

ATTACHMENT 1 - SCOPE OF WORK

1 PROJECT DESCRIPTION

The project(s) will furnish, install, integrate, test and support all necessary software and hardware, for the elements below and provide such services as to make them operational:

- Automated Traffic Signal Performance Measures (ATSPM) Element at all 31 Town-owned traffic signals, and/or
- Virtual Bicycle Detection/Bicycle Signal Prioritization (VBD/BSP) Element at nine (9) Town-owned traffic signals

The System Vendor shall be responsible for all items necessary to furnish, install, configure, implement, test, and provide training and documentation on one or both of the proposed system(s). The System Vendor shall be fully responsible for the maintenance and care of all hardware, equipment, and software furnished by the System Vendor until the time of final acceptance of the system(s) by the Town.

Proposers, herein after also referred to as the “System Vendor(s)”, are invited to propose on a single element or both elements. Inter-system integration between the ATSPM and VBD/BSP elements of the project is not required, but some amount of integration between the Advanced Traffic Management System-Adaptive Traffic Control System (ATMS-ATCS) system is required.

1.1 Project Goals

The projects will focus on improving multimodal safety and traffic operations. The systems will help achieve the following goals:

- Improve travel time and travel time reliability for autos, bicycles and pedestrians;
- Improve ability to plan for and respond to variable traffic volumes;
- Improve safety of motorists, bicyclists, pedestrians and emergency vehicles;
- Reduce vehicle emissions and fuel consumption;
- Test new technology and develop the knowledge base on multimodal safety and traffic operational improvements;
- Help address traffic congestion issues on Los Gatos Boulevard.

1.2 Project Area Characteristics

1.2.1 ATSPM & VBD/BSP Elements

Although land uses in Los Gatos are fairly stable, the Town is experiencing growth in regional traffic that have increased traffic volumes and also result in unpredictable variations in traffic volumes within the Town. Traffic volumes have increased significantly over the past 10 years and are only expected to increase with the continuing development in nearby areas.

Of particular concern is weekday commute traffic on Highways 17 and 9, which can increase when collisions create additional congestion on the freeways and drivers bypassing congestion detour to local streets, or weekend traffic during the summer when high volumes of beach traffic pass through Town.

Cycling activity in Los Gatos is spread along multiple corridors throughout the Town. Cycling activity along Los Gatos Boulevard is made up of a modest volume of commuter traffic and high volume of school traffic. Los Gatos' Town Council has adopted policies to encourage mode shift from private automobiles to bicycling and walking and has funded projects to eliminate gaps in the bike network.

1.2.2 ATMS-ATCS Systems

The ATMS-ATCS deployment is ongoing with system deployment expected in late 2020 and early 2021. The new system will replace the existing Econolite Aries master with a new Econolite Centracs advanced traffic management and adaptive system along with new Cobalt traffic signal controllers (discussed in section 2.2.2). The signal locations where the ATSPM, ATCS, and VBD/BPS would be deployed are shown in Figure 1 and Table 1.

A specific area of required integration between the VBD/BPS project and the ATMS-ATCS system is providing real-time bike detection inputs in a format using recognized standards that can readily be converted to priority detector input in the traffic signal controller units at each intersection. VBD/BPS proposers should assume the ATCS vendor will provide formatting instructions for bike inputs.

1.3 Systems Environment

1.3.1 ATSPM Element

The Town of Los Gatos owns and operates the 31 traffic signals shown in Figure 1 below. Note, the ATSPM element will include all Town owned traffic signals. ATSPM generation and function as described in the System Requirements will be provided by the selected System Vendor.

Table 1 shows the type of detection at each project intersection. Some intersections with loop detectors on some or all approaches may not have adequate detection to provide the full suite of ATSPM data. System Vendors shall assume the system will be configured in this contract to provide as much data as possible given detection constraints but shall have capability to provide the full suite of ATSPMs when the Town is able to upgrade detection at each intersection.

The ATCS system includes ten intersections along Los Gatos Boulevard, three along Blossom Hill Road, and one along Los Gatos-Saratoga Road (see blue highlighted intersections in Figure 1).

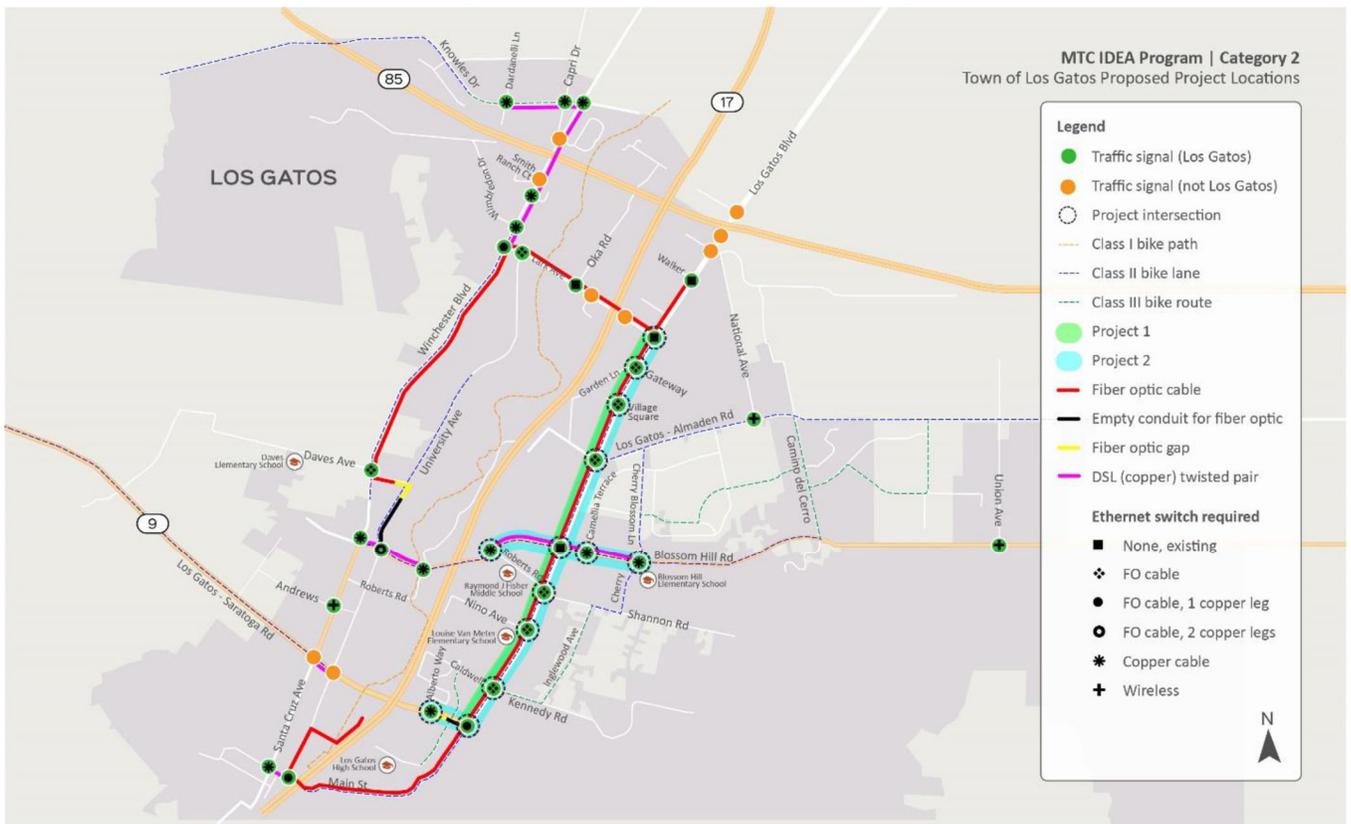
As a first item of work, ATSPM element proposers shall provide typical diagrams for video detection zone setup. Revisions to video detection zones will be implemented by the Town. The Town will provide As Built traffic signal plans that show existing phase diagrams and detection layout in support of this requirement.

1.3.2 VBD/BSP Element

The VBD/BSP elements will be included for nine (9) Town-owned traffic signals along Los Gatos Boulevard at the intersections with following cross streets (see green highlighted intersections in Figure 1):

1. Los Gatos - Saratoga Road
2. Kennedy Road - Caldwell Avenue
3. Nino Avenue
4. Roberts Road-Shannon Road
5. Blossom Hill Road
6. Los Gatos Almaden Road – Chirco Drive
7. Village Square Driveway
8. Gateway Drive – Garden Lane
9. Lark Avenue

Figure 1 – Town of Los Gatos Traffic Signal



Map

Table 1 – Existing Traffic Signal Infrastructure

INTERSECTION	TRAFFIC SIGNAL CONTROLLER	DETECTION	TRAFFIC SIGNAL CABINET	COMMUNICATIONS	PROPOSED COMMUNICATIONS
N. Santa Cruz Ave/ Main St	Proposed Cobalt	Video - Iteris Vantage Plus	Type P TS-1	None	Ethernet over copper
University Ave/ W. Main St	Proposed Cobalt	Video - Iteris Vantage Edge 2	Type P TS-1	None	Ethernet, FO/Copper on one leg

INTERSECTION	TRAFFIC SIGNAL CONTROLLER	DETECTION	TRAFFIC SIGNAL CABINET	COMMUNICATIONS	PROPOSED COMMUNICATIONS
N. Santa Cruz Ave/ Andrews St.	Proposed Cobalt	Video - Iteris Vantage Edge 2	Type P TS-1	None	Wireless communications ¹ Ethernet switch
N. Santa Cruz Ave/ Blossom Hill Rd.	Proposed Cobalt	Inductive Loops	Type P TS-1	None	Ethernet over copper
University Ave/ Blossom Hill Rd	Proposed Cobalt	Video - Iteris Vantage Edge 2	Type P TS- 1	None	Ethernet over copper
Blossom Hill Rd/ Vasona Park DW	Proposed Cobalt	Inductive Loops	Type P TS-1	None	Ethernet over copper
Blossom Hill Rd/ Union Avenue	Proposed Cobalt	Inductive Loops	Type P TS-1	None	Wireless communications ¹ Ethernet switch
Winchester Blvd/ Daves Ave	Proposed Cobalt	Video – Iteris Vantage Edge 2	Type P TS-1	None	Ethernet switch FO branch connection ³ ~700' conduit gap for FO
Winchester Blvd./ Lark Ave.	Proposed Cobalt	Video – Iteris Vantage Edge 2	Type P TS-1	12 pair SIC	Ethernet, FO/Copper on one leg
University Ave/ Lark Ave	Proposed Cobalt	Video – Iteris Vantage Edge 2	Type P TS-1	12 pair SIC	Ethernet switch
Oka Rd./ Lark Ave	Proposed Cobalt	Inductive Loops	Type P TS-1	Moxa Ethernet switch	FO branch connection
Winchester Blvd/ Wimbledon Dr	Proposed Cobalt	Video - Iteris Vantage Edge 2	Type P TS-1	12 pair SIC	Ethernet-over-copper
Winchester Blvd/ Albright Way	Proposed Cobalt	Video - Iteris Vantage Edge 2	Type P TS-1	12 pair SIC	Ethernet-over-copper
Knowles Dr/ Dardanelli Lane	Proposed Cobalt	Video - Iteris Vantage Edge 2	Type P TS-1	None	Ethernet over copper
Knowles Dr/ Capri Dr	Proposed Cobalt	Video - Iteris Vantage Edge 2	Type M TS-1	None	Ethernet over copper
Winchester Blvd/ Knowles Dr	Proposed Cobalt	Video Iteris Vantage Edge 2	Type P TS-1	None Rail Preempt	Ethernet over copper
Los Gatos-Almaden Rd/ National Ave	Proposed Cobalt	Video Iteris Vantage Edge 2 And side street inductive loops	Type P TS-1	None	Wireless communications ¹ Ethernet switch
Los Gatos Blvd/ North 40 Driveway- Walker Street	Proposed Cobalt	Video Iteris Vantage Edge 2	Type P TS-2, Type 2	Moxa Ethernet switch	FO branch connection
Alberto Way/ Saratoga Rd	Proposed Cobalt	Video - Iteris Vantage Edge 2	Type P TS-2 Type 1	None	FO branch connection. Ethernet switch
Los Gatos Blvd/ Saratoga Rd	Proposed Cobalt	Video - Iteris Vantage Edge 2	Type P TS-2 Type 1	12 pair SIC	FO branch connection ³ Ethernet switch
Los Gatos Blvd/ Caldwell-Kennedy Rd	Proposed Cobalt	Video - Iteris Vantage Edge 2	Type P TS-1	12 pair SIC	FO branch connection ³ Ethernet switch
Los Gatos Blvd/ Nino Ave	Proposed Cobalt	Video - Iteris Vantage Edge 2	Type P TS-1	12 pair SIC	FO branch connection ³ Ethernet switch
Los Gatos Blvd/Roberts Rd-Shannon Rd	Proposed Cobalt	Video - Iteris Vantage Edge 2	Type P TS-2 Type 1	12 pair SIC/SVITS/Fiber/ RuggedCom Ethernet Switch MOXA Ethernet switch	FO Branch connection ³ Replace Ethernet switch

INTERSECTION	TRAFFIC SIGNAL CONTROLLER	DETECTION	TRAFFIC SIGNAL CABINET	COMMUNICATIONS	PROPOSED COMMUNICATIONS
Blossom Hill Rd/ Roberts Rd	Proposed Cobalt	Video - Iteris Vantage Edge 2	Type P TS-1	12 pair SIC	SIC Branch connection Ethernet switch
Los Gatos Blvd/ Blossom Hill Rd	Proposed Cobalt	Video – Iteris Vantage Edge 2	Type P TS-1	12 pair SIC	FO branch connection. Ethernet switch
Blossom Hill Rd/ Camella Terrace	Econolite ASC/3-2100	Proposed Video - Iteris Vantage Edge 2	Type P TS-2 Type 1	12 pair SIC	Video detection ⁴ SIC Branch connection Ethernet over copper
Blossom Hill Rd/ Cherry Blossom Ln	Proposed Cobalt	Proposed Video - Iteris Vantage Edge 2	Type P TS-1	12 pair SIC	Video detection ⁴ FO Branch connection Ethernet over copper
Los Gatos Blvd/ LG Almaden Rd	Proposed Cobalt	Video - Iteris Vantage Edge 2	Type P TS-1	12 pair SIC	FO branch connection ³ Ethernet switch
Los Gatos Blvd/ Village Square	Proposed Cobalt	Video - Iteris Vantage Edge 2	Type P TS-2 Type 1	12 pair SIC	FO branch connection ³ Ethernet switch
Los Gatos Blvd/ Gateway-Garden Ln	Proposed Cobalt	Video - Iteris Vantage Edge 2	Type P TS-1	12 pair SIC	FO branch connection ³ Ethernet switch
Los Gatos Blvd/ Lark Ave	Proposed Cobalt	Video Iteris Vantage Edge 2	Type P TS-1	12 pair SIC/SVITS/Fiber/ Optelecom Transceiver, Moxa Ethernet switch	None
<p>Notes:</p> <p>FO = Fiber optic cable</p> <p>New communications assumptions shown are subject to change depending on outcome of contract negotiations with ATCS-ATMS system vendor.</p> <ol style="list-style-type: none"> 1. Assumes cellular communications 2. Requires design of conduit and/or cable to adjacent intersection 3. FO Branch connection being designed <p>Detection shown is existing, unless noted as “Proposed”</p>					

Note, there are minor changes being made to the proposed communications equipment as part of the ongoing communications design. This table is intended for information only.

2 ATMS-ATCS ELEMENT

This section provides background information on work that is already under contract with others. The intent is to provide ATSPM and/or VBD/BPS proposers with information about products being supplied in the ATMS-ATCS contract that may be relevant to proposers, and to indicate areas of overlap and coordination.

The Town has contracted with Econolite systems to provide Centrac's ATMS-ATCS central software and Econolite Cobalt controller units at each signalized intersection operated by the Town. Both System Vendors are required to coordinate with Econolite regarding installation of user interface software on

two desktop and one laptop computers and installation of any rack-mounted equipment in a shared rack in the traffic management center. Econolite is furnishing:

- A six-inch high ATMS server and power supply in a Town furnished 19-inch rack, approximately 4-feet tall.
- Two HP Z2 Tower desktop computers, with 64GB memory and 480GB hard drive.
- One HP ZBOOK 15 G6 laptop with 16GB memory and 512GB hard drive.

3 ATSPM AND VBD/BPS ELEMENTS

The current Request for Proposals (RFP) includes the following tasks:

3.1 Project Management

3.1.1 Administration

The System Vendor(s) shall designate a dedicated System Vendor Project Manager that will be committed to this project through the duration of the contract. The System Vendor Project Manager, whether selected for one project or both, shall work closely with the Town of Los Gatos Project Manager. The System Vendor Project Manager's responsibilities shall include, but not limited to:

- Coordinate the work of this contract with other concurrent work as necessary.
- Maintain communication between key contract personnel and Town of Los Gatos staff.
- Write and distribute notes of discussions between Vendor and Town staff, with a focus on actions items and status.
- Maintain an adequate staff of qualified support personnel to perform the work necessary to complete the project as per the project schedule.
- Establish and maintain contract administration procedures, which may include supplemental agreements, time-extensions, subcontracts, and tracking and maintaining the budget.
- Inform the Town's Project Manager of any changes to the key personnel assigned to the project. The work shall be performed and directed by the key personnel identified in the proposal. Any changes in the designated key personnel or the proposed Project Manager in charge of the work, as indicated in the proposal, shall be subject to review and approval by Town. The proposed staff assigned to perform any task shall be qualified individuals with closely related experience in that field.
- Keep the Town's Project Manager informed of all the pertinent decisions related to the project.
- Maintain contract administration consistent with federal requirements, including monitoring of project status and project budget.

3.1.2 Project Schedule

A combined project schedule for the ATCS-ATMS project element and the field design contract has already been prepared using MS Project software. The Town will furnish the most recent version of this schedule to the selected vendor(s) for the ATSPM and VBD/BPS contract(s).

The System Vendor(s) shall develop and maintain a project schedule for the duration of the project. Within two weeks after the notice to proceed (NTP), the System Vendor(s) shall submit a detailed

schedule indicating all milestone dates and deliverables, and showing interaction and dependencies with other participants in related contracts including the ATMS-ATCS element, field element design, field element construction, and Town responsibilities such as completing the TMC and programming new video detection zones. The Town's Project Manager will review and approve the Project Schedule for content and format. The System Vendor(s) shall update this schedule on a monthly basis.

3.1.3 Kick-off Meeting

A project kick-off meeting will be held with the Town and appropriate stakeholders to determine project goals, discuss the project schedule, review the scope of work and define lines of communication. It is assumed this meeting and all meetings will be Web-based. System Vendor will make all meeting arrangements.

3.1.4 Bi-weekly Progress Meeting

The System Vendor Project Manager shall arrange and attend regular progress meetings every other week as needed to report the progress and provide data to the Town's Project Manager. The data shall generally include the following information:

- Project schedule and critical path work updates from initial plans as work progresses.
- Requesting materials or information needed from the Town.
- Progress against schedule for each identified work item.
- Forecast the completion dates from current progress.
- Rescheduled work in any area, which is out of the required sequence.
- Respond to any inquiry concerning the status of any work element in terms of schedule, staff, and cost.

3.1.5 Deliverables

- Regular written communication with Town staff regarding scope status or potential changes
- As needed updates to project schedule (when deadlines change)
- Meeting minutes

3.2 Furnish & Install ATSPM and/or VBD/BPS Software and Hardware

3.2.1 ATSPM Element

The System Vendor shall furnish an ATSPM system at the 31 project intersections per the Final System Requirements document attached to this RFP as Attachment 6. This includes any software, hardware/equipment (if applicable), licenses, applications, servers, and other utilities for the operation of the system(s). Any ancillary equipment or supplies needed to install applicable hardware/equipment, including cabling, mounting brackets, etc. must be provided by the System Vendor.

The System Vendor is expected to clearly state in their proposal if their equipment will be compatible with the equipment listed in Section 2 or if additional equipment is required. The cost of additional equipment shall be included in the System Vendor's cost proposal. Estimated cloud storage or off-site data processing costs shall be included in the cost proposal, to be reported as monthly cost for three years of operation.

The System Vendor shall install, configure, and integrate the user interface portion of the ATSPM system on the Town's two desktop workstations and one laptop being furnished through the ATMS-ATCS contract (See section 2 of this attachment), or other tablets, and/or mobile devices that are authorized by the Town's IT department, if applicable. The System Vendor shall provide documentation on the specifications and locations of any servers, if applicable, including redundancy and security for any storage device or server that houses any Town data.

The Vendor shall configure at least five (5) user accounts with customized user privileges. In addition, at the locations within this project, the System Vendor shall integrate the new traffic signal controllers provided by the ATMS system as described in Section 2, existing detectors, system parameters, signal timing, and appropriate field conditions, as necessary, for the accurate reporting of performance measures.

See System Requirements in Attachment 6 for training requirements.

3.2.2 VBD/BPS Element

The System Vendor shall furnish a VBD/BPS system at the 9 project intersections per the Final System Requirements document attached to this RFP as Attachment 6. This includes any software, hosting of a downloadable app, hardware/equipment (if applicable), licenses, fees, applications, servers, interface with Econolite Centrax software, and other utilities for the operation of the system(s). Any ancillary equipment or supplies needed to install applicable hardware/equipment, including cabling, mounting brackets, etc. must be provided by the System Vendor.

The System Vendor is expected to clearly state in their proposal if their server and/or personal computer equipment will be compatible with the equipment listed in Section 2 of this attachment or if additional equipment is required. The cost of additional equipment shall be included in the System Vendor's cost proposal.

The System Vendor shall install, configure, and integrate any real-time monitoring of the VBD/BPS system on the Town's two desktop workstations being furnished by Econolite through the ATMS-ATCS contract, or other tablets, and/or mobile devices that are authorized by the Town's IT department, if applicable. The System Vendor shall provide documentation on the specifications and locations of any servers, if applicable, including redundancy and security for any storage device or server that houses any Town data.

In order to test the viability of the VBD/BSP system and ensure the proposed solution meets the Town's needs, the System Vendor shall deploy their system at one project intersection. In this Proof of Concept (POC), the System Vendor will demonstrate their VBD/BSP system running on certain phases of a Cobalt traffic signal controller as provided through the ATMS-ATCS contract described in Section 2, and include documentation of the tests performed at the one project intersection, so they can be replicated as part of the testing for the full deployment. For the POC, the System Vendor will work with the Town to develop the test procedures and provide a technical memorandum documenting the test conducted and results observed.

Upon completion of the POC, the System Vendor shall install, configure, and integrate the VBD/BSP system on the Town's traffic signal controllers provided by the ATMS described in Section 2 via the ATMS central system described in Section 2 (if needed), workstations, tablets, and/or mobile devices that are authorized by the Town's IT department. The System Vendor shall provide documentation on

the specifications and locations of any servers, if applicable, including redundancy and security for any storage device or server that houses any Town data.

The Vendor shall configure up to five (5) administrative user accounts with customized user privileges. In addition, at the locations within this project, the System Vendor shall integrate all existing traffic signal controllers, existing detectors, system parameters, signal timing, and appropriate field conditions, as necessary, in order to optimize system performance.

The System Vendor for the VBD/BSP element of the work will be expected to be in regular communications with Town staff and to integrate their work products into the ATMS-ATCS products for the following applications:

- Providing bicycle location and/or count data to the ATMS system in real time in a format similar to priority inputs to a traffic signal controller from detectors using recognized standards such as NTCIP 1211, with data identified by individual approach so it can easily be mapped to a typical traffic signal controller input.

See System Requirements in Attachment 6 for training requirements.

3.2.3 Deliverables

- List of computer and/or server equipment to be provided and cloud computing required for ATSPM
- Fully configured, tested and verified ATSPM system per the System Requirements and requirements in this Attachment for all 31 Town-owned traffic signals
- Five ATSPM user accounts to access data and reports
- Training program for ATSPM
- List of computer and/or server equipment to be provided and cloud computing required for VBD/BPS
- Fully configured, tested and verified VBD/BPS system per the System Requirements and requirements in this Attachment for nine Town-owned traffic signals along Los Gatos Boulevard
- Proof of Concept verification report for VBD/BPS test intersection
- Five VBD/BPS user accounts to access data and reports
- Completed training program for each system per System Requirements

3.3 System Verification, Testing & Acceptance

3.3.1 Verification & Acceptance Test Plan

The System Vendor(s) shall develop Verification and Acceptance Test Procedures for the Town's review and approval based on the Verification Plan in Attachment 6. The System Vendor(s) shall provide a proposed acceptance test procedure to the Town for approval at least 30 days before the acceptance test is to begin. The Town shall review the System Vendor's initial Acceptance Test Procedure(s) and provide review comments within 14 days of receipt. The Acceptance Test Procedures shall not be final until accepted by the Town.

The Acceptance Test Procedures will serve as a guide(s) to operationally test system hardware, software, and integration. The procedures must include a detailed description of the tests to be conducted and the purpose of each test. Each test should be mapped to at least one of the system requirements. At a minimum, the Acceptance Test Procedure(s) shall define testing stages, methods, procedures, tools and data to verify that the system is working as designed under the planned and maximum conditions.

Final acceptance testing shall include tests for the element(s), any additional software implemented, and communications between field traffic signal controllers and the element(s). The test period for final acceptance will be a period of 30 days of error free operation. The Town may choose to pause the testing period on days spent correcting minor errors and will notify the System Vendor if they pause the testing period. The Town may choose to restart the 30-day acceptance test if errors are found to be significant. Final acceptance tests will be conducted to:

- Verify system requirements and other necessary technical requirements, as determined by the System Vendor, are satisfied;
- Verify user interface is implemented correctly;
- Verify error-free linkage of field controllers and the element(s) server and software;
- Verify performance requirements are met;
- Verify security measures; and
- Ensure hardware performs correctly.

3.3.2 Verification & Acceptance Test Report

The final tests will be conducted by the System Vendor(s) in the presence of the Town's Project Manager or designated representative. The System Vendor shall document and record all test results. A variance report shall be prepared by the System Vendor each time a test results in the ATSPM system not meeting a functional requirement. The System Vendor shall document actions to be taken to correct the variance.

The Town's Project Manager will provide final acceptance of the ATSPM system software, hardware, integration, and other services following the System Vendor's completion of work in accordance with the contract and after successful completion of the 30-day acceptance test. The acceptance date will mark the beginning of the System Vendor's warranty period.

3.3.3 Deliverables

- Verification and Acceptance Test Procedures document(s), draft and final
- Verification & Acceptance Test Report(s), draft and final

3.4 Training and Documentation

The System Vendor shall develop training courses and conduct training classes for the purpose of training Town of Los Gatos staff in the operation, administration and maintenance of the ATSPM and/or VBD/BPS system. The System Vendor shall submit a detailed and comprehensive training plan for each course to the Town for review and approval 30 days prior to the scheduled start of any training. The training plan(s) shall include a lesson plan for each course detailing the literature, standard operating procedures, manuals, and test materials that will be used.

The training plan(s) shall describe the System Vendor management role and responsibilities for each

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course. The training plan(s) shall include a training schedule listing each period of instruction and the time required for each period. The number of training persons per course will vary depending on the course subject.

The System Vendor(s) shall provide no less than 2-hour or no more than 4-hour training sessions to a minimum of three staff. The training courses are classified into three general categories:

- System Operations
- System Administration
- System Maintenance

Each category shall include a minimum of two trainings plus phone support, the first on basic information to be scheduled before the Town first tries to independently use the element. The second shall be based on specific topics identified by Town staff for focused training. Formal training sessions for each topic shall be supplemented by no less than 4 hours of phone support.

3.4.1 System Operations

Courses in this category shall be designed to train Town of Los Gatos staff in the use of the ATSPM and/or VBP/BPS system(s). Courses in this category shall include all necessary materials to acquaint this audience with the application operations.

The purpose of this training is to provide intended users of the system with sufficient expertise to use and manipulate all of the key features and applications provided with the system.

3.4.2 System Administration

Courses in this category shall be designed to train a smaller group of Town of Los Gatos staff that will have system administrative responsibilities of the ATSPM system. Courses in this category shall include all necessary materials to train this audience with the administration features and functionalities of the ATSPM system. The purpose of this training is to provide intended users of the system with sufficient expertise to use and manipulate all system features (i.e., configuration files, passwords, backup procedures, etc.).

3.4.3 System Maintenance

Courses in this category shall be designed to train Town of Los Gatos staff in the maintenance of the ATSPM and/or VBD/BPS system(s). Courses in this category shall include all necessary materials to acquaint this audience with the maintenance procedures. The purpose of this training is to provide intended users of the system with sufficient expertise to utilize System Vendor provided diagnostic and maintenance utilities, and to diagnose, maintain, and repair all supplied elements.

3.4.4 Training Location & Schedule

All training courses shall be primarily conducted via Web meetings or in Town of Los Gatos facilities or as otherwise designated. The System Vendor shall develop a training schedule acceptable to the Town with all training completed before final acceptance of the ATSPM system.

3.4.5 Equipment Requirements for Conducting Training

All training shall be performed using actual equipment to be installed as part of the ATSPM system. This shall include servers, workstations, etc. Standard classroom type materials such as white boards, screens, and so forth will be provided by the Town of Los Gatos as requested by the System Vendor.

These standard materials shall be restricted to normal supplies typically owned by the Town.

The System Vendor shall be responsible for all labor costs, transportation, per diem, course material and reproduction costs, and all miscellaneous material and supply costs not identified but required, to conduct all classroom training.

The System Vendor shall develop training manuals for all phases of the system training effort. The System Vendor shall deliver and update two printed copies of the training manual(s) to the Town of Los Gatos. Two copies of each manual shall be provided on CD. All training aids including slides, charts, graphs, support documentation and other media shall become the property of the Town of Los Gatos upon completion of the training programs. Annual updates for the first three years after system acceptance shall be provided at no additional cost to the Town.

The Town of Los Gatos reserves the right to record any and all training courses provided and organized by the System Vendor(s).

3.4.6 System Documentation

The System Vendor(s) shall provide documentation for all software (and hardware/equipment, if applicable) components of the system. The Vendor(s) shall also provide standard operating procedures. The documentation shall be submitted to the Town for review and approval before acceptance. Following approval, the System Vendor shall provide a minimum of two (2) copies of all documentation to the Town.

3.4.7 User Manuals

The System Vendor shall provide a minimum of two (2) copies of the User Manual for the element(s).

3.4.8 Deliverables

- System Operations course syllabus, class materials and training manuals.
- System Administration course syllabus, class materials and training manuals.
- System Maintenance course syllabus, class materials and training manuals.

3.5 System License, Warranty and Support

3.5.1 Licensing Terms

The System Vendor(s) shall provide all licenses required for the operations and maintenance of the system, including, but not limited to, third-party software applications, databases, network components, and servers (if applicable) for the unlimited use by the Town. The terms and conditions of any software license will be incorporated into the final contract. Prior to finalizing the contract, the Town reserves the right to negotiate terms of the software license.

3.5.2 Warranty and Support Terms

The System Vendor(s) shall provide a warranty for three (3) years for all software (and hardware/equipment, if applicable) components. Separately, a price of continuing the warranty in year 4 and 5 shall be provided. In the case of “cloud-based” offerings, the warranty and support period shall match the licensing period. The terms of the warranty will be incorporated into the final contract and shall include all software bug fixes, patches, software updates, and additional features for the life of the warranty.

The System Vendor(s) shall coordinate in advance of updating the software, including scheduling time for any updates that will cause the software to be inaccessible. If applicable, the System Vendor(s) shall repair/replace any inoperable hardware/equipment within 10 working days during the warranty period to minimize any disruptions to Town operations.

The System Vendor shall provide technical support to the Town for the life of the warranty. Technical support includes, but is not limited to, the following:

Phone support (approximately 0-1 hours per month, average)

- Troubleshooting of the system
- Routine questions
- Configuration questions or changes
- Customized reporting

The System Vendor(s) shall provide in the contract the support terms, including standard response times, communication methods, and hours of availability.

The Vendor(s) shall include a maintenance agreement and associated cost to the Town for the life of the warranty as part of the proposal. The maintenance agreement can be included in an appendix, but it should be included as a line item for the cost proposal. The maintenance agreement should explain all items covered as part of the maintenance agreement and the projected costs beyond the warranty period.

3.5.3 Deliverables

- Licenses required for the operations and maintenance of the system(s)
- Warranties for years 1-3
- Warranty for ATSPM only for years 4 and 5

4 ALLOWABLE COSTS AND PRICING STRUCTURE

Task A – Project mobilization – Lump Sum Fee to cover project startup costs, to be invoiced after the kickoff meeting and delivery of meeting minutes. Amount not to exceed 5% of project total.

Task B – Furnish and Install ATSPM and/or VBD/BPS, and Training - Lump Sum Fee subdivided into item descriptions and costs as described in the System Vendor’s proposal.

For Task B, progress payments will be based on the percent of work complete or upon completion of clearly defined milestones. System Vendor shall include desired progress payment schedule or milestone payments in the proposal based on a logical sequence for completion of the task.

Task C – Maintenance and Support Services – Annual Cost (years 1-3)

For Task C, the System Vendor agrees to be paid a fixed annual lump sum fee based on a stated level of service. The System Vendor’s cost proposal must specify what is included in the price to be paid.

Annual support and maintenance service shall cover the first three years after system acceptance.

Task D – Maintenance and Support Services – Annual Cost (years 4-5)

For Task D, (ATSPM contract only) the System Vendor agrees to be paid a fixed annual lump sum fee based on a stated level of service. The System Vendor's cost proposal must specify what is included in the price to be paid, which at a minimum shall cover all items covered in Task 3.5. Annual support and maintenance service shall cover the fourth and fifth years after system acceptance.

A cost proposal form is included in Attachment 2.