Attachment A

to

RFP No. 4356

Mississippi Department of Transportation

Web-Based Grant Management/ Transit Asset Management Solution

ITS Project No. 46139

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I. GENERAL

A. How to Respond to this Section

1. Beginning with Item 20 of this Attachment A, label and respond to each outline point in this section as it is labeled in the RFP.

2. The State is under the impression that Vendors have read and agree to all items in this RFP. Vendors should take exception to items to which they disagree.

3. The Vendor must respond with "WILL COMPLY" or "EXCEPTION" to each point in this section. In addition, many items in this RFP require detailed and specific responses to provide the requested information.   Failure to provide the information requested will result in the Vendor receiving a lower score for that item, or, at the State's sole discretion, being subject to disqualification.

4. "WILL COMPLY" indicates that the vendor can and will adhere to the requirement. This response specifies that a vendor or vendor's proposed solution must comply with a specific item or must perform a certain task.

5. If the Vendor cannot respond with "WILL COMPLY", then the Vendor must respond with "EXCEPTION". (See Section V of RFP No. 4356, for additional instructions regarding Vendor exceptions.)

6. Where an outline point asks a question or requests information, the Vendor must respond with the specific answer or information requested.

7. In addition to the above, Vendor must provide explicit details as to the manner and degree to which the proposal meets or exceeds each specification.

B. Mandatory Provisions in Technical Requirements for this RFP

8. Certain items in the technical specifications of this RFP are MANDATORY. Vendors are specifically disallowed from taking exception to these mandatory requirements, and proposals that do not meet a mandatory requirement is subject to immediate disqualification.

9. Mandatory requirements are those features classified as "**MANDATORY**" in this Attachment A. Meeting a mandatory requirement means the Vendor has provided a detailed response that demonstrates that the Vendor meets the qualifications and experience required and/or the requested functionality exists in the base solution.

10. **MANDATORY**: Attendance at the Vendor Web Conference on Tuesday, May 31, 2022 at 11:00 a.m. Central Time is mandatory for any Vendor who intends to submit an RFP response. No exceptions will be granted to this requirement. Any proposal received from a Vendor who did not have an authorized representative at the Vendor Conference will be rejected.

    a. To access the web conference, Vendors must contact Khelli Reed via e-mail no later than Monday, May 30, 2022 at 12:00 p.m. Central Time to receive dial-in instructions.

C. General Overview and Background

11. The Federal Transit Administration (FTA) provides grants for transit funding to improve mobility and increase the safety of public transportation systems across the country.   The Mississippi Department of Transportation (MDOT) receives FTA grant funding and manages its award and distribution to sub-recipients throughout

the State. MDOT administers multiple FTA grant programs including Enhanced Mobility of Seniors and Individuals with Disabilities (5310), Rural Area Program (5311), and Bus and Bus Facilities (5339).

12. The FTA requires each State to develop a transit asset management Plan (TAM) if it owns, operates, or manages capital assets used to provide public transportation and receives federal financial assistance under 49 U.S.C. Chapter 53 as a recipient or subrecipient. MDOT is responsible for transit management for the State and maintains a Tier II TAM as required by FTA.

13. MDOT currently uses in-house, manual processes for grants management and administration and for transit asset management.

D. Procurement Goals and Objectives

14. The Mississippi Department of Transportation (MDOT) seeks a web-based, vendor-hosted, grant management and transit asset management solution to support statewide transit programs and activities administered by the MDOT Public Transit Division (PTD). MDOT seeks to improve its ability to plan, implement, administer, and evaluate multiple grants (largely Federal) and programs that govern public transit, community transportation, and other transportation resources across the State. Further, MDOT is seeking transit asset management functionality that will provide effective asset lifecycle management, improved customer service, and improved public transit safety.

15. MDOT seeks a vendor knowledgeable in FTA grant funding/management as well as transit asset management best practices.

16. MDOT seeks a commercial-off-the-shelf product (COTS) or mostly-off-the-shelf product (MOTS) that is already being used by other DOTs to successfully manage grant funding and transit management requirements. MDOT seeks industry tested features and components that allow for flexible configuration, ease of implementation, and intuitive utilization. MDOT expects the COTS or MOTS solution to enable and ensure MDOT's compliance with all FTA grant and transit administration requirements, including interaction with FTA's Transit Award Management System (TrAMS).

17. MDOT seeks to successfully migrate select transit asset information as further defined in this RFP.

E. Current Environment

18. Currently, the PTD's primary information and grants management software tool is an Excel based application, called the Automated Transportation Data Reporting/Automated Reporting System (ATDS/ARS). This application was developed internally over 20 years ago and has been at the core of the financial tracking and information management duties of the PTD. Even with numerous time intensive efforts to update this application over the years, the ATDS/ARS has outlived its usefulness and must be replaced.

19. Transit asset management is also being handled by in-house Excel based applications. Two separate spreadsheets track over 600 transit vehicles and seven operations and maintenance transit facilities statewide.

F. Vendor Qualifications

20. **MANDATORY:** Vendor must be capable of and have previous experience in the development, implementation, hosting, and support of fully integrated grant management and transit asset management solutions of similar size and scope. At least two of the vendor references submitted in Section IX of RFP No. 4356 must substantiate this experience.

21. Vendor must have been in the business of providing such solutions for at least the last three years.

22. Vendor must be knowledgeable of all federal regulations and requirements governing FTA NTD (National Transit Database), grant administration, and transit asset management (TAM), including required interactions with the Transit Award Management System (TrAMS). Proposed solution must position MDOT to comply with all such requirements, regulations, and programs.

23. The Vendor must disclose if any of the personnel proposed for this project are independent consultants, subcontractors, or acting in a capacity other than an employee of the Vendor submitting the proposal. If subcontractor, Vendor must complete the subcontractor reference form located in Section IX, References.

24. The Vendor must provide a list of current governmental clients.

25. The Vendor must provide a description of his organization with sufficient information to substantiate proven experience in the services being proposed. Information to be specified includes but is not limited to:

    a. Disclosure of any company restructurings, mergers, and acquisitions over the past three years that have impacted any products the Vendor has included in this proposal;

    b. The location of principal office and the number of executive and professional personnel employed at this office;

    c. The number of years the Vendor has been in business;

    d. The number of years developing and marketing the technologies specified herein;

    e. The Vendor must describe any previous experiences of a similar nature and complexity in scope, and responsibility as what is described in this RFP;

    f. The organization's size (e.g., employees, offices, locations) and structure (e.g., state, national, or international organization);

    g. Whether the Vendor is based locally, regionally, nationally, or internationally as well as its relationships to any parent firms, sister firms, or subsidiaries; and

    h. If incorporated, the Vendor must provide the name of the state of incorporation.

26. The Vendor must provide an organizational chart showing the staffing and lines of authority for the key personnel to be used and specifying any subcontractors that may be used. Vendor must describe the implementation team, team member roles and responsibilities, resources, processes, and all other information necessary for MDOT to assess your ability to manage the implementation.

27. Total Personnel Resources – The Vendor must provide information that documents the depth of resources to ensure completion of all requirements on time and on target. If the Vendor has other ongoing contracts that also require personnel

resources, the Vendor should document how sufficient resources will be provided to the State of Mississippi.

28. Vendor must provide a list summarizing pending litigation, any civil or criminal judgements, any bankruptcy proceedings, etc., that could affect the Vendor's ability to perform. Failure to list such litigation may result in rejection of the proposal or in termination of any subsequent contract.

29. Vendor should document their Vendor's financial stability in a manner that is acceptable for public review. Audited financial statements for the last two years will provide such documentation; however, the statements will become public information.

    a. The Vendor should also present any additional information, which reasonably demonstrates the financial strength of the proposed Vendor's company/organization.

    b. If the Vendor is a subsidiary, also provide the documentation for the parent company.

G. Compliance

30. *FTA Final Circulars*: The proposed solution must position MDOT/PTD to be and remain compliant with applicable FTA Circulars. Vendors may access FTA Final Circulars at the below website. The FTA hyperlink was active at the time this RFP was published. If it changes, Vendor is responsible for accessing the final circulars and designing the solution for compliance. https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/final-circulars

Below are the Final Circulars known to be applicable to MDOT/PTD at the time this RFP was published.

Final Circular	Award Management Requirements
Circular 4704.1A	Equal Employment Opportunity (EEO) Act Guidance
Circular C 4710.1	Americans with Disabilities Act Guidance
Circular C 5100.1	Bus and Bus Facilities Program
Circular C 5300.1	State of Good Repair Grant Program
Circular C 9040.1G	Formula Grants for Rural Areas
Circular C 9070.1G	Enhanced Mobility of Seniors and Individuals with Disabilities Program
Circular C 4220.1F	Third Party Contracting Guidance (See *FTA Third Party Contract Clauses* posted by name on the ITS website with RFP No. 4356 documents.)
Circular C 4702.1B	Title VI Requirements and Guidance for FTA Recipients

31. *Federal Register Final Rule Transit Asset Management NTD*: The proposed solution must position MDOT/PTD to be and remain compliant with 49 CFR Parts 625 and 630, Final Rule published July 26, 2016, a copy of which is posted by name on the ITS website beneath RFP 4356 documents.

32. *2 CFR 200.501*: Proposed solution must be capable of supporting reports and queries that meet Federal financial auditing requirements in accordance with 2 CFR 200.501.

33. Proposed solution must be configurable to accommodate updates to federal compliance documents as needed.

II. HOSTING ENVIRONMENT

A. General

34. MDOT is seeking a vendor hosted, cloud solution. The cloud hosted environment must be capable of supporting the solution at maximum user capacity as well as maintaining all database functions. Startup capacity is estimated to be 300 users. The solution must be scalable to accommodate additional users at no additional cost to MDOT, except for agreed upon subscription and hosting costs.

35. Vendor must submit a detailed description of their cloud hosting services. At a minimum, Vendor should address the following:

    a. Compliance and Certifications: List all relevant compliance/certifications held by vendor such as SSAE-18, SOC, and FISMA, etc.

    b. What is your retention scheme for standard server backups? Describe your plans for databases, applications, auto-run, and on-demand reporting, etc.

36. MDOT requires an at-most Recovery Time Objective (RTO) of 24 hours and an at-most Recovery Point Objective (RPO) of 24 hours. Cloud services must be restored within 24 hours of a service disruption. Production systems must be backed up at least nightly so that the longest possible period of data loss would be 24 hours. Vendor must describe how his services meet or exceed these expectations.

37. Hosted services must meet or exceed the support and maintenance requirements specified in Section V of this Attachment A to RFP No. 4356.

38. Vendor must provide pricing details for cloud hosting in Section VIII, Cost Information Submission of RFP No. 4356.

B. Business Continuity/Disaster Recovery

39. So that MDOT can assess Vendor's business continuity strengths, Vendor must provide a preliminary business continuity plan that reveals Vendor's ability to analyze, design, implement, test, and maintain cloud services.

40. The business continuity plan must reveal contingency and disaster recovery strategies available to MDOT for the services sought by this RFP. At a minimum, the plan must address such questions and issues as:

    a. What are your plans, procedures, and technical measures that will restore MDOT services as quickly and effectively as possible following a service disruption? So that MDOT can properly evaluate your response, provide as much detail as possible.

    b. Is the distance between the backup facility and the primary facility adequate to ensure one incident does not affect both? Do the two sites provide redundant power and networking?

    c. Describe your process for notifying MDOT when a major event has occurred or is likely to occur that will impact service? How do you keep your process and contacts updated?

    d. Describe your plans for periodically testing business continuity and disaster recovery processes.

41. Upon award, the agreed upon RPO and RTO must be accounted for and documented in the resulting plans for business continuity and disaster recovery.

C. State of Mississippi Enterprise Cloud and Offsite Hosting Security Policy

42. Vendor understands and agrees that all proposed hosting services will comply with the State of Mississippi Enterprise Cloud and Offsite Hosting Security Policy specified below in this section of this RFP.

43. Per rule 1.4 of the State of Mississippi Enterprise Cloud and Offsite Hosting Security Policy, each agency must ensure that new contracts and amendments include the terms and conditions approved by ITS. The terms and conditions provided below are applicable for State of Mississippi data that the agency has categorized as public data.

44. Data Ownership: The State of Mississippi (State) shall own all right, title and interest in all data used by, resulting from, and collected using the services provided. The Service Provider shall not access State User accounts, or State Data, except (i) in the course of data center operation related to this solution, (ii) response to service or technical issues, (iii) as required by the express terms of this service, or (iv) at State 's written request.

45. Data Protection: Protection of personal privacy and sensitive data shall be an integral part of the business activities of the Vendor to ensure that there is no inappropriate or unauthorized use of State information at any time. To this end, the Vendor shall safeguard the confidentiality, integrity, and availability of State information and comply with the following conditions:

    a. All information obtained by the Vendor under this contract shall become and remain property of the State.

    b. At no time shall any data or processes which either belong to or are intended for the use of State or its officers, agents, or employees be copied, disclosed, or retained by the Service Provider or any party related to the Service Provider for subsequent use in any transaction that does not include the State.

46. Data Location: The Service Provider shall not store or transfer State data outside of the United States. This includes backup data and Disaster Recovery locations. The Service Provider will permit its personnel and contractors to access State data remotely only as required to provide technical support.

47. Notification of Legal Requests: The Service Provider shall contact the State upon receipt of any electronic discovery, litigation holds, discovery searches, and expert testimonies related to, or which in any way might reasonably require access to the data of the State. The Service Provider shall not respond to subpoenas, service of process, or other legal requests related to the State without first notifying the State unless prohibited by law from providing such notice.

48. Termination and Suspension of Service: In the event of termination of the contract, the Service Provider shall implement an orderly return of State data in CSV or XML or another mutually agreeable format. The Service Provider shall guarantee the subsequent secure disposal of State data.

    a. Suspension of services: During any period of suspension of this Agreement, for whatever reason, the Service Provider shall not take any action to intentionally erase any State data.

    b. Termination of any services or agreement in entirety: In the event of termination of any services or agreement in entirety, the Service Provider shall maintain the existing level of security as stipulated in the agreement and shall not take any action to intentionally erase any State data for a period of 90 days after the

effective date of the termination. After such 90 day period, the Service Provider shall have no obligation to maintain or provide any State data and shall thereafter, unless legally prohibited, dispose of all State data in its systems or otherwise in its possession or under its control as specified in 48.c below. Within this 90-day timeframe, vendor will continue to secure and back up State data covered under the contract.

c. Post-Termination Assistance: The State shall be entitled to any post-termination assistance generally made available with respect to the Services unless a unique data retrieval arrangement has been established as part of the Service Level Agreement.

49. Background Checks: The Service Provider shall conduct criminal background checks and not utilize any staff, including sub-contractors, to fulfill the obligations of the contract who have been convicted of any crime of dishonesty, including but not limited to criminal fraud, or otherwise convicted of any felony or any misdemeanor offense for which incarceration of a minimum of one (1) year is an authorized penalty. The Service Provider shall promote and maintain an awareness of the importance of securing the State's information among the Service Provider's employees and agents.

50. Security Logs and Reports: The Service Provider shall allow the State access to system security logs that affect this engagement, its data, and/or processes. This includes the ability to request a report of the activities that a specific user or administrator accessed over a specified period of time as well as the ability for an agency customer to request reports of activities of a specific user associated with that agency.

a. These mechanisms should be defined up front and be available for the entire length of the agreement with the Vendor.

51. Contract Audit: The Service Provider shall allow the State to audit conformance including contract terms, system security and data centers as appropriate. The State may perform this audit or contract with a third party at its discretion at the State's expense.

52. Sub-contractor Disclosure: The Service Provider shall identify all of its strategic business partners related to services provided under this contract, including but not limited to, all subcontractors or other entities or individuals who may be a party to a joint venture or similar agreement with the Service Provider, who will be involved in any application development and/or operations.

53. Sub-contractor Compliance: Vendor must ensure that any agent, including a vendor or subcontractor, to whom the Vendor provides access agrees to the same restrictions and conditions that apply through this Agreement.

54. Processes and Procedures: The Service Provider shall disclose its non-proprietary security processes and technical limitations to the State so that the State can determine if and how adequate protection and flexibility can be attained between the State and the vendor. For example: virus checking and port sniffing — the State and the vendor shall understand each other's roles and responsibilities.

55. Operational Metrics: The Service Provider and the State shall reach agreement on operational metrics and document said metrics in the Service Level Agreement. Examples include but are not limited to:

a. Advance notice and change control for major upgrades and system changes

a. System availability/uptime guarantee/agreed-upon maintenance downtime

b. Recovery Time Objective/Recovery Point Objective

c. Security Vulnerability Scanning

III. FUNCTIONAL/TECHNICAL REQUIREMENTS

A. General

56. The solution must accommodate data collection relative to demographics affected by such programs as Title VI and DBE (Disadvantaged Business Enterprise).

57. The solution must accommodate and maintain grant/funding program profiles for federal and state subrecipient organizations.

58. The solution must be configurable to accommodate other funding programs as they become available.

59. The solution must accommodate interoperability with existing sub-recipient driven project application and reporting processes. Examples are ridership by trip purpose/categories, revenue and expenditure reports, and system performance information (i.e., cost per mile/trips, miles per gallon, cost ratio).

60. The solution must accommodate the allocation of funds to specific projects including multiple source funding and matching.

61. The solution must accommodate budget tracking, contract and budget development and amendments (including fund encumbrances) drawdowns, and grant balance reports.

62. MDOT prefers that the solution be able to accommodate electronic signature (e-signature) for the authentication and finalization of documents in the system. The electronic signature functionality must be included in the Vendor's system and not third-party with configuration.

63. The solution must be able to track and analyze metrics such as National Transit Data base performance measures (cost and trip data).

64. The solution must accommodate project, contract, and typical FTA grant closeout procedures.

65. The solution must be able to track oversight compliance management. Examples include monitoring/technical assistance visits, vehicle/facilities inspections, and documentation of deficiency areas and findings close-out.

66. The solution must provide a configurable email notification creation and tracking system.

B. Access

67. The solution must support secure access to restricted functionality through a protected login in accordance with access privileges of that specific user. Startup capacity is estimated to be 300 users.

68. The solution must support access to the system by authorized external partner agencies (grant sub-recipients) for records, applications, data, and reports specific to that agency.

69. The solution must incorporate multiple configurable levels of access privileges to distinguish between users with varying rights to access functionality and data within the system.

70. The solution must be configurable to accommodate various data types and user functions.

71. The solution must support logging and reporting of system access by user, type, and/or agency.

72. The web-accessible portal for the solution must be intuitive and easy to navigate.

73. Solution must be browser neutral and must be compatible with the current version and two preceding versions of the most common browsers including Chrome, Microsoft Edge, and Safari. Vendor must provide a current list of supported browsers and describe their process for certifying their proposed solution on specific browsers.

74. MDOT requires the ability for authorized users (application developers and database administrators) to connect to the solution database to retrieve certain types of data in real-time. MDOT foresees this as read-only access through a connection such as a linked server or web service. Vendor must describe proposed methods for achieving this capability. Vendor should provide enough detail for MDOT to properly assess the offering.

75. MDOT requires the ability for active users of the awarded solution to retrieve data from various MDOT systems that house data related to grant/asset management processes. For instance, MDOT's Financial Management System (FMS) handles the financial transactions relating to grants. When PTD authorized users need to know how much money has been expended on a grant, they must query FMS, which is external to grant/asset management processes. MDOT seeks a method for users to make such queries from within the awarded solution and to be able to manipulate the retrieved data into reports as needed. All MDOT systems to be queried are either Oracle or SQL databases. Vendor must describe proposed methods for achieving this capability. Vendor should provide enough detail for MDOT to properly assess the offering.

C. Grant Administration

76. Annual grant expenditures average $22M across all programs and benefit an average of 67 sub-grantees across the State. The system must support grant administration functions of the PTD which presently include but are not limited to:

    a. Planning (evaluating mobility needs, identifying service gaps and coordination opportunities, assets, and applicable strategies);

    b. Grant Application (submittal, evaluation, and award processes);

    c. Funding Recommendation (including sub-recipient grant applications with applicable funding programs);

    d. Federal Approval (submission of grant applications and materials according to the requirements of applicable Federal guidelines);

    e. Grant Agreement and Contract Execution (executing agreements with sub-recipients in accordance with Federal requirements and applicable procurement guidelines);

    f. Financial Operations (grantee reimbursements, sub-recipient auditing, and compliance monitoring);

    g. Performance Measurement (track specific performance management criteria established by PTD, track impact of specific initiatives against intermodal policy objectives, and track performance of sub-recipients against grant criteria);

    h. The solution must provide best practice grant management tracking and reporting tools that will support MDOT in the development and/or revision of policies.

77. The solution must provide tools for project development, planning, and prioritization.

78. The solution must accommodate the development, submittal, and management of multiple grant applications for a variety of programs.

79. The solution must be configurable to accommodate additional PTD grant programs if necessary.

80. The system must assist PTD in administering programs which may include public transit (Federal and/or State), rideshare, pedestrian, and any other facilities and programs.

81. The solution must replace current manual grant management and related core transportation management functions with web-based, automated processes.

82. The solution must present a web-based, secure, electronic interface with local mobility partners and grant sub-recipients as the primary means of exchanging data and managing grant applications. Examples are State human service agencies and organizations, and the Interagency Transportation Committee (ITC).

83. The solution must support electronic communications and workflow notifications internally and through email.

84. To the maximum extent possible, the solution must use off-the-shelf or modular elements that can be supported through periodic software updates/releases, fixes, and/or collaborative development initiatives with users in other states.

85. Vendor must agree to update/upgrade the product/solution in response to policy/program updates that affect FTA grant administration and transit asset management activities. Examples include but are not limited to grant/transit asset management, reporting, performance, auditing, and planning, etc. Such COTS/MOTS updates must be included in the Vendor's maintenance fees.

86. The proposed solution must be configurable to accommodate evolving business needs in areas such as data collection, grant application, invoicing, and reporting.

87. PTD is required to submit/attach various grant and asset management information to FTA's Transit Award Management System (TrAMS). The solution must enable MDOT to meet the submittal requirements of TrAMS. Common submittal formats are .pdf, MS Excel, and MS Word.

88. The solution must accommodate sharing information with grant recipients to support central administration of a contact information database, grant applications, and business operations. Examples include submission, scoring, approval/denial of grant applications, submission/reimbursement of requests, and performance data.

D. Grant Application

89. The solution must include a secure, web-based application process for partner agencies applying for PTD-administered grant programs including but not limited to Federal 5300 programs, state transit programs, new and replacement vehicle programs, and other state and federal transportation related programs. Details regarding Federal 5300 programs can be viewed on the FTA website.

90. The solution must support submission of applications and supporting materials in electronic and submission-ready paper formats.

    a. The solution must be able to accept scanned, paper documents that are uploaded into the system.

91. The solution must capture and store grant application data in electronic format for use in subsequent grant application review, approval, and administrative processes.

92. Proposed solution must minimize redundant data entry and data manipulation. For example, solution must auto-populate grant administration fields (financial, admin, reporting) with data from grant application fields where applicable.

93. The solution must support evaluation and prioritization of grant applications to support efficient and effective allocation of available resources according to policy criteria.

94. The solution must track grant application activity and reveal grant application status as defined by PTD. Examples are: *In Development*, *Submitted*, *Pending Review*, *Approved*, *Allocated*, *Denied*, etc.

    a. Changes in grant application status must trigger automated notifications through the system and email.
    b. Authorized users must be able to access grant application status at any time.

95. The solution must enable PTD to modify or customize grant application forms in accordance with evolving funding agency requirements or new policies.

E. Grant Funding and Management

96. The solution must provide best practice grant management and funding capabilities for the purpose of administering the FTA transit funding programs.

97. The solution must support analysis and matching of grant application criteria and budget requirements with candidate funding programs to ensure the most appropriate and successful matching of applicant need and funding program/grant selection criteria.

98. The solution must facilitate automated distribution of notices to successful and un-successful grant applicants.

F. Grant Agreement and Contract

99. Currently, the PTD manually populates templated agreements and contracts with data collected during the grant application process. The proposed solution must automate this process by auto-populating templates with data elements that are maintained by the solution. MDOT expects to need at least three templatized agreements. A typical sub-recipient contract has been posted for reference on the ITS website with the RFP No. 4356 documents. It is listed by name as *5311 Draft*

Contract Agreement. Not every variable in the agreements and contracts will be pulled from the solution. MDOT will work with the awarded vendor to refine the process and the templates as appropriate. The Vendor must indicate whether this functionality is part of their base offering. If this functionality it is not a part of the base offering vendor must describe the efforts to incorporate it and must itemize any additional cost in their cost submission in Section VIII of this RFP.

100. The solution must support collection of information required to support grant administration, financial operations, and performance measurement subsequent to the successful execution of the Grant Agreement and Contract.

101. The solution must support notification of the status of pending agreements as well as notification upon successful completion of the grant application and award submission, acceptance, denial, etc.

    a. Changes in status must trigger automated notifications through the solution and email.

102. The solution must provide tools, data, and functionality to support the financial operations functions of PTD. Examples are creating budgets, tracking grant balances, and reconciliation functions, etc.

103. The solution must allow secure submission of sub-recipient invoices for reimbursement, including supporting documentation relating to projects and grant agreements. For example, a sub-recipient currently completes a templated request for reimbursement and submits it to PTD along with supporting documentation. This process is currently being handled by the internal ATDS tool. The proposed solution must replicate and support this process from submittal to subsequent approval/payment and/or any subsequent follow up for additional information. Vendor should describe how the proposed solution will meet this requirement.

104. The solution must accommodate submission and processing of items such as reimbursement requests and other payment related documents from transit subrecipients and vendors.

105. The solution must provide tools and functions that allow PTD to analyze and evaluate how sub-recipients are spending grant funds. For example, sub-recipients currently submit quarterly budget analyses and year-end financial data to PTD for that purpose. The proposed solution must accommodate and enhance this internal, manual process.

106. The solution must include reports and tools that facilitate financial auditing of grant recipients of programs administered.

107. The solution must allow for tracking of grant invoices, reimbursements, and budgets. The system must interface to the maximum extent possible with FMS financial systems, eliminating redundant data entry and inconsistencies.

108. The solution must support performance evaluation and compliance monitoring of grant sub-recipients against grant criteria and requirements.

G. Transit Asset Management and Planning

109. The solution must be able to accommodate base transit asset management functions including but not limited to:

    a. Asset inventory profiles, fleet management;

b. Useful life monitoring, disposal management/ transfer processing; and

c. State of Good Repair forecasting.

110. The solution must support the data collection, retention, and use of asset information for revenue vehicles, facilities, equipment, or other capital assets.

111. The solution must incorporate useful life criteria and condition rating collection, calculation, and milestone tracking for all individual asset types according to FTA asset management requirements.

112. The solution must provide methods for the removal, authorized disposal, and transfer of assets between organizations.

113. The solution must provide asset archiving and MDOT pre-defined data exports as part of the solution.

114. The solution must provide methods to create, define, distribute, and approve Statewide and individual organization asset management performance measures as mandated by the FTA.

115. The solution must provide State of Good Repair forecasting capabilities that allow users to manipulate existing inventory data to create multiple future funding scenarios in a non-production environment as a facet for multi-year capital transit planning.

H. Intake Reporting and Data Collection

116. The solution must be configurable to allow sub-recipients to input and submit data to the PTD on a recurring basis such as monthly, quarterly, and annual.

117. The solution must be configurable to allow sub-recipients to input and submit ridership, condition, and mileage data for each active vehicle or asset maintained in organizational inventories on a recurring basis such as monthly, quarterly, and annual.

118. The solution must be configurable to allow sub-recipients to report, aggregate and/or reconcile expenditures against existing budgets on a recurring basis throughout the life of a contract.

119. The solution must be able to generate reports using data submitted by the sub-recipients. Examples are performance, ridership, and revenue data, etc.

I. Reports and Dashboards

120. The solution must meet the reporting requirements of the FTA's National Transit Database System (NTD). Vendors can view NTD requirements at: https://www.transit.dot.gov/regulations-and-guidance/regulations-and-guidance.

121. The solution must support access to data through a combination of pre-defined reports, ad-hoc reporting, custom database queries, data exports, and executive dashboard capability.

122. To the maximum extent possible, the solution must allow for generation of reports using data drawn from multiple system processes and functional user areas such as Planning, Grant Application, and/or Financial Operations.

123. The solution must support the export of grant application financial data, and reports into several file formats including, but not limited to .pdf, MS Excel, and MS Word.

124. The solution must accommodate National Transit Database (NTD), and FTA grant milestone reporting.

125. The solution must support PTD in responding to executive or legislative queries on the performance of the funding programs.

126. Solution must accommodate the creation and modification of standard reporting templates for each using and/or authorizing entity as defined by PTD.

127. Solution must accommodate user defined reporting for the purpose of creating custom reports from any and all data elements for which PTD requires tracking and/or reporting.

128. User defined reporting tool must be intuitive and easy for the user to comprehend.

129. Solution must provide configurable reporting of all system activity, as required by PTD.

130. The State will consider it a plus if the solution is capable of displaying certain types of reporting data onto maps.

131. Solution must provide the ability to save user-generated reports under user profiles.

132. Solution must allow authorized PTD staff to create their own reports using an online interface that does not require specialized knowledge of a third-party tool such as Crystal Reports.

133. Solution must allow PTD staff to create and save customized reports and queries.

134. Solution must be able to distribute reports through the workflow as email attachments.

135. Solution must provide configurable dashboards on throughput performance measures and system activity, such as active users, etc.

136. Solution must provide configurable executive dashboards.

J. Alerts and Notifications.

137. Solution must auto-generate emails or notifications based on conditions and thresholds set by MDOT.

138. Solution must provide email and/or correspondence templates for notification purposes.

139. Solution must provide task management functions that will issue alerts for pending, due, or past due tasks. This function should interface with the dashboard function to give users a visual representation of the status of their tasks.

140. Task logs must reveal daily assigned tasks, task details, task due dates, task status, and all other details pertinent to task management.

K. Administrative Management

141. The system must provide configurable, role-based, administrative tools and controls.

142. The system must be highly configurable and at a minimum, allow authorized users to configure business rules, data elements, screens, workflows, triggers, navigation, and dashboards.

143. Solutions must accommodate the need for PTD and Provider system administrators to perform necessary administrative functions including but not limited to creating and maintaining user accounts, backing up and restoring files, exporting files, and generating reports, etc.

L. Workflow

144. The system must accommodate configurable workflows and business rules that are common to best practice grant management and transit asset management solutions.

145. For the system, business rules and workflows must allow multiple, related triggers.

146. The system must provide configurable triggers that will initiate events and/or data driven workflow actions that will result in automatic updates to targeted PTD processes.

147. The system must provide configurable time standards that trigger and route workflows based on multiple variables related to grant administration and transit asset management functions.

148. The system must allow authorized users to redirect workflows in response to circumstances that require temporary or permanent changes.

149. The system must automatically calculate deadlines as determined by PTD; this feature must be configurable by PTD authorized users.

150. The system workflow routing must accommodate, track, and report on due dates as defined by PTD.

151. The system must simultaneously distribute tasks to relevant parties.

152. The system must display workflows in simple, graphic formats that are easily understood by system users.

153. For the system, workflow graphics must indicate current status of a work item in the workflow.

154. The system must allow workflows to be saved as templates to be reused for other types of grant management and/or transit asset management functions.

155. The system must provide the ability to create and modify workflows using built-in administrative tools.

156. For the system, workflows must be capable of routing functional responsibilities to specific staff member work queues.

157. For the system, PTD prefers drag-and-drop tools through a graphic user interface to configure workflows.

158. For the system, authorized PTD authorized users must be able to reassign and/or override workflow tasks as necessary to manage workloads, staffing, and processes.

159. The system must offer pre-configured workflows for processes common to Department of Transportation grant management and transit asset management functions and processes.

M. Document Manager

160. Solution must offer a full featured document management system (DMS) that accommodates generating, manipulating, editing, and uploading/storing paper and electronic documents.

161. Solution must be able to upload documents in formats commonly accepted by the MDOT processes. Common MDOT document formats are: All Microsoft Office formats, .pdf, and all photo formats including JPEG, TIFF, GIF, and PNG.

162. Solution must accommodate printing and/or exporting of maintained and managed documents.

163. Solution must allow users to upload and attach documents to targeted records.

164. Stored documents must be searchable by key words, such as subrecipient name, grant number, contract number, and other indexed attributes.

165. Solution must allow permission-based review and editing of documents in the document manager.

N. Search Function

166. Solution must offer full featured, configurable data search functions that can be scheduled to run automatically and/or as a result of an individual request from an authorized user.

167. Solution must allow users to search by any indexable attribute required by MDOT and all fillable fields must be searchable.

168. Solution must be able to search on all data elements and have full key word search capability.

169. Solution must be able to produce search results that represent the search term, as well as subtle variations of the search term.

170. Solution must offer pre-defined searches that would be common to grant management and transit asset management activities.

171. Search results must be exportable or downloadable to common file formats such as Excel, pdf, xml, and csv.

172. Users must be able to save frequently used searches for repeated use.

173. Users must be able to search for upcoming events, deadlines, or other quantifiable parameters as determined by MDOT.

174. Solution must provide global search functionality. At a minimum, this function should allow users to search for any data or combination of data in the system. The results should be presented in a prioritized structure determined by the relevance to the search criteria. All connected or relatable data based on the search criteria should be presented within the prioritized results.

O. Calendar Function

175. MDOT prefers a solution with full featured calendar functions that would be common to best practice grant management and transit asset management solutions. MDOT will consider it a plus if Vendor's solution offers such functions. Vendor must indicate which of the common calendar functions below are offered by the proposed solution.

    a. Can generate calendars based on grant management and transit asset management event requirements; Calendar event can be sent to Outlook calendars. If event is updated, Outlook event is automatically updated;

    b. Configurable meeting notification and event fields display;

    c. Calendars can be shared with participating entities, as determined by MDOT;

    d. Calendars are exportable;

    e. Events can be displayed in calendar style; and

    f. Users can subscribe to calendar events.

176. If the Vendor does not have a calendar function and elects to add one at a later time, it would be at no additional cost to MDOT.

P. Audit Functions

177. The solution must assign unique identifiers to system transactions to facilitate administration, grant management, usage tracking, and auditing functions.

178. For tracking and audit purposes, solution must assign unique identifiers to all authorized users.

179. Solution must timestamp all actions taken by users and reflect the activity in the audit trail.

180. Solution must maintain audit trails of data changes including but not limited to previous and new values, change dates, and the identity of the person making the change.

181. Audit trails must be accessible in real time by authorized MDOT staff.

182. Solution must also be able to produce an audit trail of the historical security access changes for each user.

183. Audit trails must be customizable and exportable in common report formats.

184. Audit trails must be retained and accessible for the current month and the prior twelve months.

Q. Archival

185. In accordance with MDOT's retention schedule requirements, solution must retain in a non-proprietary format, a complete repository of all grant management and transit asset management records, documents, and transactions for the current operating year and the three years prior, or as specified by MDOT.

186. Authorized MDOT users must have access to all such archived records, documents, and transactions.

IV. IMPLEMENTATION REQUIREMENTS – STATEMENT OF WORK

A. Vendor Acknowledgement

187. This section outlines the minimum expectations of the awarded Vendor for implementation of the selected solution. Implementation deliverables will reveal the Vendor's expertise in project management, grant, and transit asset process management/improvement, data conversion/migration, and acceptance testing, etc. MDOT expects the preliminary implementation plans to be refined by the awarded Vendor and MDOT project managers during the implementation process.

Whether the awarded Vendor will need to be onsite at any time will be determined by the implementation project demands. MDOT reserves the right to require onsite Vendor participation if it would be in the best interest of MDOT.

188. Vendor acknowledges and confirms that the proposed solution will position MDOT to be compliant with all federal regulations and requirements governing FTA NTD (National Transit Database), Transit Asset Management (TAM), and all required interactions with the Transit Award Management System (TrAMS).

189. The State expects the awarded Vendor to be responsible for design, configuration, conversion/migration, implementation, testing, training, hosting, maintenance, and support of the awarded solution.

190. The State expects implementation with limited interruption to incumbent grant management services and business operations. Any interruption to such operations must be approved by MDOT and conducted in a way to prevent loss of service.

191. Upon award, MDOT intends for the requirements set forth in RFP 4356 and the awarded Vendor's proposal, including any subsequent, agreed upon provisions and revisions, to act as the Implementation Statement of Work.

B. Project Management Plan

192. Project Management Plan (PMP): MDOT desires to implement the proposed solution as rapidly as possible after contract execution. So that MDOT can assess Vendor's ability to successfully implement the proposed solution, Vendor must submit a preliminary PMP. At a minimum the PMP must address design and development, all implementation tasks, data conversion/migration, estimated hours per task, major project milestones, quality assurance checkpoints, all testing phases, and end-user training for all facets of the solution.

193. Vendor's PMP must reflect industry best practice standards and must detail Vendor's plans for planning, monitoring, supervising, tracking, and controlling all project activities.

194. Vendor's PMP must include a preliminary Integrated Master Schedule (IMS). The IMS must estimate the time necessary to complete all phases of implementation from the point of contract execution through completion of go-live, final system acceptance, and user training.

195. The PMP, which will require MDOT approval, must reveal plans for multiple environments, including design and development, user testing, acceptance testing, production, end user training, and help desk support. In the user testing environment, all customizations, integrations, interfaces, and interoperability must be tested and validated.

196. Upon award, the Vendor and MDOT will jointly modify the proposed PMP and IMS as appropriate to meet implementation objectives. MDOT expects the Vendor to work with the MDOT Project Manager to ensure effective project management during all implementation phases and ongoing operations.

197. Vendor will be responsible for any interface, integration, interoperability, conversion, migration, or other issues that may arise during implementation.

198. As it relates to this procurement, state all Vendor assumptions or constraints regarding the proposed solution and overall project plan, timeline and project management.

199. Identify any potential risks, roadblocks, and challenges you have encountered in similar implementations that could negatively affect a timely and successful completion of the project. Recommend a high-level strategy to mitigate these risks.

200. Vendor must ensure that the solution is fully operational and performing properly upon implementation.

    a. Vendor must describe in its proposal submission any system software or services that will be required to facilitate the implementation and management of the solution.

201. Vendor must clearly identify in its proposal submission the technical resources required at the State level to support the system once it is implemented. MDOT will have limited resources available to the awarded vendor for implementation.

C. Data Migration

202. MDOT does not intend to migrate existing grant and transit management information from the current in-house systems to the awarded solution. In-progress grant and transit administration will be concluded in the current systems. Subrecipient asset information such as facilities, vehicles, and other capital items must be migrated to the awarded solution. This asset information is currently housed in excel spreadsheets. The approximate volume is 800+ spreadsheet entries (1.5 MB).

203. Vendor must successfully migrate existing grant management data from the Automated Transportation Data Reporting/Automated Reporting System (Excel based ATDS/ARS) to the awarded solution. Vendor is responsible for data conversion if required for the migration. The approximate volume is 4MB.

204. Vendor must successfully migrate subrecipient asset information such as facilities, vehicles, and other capital items into the system. This information currently resides in Excel format. The approximate volume is 1.5MB.

205. Vendor must describe proposed data migration testing plans to validate the successful migration of agreed upon data to the proposed solution.

206. Vendor must agree that final data migration and data migration testing plans are subject to approval by the MDOT.

207. Vendor must work with the MDOT project implementation team to update and modify the preliminary data migration plans as appropriate.

D. User Acceptance Testing

208. Vendor agrees to support MDOT's User Acceptance Testing (UAT) to prove that the proposed solution fully meets the requirements of this RFP/Attachment A.

209. So that MDOT can assess Vendor's ability to conduct UAT, Vendor must submit with this proposal a preliminary User Acceptance Testing Plan. MDOT will accept a sample plan from a previous implementation of similar size and scope and Vendor may redact the plan if necessary.

210. At a minimum, the UAT Plan must incorporate the following minimum components:

   a. UAT Test Procedures and Methodologies, including final acceptance testing to confirm that the awarded solution performs in accordance with the requirements of this RFP;

   b. UAT Test Report; and

   c. Training Materials.

211. At a minimum, the UAT Plan must:

   a. Include both scripts and normal operations to test end-to-end workflows, customizations, and integrations; all MDOT interoperability and interfaces must be tested and validated.

   b. Provide a full suite of reports generated during the UAT period to validate the reporting functions.

   c. In the user testing environment, all customizations, integrations, and interfaces must be tested and validated.

212. Upon award, Vendor agrees to finalize the preliminary UAT plan with input from the MDOT project team.

   a. Vendor agrees that the final UAT plan requires approval from MDOT.

   b. Vendor agrees that MDOT retains the right to determine the success or failure of individual UAT tests.

   c. Vendor must provide the personnel to support the services identified in the UAT, including MDOT Final Acceptance Review (FAR).

213. Vendor must agree to regular status meetings with MDOT project management team to review progress on UAT.

   a. Vendor agrees to submit meeting agendas, presentation materials, and subsequent meeting minutes.

   b. The Vendor must provide technical staff during acceptance testing to assist in demonstrating the functions of the system.

E. User Training and Documentation

214. Awarded Vendor must provide complete user training documentation and keep it updated as appropriate. Web-accessible format is acceptable to MDOT.

215. Awarded Vendor must provide thorough online tutorial/training geared toward MDOT users.

216. Prior to go-live, Vendor must agree to adequately train approximately 16 MDOT staff users and administrators in how to use the system to successfully perform their respective tasks and workflows. Vendor must use a train the trainer approach. Online or onsite training is acceptable.

217. Awarded Vendor must train MDOT staff users and administrators in the effective use of the document management system.

218. Awarded Vendor must train the primary system administrators in all facets of system use, including but not limited to oversight, reporting, security, workflow, archival, and audit trail functions.

219. Solution must provide on-line training modules to address system customization that may be performed by MDOT authorized users.

220. Awarded Vendor must provide pre-implementation training.

221. For training that is not included in the cost of the base offering, Vendor must provide itemized costs in response to Section VIII of RFP No. 4356, Cost Information Submission. In addition to an off-site hourly rate, Vendor must include a fully loaded daily rate for any on-site training that is not included in the cost of the base offering.

222. Vendor must be responsible for continual training and support of all system users including PTD program managers, recipient and sub-recipient agency users, regional oversight users, and any other user groups PTD deems necessary for the success of the grant program for the life of the Agreement.

F. Final Acceptance Review

223. Vendor agrees that upon the successful completion of all implementation phases, including end user training, MDOT will conduct a Final Acceptance Review (FAR) to determine whether or not Vendor has satisfied the terms and conditions of the awarded contract, which includes the requirements of this RFP No. 4356, Attachment A.

V. SUPPORT AND MAINTENANCE

A. Customer Support

224. The Vendor must provide a continual, around the clock, manned network operating center (NOC) support and monitoring. This includes but is not limited to operating system support, network monitoring and health performance, network availability, and network security reporting. These services must be offered within the continental United States.

225. Vendor must provide a toll-free telephone number for MDOT staff to call and an always-accessible website for trouble reporting. All telephone customer support must originate in the Continental United States and all support staff must be able to communicate clearly in the English Language. In addition to live, telephone support, other acceptable formats for technical support are web-based live chat and email.

226. Vendor must disclose instances where a third party or sub-contractor is being used for any portion of customer support services, including the intake of reported problems.

227. Vendor must keep the appropriate MDOT management and technical support staff updated on the status of trouble resolution.

228. Vendor agrees to provide adequate training for the effective access and use of support services as requested by the State.

229. Vendor agrees to provide always-updated documentation of all support processes.

B. Issue Tracking

230. The Vendor shall use an industry standard tracking system to thoroughly document issues and requests for MDOT.

231. Describe how operational trouble issues are submitted, prioritized, tracked, and resolved.

232. Describe how software performance issues are submitted, prioritized, tracked, and resolved.

233. Describe how user support issues are requested, prioritized, tracked and resolved.

234. Detail your escalation procedures for responding to trouble tickets, software performance, and user support issues.

235. The Vendor shall provide a customer portal for MDOT to track help desk ticketing and incident resolution.

236. Details of MDOT environments must be readily available to any authorized support personnel of the provider, including but not limited to architecture diagrams, network connectivity diagrams, service level agreements (SLA), contacts, backups, and monitoring alerts.

237. The Vendor must provide a monthly issue tracking report as defined by MDOT. For example, the report must detail and comment on any open tickets at month's end, all issues opened and closed within the past month, and other details as required by MDOT.

238. For issue tracking, solution must be capable of on demand as well as auto-run reporting.

C. Service Availability and Restoration

239. For the initial term and any extended terms of service, the Vendor must agree that, except as the result of a catastrophic event, Vendor will provide least 99.98% percent availability of all MDOT grant management services, to be measured monthly.

240. Vendor agrees to include as unavailable time, any scheduled outages for preventive maintenance and planned upgrades where the MDOT users do not have access to and the use of awarded services.

D. Service Level Requirements

241. MDOT requires notifications of service outages or degraded performance. The Vendor must communicate notifications via a support ticket, email, telephone call, or by all three methods, depending upon the severity of the situation. Upon service restoration, the provider shall provide fault isolation and root-cause analysis findings in restoration notices to MDOT points of contact.

242. Vendor must provide root-cause analysis notifications within two business days of the incident. The Vendor must use proven technology, processes, and procedures to escalate problems to MDOT points of contact via a call tree-based solution, depending on the severity and type of issue.

243. The Vendor must provide a work effort estimate once a root-cause analysis is complete and be willing to expedite issues which rate "Critical" or "Severe" depending on the root-cause.

244. The provider shall follow the problem severity guidelines specified in Table 1 for assigning severity levels for incident creation.

Table 1 – Service Level Agreement

Priority Level	Description of Deficiency	Acknowled-gement	Action Plan/Follow Up	Resolution Time
1 **Critical**	Critical defects are defined as anything that hampers the data-to-day operation of the system for the majority of the end users, no workarounds have been defined and there a potential negative impact to the State.	1 – 2 hours	4 – 8 hours from intake	12 hours
2 **Severe**	Severe defects are defined as anything that frequently impacts some of the State's end users, and a work around has been identified.	2 – 3 hours	8 – 12 hours from intake	24 hours
3 **Moderat e**	Moderate defects are defined as something that infrequently impacts some of the State's end users.	4 hours	24 hours	40 hours
4 **Low**	Low defects are defined as something that rarely impact a small number of the State's end users.	4 hours	40 hours	80 hours

E. Remedies for Failure to Meet Service Levels

245. Vendor agrees that service credits will accrue for unscheduled downtime, including Vendor's failure to meet system availability requirements or response time requirements for curing deficiencies.

246. For purposes of assessing service credits, response timeframes will be measured from the time the Vendor is properly notified until the State determines that the deficiency has been resolved.

247. For purposes of assessing service credits, Vendor agrees that credits will be measured in monthly cumulative hours/minutes for unresolved deficiencies and unscheduled downtime.

248. Vendor agrees that Priority Levels 1 and 2 response time deficiencies will be considered unscheduled downtime and will entitle the State to service credits in accordance with Table 2, Service Credit Assessments.

249. Without limiting any other rights and remedies available to State, Vendor agrees to issue service credits in accordance with the measures prescribed by Table 2, Service Credit Assessments.

250. Vendor agrees that service credits will be calculated separately for each applicable deficiency and will be assessed at the end of each month of system maintenance.

251. Vendor agrees that after 30 days of continued, deficient response time, according to the SLA, the State will consider the conditions to be equal to unscheduled downtime and the service credits in the Table 2 will go into full force and effect.

252. Vendor agrees that service credits are not penalties and, when assessed, will be deducted from the State's payment due to the Vendor.

Table 2 – Service Credit Assessments for Unscheduled Down Time

Uptime Range	Length of Unscheduled Monthly Down Time	Monthly Service Credits for Down Time
100% - 99.98%	0 – 8.74 minutes	$0.00
<99.98% - 99.45%	>8.74 minutes – 4 hours	$3,000.00
<99.45% - 98.35%	>4 hours – 12 hours	$9,000.00
<98.35% - 96.70%	> 12 hours – 24 hours	$18,000.00
	Each additional block of: Up to 4 hours >4 hours - 12 hours or > 12 hours - 24 hours	$3,000.00 $9,000.00 $18,000.00

Table 2b – Service Credit Assessments Per Incident for Timeframes Defined in Table 1

Priority Level	Service Credit for Failure to Meet Response Requirement	Service Credit for Failure to Provide Action Plan/Follow Up	Service Credit for Failure to Meet Resolution Requirement
Severity 1 – Critical Respond: 1 – 2 hours Action Plan: 4 – 8 hours Resolve: 12 hours	$1,500.00	$1,500.00	$3,000.00
Severity 2 – Severe Respond: 2 – 3 hours Action Plan: 8 – 12 hours Resolve: 24 hours	$1,000.00	$1,000.00	$2,000.00
Severity 3 – Moderate Respond: 4 hours Action Plan: 24 hours Resolve: 40 hours	$500.00	$500.00	$1,000.00
Severity 4 – Low Respond: 4 hours Action Plan: 40 hours Resolve: 80 hours	$250.00	$250.00	$500.00

F. System Monitoring

253. Vendor must describe their monitoring services to cover all the provided services including but not limited to:

 a. Network connectivity (i.e., whether the network is up or down, and real-time bandwidth usage);

 b. Application monitoring;

 c. Services running on the operating systems;

 d. Performance indicators such as metrics and logs across application resources and technology stacks, database and application servers, operating system, load balancers, network latency, and queues, etc.;

 e. Utilization (e.g., memory, disk usage);

 f. Trending (for minimum of one year);

 g. Sharing of the monitored data with MDOT through a portal; and

 h. Vendor must provide detailed examples of how it has integrated alerts that are triggered by monitoring technologies into their support processes.

G. Processes

254. The Vendor shall have mutually agreed upon processes and policies in place to support MDOT grant management and transit asset management operations.

255. Any modifications to the agreed upon policies and processes must receive prior approval from MDOT.

256. Such processes and policies must be thoroughly documented.

257. Such processes and policies must be reviewed by the Vendor and MDOT at least annually.

H. Product Updates

258. The State requires notice in advance of product updates. Describe your release management methodology, and processes for updating your software for all types of releases, including but not limited to:

    a. Security Updates;
    b. System Maintenance;
    c. System Enhancements; and
    d. Education and Training.

259. Describe how new functions and features are released and how much control clients have over which new features are implemented.

260. The costs for enhancements and updates must be included with annual maintenance fees which must be included in RFP No. 4356, Section VIII Cost Information Submission.

I. Software Updates

261. Once available, Vendor must provide all software updates necessary to keep current with the proposed solution's technology standards, industry standards, third party software upgrades, enhancements, updates, patches, and bug fixes, etc.

    a. Such Software updates shall include but not be limited to enhancements, version releases, and other improvements and modifications to the core solution software, including application software.
    b. The State requires notice in advance of software updates.

262. Vendor agrees that maintenance services will also include maintaining compatibility of the solution software with any and all applicable contractor provided interfaces.

263. Vendor agrees that prior to installation of any third-party software or any update thereto, Vendor must ensure compatibility, promptly upon release, with the then current version of the software.

264. Vendor agrees to ensure compatibility with all required or critical updates to third party software, including without limitation, service and compatibility packs, and security patches.

265. Vendor agrees that third party application software incorporated by the Vendor is subject to the same maintenance and service obligations and requirements as the application software components that are owned or are proprietary to the Vendor.

J. Warranty/Maintenance Requirements

266. The solution must minimize requirements for in-house technical maintenance resources, specialized training, or knowledge in order to implement, configure, update, and/or maintain the system.

267. The Vendor must be capable of providing ongoing maintenance, support, upgrades, and troubleshooting.

VI. SOFTWARE ADMINISTRATION AND SECURITY

A. General

268. Solution must provide all software and system administration security features common to best practice grant management and transit asset management solutions, whether or not specified by this RFP.

269. Solution must provide controlled access to features and functions by configurable, role-based permissions as defined by MDOT.

270. Solution must allow the system administrator to set rights for access to data by individual or group.

271. Solution must prevent unauthorized access to the system.

272. Solution must accommodate administrator user rights to any and all workflows and tasks as determined by MDOT.

273. Authorized MDOT staff must be able to restrict specific user groups from being able to view or print certain types of documentation.

274. The roles, security, and access rights must be easily configurable without Contractor assistance.

275. The proposed solution must adhere to all current, relevant security, and privacy standards.

276. Solution must auto terminate sessions after a specified time of inactivity.

277. Solution must accommodate two-factor authentication.

278. The proposed solution must offer up-to-date, best practice identity management tools to govern user access, such as forced password changes, historical password checks, and the setting of temporary passwords, etc. User identity management activity must be logged and be available for reporting. Logging must, at a minimum, provide details such as timestamp, user, IP, and action performed.

B. Technology Refresh and Enhancements

279. Vendor agrees to conduct joint technology reviews with the State to guarantee that the software and system security are adequate for State purposes and are consistent with then-current technology used in similar systems.

VII. OTHER

A. Deliverables

280. Vendor must agree to provide the deliverables described in Table 1 below. So that the State can evaluate Vendor capabilities, Vendor must submit with the proposal these preliminary deliverables with as much detail as possible to show compliance with the specific RFP requirements. Post award and prior to implementation, Vendor and MDOT will amend deliverables as appropriate. MDOT approval is required for all deliverables prior to implementation.

Table 1 - Deliverables

Deliverable/Plan Title
1. Implementation Requirements - Section IV
Project Management Plan (PMP) – Item B
User Acceptance Testing Plan (UAT Plan) - Item D
User Training and Documentation – Item E
2. System manuals and project documentation - complete and all inclusive.

B. Change Order Rate

281. After implementation and acceptance of the services procured by this RFP, MDOT may require additional services, such as enhancements or other system related needs. In addition to an off-site hourly rate, Vendor must include a fully loaded on-site change order rate as a separate line in the Vendor's Cost Information Submission, Section VIII of RFP No. 4356.

C. Other Requirements

282. ITS acknowledges that the specifications within this RFP are not exhaustive. Rather, they reflect the known requirements that must be met by the proposed system. Vendors must specify, here, what additional components may be needed and are proposed in order to complete each configuration.

283. If any component(s) necessary for operation of the requested system is omitted from Vendor's proposal, Vendor must be willing to provide the component(s) at no additional cost.