective requirement. The figure below is a screen shot of the Requirements List Microsoft Excel file. OCTA's requirements are organized by Category / Department, Sub-category / Process, and Priority. Consultant is expected to review these requirements in detail and indicate their understanding by populating the proposed system's capability, method to implement, costs for customizations, and third-party software, and any relevant comments and assumptions (columns F through K of the Requirements List Microsoft Excel file).

- **Proposed Solution's Capability:** Does the solution meet the requirement?
- **Method to Implement:** How is the requirement achieved?
- **Software Customization Costs & 3rd Party Software Costs** shall be provided if the requirement shall be accomplished by implementing a software customization or third-party software. If a software customization or a piece of

third-party software is software is proposed to satisfy multiple requirements, then the cost by line item is not required. Instead, Consultant shall reference the customization, or third-party software in their requirements response (with a designation, example: “A,” “B” “C,.”), and include the customization or third-party software and interface development costs in the “List of Software and Technical Components table.”

- **Consultant Comments** may be added to Consultant’s response for any requirement. If customization or partial customization is indicated, then Consultant shall explain level of effort and risk. If future release is expected, Consultant shall indicate target release number and date within project timeline. If third-party software is proposed, Consultant shall indicate which software.
- **Consultant Assumptions** shall be identified and included, as applicable.

(Screen shot of Requirements List Response Sheet)

INFORMATION PROVIDED BY OCTA				TO BE UPDATED BY THE PROPOSER					
System Requirement	Category / Department	Sub-category / Process	OCTA's Priority	Proposed Solution's Capability	Method to Implement	Software Customization Cost	3rd Party Software Cost	Dependencies	Assumptions
Provide functionality that supports Defect Management	Bus Maintenance	Defect Management	1 - Required						
Reporting and Analytics (MR Report)	Bus Maintenance	Reporting and Analytics	1 - Required						
a. Standard System Reporting (OCTA currently has about 60 Business Objects reports)									
b. Performance Reporting									
c. Asset Reporting									
d. Lifecycle cost tracking (TCO)									
e. What does it cost to maintain the asset (at the part level), such as Total Cost of Ownership (TCO)									
Support reports that are required and included in the ERM	Bus Maintenance	Reporting and Analytics	1 - Required						
Provide functionality that supports Preventive (Scheduled) Maintenance Management Using Work Plans and Work Orders, which include Job Plan details (Steps to do job, materials, etc.)	Bus Maintenance	Scheduled (Preventive) Maintenance	1 - Required						
Provide functionality that supports Unscheduled Maintenance	Bus Maintenance	Unscheduled Maintenance	1 - Required						
Desktop and Mobility	Bus Maintenance	Mobility	1 - Required						
a. Maintenance Mobility: show work details, defect management, access work order to log time and materials, and show progress									
b. Materials Management Mobility: Receiving, Issuing, Cycle									

If the Requirement will be accomplished by software customization, or by 3rd Party software, include cost estimates.

Drop-down options for responses.

The “Proposed Solution’s Capability,” and the “Method to Implement” columns (H and I) contain drop-down responses for each requirement.

Category / Process	OCTA's Priority	Name of Software or Customization	Proposed Solution's Capability	Method to Implement	Software Customization Cost	3rd Party Software License Cost	Consultant's Comments	Consultant's Assumptions
Information Security	1 - Required							
Information Security	1 - Required							
Software	1 - Required							
Software	1 - Required							
Integration, and Data Migration	1 - Required							
Integration, and Data Migration	1 - Required							

Drop-down option for Vendor's responses.

11.3 A3: VENDOR QUESTIONNAIRE

Use the table to identify software and hardware requirements, as well as software support responses and other system highlights. This table shall be submitted as part of Consultant’s proposal.

A3. SECTION: PROJECT IMPLEMENTATION TASKS AND DELIVERABLES TABLE

Use the table to indicate a clear response to the project implementation tasks and deliverables under Section 7 of the SOW, “Contract Tasks”. This table shall be submitted as part of Consultant’s proposal. Consultant may respond to this table with three (3) options:

- Y** - Shall be delivered per SOW description
- E** – Shall be delivered, with exception (Please add comments to describe the exception)
- N** - Shall Not be delivered (Please add comments to explain why deliverable cannot be met)

11.4 B1: TERMS AND DEFINITIONS

Defines OCTA acronyms and our terminology that may be found throughout the requirements.

11.5 B2: REPORT_FORMS LIST

For the purpose of defining the reporting requirements, we have included a list of reports and or forms.

11.6 B3: ARTIFACTS_FREQUENCY LIST

For the purpose of defining the reporting requirements, we have included an outline of artifacts, and frequency of use.

11.7 B4: INTERFACES AND DATA EXCHANGE

A listing of interfaces and data exchanges that must be supported as part of the implementation effort.

11.8 B5: SYSTEM USERS

The number of users that must be supported as part of the software licensing.

11.9 B6: HARDWARE

Awareness of the peripherals that should be considered in testing.

11.10 B7: LOCATION DEMOGRAPHICS

Provides insight to the locations impacted.

11.11 B8: BUSINESS PROCESS FLOW DIAGRAMS

Business process flows that demonstrate the business processes

11.12 B9: OCTA SYSTEM TOPOLOGY DIAGRAM

Describes the current and future state of system connectivity.

12. SOFTWARE PERFORMANCE SERVICE LEVEL AGREEMENT (SLA)

Software performance expectations are provided. Service-level requirements are provided within the Functional and Non-Functional Requirements List as well as the additional worksheets in Attachment A.

The descriptions of issue criticality, priority level, and resolution timing are described below.

- **Priority Level Descriptions**

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 work-around. 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. 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 workaround 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.

13. LIMITATION ON GOVERNMENTAL DECISIONS

Nothing contained in this scope of work permits the Consultant's personnel to authorize or direct any actions, votes, appoint any person, obligate, or commit OCTA to any course of action or enter into any contractual agreement on behalf of OCTA. In addition, Consultant's personnel shall not provide information, an opinion, or a recommendation for the purpose of affecting a decision without significant intervening substantive review by OCTA personnel, counsel, and management.

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VENDOR TO COMPLETE and or REVIEW

- [A1. VENDOR RESPONSE INSTRUCTIONS](#)
- [A2. FUNTIONAL REQUIREMENTS LISTS](#)
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- [A3. VENDOR QUESTIONNAIRE](#)

SYSTEM REFERENCE DOCUMENTS

- [B1: TERMS DEFINITIONS](#)
- [B2: REPORT AND FORMS LIST](#)
- [B4: INTERFACES AND DATA EXCHANGE](#)
- [B5: SYSTEM USERS](#)
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- [B8: BUSINESS PROCESS FLOW DIAGRAMS](#)
- [B9: OCTA SYSTEM TOPOLOGY DIAGRAMS](#)



A1. Vendor Response Instructions

**Note: Please use the following table to respond to A2 Functional and non-Functional Requirements*

Functional Requirements List TAB A2. FUNCTIONAL Column G

OCTA's Priority	Description
1 - Required	Solution must have in core application.
2 - Nice to have	Process that is neither manual or in OCTA's current solution but would be beneficial to OCTA.
3 - Out of Scope	Not available.

Non-Functional Requirements List TAB A2. NON-FUNCTIONAL Column D

OCTA's Priority	Description
1 - Required, if solution is hosted (cloud-based)	Software is hosted (cloud-based) and non-functional requirement can fully be met.
2 - Required, if recommending on-prem environment	Recommending an on-prem environment and the non-functional requirement can fully be met.
3 - Nice to have	Process that is neither manual or in OCTA's current solution but would be beneficial to OCTA

Responses for both Functional and Non-Functional Requirements TAB A2. FUNCTIONAL and NON-FUNCTIONAL *Please use the following table to respond to requirements*

Proposed Solution's Capability	Description
Yes:	Software has the ability to meet the requirements functionality.
Exception:	Software has the ability to meet the requirement, explanation required.
Future Enhancement:	Software feature is approved and the product roadmap and includes a timeframe.
Not Available:	Software does not have the functionality and no plans for the function in product roadmap.

Method to Implement	Description
OOtB with configurations:	The "Out-Of-the-Box" product has this capability using system configuration(s) .
Software customization:	Requirement can be met when software is customized.
Software customization and 3rd party software:	Both a product customization and 3rd party software would be required to meet this requirement.
3rd party software:	Other customers accomplish this requirement using 3rd party software.

Responses for Vendor Questionnaire TAB A3 - PROJECT IMPLEMENTATION TASKS AND DELIVERABLES SECTION

Proposed Solution's Capability	Description
Y	Yes, the firm can fully meet the requirement;
N	No, the firm cannot meet the requirement;
E	The firm has an Exception to the requirement. If "E", then the firm shall describe what the firm can or cannot do. (Firms can use (Exhibit F, Exceptions and Deviations Form), if the complete description of the Exception does not fit in the cell provided.



INFORMATION PROVIDED BY OCTA								TO BE UPDATED BY THE PROPOSER / VENDOR					
	System Requirement	Business Area	Type	Process Category	Process Type	Task/Action	OCTA's Priority	Proposed Solution's Capability	Method to Implement	Software Customization Cost	3rd Party Software Cost	Comments	Assumptions
1.0	As a CFR Contractor, I can issue parts to CFR work orders only from inventory locations assigned to CFR and shall prevent issuance from OCTA or other business inventory locations.	Contracted Fixed Route (CFR)	Functional	Inventory Management	Inventory Control	Assign/Select	1 - Required						
2.0	The system shall ensure that CFR Contractor users have the ability to issue inventory exclusively from inventory locations assigned to CFR.	Contracted Fixed Route (CFR)	Functional	Inventory Management	Inventory Control	Assign/Select	1 - Required						
3.0	The system shall enable the CFR Contractor to maintain and manage its inventory independently from OCTA inventory operations, including separate inventory locations, stock records, transactions, and controls.	Contracted Fixed Route (CFR)	Functional	Inventory Management	Inventory Control	Assign/Select	1 - Required						
4.0	The system shall support segregation of parts inventory at Non-OCTA operated locations (e.g., CFR Contractor / non-OCTA domain users), with inventory ownership remaining with the vendor and maintained separately from OCTA inventory records, balances, and transactions.	Contracted Fixed Route (CFR)	Functional	Inventory Management	Inventory Control	Assign/Select	1 - Required						
5.0	As an OCTA user, I will have the ability to upload/enter initial inventory for CFR Contractor run location: -User Name -Date of Update -Part Number -Part Description -Qty -Location (Infor example Store/Location) -Price	Contracted Fixed Route (CFR)	Functional	Inventory Management	Inventory Control	Create	1 - Required						
6.0	CFR Contractor/non-octa domain will have the ability to view on hand inventory.	Contracted Fixed Route (CFR)	Functional	Inventory Management	Inventory Control	View	1 - Required						
7.0	CFR Contractor/non-octa domain will have the ability to edit on-hand inventory for their respective location only with the necessary role assignment.	Contracted Fixed Route (CFR)	Functional	Inventory Management	Inventory Control	Edit	1 - Required						
8.0	The system shall provide the ability for CFR Contractor (Non-OCTA domain) users to perform inventory quantity adjustments (positive and negative) within their authorized inventory locations and shall capture complete adjustment audit details, including: -User Name -Date of Update -Part Number -Part Description -Qty -Location (For example Store/Location) -Warehouse	Contracted Fixed Route (CFR)	Functional	Inventory Management	Inventory Control	Edit	1 - Required						
9.0	The system shall allow third-party vendor (Non-OCTA domain) users to manage and record inventory movements within their authorized inventory locations. All inventory movement transactions shall capture and retain detailed audit information, including: -User Name -Date of Update -Part Number -Part Description -Location (For example Store/Location) -Inventory Adjustments (Qty) -Data of Adjustment (MMDD/YYYY) -Warehouse (i.e. moving part a quarantine warehouse)	Contracted Fixed Route (CFR)	Functional	Inventory Management	Inventory Control	Edit	1 - Required						
10.0	The system shall support the use of a common asset identifier selection (e.g., Bus Number) across both OCTA and Non-OCTA operated locations, enabling authorized users to reference the same asset records regardless of location or domain.	Contracted Fixed Route (CFR)	Functional	Asset Management	Asset Setup	Assign/Select	1 - Required						
11.0	The system shall support multiple warehouse and inventory status designations to enable movement of materials between locations (e.g., On-Hand to Quarantine), while maintaining accurate inventory balances and full transaction history.	Contracted Fixed Route (CFR)	Functional	Inventory Management	Inventory Control	Assign/Select	1 - Required						
12.0	The system shall assign CFR Contractor users to defined role-based access control (RBAC) profiles that restrict system access, data visibility, and transaction permissions in accordance with their authorized business functions.	Contracted Fixed Route (CFR)	Functional	Security & Administration	User Management	Access	1 - Required						
13.0	The system shall enable CFR Contractor users to utilize the same reporting tools and features currently available to OCTA users, including report creation, filtering, scheduling, and export, while enforcing role-based permissions and restricting access to authorized data only.	Contracted Fixed Route (CFR)	Functional	Reporting & Analytics	Custom Reports	Assign/Select	1 - Required						
14.0	The system shall provide OCTA with the ability to generate Period Preventive Maintenance (PM) on-time performance reports to monitor CFR compliance and ensure proper oversight of scheduled maintenance activities.	Contracted Fixed Route (CFR)	Functional	Reporting & Analytics	Custom Reports	Create	1 - Required						
15.0	The system shall support inventory reporting with configurable filters for single or consolidated locations, including cost and no-cost reporting views.	Contracted Fixed Route (CFR)	Functional	Inventory Management	Inventory Control	Create	1 - Required						
16.0	Application will support the ability to view asset maintenance history when asset is transferred from an OCTA run location to a Non-OCTA run location.	Contracted Fixed Route (CFR)	Functional	Asset Management	Asset Setup	View	1 - Required						
17.0	The system shall allow CFR Contractor users to manually enter and maintain employee hourly labor rates for use in work order cost calculations, subject to role-based access controls.	Contracted Fixed Route (CFR)	Functional	Maintenance Management	Work Orders	Create	1 - Required						
18.0	EAM PM Inbox shall provide a filter to sort PMs by Meters 1 due, minimum date due, hours used, calendar days, or other criteria identified by OCTA.	Contracted Fixed Route (CFR)	Functional	Security & Administration	User Management	Edit	1 - Required						
19.0	Ability to issue parts associated to a specific workorder, decrementing from on hand inventory.	Contracted Fixed Route (CFR)	Functional	Inventory Management	Inventory Control	Assign/Select	1 - Required						
20.0	Ability to return a part as defective/warranty in to its specific warehouse. (i.e. shelf and or bin).	Contracted Fixed Route (CFR)	Functional	Inventory Management	Inventory Control	Assign/Select	1 - Required						
21.0	Ensure mobile device solution replicates desktop application functionality.	Contracted Fixed Route (CFR)	Functional	Mobile Functionality	Mobile Work Orders	Assign/Select	1 - Required						
22.0	Vendor Document mobile device solution limitations that differ from desktop application.	Contracted Fixed Route (CFR)	Functional	Mobile Functionality	Mobile Work Orders	Assign/Select	1 - Required						
23.0	the CFR Contractor Ability to create material part numbers and associate to specific locations specific to CFR.	Contracted Fixed Route (CFR)	Functional	Inventory Management	Inventory Control	Create	1 - Required						
24.0	Ability to create materials with a zero cost.	Contracted Fixed Route (CFR)	Functional	Inventory Management	Inventory Control	Create	1 - Required						
28.0	The system shall provide a User-Defined Field (UDF) to capture Badge Number information and shall support alphanumeric text entry.	Contracted Fixed Route (CFR)	Functional	Maintenance Management	Planned Maintenance	Assign/Select	1 - Required						



INFORMATION PROVIDED BY OCTA								TO BE UPDATED BY THE PROPOSER / VENDOR					
	System Requirement	Business Area	Type	Process Category	Process Type	Task/Action	OCTA's Priority	Proposed Solution's Capability	Method to Implement	Software Customization Cost	3rd Party Software Cost	Comments	Assumptions
30.0	The system shall allow the Badge Number User-Defined Field (UDF) to be available for filtering, sorting, and inclusion in reports, dashboards, and data exports as required.	Contracted Fixed Route (CFR)	Functional	Reporting & Analytics	Custom Reports	Assign/Select	1 - Required						
31.0	Inspections and maintenance activities may be completed earlier or later than the scheduled mileage, provided the variance does not exceed ±10% of the defined maintenance interval mileage.	OC Streetcar	Functional	Inspection Management	Digital Inspections	Schedule	1 - Required						
32.0	As a user, I want to access a fully digital inspection checklist for defined scheduled maintenance events, including visual diagrams of inspection points. So that I can complete inspections accurately, consistently, and in compliance with maintenance standards for the following service intervals: -Weekly -Monthly (2.5K) -3 mo. (8.25K) -6 mo. (16.5K) -Annually (33K) -14 Mo. (40K) -2 Yr. (66K) -5 Yr. (165K) -8 Yr. (264K) -10 Yr. (330K) -15 Yr. (495K)	OC Streetcar	Functional	Inspection Management	Digital Inspections	Schedule	1 - Required						
33.0	The system shall provide a digital inspection checklist associated with specific maintenance intervals -Weekly -Monthly (2.5K) -3 mo. (8.25K) -6 mo. (16.5K) -Annually (33K) -14 Mo. (40K) -2 Yr. (66K) -5 Yr. (165K) -8 Yr. (264K) -10 Yr. (330K) -15 Yr. (495K)	OC Streetcar	Functional	Inspection Management	Digital Inspections	Assign/Select	1 - Required						
33.1	The system shall allow inspection checklists to be attached to the work order, linking the user to the item level Manufacturer repair guide.	OC Streetcar	Functional	Inspection Management	Digital Inspections	Assign/Select	1 - Required						
33.2	The system shall allow technicians to record findings, measurements, pass/fail results, comments, and attachments (e.g., photos).	OC Streetcar	Functional	Maintenance Management	Planned Maintenance	Assign/Select	1 - Required						
33.3	The system shall store completed inspection records as part of the asset maintenance history.	OC Streetcar	Functional	Inspection Management	Digital Inspections	Assign/Select	1 - Required						
33.4	The system shall allow version control of inspection templates.	OC Streetcar	Functional	Inspection Management	Digital Inspections	Edit	1 - Required						
33.5	The inspection checklist shall be accessible via mobile devices.	OC Streetcar	Functional	Mobile Functionality	Mobile Work Orders	Access	1 - Required						
33.6	The system shall allow Manufacturer repair guides to be attached to the asset at the item level.	OC Streetcar	Functional	Maintenance Management	Digital Inspections	Assign/Select	2 - Nice to have						
34.0	As a user, I want to access a fully digital inspection checklist for defined scheduled maintenance events, including visual diagrams of inspection points. So that I can complete inspections accurately, consistently, and in compliance with maintenance standards for Daily Inspections "Pre Trip"	OC Streetcar	Functional	Inspection Management	Digital Inspections	Schedule	1 - Required						
35.0	Ability to retire/EOL asset within the application. Logging the needed information. (i.e. Year, Odometer)	OC Streetcar	Functional	Asset Management	Asset Setup	Assign/Select	1 - Required						
36.0	As a user, I want to report on retired/EOL assets including attributes such as year and odometer so that I can support lifecycle and replacement planning.	OC Streetcar	Functional	Reporting & Analytics	Custom Reports	Assign/Select	1 - Required						
36.1	The system shall support reporting on retired/EOL assets including configurable asset attributes (e.g., year, odometer).	OC Streetcar	Functional	Reporting & Analytics	Custom Reports	Assign/Select	1 - Required						
37.0	Application will have the ability to output inspection lists with images or drawings in PDF or word format.	OC Streetcar	Functional	Inspection Management	Digital Inspections	Print/Output	1 - Required						
38.0	Application to provide predictive maintenance schedule including alerts of when maintenance is coming due for service.	OC Streetcar	Functional	Maintenance Management	Planned Maintenance	Schedule	1 - Required						
39.0	The system shall support scanning assets using barcodes, including the ability to scan and track work orders.	OC Streetcar	Functional	Mobile Functionality	Mobile Work Orders	Assign/Select	1 - Required						
40.0	The system shall support scanning assets using barcodes, including the ability to scan and track parts.	OC Streetcar	Functional	Mobile Functionality	Mobile Work Orders	Assign/Select	1 - Required						
41.0	The system shall support scanning assets using barcodes, including the ability to scan and wayside assets.	OC Streetcar	Functional	Mobile Functionality	Mobile Work Orders	Assign/Select	1 - Required						
42.0	The system must enable Users to easily and efficiently navigate to add / input Defects (as Work Orders) during an inspection process using mobile devices where needed.	OC Streetcar	Functional	Mobile Functionality	Mobile Work Orders	Create	1 - Required						
43.0	The system must provide functionality that supports Preventive (Scheduled) Maintenance Management: -Notifications of upcoming maintenance	OC Streetcar	Functional	Workflow	Workflow Routing	Schedule	1 - Required						
44.0	As a user, I want to manage planned maintenance activities in near real time so that schedules remain accurate and up to date.	OC Streetcar	Functional	Security & Administration	User Management	Schedule	1 - Required						
45.0	The system shall support near real-time updates for planned maintenance activities.	OC Streetcar	Functional	Maintenance Management	Planned Maintenance	Edit	1 - Required						
46.0	As a user, I want to manage unplanned maintenance activities in near real time so that corrective actions are tracked promptly.	OC Streetcar	Functional	Maintenance Management	Planned Maintenance	Assign/Select	1 - Required						
47.0	The system shall support near real-time creation and updates of unplanned maintenance work.	OC Streetcar	Functional	Maintenance Management	Planned Maintenance	Edit	1 - Required						
48.0	As a user, I want near real-time visibility into work order status so that I can monitor progress.	OC Streetcar	Functional	Security & Administration	User Management	View	1 - Required						
48.1	The system shall provide near real-time work order status updates.	OC Streetcar	Functional	Maintenance Management	Planned Maintenance	Edit	1 - Required						



INFORMATION PROVIDED BY OCTA								TO BE UPDATED BY THE PROPOSER / VENDOR					
	System Requirement	Business Area	Type	Process Category	Process Type	Task/Action	OCTA's Priority	Proposed Solution's Capability	Method to Implement	Software Customization Cost	3rd Party Software Cost	Comments	Assumptions
49.0	As a user, I want to manage planned maintenance activities in near real time so that schedules remain accurate and up to date.	OC Streetcar	Functional	Security & Administration	User Management	Schedule	1 - Required						
49.1	The system shall provide near real-time work order status updates.	OC Streetcar	Functional	Maintenance Management	Planned Maintenance	Edit	1 - Required						
50.0	The system must support maintenance scheduling as defined by the business. (i.e., AC, Electric)	OC Streetcar	Functional	Maintenance Management	Maintenance Management	Schedule	1 - Required						
51.0	As a technician, I want to record labor, materials, warranty, and defect information against assets so that maintenance history is accurate.	OC Streetcar	Functional	Inventory Management	Inventory Control	Assign/Select	1 - Required						
52.0	The system shall capture and store work performed details including labor hours, materials used, warranty status, and defect information.	OC Streetcar	Functional	Inventory Management	Inventory Control	Assign/Select	1 - Required						
53.0	The system must have the ability to attach files, including pdfs (i.e. Images Certificates, Invoices) to the Asset.	OC Streetcar	Functional	Document Management	Document Library	Print/Output	1 - Required						
54.0	As a mobile user (e.g., technician or supervisor), I want to access the application on a mobile device (i.e., Phone, Tablet)	OC Streetcar	Functional	Mobile Functionality	Mobile Work Orders	Access	1 - Required						
55.0	As a user, I want to access the application on a desk top or mobile device and update work orders, so that work status and maintenance records remain current while working in the field.	OC Streetcar	Functional	Mobile Functionality	Mobile Work Orders	Edit	1 - Required						
55.1	System shall support on a desk top or mobile device and update work orders, so that work status and maintenance records remain current while working in the field.	OC Streetcar	Functional	Security & Administration	User Management	Edit	1 - Required						
55.2	The system shall allow entry of labor time, notes, defect information, and warranty indicators.	OC Streetcar	Functional	Maintenance Management	Planned Maintenance	Assign/Select	1 - Required						
56.0	As a mobile user, I want to create work orders from a mobile device so that maintenance activities can be initiated in the field without delay.	OC Streetcar	Functional	Mobile Functionality	Mobile Work Orders	Create	1 - Required						
56.1	The system shall allow authorized users to create work orders from a mobile device.	OC Streetcar	Functional	Mobile Functionality	Mobile Work Orders	Create	1 - Required						
56.1	The system shall support required data entry fields (asset, location, description, priority, category).	OC Streetcar	Functional	Asset Management	Asset Setup	Assign/Select	1 - Required						
57.0	As a mobile user, I want to view detailed work order information on my mobile device so that I can understand scope, history, and requirements while in the field.	OC Streetcar	Functional	Mobile Functionality	Mobile Work Orders	View	1 - Required						
57.1	The system shall allow users to view detailed work order information, including: -Asset details -Task lists -Labor and materials -Notes and attachments -Work order history -Current status	OC Streetcar	Functional	Inventory Management	Inventory Control	View	1 - Required						
58.0	As a mobile technician, I want to update work orders from my mobile device so that status and completion data remain accurate and timely.	OC Streetcar	Functional	Mobile Functionality	Mobile Work Orders	Edit	1 - Required						
58.1	The system shall allow users to update work order status (e.g., Open, In Progress, On Hold, Complete).	OC Streetcar	Functional	Security & Administration	User Management	Edit	1 - Required						
58.2	The system shall allow entry of labor time, notes, defect information, and warranty indicators.	OC Streetcar	Functional	Maintenance Management	Planned Maintenance	Assign/Select	1 - Required						
59.0	As a mobile user, I want to assign materials to a work order from my mobile device so that material usage is captured at the point of work.	OC Streetcar	Functional	Mobile Functionality	Mobile Work Orders	Edit	1 - Required						
59.1	The system shall allow users to assign materials to a work order via mobile device.	OC Streetcar	Functional	Mobile Functionality	Mobile Work Orders	Edit	1 - Required						
59.2	The system shall validate inventory availability prior to assignment.	OC Streetcar	Functional	Inventory Management	Inventory Control	Edit	1 - Required						
59.3	The system shall support barcode scanning where applicable.	OC Streetcar	Functional	Mobile Functionality	Mobile Work Orders	Assign/Select	1 - Required						
60.0	As a mobile user, I want to view work order status from my mobile device so that I can monitor progress and prioritize tasks.	OC Streetcar	Functional	Mobile Functionality	Mobile Work Orders	Edit	1 - Required						
60.1	The system shall allow filtering and searching by status, priority, asset, and assignment.	OC Streetcar	Functional	Asset Management	Asset Setup	Edit	1 - Required						
61.0	Mobile transactions shall reflect in the system in near real time.	OC Streetcar	Functional	Mobile Functionality	Mobile Work Orders	Assign/Select	1 - Required						
62.0	Role-based access controls shall be enforced consistently across mobile and desktop platforms.	OC Streetcar	Functional	Mobile Functionality	Mobile Work Orders	Access	1 - Required						
63.0	The mobile interface shall be responsive and optimized for field use.	OC Streetcar	Functional	Mobile Functionality	Mobile Work Orders	Data Exchange	1 - Required						
64.0	Data entry shall be streamlined to minimize keystrokes in field conditions.	OC Streetcar	Functional	Maintenance Management	Planned Maintenance	Assign/Select	1 - Required						
65.0	Mobile transactions shall integrate seamlessly with core EAM, inventory, and reporting modules.	OC Streetcar	Functional	Mobile Functionality	Mobile Work Orders	Data Exchange	1 - Required						
66.0	The system shall allow mobile users to record time worked and materials used directly from a mobile device.	OC Streetcar	Functional	Mobile Functionality	Mobile Work Orders	Assign/Select	1 - Required						
67.0	The system shall provide mobile access with GPS/GIS capability to capture and display asset and work order locations.	OC Streetcar	Functional	Mobile Functionality	Mobile Work Orders	View	2 - Preferred / Nice to Have						
68.0	The system must provide Reporting, and Analytics (i.e. Performance Reporting, Asset Reporting, Lifecycle cost tracking (TCO), Total Cost of Ownership (TCO) / cost to maintain the asset to include cost of associated parts)	OC Streetcar	Functional	Inventory Management	Inventory Control	Assign/Select	1 - Required						
69.0	Application is to have the ability to support both a paperless and paper when applicable by the user. (i.e. workorder output/print or share details via work order link)	OC Streetcar	Functional	Security & Administration	User Management	Print/Output	1 - Required						
70.0	Ability to assign workorders to a resource (i.e. mechanic)	OC Streetcar	Functional	Maintenance Management	Planned Maintenance	Edit	1 - Required						
71.0	Application to support search capabilities using filters and or key words.	OC Streetcar	Functional	Document Management	Document Library	Search	1 - Required						
72.0	As a user, I want to search for components using partial text within the component description, so that I can quickly locate items even when I do not know the exact part number or full description.	OC Streetcar	Functional	Security & Administration	User Management	Search	1 - Required						
73.0	The system shall support partial ("contains") search on component descriptions.	OC Streetcar	Functional	Maintenance Management	Planned Maintenance	Search	1 - Required						
74.0	The system shall support searching by keywords across description fields (e.g., component description, manufacturer, model, part number where available).	OC Streetcar	Functional	Document Management	Document Library	Search	1 - Required						
75.0	The system shall return relevant matches with key fields displayed (e.g., Part Number, Description, Category, Status, Location if applicable).	OC Streetcar	Functional	Maintenance Management	Planned Maintenance	View	1 - Required						
76.0	The system shall allow filtering and sorting of results (e.g., by category, asset type, availability/status).	OC Streetcar	Functional	Asset Management	Asset Setup	Search	1 - Required						
77.0	As a user, I want to search by part number, work order number, and assigned individual so that I can quickly locate records.	OC Streetcar	Functional	Security & Administration	User Management	Edit	1 - Required						
77.1	The system shall provide multi-criteria search functionality.	OC Streetcar	Functional	Maintenance Management	Planned Maintenance	Search	1 - Required						



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	System Requirement	Business Area	Type	Process Category	Process Type	Task/Action	OCTA's Priority	Proposed Solution's Capability	Method to Implement	Software Customization Cost	3rd Party Software Cost	Comments	Assumptions
78.0	Application will have the ability to support multiple attachments to a record (i.e. Workorders)	OC Streetcar	Functional	Maintenance Management	Planned Maintenance	Assign/Select	1 - Required						
79.0	As an administrator, I want to assign role-based access by business line so that users access only relevant data.	OC Streetcar	Functional	Security & Administration	User Management	Edit	1 - Required						
79.1	The system shall enforce role-based access control (RBAC) by organizational category.	OC Streetcar	Functional	Security & Administration	User Management	Access	1 - Required						
80.0	The system must provide the ability to trace historical movement material consumption (i.e. workorders, warranty defects)	OC Streetcar	Functional	Inventory Management	Inventory Control	Assign/Select	1 - Required						
81.0	The system must provide the ability to trace historical inventory movement (i.e. equipment / parts between location, bin, shelf)	OC Streetcar	Functional	Inventory Management	Inventory Control	Assign/Select	1 - Required						
82.0	These new digital inspection forms and work order forms shall retain all language, fields and options on the paper-based forms as designed by both OCTA and 3rd Party contractor.	OC Streetcar	Functional	Inspection Management	Digital Inspections	Assign/Select	1 - Required						
83.0	As a user, I want submitted inspection forms stored in the system so that inspection records are retained and reportable.	OC Streetcar	Functional	Inspection Management	Digital Inspections	Assign/Select	1 - Required						
83.1	The system shall store inspection form data in a centralized database.	OC Streetcar	Functional	Inspection Management	Digital Inspections	Assign/Select	1 - Required						
84.0	The system shall store inventory records in the database.	OC Streetcar	Functional	Inventory Management	Inventory Control	Assign/Select	1 - Required						
85.0	The system shall store material/part records in the database.	OC Streetcar	Functional	Inventory Management	Inventory Control	Assign/Select	1 - Required						
86.0	The system shall allow administrators to create users and assign roles.	OC Streetcar	Functional	Security & Administration	User Management	Create	1 - Required						
87.0	User will have the ability to view work orders and respective attachments (i.e. inspection checklist) on mobile devices.	OC Streetcar	Functional	Mobile Functionality	Mobile Work Orders	View	1 - Required						
88.0	As a user, I want to view only my assigned work orders and inspections.	OC Streetcar	Functional	Inspection Management	Digital Inspections	View	1 - Required						
88.1	The system shall restrict desktop and mobile views to records assigned to the authenticated user.	OC Streetcar	Functional	Mobile Functionality	Mobile Work Orders	View	1 - Required						
89.0	As a user, I want to edit only my assigned work orders and inspections.	OC Streetcar	Functional	Inspection Management	Digital Inspections	Edit	1 - Required						
89.1	The system shall support desktop and mobile edits to records assigned to the authenticated user.	OC Streetcar	Functional	Mobile Functionality	Mobile Work Orders	Edit	1 - Required						
90.0	The system shall have the ability to store estimated maintenance labor time.	OC Streetcar	Functional	Maintenance Management	Planned Maintenance	Assign/Select	1 - Required						
91.0	The system shall have the ability to store actual maintenance labor time.	OC Streetcar	Functional	Maintenance Management	Planned Maintenance	Assign/Select	1 - Required						
92.0	The system shall have the ability to report on labor time actual verse estimate labor time.	OC Streetcar	Functional	Reporting & Analytics	Custom Reports	Assign/Select	1 - Required						
93.0	Vendor will assess current environment, identify gaps in current set up to support OCStreetcar/Wayside day to day operations.	OC Streetcar	Functional	Maintenance Management	Planned Maintenance	Assign/Select	1 - Required						
94.0	As a user, I want the vendor to provide documented recommendations for identified gaps so that operational needs are fully addressed.	OC Streetcar	Functional	Document Management	Document Library	Create	1 - Required						
94.1	The vendor shall document functional gaps and proposed remediation strategies.	OC Streetcar	Functional	Document Management	Document Library	Assign/Select	1 - Required						
95.0	As a user, I will have the ability to manually create asset records and define the asset number (e.g., Car Number).	OC Streetcar	Functional	Security & Administration	User Management	Create	1 - Required						
95.1	The system shall allow users to manually create asset records and define the asset number (e.g., Car Number).	OC Streetcar	Functional	Security & Administration	User Management	Create	1 - Required						
96.0	As a user, I will have the ability update an asset item with read only on the asset number (e.g., Car Number) and not editable after creation.	OC Streetcar	Functional	Security & Administration	User Management	Edit	1 - Required						
96.1	The system shall allow users to update asset records; however, the asset number (e.g., Car Number) shall be read-only and not editable after creation.	OC Streetcar	Functional	Security & Administration	User Management	Edit	1 - Required						
97.0	As a user, I want to categorize assets by defined asset types (e.g., Car, Wayside), so that assets can be organized, managed, filtered, and reported by business classification.	OC Streetcar	Functional	Reporting & Analytics	Custom Reports	Search	1 - Required						
97.1	The system shall support configurable asset categories and subcategories (e.g., Car, Wayside).	OC Streetcar	Functional	Asset Management	Asset Setup	Assign/Select	1 - Required						
97.2	The system shall allow assets to be assigned to one or more defined categories.	OC Streetcar	Functional	Asset Management	Asset Setup	Edit	1 - Required						
97.3	Asset category values shall be available for filtering, reporting, and role-based access control.	OC Streetcar	Functional	Reporting & Analytics	Custom Reports	Search	1 - Required						
97.4	Asset categorization shall be configurable without requiring system code changes and shall support future expansion of categories.	OC Streetcar	Functional	Asset Management	Asset Setup	Assign/Select	1 - Required						
98.0	Ability to assign asset to a location (i.e. maybe a building, crossing gate or rail)	OC Streetcar	Functional	Asset Management	Asset Setup	Edit	1 - Required						
99.0	Application will have the ability to create new roles that align with the Hexagon environment for 3rd party contractor.	OC Streetcar	Functional	Security & Administration	User Management	Create	1 - Required						
100.0	As a system administrator, I want to modify user permissions so that access aligns with job responsibilities.	OC Streetcar	Functional	Security & Administration	User Management	Edit	1 - Required						
100.1	The system shall allow administrators to update user roles and permissions (read, write, report access).	OC Streetcar	Functional	Reporting & Analytics	Custom Reports	Edit	1 - Required						
101.0	Create New Users for both OCTA and Non-OCTA domain users to specific roles assignment. (i.e. Herzog@htsi.com, twright@octa.net)	OC Streetcar	Functional	Security & Administration	User Management	Create	1 - Required						
102.0	Ability to apply filters to display work order history with drill in capabilities (i.e. creation date, user name, updates, transaction details).	OC Streetcar	Functional	Security & Administration	User Management	Edit	1 - Required						
103.0	Ability to monitor work order state via user interface (i.e. Open, Closed, Pending review) through workflow notifications.	OC Streetcar	Functional	Security & Administration	User Management	View	1 - Required						
104.0	Ability to report on work order state. (i.e. Open, Closed, Pending review)	OC Streetcar	Functional	Reporting & Analytics	Custom Reports	View	1 - Required						
105.0	Ability to create on demand reporting with user defined filter criteria.	OC Streetcar	Functional	Reporting & Analytics	Custom Reports	Create	1 - Required						
106.0	Application will support the functionality to save reports using naming convention defined by end user.	OC Streetcar	Functional	Reporting & Analytics	Custom Reports	Assign/Select	1 - Required						
107.0	Application will support the functionality to copy canned reports, modify and save report using naming convention defined by end user.	OC Streetcar	Functional	Reporting & Analytics	Custom Reports	Edit	2 - Preferred / Nice to Have						
108.0	As a report creator, I want to designate reports as private or published and share them via email so that stakeholders receive required information.	OC Streetcar	Functional	Reporting & Analytics	Custom Reports	E-mail	2 - Preferred / Nice to Have						
108.1	The system shall allow reports to be marked private or published and distributed via email.	OC Streetcar	Functional	Reporting & Analytics	Custom Reports	E-mail	1 - Required						



INFORMATION PROVIDED BY OCTA								TO BE UPDATED BY THE PROPOSER / VENDOR					
	System Requirement	Business Area	Type	Process Category	Process Type	Task/Action	OCTA's Priority	Proposed Solution's Capability	Method to Implement	Software Customization Cost	3rd Party Software Cost	Comments	Assumptions
109.0	As a user, I want to schedule recurring reports so that reports are automatically delivered.	OC Streetcar	Functional	Reporting & Analytics	Custom Reports	Schedule	1 - Required						
109.1	The system shall support scheduled recurring report generation and email distribution.	OC Streetcar	Functional	Reporting & Analytics	Custom Reports	Schedule	1 - Required						
110.0	As an administrator, I want to assign report-level permissions so that report access aligns with defined roles that align with the streetcar business unit for both OCTA and our 3rd Party partner.	OC Streetcar	Functional	Reporting & Analytics	Custom Reports	Edit	1 - Required						
110.1	The system shall support granular report permissions (Read, Modify Criteria, Delete).	OC Streetcar	Functional	Reporting & Analytics	Custom Reports	Edit	1 - Required						
111.0	Ability to issue parts against a specific work order, decrementing on hand inventory. (i.e. allocating parts to be assigned to a specific workorder)	OC Streetcar	Functional	Inventory Management	Inventory Control	Edit	1 - Required						
112.0	Application will have the ability to create a blanket purchase requests.	OC Streetcar	Functional	Procurement	Requisition	Create	1 - Required						
113.0	As a user, I want to generate purchase requests when inventory reaches minimum thresholds so that stock levels remain sufficient.	OC Streetcar	Functional	Inventory Management	Inventory Control	Create	1 - Required						
113.1	The system shall support min/max inventory thresholds and purchase request generation.	OC Streetcar	Functional	Inventory Management	Inventory Control	Assign/Select	1 - Required						
114.0	Application will have the ability to view purchase orders converted from purchase requisitions, that is associated to a it's respective workorder.	OC Streetcar	Functional	Procurement	Requisition	View	1 - Required						
115.0	Application will have the ability to receive assets from purchase orders incrementing inventory.	OC Streetcar	Functional	Inventory Management	Inventory Control	Assign/Select	1 - Required						
116.0	As a user, I want to adjust inventory quantities (+/-) based on authorization so that records remain accurate.	OC Streetcar	Functional	Inventory Management	Inventory Control	Edit	1 - Required						
116.1	The system shall allow role-restricted inventory quantity adjustments.	OC Streetcar	Functional	Inventory Management	Inventory Control	Edit	1 - Required						
117.0	As an user, I want to move inventory between statuses so that materials are accurately tracked.	OC Streetcar	Functional	Inventory Management	Inventory Control	Assign/Select	1 - Required						
117.1	The system shall support inventory movement between locations and statuses.	OC Streetcar	Functional	Inventory Management	Inventory Control	Assign/Select	1 - Required						
118.0	Ability to export maintenance history report for specific assets (i.e. Car, Wayside), filters defined by user. Output details such as but not limited to: -Asset number -Work No -Inspector -Parts used if repair was made (i.e. Part No. Lot, VIN No.) -Part Qty -Part Cost -Inspected area -Inspector results -Inspector comments -Inspector recommendations -Date of Inspection -Maintenance type (i.e. Planned or Reported issue) -Manager Approval Sign off Name -Sign Off Date -Next inspection date -Actual Labor hours *Note will also include federal mandated safety inspection details	OC Streetcar	Functional	Reporting & Analytics	Custom Reports	Search	1 - Required						
119.0	Application to support Federal Mandated Safety inspections for assets through reporting from digital inspection lists for the following (examples): Wayside- Rail -Wishbone crossing gate -Track Class -Track Structure -Rails -Crossies -Special track work (turnouts, bridge lift assemblies), -Tie plates, and -Rail fastening systems -Track Geometry -Track gage -Alignment -Elevation -Curvature -Track surface -Road Bed: -Ballast -Track Inspection -Frequency and -Quality of a railroad's inspection -Special inspections	OC Streetcar	Functional	Inspection Management	Digital Inspections	Assign/Select	1 - Required						
121.0	As the user, I must log all inventory adjustments with complete audit details so that traceability is maintained.	OC Streetcar	Functional	Procurement	Requisition	Data Exchange	1 - Required						
122.0	System shall log all inventory adjustments for audit compliance and traceability.	OC Streetcar	Functional	Procurement	Requisition	Data Exchange	1 - Required						
122.1	The system shall support secure integration leveraging Phase 1 integrations.	OC Streetcar	Functional	Security & Administration	User Management	Access	1 - Required						



INFORMATION PROVIDED BY OCTA								TO BE UPDATED BY THE PROPOSER / VENDOR				
ID	System Requirement	Business Area	Type	Process Category	Process Type	Task/Action	OCTA's Priority	Proposed Solution's Capability	Method to Implement	Software Customization Cost	3rd Party Software Cost	Comments
NF 1.0	The system shall maintain a complete and traceable audit log within the CFR Contractor environment for all necessary inventory field changes, including user identification, timestamp, previous value, and new value.	Contracted Fixed Route (CFR)	Non-Functional	Security & Administration	User Management	Edit	1 - Required					
NF 1.1	Deliver hands on training for configured roles/user.	Contracted Fixed Route (CFR)	Non-Functional	Security & Administration	User Management	Assign/Select	1 - Required					
NF 1.2	Deliver written training for applications modules.	Contracted Fixed Route (CFR)	Non-Functional	Maintenance Management	Planned Maintenance	Assign/Select	1 - Required					
NF 1.3	Deliver technical documentation detailing configuration, integration and design details.	Contracted Fixed Route (CFR)	Non-Functional	Integration	Phase 1 Integrations	Data Exchange	1 - Required					
NF 1.4	Vendor will update the BDD documentation.	Contracted Fixed Route (CFR)	Non-Functional	Document Management	Document Library	Edit	1 - Required					
NF 1.5	Vendor will update the ICD documentation.	Contracted Fixed Route (CFR)	Non-Functional	Document Management	Document Library	Edit	1 - Required					
NF 1.6												
NF 1.7	Update Configuration Matrix.	Contracted Fixed Route (CFR)	Non-Functional	Maintenance Management	Planned Maintenance	Edit	1 - Required					
NF 1.8	Vendor will participate in unit testing for all interfaces including both enabled and disabled interfaces.	Contracted Fixed Route (CFR)	Non-Functional	Maintenance Management	Planned Maintenance	Data Exchange	1 - Required					
NF 1.9	Completed inspection data shall be audit logged and retained per records retention policy defined by OCTA 7 years.	OC Streetcar	Non-Functional	Inspection Management	Digital Inspections	Assign/Select	1 - Required					
NF 1.10	The system shall provide secure mobile access (phone and tablet) to authorized users.	OC Streetcar	Non-Functional	Mobile Functionality	Mobile Work Orders	Access	1 - Required					
NF 1.11	Mobile access shall require secure authentication (e.g., SSO and/or MFA if required).	OC Streetcar/Mobile	Non-Functional	Mobile Functionality	Mobile Work Orders	Access	1 - Required					
NF 1.12	The system shall maintain a complete audit trail for all transactions, recording user identification, date and time stamp, and a description of the action performed to ensure traceability and accountability.	OC Streetcar/Mobile	Non-Functional	Security & Administration	User Management	Assign/Select	1 - Required					
NF 1.13	Mobile functionality shall align with enterprise uptime requirements.	OC Streetcar/Mobile	Non-Functional	Mobile Functionality	Mobile Work Orders	Create	1 - Required					
NF 1.14	Where offline functionality is enabled, the system shall securely store transactions performed during offline operation and automatically synchronize them with the central system upon network reconnection, preserving data integrity and audit history.	OC Streetcar/Mobile	Non-Functional	Mobile Functionality	Mobile Work Orders	Assign/Select	1 - Required					
NF 1.15	Changes to forms should be simple configuration changes, not software customizations.	OC Streetcar	Non-Functional	Maintenance Management	Planned Maintenance	Assign/Select	1 - Required					
NF 1.16	Configure Hierarchy for location(s) that conforms to the current hierarchal structure, which separates OCStreetcar/Wayside/Linear from the other lines of business such as MSF and CFR currently configured in Hexagon for Phase 1.	OC Streetcar	Non-Functional	Maintenance Management	Planned Maintenance	Assign/Select	1 - Required					
NF 1.17	Ability to export work order history from application in multiple formats. (i.e. pdf).	OC Streetcar	Non-Functional	Reporting & Analytics	Custom Reports	Print/Output	1 - Required					
NF 1.18	The system shall maintain a complete and auditable record of all inventory adjustments. The audit record shall capture, at a minimum: user identification, date and time of adjustment part number, part description, quantity adjusted, previous balance, updated balance, and inventory location, to ensure full traceability and accountability.	OC Streetcar	Non-Functional	Inventory Management	Inventory Control	Edit	1 - Required					

A3. VENDOR QUESTIONNAIRE		
Category	Questionnaire	Response
Data Protection	Where is our data stored?	
	What encryption methods are employed for data transmission and storage?	
	Do you have backup recovery procedures in place? Yes, describe	
	Do you have disaster recovery procedures in place? Yes, describe	
	Do you have cybersecurity insurance? Yes, describe coverage	
Access Control	Does your cybersecurity insurance coverage include customers?	
	Describe your user authentication and authorization processes.	
	How often are access controls reviewed?	
	How often are access controls updated?	
Incident Response	How do you control access to our data?	
	Do you have a Cyber Incident Response Plan?	
	Is your Cyber Incident Response Plan regularly tested? Yes, describe	
Compliance and Certification	What is the notification timeline to Client/Customers in the event of a data breach?	
	Do you meet any major compliance standards (e.g., ISO 27001, SOC 2)?	
	How do you ensure compliance with relevant data protection laws and regulations?	
Infrastructure Security	Do you have an annual compliance report? If so, can you please provide it?	
	Describe the security measures implemented in your physical and network infrastructure.	
	Physical Security Measures:	
	Access control systems such as biometric scanners, smart cards, and key fobs	
	Security cameras and surveillance systems to monitor the premises	
	Intrusion detection systems to detect unauthorized access	
	Regular maintenance and inspection of the infrastructure to identify and fix vulnerabilities	
	Network Security Measures:	
	Firewall systems to prevent unauthorized access to the network	
	Intrusion detection and prevention systems to detect and block malicious traffic	
	Encryption technologies to protect sensitive data	
	Regular software updates and patching to fix security vulnerabilities	
	Access control mechanisms such as passwords, multi-factor authentication, and role-based access control?	
Network segmentation to isolate sensitive data and limit the impact of security breaches		
How do you protect against DDoS attacks and other network threats?		
Employee Training	How do you educate/train your employees about cybersecurity awareness and best practices?	
Third-Party Security	Do you use third-party vendors? If yes, how do you ensure their security practices align with yours?	
	Can you provide a list of third-party vendors involved in our services?	
	Do you contract with any offshore third-party vendors?	
Software Development Security	What secure coding practices do you follow during software development?	
	How do you address vulnerabilities and apply patches to your software?	
	General Performance Assessment	
	What are the key performance indicators (KPIs) for this application?	
	How does the system perform under normal operating conditions?	
	Are there any performance benchmarks for comparison?	
	System Resource Utilization	
	How much CPU, memory, and disk I/O does the application consume?	
	Are there any memory leaks or high CPU usage spikes?	
	Does the system utilize multiple cores efficiently?	
	Response Time & Latency	
	What is the average response time for critical operations?	
	Are there noticeable delays in specific processes?	
	How does the application handle real-time requests?	
	User interface to menu selections average response time?	
	Log in response average response time?	
	Log off average response time?	
	Record Save average response time?	

Application Response

Simple Report query report average response time?	
Complex Report query report average response time?	
Print request average response time?	
Dashboard refresh average response times?	
Batch Processing average response time? (if applicable)	
Scalability & Load Handling	
How does the system perform under peak load conditions?	
What is the maximum number of concurrent users the system can support?	
Does the system scale horizontally or vertically?	
Network Performance	
What is the average network latency for data transmission?	
Are there any network bottlenecks affecting performance?	
Is data compression used to optimize network usage?	
Application Architecture	
Is the software designed using microservices or a monolithic approach?	
How is caching implemented to improve performance?	
Are third-party integrations affecting system speed?	
Error Handling & System Logs	
Are there recurring errors or performance-related logs?	
How are exceptions and failures handled in the system?	
What monitoring tools are used to track errors and warnings?	
Security & Performance Trade-offs	
Are there security measures that impact performance (e.g., encryption, authentication)?	
How does the system handle secure transactions without sacrificing speed?	
Are there any performance concerns with API rate limiting?	
Optimization & Future Improvements	
Are there performance testing tools in place (e.g., JMeter, LoadRunner)?	
How frequently is the application updated for performance enhancements?	

PROJECT IMPLEMENTATION TASKS AND DELIVERABLES	Vendor Response (Y, N, E)	If Vendor Response is "E", please provide what the firm can or cannot do in detail.
Task 1 - Project Planning & Management		
Project Schedule		
Cost		
Roles and Responsibilities Matrix		
Change Orders		
Issues, Risks, Action Items, Bugs, Future Enhancements Log (aka Item Log)		
Project Status Reports		
Overall Project Status		
Trend		
Tasks Completed, Tasks in progress		
Next Steps		
Resources		
Project Issues		
Short Term Risks		
Long Term Risks		
Kick Off and Ongoing Meetings		
Meeting Agendas		
Meeting Minutes		
Ancillary Project Deliverables		
Documentation and Deliverables		
Task 2 - Requirements Gathering		
Requirements Documentation		
Design Review		
Conceptual Design Review		
Preliminary Design Review		
Final Design Review		
Conceptual Design Review		
System Documentation		
Task 3 - Design		
Design Documentation (all phases)		
Back-up and Recovery Plan		
Systems Integration Design (SID) document		
Release Management Plan		
Task 4 - Construct / Build		
System Configurations		
All environments		
Technical Documentation		
Task 5 - Test		
Test Plan		
Test Cases / Scripts		
UAT		
Testing Results		
Defect Logs		
Stakeholder Sign-Off / UAT Sign-Off		
Task 6 - Training		
Training Plan		
Basic administration for all users <input type="checkbox"/>		
Customization of user interface and customer fields		
Configurations (i.e. selection lists) -		
Creation and Maintenance for templates, forms and or workflows		
API or batch process integration		
Updates and Patch Release process		
Training Documentation		
Task 7 - Deploy		
Readiness Assessment Report		
Implementation (Deployment) Plan		
Documented (Go-Live) Schedule		
Deployment Checklist		
Production Validation Tests		
Support Plan		
Change Control Documentation		
Approved Validation Test scripts		
Updated System Documentation		
Updated Items Log w/ open defects		
Deployment Acceptance		
Task 8 - Post Deployment Support		
Help Desk contact information		
Web-based tracking tool		
Help Desk services/software fixes		
Lessons Learned document		
5-year Support Plan		

B1. Terms and Definitions

Term	Definition	Notes
3rd Party Vendor (Non-OCTA Domain)	An external contractor operating within the system with restricted access and separate inventory ownership from OCTA.	
Actual Labor	Recorded labor hours entered during or after work completion.	
Asset	A tracked entity such as a bus, rail car, wayside component, MSF equipment, or facility item maintained within the system.	
Asset Categorization	Classification of assets into defined types (e.g., Car, Wayside, MSF, Linear) for reporting and access control.	
Asset Maintenance History	A complete historical record of work orders, inspections, labor, materials, and associated costs for an asset.	
Asset Retirement / EOL	The formal decommissioning of an asset, including capture of required attributes such as year and odometer.	
Asset Transfer	The movement of an asset between locations while maintaining full maintenance history visibility.	
Attachment	File linked to a record (e.g., work order, asset, inspection) such as PDF, image, certificate, or invoice.	
Audit Trail	System log capturing user ID, timestamp, previous values, updated values, and transaction details.	
Barcode Scanning	Use of barcode technology to scan assets, parts, or work orders for faster data entry and validation.	
Blanket Purchase Order (BPO)	A procurement mechanism allowing recurring purchases under predefined terms.	
Business Design Document (BDD)	Functional documentation outlining system processes and configuration decisions.	
Configuration Matrix	Document defining system configuration settings, roles, and permissions.	
Cross-Consumption Prevention	System control that prevents issuing parts from one organization's inventory to another organization's work orders.	
Digital Inspection Checklist	Configurable electronic inspection form including diagrams, pass/fail fields, comments, attachments, and version control.	
Disabled Integration	Interface intentionally restricted for specific user groups (e.g., Finance Enterprise, Lawson, Analabs).	
Document Library	Central repository for storing parts diagrams, manuals, and supporting documentation.	
Drill-Down Functionality	Ability to navigate from summary data to detailed transaction-level records.	
Estimated Labor	Planned labor hours defined at work order creation.	
Federal Mandated Safety Inspection	Regulatory-required inspection supporting CFR compliance across assets, wayside, MSF, and platforms.	
GPS/GIS Capability	Location-based functionality enabling display and capture of asset and work order geographic data.	
Inbox (EAM)	The work management list view in Hexagon EAM where work orders appear in Ready status.	
Initial Inventory Load	The process of uploading or entering beginning inventory quantities into the system using approved templates.	
Interface Control Document (ICD)	Technical document defining system integration specifications.	
Inventory Adjustment	A transaction that increases or decreases on-hand inventory, with required audit capture (user, date, quantity, location, warehouse).	
Inventory Movement	The transfer of parts between warehouses, bins, shelves, or statuses (e.g., On-Hand to Quarantine).	
Inventory Segregation	The separation of inventory ownership and transactions between OCTA and 3rd party vendor locations to prevent cross-consumption.	
Labor Entry	Manual recording of actual hours worked and associated labor rates.	
Lifecycle Cost (TCO)	Total cost associated with owning and maintaining an asset, including labor, materials, and procurement.	
Maintenance Interval	Defined time or mileage trigger for inspection or maintenance (e.g., Weekly, 33K, 165K).	
Maintenance Scheduling	The planning and sequencing of maintenance work based on defined business rules and intervals.	
Maintenance Variance Tolerance	Acceptable range (e.g., ±10%) from scheduled mileage or interval for compliance.	
Min/Max Inventory Threshold	Configurable stock levels triggering purchase requisitions.	
Mobile Access	Secure system functionality accessible via phone or tablet devices.	
MSF	Maintenance and Storage Facility	
Non-OCTA Run Location	A maintenance or storage location operated by a 3rd party vendor where inventory ownership belongs to the vendor.	
Offline Synchronization	Capability allowing mobile transactions to queue when offline and synchronize upon reconnection.	
On-Hand Inventory	The available quantity of a part physically present in a designated warehouse or location.	

Performance Reporting	Analytical reporting including asset reporting, lifecycle cost tracking, and total cost of ownership (TCO).	
Phase 1 Integrations	Pre-existing system integrations (e.g., Fleetwatch, Hastus, ITMS, Data Warehouse).	
Planned Maintenance (PM)	Scheduled maintenance based on time or mileage intervals for OC Streetcar	
Preventive Maintenance (PM)	Often used for directly operated and indirectly operated OCTA business lines	
PM On-Time Performance	A compliance metric measuring whether preventive maintenance was completed within defined tolerance thresholds (e.g., $\pm 10\%$ mileage).	
Predictive Maintenance	Data-driven scheduling of maintenance based on condition, trends, or alerts.	
Procurement Integration	Interface between EAM and external financial systems (e.g., D365, OneSolution, CAMM).	
Purchase Requisition (PR)	A request initiated within the system to procure materials or services.	
Quarantine Warehouse	A designated storage status/location for defective, warranty, or restricted inventory not considered available for use.	
Restricted Role	A role configured with limited access, typically for 3rd party vendor users.	It is different in different channels
Role-Based Access Control (RBAC)	Security framework restricting system access based on assigned roles and permissions.	
UDF (User Defined Field)	Configurable custom field (e.g., Badge Number, Hours) available for capture and reporting.	
Unobligated Balance	An unobligated balance is the remaining portion of a budget that has not been formally committed to a specific expenditure.	
Unplanned Maintenance	Corrective maintenance initiated due to defects, breakdowns, or reported issues.	
Warehouse Hierarchy	Structured storage configuration (e.g., Warehouse \rightarrow Aisle \rightarrow Bin \rightarrow Shelf).	
Work Order	A record authorizing and tracking maintenance work, including labor, materials, status, and approvals.	
Work Order Priority	A configurable ranking (e.g., Critical, High, Medium, Low) used to sequence planned maintenance execution.	
Workflow Routing	Configurable approval and notification process for work orders, requisitions, and other transactions.	
Zero-Cost Transaction	A transaction (material or labor) recorded with no financial cost impact.	

B2. Report & Forms List

Business Line	Name
OC Streetcar	6 Month Oil Change 03-17-20.pdf
OC Streetcar	Daily Inspection Sheet _ USS70 DAILY.pdf
OC Streetcar	Retirement_ HUBSHEET 09-14-22.pdf
OC Streetcar	S70 ANNUAL REV 05-06-20.pdf
OC Streetcar	SD8 15K 02-13-23.pdf
OC Streetcar	SD8 30K 02-13-23.pdf
OC Streetcar	SD8 60K 02-13-23.pdf
OC Streetcar	SD8 7.5K 06-29-22 (003).pdf



B4 Integration Reference

Business Line	Name
CFR	ITMS
CFR	Hastus
CFR	Fleetwatch
CFR	Data Warehouse
OC Streetcar	Fleetwatch
OC Streetcar	Hastus
OC Streetcar	Data Warehouse
OC Streetcar	Finance Enterprise (TBD)
OC Streetcar	ITMS

B5. System Users

Access	Department	Number
Super User	Keolis	70
Super User	Herzog	15
Administrator	OCTA Internal	8
Administrator	IS	1
		12



B6. Hardware

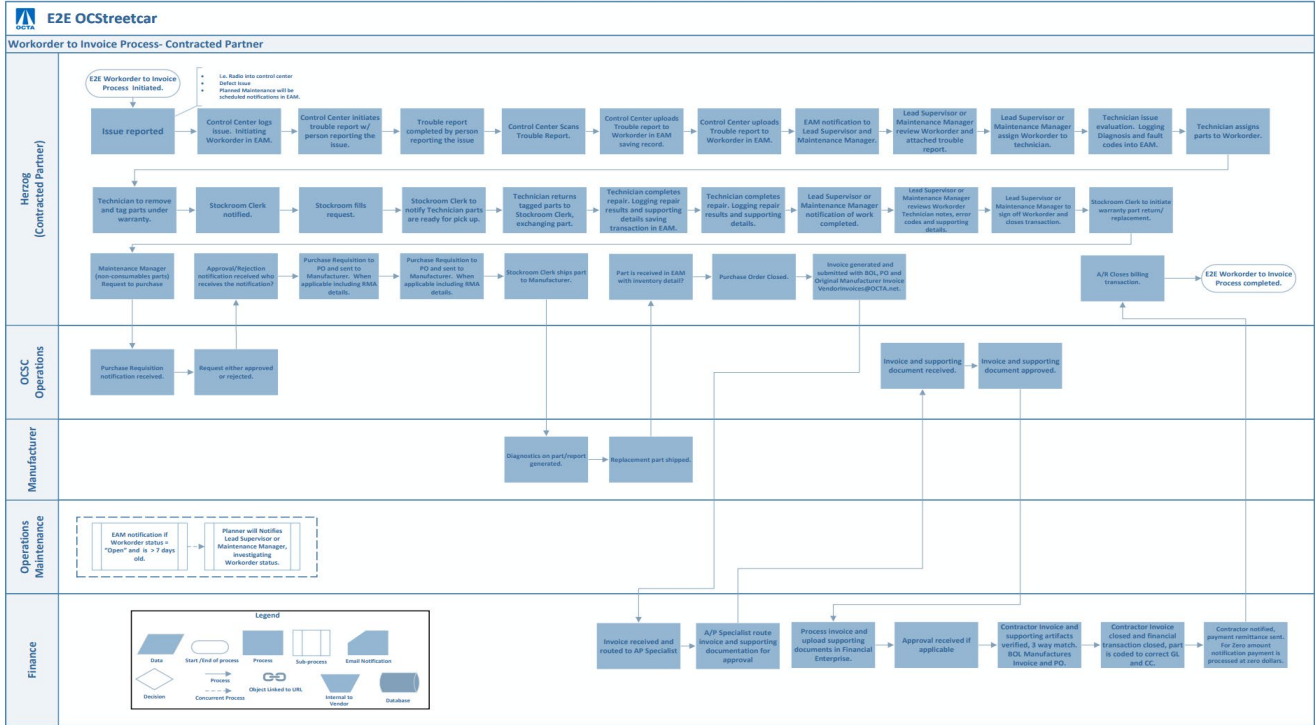
Device Type	Device Type	Make	Model	No. of Devices
OC Streetcar	Printer (barcode)	TBD	TBD	TBD
OC Streetcar	Laser Printer (printing of work orders)	TBD	TBD	3
OC Streetcar	Tablet	TBD	TBD	12
OC Streetcar	Hand Held Scanner	TBD	TBD	12
Grand Total				



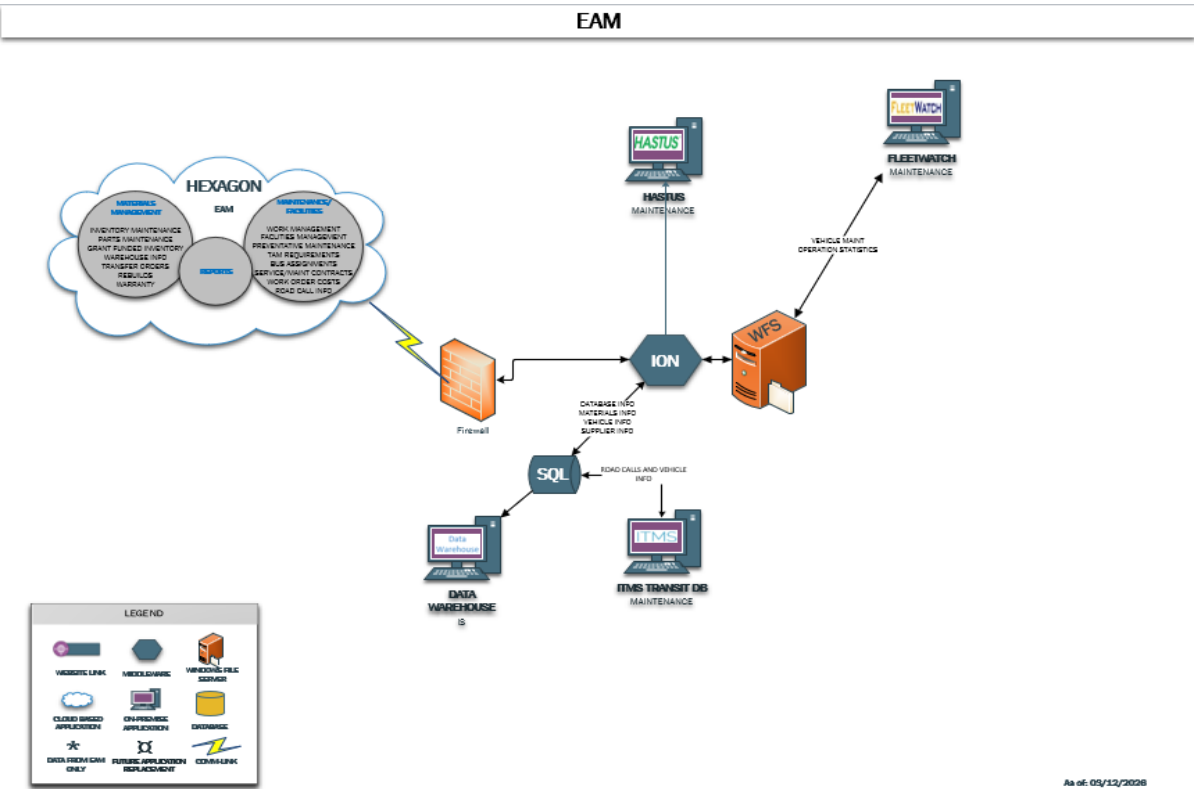
B7. LOCATIONS

Locations
OCTA Administration Facility
550 South Main Street, Orange, CA 92863
600 South Main Street, Orange, CA 92863
OCTA Bus Bases and Warehouses
4123 W Macarthur Blvd, Santa Ana, Ca
11790 Cardinal Circle, Garden Grove, CA 92843
Contracted Services Bus Bases and Warehouses
16281 Construction Circle W, Irvine, CA 92606
14736 Sand Canyon Ave, Irvine, CA 92618
1717 East Via Burton, Anaheim, CA 92806
OC Streetcar Maintenance And Storage Facility
2008 W. 5Th Street, Santa Ana, CA 92703

B8. Business Process Flow Diagrams (There is no PDF Attached - only images)



B9 TOPOGRAPHY



	Business Area	Type	Process Category	Process Type	Task/Action
	CFR	Functional	Asset Management	Asset Setup	Create
	Operations	Non-Functional	Maintenance Management	Planned Maintenance	Edit
	Streetcar		Inspection Management	Digital Inspections	View
	MSF		Inventory Management	Inventory Control	Assign/Select
			Procurement	Requisition	Approvals
			Reporting & Analytics	Custom Reports	Schedule
			Security & Administration	User Management	Access
			Integration	Phase 1 Integrations	Data Exchange
			Mobile Functionality	Work Orders	E-mail
			Document Management	Document Library	Print/Output
			Workflow	Workflow Routing	Search

PRICE SUMMARY SHEET

REQUEST FOR PROPOSALS (RFP) 250192

Enter below the proposed price for the tasks described in the Scope of Work, Exhibit A. Prices shall include direct costs, indirect costs, profits, and tax.

Initial Term – Effective October 1, 2026 through September 30, 2028

Firm-Fixed Price	
Contract Item	Total Cost
Third Party Software (if applicable)	\$ _____
Project Implementation Effort Task 1 \$ _____ Task 2 \$ _____ Task 3 \$ _____ Task 4 \$ _____ Task 5 \$ _____ Task 6 \$ _____ Task 7 \$ _____ Task 8 \$ _____	\$ _____
Support, Maintenance, Warranty	\$ _____
Environment for Third Party Software (if applicable)	\$ _____
Travel and Expenses	\$ _____
Other Costs (if applicable)	\$ _____
Grand Total	\$ _____

Provide the third-Party Software, and any unique technical components that are necessary to support the solution in the “List of Software and Technical Components” table below. Dollar amounts should tie to the table above and reflect the cost for the entire solution.

Professional Services Rate Schedule

Resource	Fully Burdened Hourly Rate*	Comments
Program Manager	\$	
Project Manager	\$	
Architect	\$	
Engineer / Developer	\$	
Business Analyst	\$	
Trainer	\$	
Additional Resources if Needed	\$	

*These rates would be used for approved change requests.

List of Itemized Software and Technical Components

Ref	Software or Technical Component Name	Software or Component Consultant	High-level Purpose	Integration Complexity & Level of Effort	Use or Acquisition Costs **
A					\$ _____
B					\$ _____
C					\$ _____
D					\$ _____
...					\$ _____
Total for Software and Technical Components					\$ _____

**Use or Acquisition Costs for software, include Installation & Interface Development costs

List of Consultant Offered Enhancements

Enhancement Item	One-Time Cost (if any)	Recurring Cost	Recurring Frequency	Comments ***
(Enhancement 1)	\$ _____	\$ _____		
	\$ _____	\$ _____		
	\$ _____	\$ _____		
	\$ _____	\$ _____		

*** Please include in comments the future path of Research and Development (What are the features of the next substantial release/upgrade and when is it happening?)

Ongoing Annual Software and Maintenance Renewals

Annual third-party software and maintenance renewal increases shall not exceed _____ % from the previous year.

For cost analysis purposes, the percent discount listed above will be weighted at 15% for the evaluation of the cost and price score.

PROPOSED AGREEMENT NO. C250192

BETWEEN

ORANGE COUNTY TRANSPORTATION AUTHORITY

AND

THIS AGREEMENT is effective as of this ____ day of _____, 2026 ("Effective Date"), by and between the Orange County Transportation Authority, 550 South Main Street, P.O. Box 14184, Orange, CA 92863-1584, a public corporation of the State of California (hereinafter referred to as "AUTHORITY") and _____, _____ (hereinafter referred to as "CONSULTANT").

WITNESSETH:

WHEREAS, AUTHORITY requires assistance from CONSULTANT to provide Enterprise Asset Management (EAM) Phase 2; and

WHEREAS, said work cannot be performed by the regular employees of AUTHORITY; and

WHEREAS, CONSULTANT has represented that it has the requisite personnel and experience, and is capable of performing such services; and

WHEREAS, CONSULTANT wishes to perform these services; and

WHEREAS, the AUTHORITY's Board of Directors authorized this Agreement on _____.

NOW, THEREFORE, it is mutually understood and agreed by AUTHORITY and CONSULTANT as follows:

ARTICLE 1. COMPLETE AGREEMENT

A. This Agreement, including all exhibits and documents incorporated herein and made applicable by reference, constitutes the complete and exclusive statement of the terms and conditions of this Agreement between AUTHORITY and CONSULTANT and it supersedes all prior representations, understandings and communications. The invalidity in whole or in part

1 of any term or condition of this Agreement shall not affect the validity of other terms or
2 conditions.

3 B. AUTHORITY's failure to insist in any one or more instances upon CONSULTANT's
4 performance of any terms or conditions of this Agreement shall not be construed as a waiver
5 or relinquishment of AUTHORITY's right to such performance or to future performance of such
6 terms or conditions and CONSULTANT's obligation in respect thereto shall continue in full
7 force and effect. Changes to any portion of this Agreement shall not be binding upon
8 AUTHORITY except when specifically confirmed in writing by an authorized representative of
9 AUTHORITY by way of a written amendment to this Agreement and issued in accordance with
10 the provisions of this Agreement.

11 **ARTICLE 2. AUTHORITY DESIGNEE**

12 The Chief Executive Officer of AUTHORITY, or designee, shall have the authority to act for and
13 exercise any of the rights of AUTHORITY as set forth in this Agreement.

14 **ARTICLE 3. SCOPE OF WORK**

15 A. CONSULTANT shall perform the work necessary to complete in a manner satisfactory to
16 AUTHORITY the services set forth in Exhibit A, entitled "Scope of Work," attached to and, by
17 this reference, incorporated in and made a part of this Agreement. All services shall be
18 provided at the times and places designated by AUTHORITY.

19 B. CONSULTANT shall provide the personnel listed below to perform the above-specified
20 services, which persons are hereby designated as key personnel under this Agreement.

21 **Names / Functions**

22 Name 1 / Program Manager

23 Name 2 / Project Manager

24 Name 3 / Architect

25 Name 4 / Engineer / Developer

26

1 Name 5 / Business Analyst

2 Name 6 / Trainer

3 C. No person named in paragraph B of this Article, or his/her successor approved by
4 AUTHORITY, shall be removed or replaced by CONSULTANT, nor shall his/her agreed-upon
5 function or level of commitment hereunder be changed, without the prior written consent
6 of AUTHORITY.

7 D. Should the services of any key person become no longer available to CONSULTANT, the
8 resume and qualifications of the proposed replacement shall be submitted to AUTHORITY for
9 approval as soon as possible, but in no event later than seven (7) calendar days prior to the
10 departure of the incumbent key person, unless CONSULTANT is not provided with prior notice
11 by the departing employee. AUTHORITY shall respond to CONSULTANT within seven (7)
12 calendar days following receipt of these qualifications concerning acceptance of the candidate
13 for replacement.

14 **ARTICLE 4. TERM OF AGREEMENT**

15 This Agreement shall commence upon the effective date of this Agreement, and shall continue in full
16 force and effect through _____, unless earlier terminated or extended as provided in this
17 Agreement.

18 **ARTICLE 5. PAYMENT**

19 A. For CONSULTANT's full and complete performance of its obligations under this Agreement,
20 and subject to the maximum cumulative payment obligation provisions set forth in Article 6,
21 AUTHORITY shall pay CONSULTANT on a firm fixed price basis in accordance with the
22 following provisions.

23 B. The following schedule shall establish the firm fixed payment to CONSULTANT by
24 AUTHORITY for each work task set forth in the Scope of Work. The schedule shall not include
25 any CONSULTANT expenses not approved by AUTHORITY including but not limited to
26 reimbursement for local meals.

Task / Description / Firm Fixed Price

Application Software/Licensing / .00
3rd Party Software (if applicable)* / .00
1 / Project Planning and Management / .00
2 / Requirements Gathering / .00
3 / Design / .00
4 / Construction / Build / .00
5 / Test / .00
6 / Train / .00
7 / Deploy / .00
8 / Post-Deployment Support / Warranty / .00
Support, Maintenance, Warranty / .00
Environment for Third Party Software / .00
Travel and Expenses / .00
Other Costs (if applicable) / .00

TOTAL FIRM FIXED PRICE PAYMENT: .00

C. CONSULTANT shall invoice AUTHORITY on a monthly basis for payments corresponding to the work actually completed by CONSULTANT. Percentage of work completed shall be documented in a monthly progress report prepared by CONSULTANT, which shall accompany each invoice submitted by CONSULTANT. CONSULTANT shall also furnish such other information as may be requested by AUTHORITY to substantiate the validity of an invoice. At its sole discretion, AUTHORITY may decline to make full payment for any task listed in paragraph B of this Article until such time as CONSULTANT has documented to AUTHORITY's satisfaction, that CONSULTANT has fully completed all work required under the task. AUTHORITY's payment in full for any task completed shall not constitute AUTHORITY's

1 final acceptance of CONSULTANT's work under such task; final acceptance shall occur only
2 when AUTHORITY's release of the retention described in paragraph D.

3 D. As partial security against CONSULTANT's failure to satisfactorily fulfill all of its obligations
4 under this Agreement, AUTHORITY shall retain ten percent (10%) of the amount of each
5 invoice submitted for payment by CONSULTANT. All retained funds shall be released by
6 AUTHORITY and shall be paid to CONSULTANT within sixty (60) days of payment of final
7 invoice, unless AUTHORITY elects to audit CONSULTANT's records in accordance with
8 Article 16 of this Agreement. If AUTHORITY elects to audit, retained funds shall be paid to
9 CONSULTANT within thirty (30) calendar days of completion of such audit in an amount
10 reflecting any adjustment required by such audit. CONSULTANT agrees to release
11 subconsultant retention within thirty (30) calendar days after the subconsultants work is
12 satisfactory completed. These prompt payment provisions are required to be incorporated in
13 all subcontract agreements issued by CONSULTANT. During the term of the Agreement, at its
14 sole discretion, AUTHORITY reserves the right to release all or a portion of the retained
15 amount based on CONSULTANT's satisfactory completion of certain milestones.
16 CONSULTANT shall invoice AUTHORITY for the release of the retention in accordance with
17 Article 5.

18 E. Invoices shall be submitted by CONSULTANT on a monthly basis and shall be submitted in
19 duplicate to AUTHORITY's Accounts Payable office. CONSULTANT may also submit invoices
20 electronically to AUTHORITY's Accounts Payable Department at vendorinvoices@octa.net.
21 Each invoice shall be accompanied by the monthly progress report specified in paragraph C
22 of this Article. AUTHORITY shall remit payment within thirty (30) calendar days of the receipt
23 and approval of each invoice. Each invoice shall include the following information:

- 24 1. Agreement No. C250192;
- 25 2. Specify the task number for which payment is being requested;
- 26 3. The time period covered by the invoice;

- 1 4. Total monthly invoice (including project-to-date cumulative invoice amount) and retention;
- 2 5. Monthly Progress Report;
- 3 6. Weekly certified payroll for personnel subject to prevailing wage requirements, if
- 4 applicable;
- 5 7. Certification signed by the CONSULTANT or his/her designated alternate that a) The
- 6 invoice is a true, complete and correct statement of reimbursable costs and progress; b)
- 7 The backup information included with the invoice is true, complete and correct in all
- 8 material respects; c) All payments due and owing to subconsultants and suppliers have
- 9 been made; d) Timely payments will be made to subconsultants and suppliers from the
- 10 proceeds of the payments covered by the certification and; e) The invoice does not include
- 11 any amount which CONSULTANT intends to withhold or retain from a subconsultant or
- 12 supplier unless so identified on the invoice;
- 13 8. Any other information as agreed or requested by AUTHORITY to substantiate the validity
- 14 of an invoice.

15 **ARTICLE 6. MAXIMUM OBLIGATION**

16 Notwithstanding any provisions of this Agreement to the contrary, AUTHORITY and CONSULTANT
17 mutually agree that AUTHORITY's maximum cumulative payment obligation (including obligation for
18 CONSULTANT's profit) shall be _____ (\$_____.00) which shall include all
19 amounts payable to CONSULTANT for its subcontracts, leases, materials and costs arising from, or
20 due to termination of, this Agreement.

21 **ARTICLE 7. NOTICES**

22 All notices hereunder and communications regarding the interpretation of the terms of this Agreement,
23 or changes thereto, shall be effected by delivery of said notices in person or by depositing said notices
24 in the U.S. mail, registered or certified mail, returned receipt requested, postage prepaid and
25 addressed as follows:
26

To AUTHORITY:

Orange County Transportation Authority

550 South Main Street

P.O. Box 14184

Orange, CA 92863-1584

ATTENTION:

Name: Gina Torres

Title: Senior Contract Administrator

Phone: (714) 560-5566

Email: gtorres@octa.net

ARTICLE 8. INDEPENDENT CONTRACTOR

A. CONSULTANT's relationship to AUTHORITY in the performance of this Agreement is that of an independent contractor. CONSULTANT's personnel performing services under this Agreement shall at all times be under CONSULTANT's exclusive direction and control and shall be employees of CONSULTANT and not employees of AUTHORITY. CONSULTANT shall pay all wages, salaries and other amounts due its employees in connection with this Agreement and shall be responsible for all reports and obligations respecting them, such as social security, income tax withholding, unemployment compensation, workers' compensation and similar matters.

B. Should CONSULTANT's personnel or a state or federal agency allege claims against AUTHORITY involving the status of AUTHORITY as employer, joint or otherwise, of said personnel, or allegations involving any other independent contractor misclassification issues, CONSULTANT shall defend and indemnify AUTHORITY in relation to any allegations made.

ARTICLE 9. INSURANCE

A. CONSULTANT shall procure and maintain insurance coverage in full force and effect during the entire term of the Agreement. Coverage shall be full coverage and not subject to self-insurance provisions. CONSULTANT shall provide the following insurance coverage:

1. Commercial General Liability, to include Products/Completed Operations, Independent Contractors', Contractual Liability, Advertising (if applicable to Scope of Work) and Personal Injury Liability, and Property Damage with a minimum limit of \$1,000,000 per occurrence, \$2,000,000 general aggregate and \$2,000,000 Products/Completed Operations aggregate;
2. Automobile Liability Insurance to include owned, hired and non-owned autos with a combined single limit of \$1,000,000 for each accident;
3. Workers' Compensation with limits as required by the State of California including a Waiver of Subrogation in favor of AUTHORITY, its officers, directors and employees; and
4. Employers' Liability with minimum limits of \$1,000,000 per accident, \$1,000,000 policy limit-disease, and \$1,000,000 policy limit employee-disease.
5. Professional Liability with minimum limits of \$1,000,000 only if the CONSULTANT is required by contract or law to be licensed or specially certified and AUTHORITY is relying on performance based on that specialty license or certification.

B. Proof of such coverage, in the form of a certificate of insurance and an insurance policy blanket additional insured endorsement, designating the AUTHORITY, its officers, directors and employees as additional insureds on general liability and automobile liability, as required by Agreement. Proof of insurance coverage must be received by AUTHORITY within ten (10) calendar days from the effective date of the Agreement and prior to commencement of any work. Such insurance shall be primary and non-contributive to any insurance or self-insurance maintained by the AUTHORITY. Furthermore, AUTHORITY reserves the right to request certified copies or review all related insurance policies, in response to a related loss.

1 C. CONSULTANT shall also include in each subcontract, the stipulation that subconsultants shall
2 maintain insurance coverage in the amounts required of CONSULTANT as provided in the
3 Agreement. Subconsultants will be required to include AUTHORITY as additional insureds on
4 the Commercial General Liability, and Auto Liability insurance policies.

5 D. Insurer must provide AUTHORITY with at least thirty (30) days' prior notice of cancellation or
6 material modification of coverage, and ten (10) days' prior notice for non-payment of premium.

7 E. CONSULTANT shall submit required insurance certificates to AUTHORITY's insurance
8 tracking contractor, InsureTrack. CONSULTANT shall respond directly to InsureTrack's
9 request for updated insurance certificates and other insurance-related matters by email
10 to octa@instracking.com.

11 F. CONSULTANT shall include on the face of the certificate of insurance, the following
12 information:

- 13 1. The Agreement Number C250192 and, the Contract Administrator's Name, Gina Torres
- 14 2. For Certificate Holder: The Orange County Transportation Authority, its officers, directors,
15 employers and agents, c/o InsureTrack, P.O. Box 60840 Las Vegas, NV 89160.

16 **ARTICLE 10. ORDER OF PRECEDENCE**

17 Conflicting provisions hereof, if any, shall prevail in the following descending order of precedence: (1)
18 the provisions of this Agreement, including all exhibits; (2) the provisions of RFP 250192 ; (3)
19 CONSULTANT's proposal dated 00/00/00; (4) all other documents, if any, cited herein or incorporated
20 by reference.

21 **ARTICLE 11. CHANGES**

22 A. By written notice or order, AUTHORITY may, from time to time, order work suspension and/or
23 make changes in the general scope of this Agreement, including, but not limited to, the services
24 furnished to AUTHORITY by CONSULTANT as described in the Scope of Work. If any such
25 work suspension or change causes an increase or decrease in the price of this Agreement or
26 in the time required for its performance, CONSULTANT shall promptly notify AUTHORITY

1 thereof and assert its claim for adjustment within ten (10) calendar days after the change or
2 work suspension is ordered, and an equitable adjustment shall be negotiated. However,
3 nothing in this clause shall excuse CONSULTANT from proceeding immediately with the
4 Agreement as changed.

5 B. CONSULTANT shall only commence work covered by an amendment after the amendment is
6 executed by AUTHORITY.

7 **ARTICLE 12. DISPUTES**

8 A. Except as otherwise provided in this Agreement, when a dispute arises between
9 CONSULTANT and AUTHORITY, the project managers shall meet to resolve the issue. If
10 project managers do not reach a resolution, the dispute will be decided by AUTHORITY's
11 Director of Contracts Administration and Materials Management (CAMM), who shall reduce
12 the decision to writing and mail or otherwise furnish a copy thereof to CONSULTANT. The
13 decision of the Director, CAMM, shall be the final and conclusive administrative decision.

14 B. Pending final decision of a dispute hereunder, CONSULTANT shall proceed diligently with the
15 performance of this Agreement and in accordance with the decision of AUTHORITY's Director,
16 CAMM. Nothing in this Agreement, however, shall be construed as making final the decision
17 of any AUTHORITY official or representative on a question of law, which questions shall be
18 settled in accordance with the laws of the State of California.

19 **ARTICLE 13. TERMINATION**

20 A. AUTHORITY may terminate this Agreement for its convenience at any time, in whole or part,
21 by giving CONSULTANT written notice thereof. Upon said notice, AUTHORITY shall pay
22 CONSULTANT its allowable costs incurred to date of termination and those allowable costs
23 determined by AUTHORITY to be reasonably necessary to effect such
24 termination. Thereafter, CONSULTANT shall have no further claims against AUTHORITY
25 under this Agreement.

1 B. In the event either Party defaults in the performance of any of their obligations under this
2 Agreement or breaches any of the provisions of this Agreement, the non-defaulting Party shall
3 have the option to terminate this Agreement upon thirty (30) days' prior written notice to the
4 other Party. Upon receipt of such notice, CONSULTANT shall immediately cease work, unless
5 the notice from AUTHORITY provides otherwise. Upon receipt of the notice from
6 AUTHORITY, CONSULTANT shall submit an invoice for work and/or services performed prior
7 to the date of termination. AUTHORITY shall pay CONSULTANT for work and/or services
8 satisfactorily provided to the date of termination in compliance with this
9 Agreement. Thereafter, CONSULTANT shall have no further claims against AUTHORITY
10 under this Agreement. AUTHORITY shall not be liable for any claim of lost profits or damages
11 for such termination.

12 **ARTICLE 14. INDEMNIFICATION**

13 CONSULTANT shall indemnify, defend and hold harmless AUTHORITY, its officers, directors,
14 employees and agents (indemnities) from and against any and all claims (including attorneys' fees
15 and reasonable expenses for litigation or settlement) for any loss or damages, bodily injuries, including
16 death, damage to or loss of use of property caused by the negligent acts, omissions or willful
17 misconduct by CONSULTANT, its officers, directors, employees, agents, subconsultants or suppliers
18 in connection with or arising out of the performance of this Agreement.

19 **ARTICLE 15. ASSIGNMENTS AND SUBCONTRACTS**

20 A. Neither this Agreement nor any interest herein nor claim hereunder may be assigned by
21 CONSULTANT either voluntarily or by operation of law, nor may all or any part of this
22 Agreement be subcontracted by CONSULTANT, without the prior written consent of
23 AUTHORITY. Consent by AUTHORITY shall not be deemed to relieve CONSULTANT of its
24 obligations to comply fully with all terms and conditions of this Agreement.

25 B. AUTHORITY hereby consents to CONSULTANT's subcontracting portions of the Scope of
26 Work to the parties identified below for the functions described in CONSULTANT's proposal.

1 CONSULTANT shall include in the subcontract agreement the stipulation that CONSULTANT,
2 not AUTHORITY, is solely responsible for payment to the subcontractor for the amounts owing
3 and that the subcontractor shall have no claim, and shall take no action, against AUTHORITY,
4 its officers, directors, employees or sureties for nonpayment by CONSULTANT.

5 **Subcontractor Amounts**

6 \$0
7

8 **ARTICLE 16. AUDIT AND INSPECTION OF RECORDS**

9 CONSULTANT shall provide AUTHORITY, or other agents of AUTHORITY, such access to
10 CONSULTANT's accounting books, records, payroll documents and facilities, as AUTHORITY deems
11 necessary. CONSULTANT shall maintain such books, records, data and documents in accordance
12 with generally accepted accounting principles and shall clearly identify and make such items readily
13 accessible to such parties during CONSULTANT's performance hereunder and for a period of four (4)
14 years from the date of final payment by AUTHORITY. AUTHORITY's right to audit books and records
15 directly related to this Agreement shall also extend to all first-tier subcontractors identified in Article 15
16 of this Agreement. CONSULTANT shall permit any of the foregoing parties to reproduce documents
17 by any means whatsoever or to copy excerpts and transcriptions as reasonably necessary.

18 **ARTICLE 17. CONFLICT OF INTEREST**

- 19 A. CONSULTANT agrees to avoid organizational conflicts of interest. An organizational conflict
20 of interest means that due to other activities, relationships or contracts, the CONSULTANT is
21 unable, or potentially unable to render impartial assistance or advice to the AUTHORITY;
22 CONSULTANT's objectivity in performing the work identified in the Scope of Work is or might
23 be otherwise impaired; or the CONSULTANT has an unfair competitive
24 advantage. CONSULTANT is obligated to fully disclose to the AUTHORITY in writing Conflict
25 of Interest issues as soon as they are known to the CONSULTANT. All disclosures must be
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1 submitted in writing to AUTHORITY pursuant to the Notice provision herein. This disclosure
2 requirement is for the entire term of this Agreement.

3 B. If the AUTHORITY determines that CONSULTANT, its employees, or subconsultants are
4 subject to disclosure requirements under the Political Reform Act (Government Code section
5 81000 et seq.), CONSULTANT and its required employees and subconsultants shall complete
6 and file Statements of Economic Interest (Form 700) with the AUTHORITY's Clerk of the Board
7 disclosing all required financial interests.

8 **ARTICLE 18. CODE OF CONDUCT**

9 CONSULTANT agrees to comply with the AUTHORITY's Code of Conduct as it relates to Third-Party
10 contracts, which is hereby referenced and by this reference is incorporated herein. CONSULTANT
11 agrees to include these requirements in all of its subcontracts.

12 **ARTICLE 19. PROHIBITION ON PROVIDING ADVOCACY SERVICES**

13 CONSULTANT and all subconsultants performing work under this Agreement, shall be prohibited from
14 concurrently representing or lobbying for any other party competing for a contract with AUTHORITY,
15 either as a prime consultant or subconsultant. Failure to refrain from such representation may result
16 in termination of this Agreement.

17 **ARTICLE 20. FEDERAL, STATE AND LOCAL LAWS**

18 CONSULTANT warrants that in the performance of this Agreement, it shall comply with all applicable
19 federal, state and local laws, statutes and ordinances and all lawful orders, rules and regulations
20 promulgated thereunder.

21 **ARTICLE 21. EQUAL EMPLOYMENT OPPORTUNITY**

22 In connection with its performance under this Agreement, CONSULTANT shall not discriminate
23 against any employee or applicant for employment because of race, religion, color, sex, age or national
24 origin. CONSULTANT shall take affirmative action to ensure that applicants are employed, and that
25 employees are treated during their employment, without regard to their race, religion, color, sex, age
26 or national origin. Such actions shall include, but not be limited to, the following: employment,

1 upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of
2 pay or other forms of compensation; and selection for training, including apprenticeship.

3 **ARTICLE 22. PROHIBITED INTERESTS**

4 A. CONSULTANT covenants that, for the term of this Agreement, no director, member, officer or
5 employee of AUTHORITY during his/her tenure in office or for one (1) year thereafter, shall
6 have any interest, direct or indirect, in this Agreement or the proceeds thereof.

7 B. No member of or delegate to, the Congress of the United States shall have any interest, direct
8 or indirect, in this Agreement or to the benefits thereof.

9 **ARTICLE 23. OWNERSHIP OF REPORTS AND DOCUMENTS**

10 A. The originals of all letters, documents, reports and other products and data produced under
11 this Agreement shall be delivered to, and become the property of AUTHORITY. Copies may
12 be made for CONSULTANT's records but shall not be furnished to others without written
13 authorization from AUTHORITY. Such deliverables shall be deemed works made for hire and
14 all rights in copyright therein shall be retained by AUTHORITY.

15 B. All ideas, memoranda, specifications, plans, manufacturing, procedures, drawings,
16 descriptions, and all other written information submitted to CONSULTANT in connection with
17 the performance of this Agreement shall not, without prior written approval of AUTHORITY, be
18 used for any purposes other than the performance under this Agreement, nor be disclosed to
19 an entity not connected with the performance of the project. CONSULTANT shall comply with
20 AUTHORITY's policies regarding such material. Nothing furnished to CONSULTANT, which
21 is otherwise known to CONSULTANT or is or becomes generally known to the related industry
22 shall be deemed confidential. CONSULTANT shall not use AUTHORITY's name, photographs
23 of the project, or any other publicity pertaining to the project in any professional publication,
24 magazine, trade paper, newspaper, seminar or other medium without the express written
25 consent of AUTHORITY.
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1 C. No copies, sketches, computer graphics or graphs, including graphic artwork, are to be
2 released by CONSULTANT to any other person or agency except after prior written approval
3 by AUTHORITY, except as necessary for the performance of services under this
4 Agreement. All press releases, including graphic display information to be published in
5 newspapers, magazines, etc., are to be handled only by AUTHORITY unless otherwise agreed
6 to by CONSULTANT and AUTHORITY.

7 **ARTICLE 24. FINISHED AND PRELIMINARY DATA**

8 A. All of CONSULTANT's finished technical data, including but not limited to illustrations,
9 photographs, tapes, software, software design documents, including without limitation source
10 code, binary code, all media, technical documentation and user documentation, photo prints
11 and other graphic information required to be furnished under this Agreement, shall
12 be AUTHORITY's property upon payment and shall be furnished with unlimited rights and, as
13 such, shall be free from proprietary restriction except as elsewhere authorized in this
14 Agreement. CONSULTANT further agrees that it shall have no interest or claim to such
15 finished, AUTHORITY-owned, technical data; furthermore, said data is subject to the
16 provisions of the Freedom of Information Act, 5 USC 552.

17 B. It is expressly understood that any title to preliminary technical data is not passed to
18 AUTHORITY but is retained by CONSULTANT. Preliminary data includes roughs,
19 visualizations, software design documents, layouts and comprehensives prepared by
20 CONSULTANT solely for the purpose of demonstrating an idea or message for AUTHORITY's
21 acceptance before approval is given for preparation of finished artwork. Preliminary data title
22 and right thereto shall be made available to AUTHORITY if CONSULTANT causes
23 AUTHORITY to exercise Article 11, and a price shall be negotiated for all preliminary data.
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1 **ARTICLE 25. HEALTH AND SAFETY REQUIREMENTS**

2 CONSULTANT shall comply with all the requirements set forth in Exhibit ____, titled "Level 1 SAFETY
3 SPECIFICATIONS." As used therein, "Contractor" shall mean "Consultant," and "Subcontractor" shall
4 mean "Sub-consultant."

5 **ARTICLE 26. LIMITATION ON GOVERNMENTAL DECISIONS**

6 CONSULTANT shall not make, participate in making, or use its position to influence any governmental
7 decisions as defined by the Political Reform Act, Government Code section 8100 et seq., and the
8 implementing regulations in Title 2 of the California Code of Regulations section 18110 et seq.
9 CONSULTANT's personnel performing services under this Agreement shall not authorize or direct
10 any actions, votes, appoint any person, obligate, or commit AUTHORITY to any course of action or
11 enter into any contractual agreement on behalf of AUTHORITY. In addition, CONSULTANT's
12 personnel shall not provide information, an opinion, or a recommendation for the purpose of affecting
13 a decision without significant intervening substantive review by AUTHORITY personnel, counsel, and
14 management.

15 **ARTICLE 27. FORCE MAJEURE**

16 Either party shall be excused from performing its obligations under this Agreement during the time
17 and to the extent that it is prevented from performing by an unforeseeable cause beyond its control,
18 including but not limited to: any incidence of fire, flood; acts of God; commandeering of material,
19 products, plants or facilities by the federal, state or local government; national fuel shortage; or a
20 material act or omission by the other party; when satisfactory evidence of such cause is presented to
21 the other party; and provided further that such nonperformance is unforeseeable, beyond the control
22 and is not due to the fault or negligence of the party not performing.

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IN WITNESS WHEREOF, the parties hereto have caused this Agreement No. C250192 to be executed as of the date of the last signature below.

CONSULTANT

ORANGE COUNTY TRANSPORTATION
AUTHORITY

SIGNATURE

DARRELL E. JOHNSON, CHIEF EXECUTIVE

OFFICER

DATE SIGNED

DATE SIGNED

APPROVED AS TO FORM:

JAMES M. DONICH, GENERAL COUNSEL

DATE SIGNED

APPROVED:

ANDREW OFTELIE, CHIEF FINANCIAL OFFICER,

FINANCE AND ADMINISTRATION

DATE SIGNED

LEVEL 1 HEALTH, SAFETY AND ENVIRONMENTAL SPECIFICATIONS

PART I – GENERAL

1.1 GENERAL HEALTH, SAFETY & ENVIRONMENTAL REQUIREMENTS

- A. The Contractor, its subcontractors, suppliers, and employees have the obligation to comply with all Authority health, safety and environmental compliance department (HSEC) requirements of this safety specification, project site requirements, bus yard safety rules, as well as all federal, state, and local regulations pertaining to scope of work, contracts or agreements with the Authority. Additionally, manufacturer requirements are considered incorporated by reference as applicable to this scope of work.
- B. Observance of repeated unsafe acts or conditions, serious violation of safety standards, non-conformance of Authority health, safety and environmental compliance department (HSEC) requirements, or disregard for the intent of these safety specifications to protect people and property, by Contractor or its subcontractors may be cause for termination of scope or agreements with the Authority, at the sole discretion of the Authority.
- C. The health, safety, and environmental requirements, and references contained within this scope of work shall not be considered all-inclusive as to the hazards that might be encountered. Safe work practices shall be planned and performed, and safe conditions shall be maintained during this work scope.
- D. The Authority Project Manager shall be responsible to ensure a safety orientation is conducted of known potential hazards and emergency procedures for all Contractor personnel, subcontractors, suppliers, vendors, and new employees assigned to the project prior to commencement of the project.
- E. The Contractor shall ensure that all Contractor vehicles, including those of its subcontractors, suppliers, vendors and employees are parked in designated parking areas, and comply with traffic routes, and posted traffic signs in areas other than the employee parking lots.
- F. California Code of Regulations (CCR) Title 8 Standards are minimum requirements; each Contractor is encouraged to exceed minimum requirements. When the Contractor's safety requirements exceed statutory standards, the more stringent requirements shall be applied for the safeguard of public and employees.

1.2 REGULATORY

- A. Injury/Illness Prevention Program
The Contractor shall comply with CCR Title 8, Section with California Code of Regulations (CCR) Title 8, Section 3203. The intent and elements of the IIPP shall be implemented and enforced by the Contractor and its sub-tier contractors, suppliers, and vendors. The program shall be provided to the Authority's Project Manager, upon request, within 72 hours.

LEVEL 1 HEALTH, SAFETY AND ENVIRONMENTAL SPECIFICATIONS

- B. Substance Abuse Prevention Program
Contractor shall comply with the Policy or Program of the Company's Substance Abuse Prevention Policy that complies with the most recent Drug Free Workplace Act. The program shall be provided to the Authority's Project Manager, upon request, within 72 hours.
- C. Heat Illness Prevention Program
Contractor shall comply with CCR Title 8, Section, Section 3395, Heat Illness Prevention. The program shall be provided to the Authority's Project Manager, upon request, within 72 hours.
- D. Hazard Communication Program
Contractor shall comply with CCR Title 8, Section 5194 Hazard Communication Standard. Prior to use on Authority property and/or project work areas Contractor shall provide the Authority Project Manager copies of SDS for all applicable chemical products used, if any. The program shall be provided to the Authority's Project Manager, upon request, within 72 hours.
- a. All chemicals including paint, solvents, detergents and similar substances shall comply with South Coast Air Quality Management District (SCAQMD) rules 103, 1113, and 1171.
- E. Storm Water Pollution Prevention Plan
The Contractor shall protect property and water resources from fuels and similar products throughout the duration of the contract. Contractor shall comply with Storm Water Pollution Prevention Plan (SWPPP) requirements. The program or plan if required by scope shall be provided to the Authority's Project Manager, upon request, within 72 hours.

1.3 INCIDENT NOTIFICATION AND INVESTIGATION

- A. The Authority shall be promptly notified of any of the following types of incidents including but not limited to:
1. Damage incidents of property (incidents involving third party, contractor or Authority property damage);
 2. Reportable and/or Recordable injuries (as defined by the U. S. Occupational Safety and Health Administration), a minor injury, and near miss incidents;
 3. Incidents impacting the environment, i.e. spills or releases on Authority projects or property.
 4. Outside Agency Inspections; agencies such as Cal/OSHA, DTSC, SCAQMD, State Water Resources Control Board, FTA, CPUC, EPA, USACE and similar agencies.
- B. Notifications shall be made to Authority representatives, employees and/or agents. This includes incidents occurring to contractors, vendors, visitors, or members of the public

LEVEL 1 HEALTH, SAFETY AND ENVIRONMENTAL SPECIFICATIONS

that arise from the performance of Authority contract work. An immediate verbal notice followed by an initial written incident investigation report shall be submitted to the Authority's Project Manager within 24 hours of the incident.

- C. A final written incident investigative report shall be submitted within seven (7) calendar days and include the following information. The Current Status of anyone injured, photos of the incident area, detailed description of what happened, Photos of the existing conditions and area of the injury/incident, the contributing factors that lead to the incident occurrence, a copy of the company policy or procedure associated with the incident and evaluation of effectiveness, copy of task planning documentation, copy of the Physician's first report of injury, copy of Cal/OSHA 300 log of work related injuries and illnesses, the Cal/OSHA 301 Injury Illness Incident Report, and corrective actions initiated to prevent recurrence. This information shall be considered the minimum elements required for a comprehensive incident report provided to OCTA.
- D. A Serious Injury, Serious Incident, OSHA Recordable Injury/Illness, or a Significant Near Miss shall require a formal incident review at the discretion of the Authority's Project Manager. The incident review shall be conducted within seven (7) calendar days of the incident. This review shall require a company senior executive, company program or project manager from the Contractors' organization to participate and present the incident review as determined by the OCTA Project Manager. The serious incident presentation shall include action taken for the welfare of the injured, a status report of the injured, causation factors that lead to the incident, a root cause analysis (using 5 whys and fishbone methods), and a detailed recovery plan that identifies corrective actions to prevent a similar incident, and actions to enhance safety awareness.
1. Serious Injury: includes an injury or illness to one or more employees, occurring in a place of employment or in connection with any employment, which requires inpatient hospitalization for a period in excess of twenty-four hours for other than medical observation, or in which an employee suffers the loss of any member of the body, or suffers any serious degree of physical disfigurement. A serious injury also includes a lost workday or reassignment or restricted injury case as determined by the Physician's first report of injury or Cal/OSHA definitions.
 2. Serious Incident: includes but not limited to property damage of \$500.00 or more, an incident requiring emergency services (local fire, paramedics and ambulance response), news media or OCTA media relations response, and/or incidents involving other agencies (Cal/OSHA, EPA, AQMD, DTSC, Metrolink, FTA, FRA etc.) notification or representation.
 3. OSHA Recordable Injury / Illness: includes and injury / illness resulting in medical treatment beyond First Aid, an injury / illness which requires restricted duty, or an injury / illness resulting in days away from work.
 4. Significant Near Miss Incident: includes incidents where no property was damaged and no personal injury sustained, but where, given a slight shift in time or position, damage and/or injury easily could have occurred.

LEVEL 1 HEALTH, SAFETY AND ENVIRONMENTAL SPECIFICATIONS

1.4 DESIGNATED HEALTH AND SAFETY REPRESENTATIVE

- A. Upon contract award, the contractor within 10 business days shall designate a health and safety representative and provide a resume and qualifications to the Authority project manager, upon request, within 72 hours.
- B. This person shall be a competent or qualified individual as defined by the Occupational, Safety, and Health Administration (OSHA), familiar with applicable CCR Title 8 Standards (Cal/OSHA) and has the authority to affect changes in work procedures that may have associated cost, schedule and budget impacts.

1.5 PERSONAL PROTECTIVE EQUIPMENT

- A. The Contractor, its subcontractors, suppliers, and employees are required to comply with applicable personal protective equipment (PPE) requirements while performing work at any Authority project or property. Generally minimum PPE requirements include eye protection; hearing protection, head protection, class 2 or 3 safety reflective vests, and appropriate footwear.
- B. The Contractor, its subcontractors, suppliers, and employees are required to provide their own PPE, including eye, head, foot, and hand protection, safety vests, or other PPE required to perform their work safely on Authority projects or property. The Authority requires eye protection on construction projects and work areas that meet ANSI Z-87.1 Standards.

1.6 REFERENCES

- A. CCR Title 8 Standards (Cal/OSHA)
- B. FCR Including 1910 and 1926 Standards
- C. NFPA, NEC, ANSI, NIOSH Standards
- D. Construction Industry Institute (CII)
- E. OCTA Yard Safety Rules

END OF SECTION