



VCU Procurement Services

Date: December 13, 2019

DoubleMap, Inc.

RE: Contract #: 7666831JC
Renewal No.: Two (2) of four (4)
Current Purchase Order: EP2681353

Procurement Services
University Purchasing

912 W Grace Street, 5th Floor
Box 980327
Richmond, Virginia 23284

804 828-1077
Fax: 804 828-7837
TDD: 1-800-828-1120
www.vcu.edu/procurement

Dear Ilya Rekhter:

Your firm's contract with Virginia Commonwealth University (VCU) for On Demand, Point to Point Transportation Management System, expires on December 31, 2019. VCU will **not** be utilizing the contract at this time. However, we value the relationships that DoubleMap, Inc. has with the VASCUPP peer institutions. As such, VCU intends to exercise the renewal of this contract in accordance with Section XII, O, Renewal of Contract.

Your signature constitutes your firm's acceptance of this renewal.

- ____ Pricing remains the same as the previous contract period.
- ____ Attached is the revised pricing in accordance with the contract terms.
- ____ By signing and submitting this contract renewal letter Contractor certifies that it will maintain the insurance coverages required at the time the contract was awarded. At renewal, Contractor shall have a new Certificate of Insurance listing VCU as the "Additional Insured", citing the contractor's name and contract number, mailed to VCU Risk Management, Box 843040, Richmond, VA.

Please return this document to me no later than December 20, 2019. Your response may be emailed to me at aranthes@vcu.edu. If you have any questions, please contact me at (804) 828-1070.

Sincerely,

Amy Anthes
Category Manager

Contract #: : 7666831JC

RESPONSE:

DoubleMap, Inc.

Name of Firm



Signature

Justin Rees

Name Printed

CEO

Title

1/30/2020

Date



VCU Procurement Services

Date: November 30, 2018

DoubleMap, Inc.

RE: Contract #: 7666831JC
Renewal No.: One (1) of four (4)
Current Purchase Order: EP2681353

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Amy Anthes
Category Manager

Contract #: 7666831JC

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Procurement Services
University Purchasing

912 W Grace Street, 5th Floor
Box 980327
Richmond, Virginia 23284

DoubleMap, Inc.

Name of Firm



Signature

804 828-1077
Fax: 804 828-7837
TDD: 1-800-828-1120
www.vcu.edu/procurement

Ilya Rekhter

Name Printed

CEO

Title

12/3/18

Date



429 North Pennsylvania Street, Suite 401
Indianapolis, IN 46204

**Prices will remain firm for 60 days*

Pricing Exhibit - Confidential

DATE: November 15, 2018

TO: Lou Ann Jones

Virginia Commonwealth University

lajones@vcu.edu

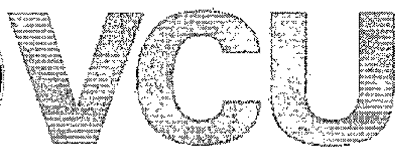
					Subtotal	
LN	Note	Item	Qty	Price	Capital	Annual
1		<u>TapRide Base System</u>				
2		TapRide Subscription & Support	13	\$ 1,762.21		\$ 22,908.75
3		TapRide Cloud Services & Hosting	13	\$ 150.58		\$ 1,957.53
4						
5		<u>Realtime Passenger Information System (RTPI)</u>				
6		Mobile Apps (iOS & Android)	1	Included		
7		Web Apps (Desktop & Mobile Web)	1	Included		
8		Application Program Interface (API) - JSON	1	Included		
9		White Label App Subscription (iOS & Android)	1	\$ 3,144.06		\$ 3,144.06
10						
11		<u>Plug-Ins</u>				
12		Auto-Assignment Subscription	13	\$ 1,903.00		\$ 24,739.04
13						
14		<u>Cellular Data</u>				
15		Cellular Data Transmission	13	\$ 240.00		\$ 3,120.00

Quote Summary		
Capital Costs	\$	-
Annual Costs	\$	55,869.38
Total for First Year	\$	55,869.38
Total for 1 Year	\$	55,869.38

*All applicable sales/use tax are additional

Capital Payment Terms:

\$0.00 Due at contract signing (100%)



Procurement Services

COMMONWEALTH OF VIRGINIA STANDARD CONTRACT

Contract Number: 7666831JC

This contract executed on the last date below entered into by DoubleMap, Inc., hereinafter called the "Contractor" and Commonwealth of Virginia, Virginia Commonwealth University (VCU), called the "Purchasing Agency".

WITNESSETH that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

PERIOD OF THE PERFORMANCE: The initial term of the contract is from award through system implementation then for one year until December 31, 2018. There are four (4) one year renewal options available.

SCOPE OF CONTRACT: The Contractor shall provide the goods/services to the Purchasing Agency as set forth in the Contract Documents.

The contract documents shall consist of:

- (1) This signed form;
 - (2) The Request for Proposals #7666831JC dated August 4, 2017 including Addendum 1 dated August 23, 2017;
 - (3) The Contractor's Proposal dated September 7, 2017; and
 - (4) The Negotiated Modifications dated November 9, 2017.
- All of which documents are incorporated herein by reference.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

DoubleMap, Inc.

By: [Signature] Name Printed: Ilya Rekhter
Date: 11/16/17 Title: CEO

PURCHASING AGENCY:

Virginia Commonwealth University

By: [Signature] Name Printed: Brenda Mowen
Date: 11-20-17 Title: Director, Procurement Services



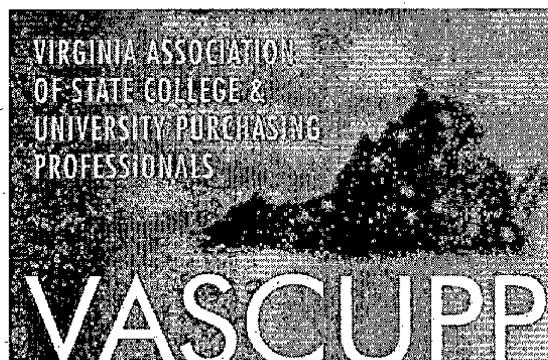
Procurement Services

Request for Proposals

RFP #: RFP #7666831JC

RFP Title: RamSafe Transportation Management
Software System

Date: August 4, 2017



A VASCUPP Member Institution

Request for Proposals RFP #7666831JC

Issue Date: August 4, 2017

Title: RamSafe Transportation Management Software System

Send all Proposals To: Virginia Commonwealth University
Attention: Jackie Colbert
912 W Grace St, 5th floor
Richmond, Virginia 23284

Proposals Shall Be Received Until: August 30, 2017 at 11:00 AM

Direct ALL inquiries concerning this RFP to: Jackie Colbert, Information Technology Category Manager
jcolbert@vcu.edu

Questions concerning this RFP must be received via email no later than August 16, 2017 at 2:00 PM EDT.

This Request for Proposals & any Addenda are posted on the eVA website at: <http://www.eva.virginia.gov>

HARD-COPY, ORIGINAL PROPOSALS MUST BE RECEIVED IN VIRGINIA COMMONWEALTH UNIVERSITY'S DEPARTMENT OF PROCUREMENT SERVICES ON OR BEFORE THE DATE AND TIME DESIGNATED ON THIS SOLICITATION. ELECTRONIC SUBMISSIONS AND FACSIMILE SUBMISSIONS WILL NOT BE ACCEPTED IN LIEU OF THE HARD-COPY, ORIGINAL PROPOSAL. VENDORS ARE RESPONSIBLE FOR THE DELIVERY OF THEIR PROPOSAL. PROPOSALS RECEIVED AFTER THE OFFICIAL DATE AND TIME WILL BE REJECTED. THE OFFICIAL DATE AND TIME USED IN RECEIPT OF RESPONSES IS THAT TIME ON THE CLOCK OR AUTOMATIC TIME STAMP IN THE DEPARTMENT OF PROCUREMENT SERVICES.

IF PROPOSALS ARE HAND DELIVERED OR SENT BY FEDEX, UPS, OR ANY OTHER PRIVATE COURIER, DELIVER TO THE ADDRESS NOTED ABOVE: VIRGINIA COMMONWEALTH UNIVERSITY, ATTENTION: Jackie Colbert, 912 W. GRACE ST., 5TH FLOOR, RICHMOND, VA 23298-0327. IF USING US MAIL (NOT RECOMMENDED): IF PROPOSALS ARE MAILED VIA US MAIL ONLY, MAIL TO VIRGINIA COMMONWEALTH UNIVERSITY, ATTN: Jackie Colbert, PO BOX 980327, RICHMOND, VA 23298-0327. THE RFP NUMBER, DATE AND TIME OF PROPOSAL SUBMISSION DEADLINE, AS REFLECTED ABOVE, MUST CLEARLY APPEAR ON THE FACE OF THE RETURNED PROPOSAL PACKAGE.

In Compliance With This Request for Proposals And To All Conditions Imposed Therein and Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services Described Herein In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation. Furthermore, The Undersigned Agrees Not To Start Any Work Relative To This Particular Solicitation Until A Resulting Formal Signed Purchase Order Is Received By The Contractor From University's Department of Procurement Services. Any Work Relative To This Request for Proposals Performed By The Contractor Prior To Receiving A Formal Signed Purchase Order Shall Be At The Contractor's Own Risk And Shall Not Be Subject To Reimbursement By The University. Signature below constitutes acknowledgement of all information contained through links referenced herein.

NAME AND ADDRESS OF COMPANY:

_____		Date: _____
_____		By (Signature In Ink): _____
_____	Zip Code _____	Name Typed: _____
E-Mail Address: _____		Title: _____
Telephone: () _____		Fax Number: () _____
Toll free, if available		Toll free, if available
DUNS NO.: _____		FBI/FIN NO.: _____
REGISTERED WITH eVA: () YES () NO	SMALL BUSINESS: () YES () NO	
VIRGINIA DSBSD CERTIFIED: () YES () NO	MINORITY-OWNED: () YES () NO	
DSBSD CERTIFICATION #: _____	WOMEN-OWNED: () YES () NO	

A Pre-Proposal conference will be held. See Section V herein for additional information.

THIS SOLICITATION CONTAINS 35 PAGES.

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I. PURPOSE:

The intent and purpose of this Request for Proposals (RFP) is to solicit proposals from qualified firms to establish a cooperative term contract for an automated, on-demand, point to point transportation management system for Parking and Transportation at Virginia Commonwealth University (VCU), the lead issuing institution and an agency of the Commonwealth of Virginia.

The period of the initial contract term shall be from the award through implementation of the system then continuing until the system is fully installed and operational for use at VCU. After system implementation the initial contract term may continue for one year. There are four (4) one year renewal options.

It is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body, public or private health or educational institution or lead-issuing institution's affiliated foundations may access any resulting contract(s) if authorized by the Contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor(s), the resultant contract(s) may be extended to the entities indicated above to purchase at contract prices in accordance with contract terms. The Contractor shall notify the lead-issuing institution in writing of any entities accessing the contract. No modification of this contract or execution of a separate contract is required to participate. The Contractor shall provide usage reports for all entities accessing the Contract upon request. Participating entities shall place their own orders directly with the Contractor(s) and shall fully and independently administer their use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from the lead-issuing institution. The lead-issuing institution shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that the lead-issuing institution is not responsible for the acts or omissions of any entity, and will not be considered in default of the Agreement no matter the circumstances.

Use of this contract(s) does not preclude any participating entity from using other contracts or competitive processes.

II. GOVERNING RULES:

This solicitations is issued in accordance with the provisions of:

- A. Purchasing Manual for Institution of Higher Education and their Vendors (<https://vascupp.org>)
- B. Rules Governing Procurement of goods, Services, Insurance, and Construction by a Public Institution of Higher Education of the commonwealth of Virginia (<https://vascupp.org>)

III. OPTIONAL USE CONTRACT:

The resulting contract(s) will be an optional use contract. VCU is in no way required to make purchases from the Contractor and may in its sole discretion purchase the identical and/or similar goods/services from other sources. Any estimates/quantities contained herein do not represent a purchase commitment by VCU.

IV. THE UNIVERSITY:

Virginia Commonwealth University (VCU) is a large urban University located in Richmond, Virginia. The University has 13 schools and 1 college offering over 220 undergraduate, graduate, doctoral and certificate programs, and conducted over \$270 million in sponsored research in fiscal year 2016. With more than 31,000 students and 21,000 full- and part-time employees in both VCU and VCU Health, the University is recognized as both one of the largest Universities in Virginia, and the largest employer in Richmond.

Additional information is available at:

http://documents.procurement.vcu.edu/purchasing/pdf_docs/forms/RFP_Website_Link_The_University.pdf

V. PRE-PROPOSAL CONFERENCE:

An optional pre-proposal conference will be held at 2:00 PM EDT on August 17, 2017 at Procurement Services, 912 West Grace Street, 5th floor, Richmond, VA 23284. The purpose of the optional pre-proposal conference is to allow potential Offerors an opportunity to present questions and obtain clarification relative to any facet of this solicitation.

While attendance at this conference will not be a prerequisite to submitting a proposal, Offerors who intend to submit a proposal are encouraged to attend. Bring a copy of the solicitation with you. Any changes resulting from this conference will be issued in a written addendum to the solicitation.

Note – Offerors should submit questions about the RFP from the issue date until August 16, 2017 at 2:00 PM EDT. Submit all questions to Jackie Colbert, jcolbert@vcu.edu. The questions and clarifications will be issued in an addendum to the RFP after the optional pre-proposal conference.

VI. STATEMENT OF NEEDS:

A. Background Information:

On-Demand Transit Services:

- RamSafe provides on-demand point to point, transportation service for Virginia Commonwealth University students, faculty and staff.
- This service is available 5:00 PM to 8:00 AM, 7 days per week, 365 days a year, within designated service areas of two downtown campuses. Holidays and road closures may occasionally alter the hours.
- From December 2012 through June 2017, there have been 557,676 calls for service and almost 752,266 students have been transported on both campuses.
- 88% of requests are via smartphone or website.

Boundaries and Hours of Operation:

- RamSafe services approximately two (2) square miles on the VCU Monroe Park Campus (MPC) and Medical College of Virginia (MCV) Campus.
- RamSafe does not employ a fixed route but may consider one in the future. All designated stops are chosen for passenger safety for ingress and egress and no shelters are in place.

- Current service areas are depicted in **ATTACHMENTS C and D**; and are available at:
<http://www.parking.vcu.edu/transportation/ramsafe/>

Staffing and Vehicles:

- Drivers:
 - RamSafe employs 11 full-time CDL drivers, 8 part-time CDL drivers.
 - Minimum staffing for evening shift is 4 drivers
 - Minimum staffing for midnight shift is 3 drivers
 - Service areas may expand due to increased customer demand and higher call volumes.
- Dispatchers:
 - RamSafe employs 2 full-time dispatchers and 2 part-time dispatchers
 - One dispatcher is scheduled per shift, two dispatchers may work during high demand periods.
- Vehicles:
 - Two 7-passenger vans
 - Two 12-passenger ADA compliant buses
 - Five 17-passenger buses
 - Four 25-passenger buses

Charter Service:

- VCU provides limited charter service to the VCU community and affiliates
- VCU RamCharter services an area of 100 miles from Richmond, VA.

B. System Requirements:

VCU requires an automated, on-demand, point to point transportation management system that meets the specifications set forth in this Request for Proposals (RFP). It is expected that the system and technologies shall assist VCU in a variety of demand management functions. The system must have, but not limited to:

- Manual dispatching available on demand
- Auto dispatch calls in an intuitive and efficient manner
- Concurrently accept and dispatch multiple rides per vehicle
- Computer-aided dispatch to optimize routing
- Maximum route optimization for better service to reduce user wait time and in trip times
- Vehicle tracking - including reporting and data retention
- Data collection and reports, including but not limited to:
 - Ride requests by

- Day
- Hour
- Location
- Driver
- Day of week
- User
- and/or combination of those
- Information specific to the program to be used in forecasting and planning updates and changes to the service
- Administrative dashboard functionality for historical data
 - Retention of records for a minimum of five calendar or fiscal years (July 1 – June 30)
 - The ability to request longer retention prior to disposal of records, and pricing for that retention
- The system must
 - Calculate vehicle capacity (e.g. number of passengers, wheelchair spaces, bicycle rack spaces),
 - Assign and group calls based on
 - Vehicle passenger capacity and seat availability
 - Requested pick up and drop off locations
 - Driver location and destination
 - Provide drivers with suggested turn-by-turn navigation to pick-up/drop-off locations and adjust as drivers change their routing, receive additional calls and complete calls
 - Automated ride-matching must be based on
 - similar time/origin/destination inputs
 - provide replay functionality to provide driver / vehicle GPS locations for specified dates / times
 - provide users with real-time ETA's for their assigned driver

C. Technical Requirements:

Administrative Requirements:

- Must receive ride requests via website, smartphone and dispatcher with on/off functionality.
- Must be able to integrate with VCU Mobile app
- Must provide a standalone mobile app for both IOS and Android
- Must allow dispatchers to edit all fields of the request, at any stage, until the call is completed by the driver
- Shall track the following required passenger information:

- Name
- eID
- Telephone number
- Number of passengers for each call
- Pick up and drop off location
- Dispatcher on duty
- Drivers assigned
- Times related to each step of the ride request
- Track any dispatch or driver initiated changes to the above information
- Must utilize program from multiple dispatch locations utilizing the same database via web based application.
- Must provide administrators the ability to sort any reporting and dashboard field.
- Must provide administrators access to all program functionality, with the exception of program coding
- Must have capability for administrators to edit geofencing of service boundaries using a point and click map-based interface including both standard and customized geofences without restriction
- Shall have administrative capability to set and edit operating times and days for specific geofence and service areas
- Shall have administrative capability to post and edit alerts of upcoming events and issues that may affect the RamSafe service operations.
- Must have geolocation of user upon requesting a ride
- Shall have ride assignment algorithm, which provides user an ETA.
- Must have authentication and screening of all ride requests via University or Hospital eID validation / profile, including manual calls entered by the dispatcher.
- Must provide interface for RamSafe administrators via website
- Shall have a pre-populated list of campus pick-up and drop-off locations
 - User shall not be able to add to the prepopulated list
 - Administrators and dispatchers shall be able to add to the prepopulated list
- System should auto geo code the location
- Must have ride request ability for ADA designated and/or bike rack pick-up
- Should have ability to import data, e.g. dynamic charts and reports, in CSV or MS Excel formats
- Must have on-demand automated report generation.
- Shall have integration with VCU Mobile app. Should have a standalone map.
- Shall have options and techniques for rider cancellation, including recurring trips

- Must have the ability to re-assign trips to different driver and vehicle
- Shall provide API access free of charge
- Shall have past history data for users (that can be obtained by user eID and/or phone number)
- Must have the option to send push notifications to users

User Requirements

- Shall be useable for both IOS and Android platforms with free-to-download iOS and Android applications.
- Application must be compatible with VCU Mobile app
- User should be able to use the web interface via laptop or desktop computer to request a ride
- Shall have user interface for RamSafe requests via website, to include a pre-populated list of campus pick-up and drop-off locations and shall not allow the user to request a location not prepopulated
- Shall provide an accurate and updated in real-time estimated time of arrival (ETA)
- Must receive standard push notifications from drivers and dispatchers (ie driver assigned, driver arrived, cancelled request, no show)
- Should have access to past history data for users
- The system shall not allow the user to schedule future rides
- Should have an in app, feedback option for users to provide comments or questions

Data Terminal Requirements

The mobile data terminal should at a minimum:

- Terminal should be hard wired into each vehicle and not interfere with any current equipment installed in the vehicles
- Automatically start with the vehicle's ignition and not require any driver interaction to boot up.
- Require the driver to input information such as name and or unit number
- Stay powered on for a minimum of 15 minutes without vehicle power and automatically logoff/power down beyond 15 minutes
- Have the ability to receive manufacturer's updates to the software/firmware while devices are activated

Ongoing Support and Maintenance

- Contractor shall provide ongoing 24/7 support and maintenance.
 - Contractor should have a feedback feature that will assist with program issues.

- Support must be available outside of "normal operating hours"

Optional Hardware

- The system should have a card scanner on each vehicle capable of interfacing with VCU database to verify affiliation with University with the following functionality:
 - Should possibly interact with the in vehicle terminal to pick up and or drop off the user.
 - Should notify driver of inactive member of the VCU community

D. Essential Procurement Needs

1. Freight terms shall be F.O.B. Destination/Prepaid with inside delivery; additional charges shall not be allowed.
2. The terms and conditions of the RFP govern the resulting contract and not the Contractor terms and conditions or license agreement.
3. The proposal prices shall include all costs for the equipment and services including all applicable freight and travel and living expenses; extra charges will not be allowed.
4. The period of the initial contract term shall be from the award through implementation of the system then continuing until the system is fully installed and operational for use at VCU. After system implementation, the initial contract term may continue for one year. There are four (4) one year renewal options.

VII. PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS:

A. Proposal Submission Instructions:

1. Complete and return Page 2 of the RFP. Proposals shall be signed by an authorized representative of the Offeror.
2. Complete and return signed addenda acknowledgments (if applicable).
3. Submit **one (1) original hard copy (paper)** of the entire proposal, including all attachments and proprietary information. The original proposal must be clearly marked on the outside of the proposal. Submit one (1) unsecured, electronic copy (on a disc or flash drive) of the entire proposal including all attachments and **INCLUDING ANY PROPRIETARY INFORMATION** and one (1) unsecured, electronic copy (on a disc or flash drive) of the entire proposal including all attachments and **EXCLUDING ANY PROPRIETARY INFORMATION**. These discs or flash drives must be clearly marked on the outside whether it includes or excludes proprietary information. The copies of the RFP in this Section are for Procurement Services.
4. Submit five (5) hard copies (paper copies) of the entire proposal, **INCLUDING ALL ATTACHMENTS AND ANY PROPRIETARY INFORMATION** and five (5) unsecured electronic copies (on a disc or flash drive) of the entire proposal, **INCLUDING ALL ATTACHMENTS AND ANY PROPRIETARY INFORMATION** for the Evaluation Committee Members.
5. Proposal Presentation:
 - a. All information requested must be submitted. Failure to submit all information requested may result in the Purchasing Agency requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the purchasing agency. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.

- b. All information requested by this Request for Proposals on the ownership, utilization and planned involvement of small businesses, women-owned businesses and minority-owned businesses must be submitted. If an Offeror fails to submit all information requested, the Purchasing Agency may require prompt submission of missing information after the receipt of Contractors proposals.
 - c. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.
 - d. Proposals should be organized as specified in the RFP. All pages of the proposal should be numbered. The proposal should contain a table of contents, which cross-references the RFP requirements. Information which the offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find the RFP requirements are specifically addressed.
 - e. Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.
6. If applicable, the outside of the Proposal must be marked to clearly denote proprietary information is contained in the documents. **Written notice of proprietary information must be submitted as the first page of the Offeror's Proposal.** Notice must specifically identify the applicable portions of the Offeror's Proposal that contain data or materials to be protected and shall state the reasons why protection is necessary. In addition, the specific (i.e. specific words, figures or paragraphs) proprietary or trade secret material submitted must be identified on the applicable page(s) within the Offeror's Proposal, by some distinct method, such as highlighting, underlining, etc. **The classification of an entire Proposal document, line item prices and/or total Proposal prices as proprietary or trade secrets is not acceptable and may result in rejection and return of the Proposal.** Ownership of all data, materials and documentation originated and prepared for VCU pursuant to the RFP shall belong exclusively to the University and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protections of Section 43F of The Governing Rules, in writing, either before or at the time the data or other material is submitted.
7. Communications regarding this Request for Proposals (RFP) shall be formal from the date of the issuance for this RFP, until either a Contractor has been selected or the University Procurement Services Department rejects all proposals. Formal communications shall be directed to the University Procurement Department only. Informal communications including but not limited to, request for information, comments or speculations, regarding this RFP to any University employee other than Procurement Services Department representative may result in the offending Offeror's Proposal being rejected.
8. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to conduct an oral presentation of their proposal to VCU. Oral presentations are an option and may or may not be required. Should an oral presentation be required, VCU will designate the date and location for the presentation; the date is critical and alternative dates will not be available. Offerors who are invited to conduct an oral presentation shall include the individual(s) who would be the primary point of contact for VCU, on the Offerors presentation team. VCU reserves the right to re-score proposals following oral presentations.
9. The version of the solicitation issued by the Virginia Commonwealth University Purchasing Department as amended by any addenda is the mandatory controlling version of the document. Any modification of or additions to the solicitation by the Offeror shall not modify the official

version of the solicitation issued by the Virginia Commonwealth University Purchasing Department unless accepted in writing by the University. Such modifications or additions to the solicitation by the Offeror may be cause for rejection of the proposal; however, Virginia Commonwealth University reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal. If the modifications or additions are not identified until after the award of the contract, the controlling version of the solicitation document shall still be the official state form issued by the Purchasing Department.

10. Additional information is available at:

<http://go.vcu.edu/procurement-purchasing>

B. SPECIFIC PROPOSAL REQUIREMENTS:

Proposals should be as thorough and detailed as possible so that VCU may properly evaluate your capabilities to provide the required goods/services. Offerors are required to submit the following items as a complete proposal:

1. The return of the entire RFP cover sheet and all addenda acknowledgments, if any, signed and filled out as required.
2. Proposed Price. Describe in detail the proposed price for the software solution offered. Complete the Pricing Schedule, Section VIII of the RFP offering the proposed price to include but not limited to all costs for licensing, any hardware, implementation, hosting, maintenance, training and all applicable freight and travel and living expenses to include all proposed products and services. Additional charges shall not be allowed.
3. Describe the proposed plans and approach for providing the products and services as specified in the RFP. Specifically indicate with is included in the offer to provide the software by responding to all Items in Section VI, Statement of Needs, Items A through D. In addition, provide information for the Items listed below, but do not limit necessarily information to these Items:

- a) a. Utilization of the words "shall" or "must" in Section VI, Statement of Needs, Items A through C indicates mandatory technical requirements:

Does / Shall your company comply with the mandatory technical requirements as presented in Section VI, Statement of Needs, Items A through C?

Yes ____ No ____

If "NO," identify the specific requirement and the reason for non-compliance.

Utilization of the words "should" or "may" in Section VI, Statement of Needs, Items A through C indicates a non-mandatory requirement.

Does / Shall your company comply with the non-mandatory technical requirements as presented in Section VI, Statement of Needs, Items A through C (i.e. "should" becomes "shall")?

Yes ____ No ____

If "NO," identify the specific requirement and the reason for non-compliance.

- b) Describe the transportation management system proposed to include but not limited to the name, functionality, modules and scalability. Reference Sections VI, Items A - C: Explain in detail how the proposed system provides the requirements specified in these Items.
- Access: Can administrator access be customized? VCU uses a single-sign-on methodology, Central Authentication System (CAS) for university-owned hardware and a 2Factor authentication system (DUO) for personal devices accessing systems used at VCU. Describe the methodologies you employ to integrate with CAS single sign-on and DUO.
- c) Specific questions about reporting functions:
- What features does the product have for organizing detailed reports?
 - Does the system have a dashboard for instant view of trends, outcomes and success rates?
 - Does the software have the ability to enable standardized reports that can be set to run automatically?
 - Is there capability to run audit reports for security review (access logs, anomaly reports, listing of access levels for review and update, etc.)?
 - Does the product have the ability to download/integrate data and reports into standard MS-Office formats (e.g., Access and Excel) as well as PDF documents?
 - Does the product allow users to select and manipulate data (select, sort, filter, query) based on individual data elements, categories, statuses, workflow, etc.
 - Does the software allow for all data fields, including user-defined fields, to be retrieved via query?
 - Describe in detail how non-standard or non-delivered reports are created and integrated into the operation of your product without exporting data out of your system or to an external report-writing tool. Does the user of your product have the capability to perform this report writing integration without your assistance or does it require intervention on your part?
 - Does your system deliver a report writing tool for writing ad hoc reports? If so, describe it.
- d) Specific questions about implementation:
- Describe the plan and suggested schedule for project completion including expected timeframes for interim milestones or project phases. Provide samples of project performance scorecards. Include anticipated time to create the technical environment (database management systems and/or applications) customized or set-up application and data variables, and training. Include information about how long after the award of the contract it shall take your company to implement and install the software before the "go live" date. How long after the award of the contract can your company allocate the resources to deliver and install the system for use at VCU.
 - Describe the professional IT services offered for implementation, data conversion, and rollout for the installation of the system and for future requirements. Provide information about any different competency levels. Explain how the determination is made about which competency level is assigned to a specific part of the project. How shall your company provide verification for the number of services hours provided? Are the services fees proposed on an hourly, daily rate or project basis?
 - Describe the recommended hardware and software architecture for the proposed product. Are there technology requirements for the product (specific computer type or server situations that VCU would have to support)?
- e) Specific questions about the proposed 24/7 service requirements for the following:
- Detail your customer support and maintenance proposed to include but not limited to:
 - o What is the annual maintenance proposed for the proposed system?

- Are there scheduled updates and adjustments offered each year to keep product up- to-date or are changes limited to the implementation time only?
 - Maintenance and updates — support as needed. Explain in detail the software maintenance and support proposed. Clarify whether maintenance is included with the price of the software for the first year or whether support costs are in addition to the cost of the licenses.
 - Does the product offer automatic software updates and upgrades?
 - What is the rate for maintenance renewal among your current client base?
 - Describe the methodology used to determine the price for support and maintenance?
 - Is a specific guaranteed a dedicated account manager for maintenance and support proposed? If so, provide name and contact information. If not, describe the process for VCU to access support.
 - Is there a support function for both front-end users (VCU administrators) and our back-end users (students, faculty, and staff using RamSafe)?
 - Describe other professional services offered, such as consulting services, assessments, and if these are ad hoc services or a part of overall customer support.
- f) Clarify whether your company is proposing a hosted solution or a software installed at VCU solution. Provide detailed information for the following regarding data security:
- Organization: How is data organized in your proposed system? What is the data structure and backend software used? Provide examples of organization approaches.
 - Storage: What are the options for data storage? Does your product require data to be housed on secure external web-based server or will data be stored on a university-based server? What is your company's recommendation for where and how to store data and what are the pros and cons for choosing one over the other?
 - Security:
 - What security measures are taken to ensure data collected is not corruptible?
 - Does the product provide end-to-end encryption?
 - Does the system's security framework allow administrators to grant different layers of security to each individual user depending on a user's particular role?
 - The system allows for customized views based on administrative user role and preference.
 - Who is responsible for data security, system redundancy, data back-up?
 - Management:
 - Please describe how your system is managed by your clients, and how data is archived, purged and updated.
 - Describe your disaster recovery plan and procedure?
 - Does the product have the ability to apply patches without bringing down the system?
 - Data integrity management: Detail how the product prevents duplicate records.
- g) Describe in detail the proposed training for VCU administrators and end users.
- h) Does your company agree with the Procurement Requirements in Section VI.D.?

Yes _____ No _____

If "NO," identify the specific term and condition(s) and the reason for non-compliance.

- i) Does your company accept the terms and conditions as presented in Section XI, General Terms and Conditions, Section XII, Special Terms and Conditions, and Section XIII, Special Terms and Conditions Information Technology?

Yes ____ No ____

If "NO," identify the specific term and condition(s) and the reason for non-compliance.

- j) Submit a copy of the warranty. State the start of the warranty period and the end of the warranty period.
 - k) Describe the process for problem resolution for the proposed products and services both during and after implementation.
4. Submit information about the qualifications and experience that your company has to provide the products and services.
- a. Describe the firm's qualifications and experience providing the required products and services during the last three (3) years. Information provided should include, but is not limited to, comparable accounts in higher education and the scope of the services. Include information for a minimum of three (3) similar accounts, describing the types of projects and the scope of the services provided. Please include contact information with the name, address, email address and current phone number.
 - b. Specify the proposed personnel your company intends to assign to the project and provide proof of the expertise for the proposed system. Information needed includes but is not limited to the names, qualifications, and experience of professional IT services technicians to be assigned to the project. Resumes of staff to be assigned to the project may be used.
 - c. Does the offer include a single primary point of contact for the VASCUPP institutions for sales, support and problem resolution? If so, please provide the name and contact information.
 - d. Information demonstrating the Contractor's financial stability to include:
 - 1) Full name, address, and telephone number of the organization;
 - 2) Date the firm was established;
 - 3) Ownership (e.g. public company, partnership, subsidiary, etc.);
 - 4) If incorporated, provide the state of incorporation;
 - 5) Number of full-time employees on January 1st for the last three (3) years or for the duration the firm has been in business, whichever is less.
 - e. Provide a list of institutions of higher education with which the firm has a signed term contract.
 - f. Provide the amount of annual sales the firm has with each VASCUPP Member Institution. A list of VASCUPP Members can be found at:
<http://www.vcu.edu/procurement/coopcon.htm>.
5. Small, Women-Owned and Minority-Owned Business Commitment:
- Firm must complete and submit Appendix I unless the firm is a Department of Small business and Supplier Diversity (DSBSD) certified small business. DSBSD certified small businesses must include their certification number on the coversheet of this RFP, but are not required to complete Appendix I.
6. Invoicing and Payment:
- Firm must complete and submit Appendix II.

VIII. PRICING SCHEDULE:

- A. Offerors shall provide all costs associated with license price, set-up, implementation, hosting, training and maintenance to include all items described in Section VI. STATEMENT OF NEEDS for the proposed solution. Offerors shall provide additional costs associated with the STATEMENT OF NEEDS, as appropriate. Offerors shall complete and submit the Pricing Schedule below.

B. Project Price Proposal: In paragraph form describe the proposed Total Price for the proposed solution to include details about how the software is licensed (named user, concurrent user, site license, a hosted solution, etc...), rates and job titles for professional IT services for implementation, upgrades, customization or training, maintenance and support to include Help Desk assistance, and any hardware costs. The Total Price shall be for complete implementation and installation ready for the use at VCU including all freight and travel and living expenses. Extra charges shall not be allowed. Pricing shall include inside delivery (e.g. freight, transportation) charges, F.O.B. Destination/Prepaid.

C. Pricing Schedule

<u>Description</u>	<u>Price</u>
License for the Transportation Management System For the First Year	\$ _____
a. discount for software _____ %	
1. Total hardware, if applicable	\$ _____
a. individual hardware price \$ _____	
b. discount for hardware _____ %	
2. Fixed price for implementation and installation	\$ _____
a. List the job titles and hourly rates that total to the fixed price for implementation to include all freight and travel and living expenses	
3. Hosting price for the first year, if applicable	\$ _____
4. Maintenance and support for the first year	\$ _____
5. Training	\$ _____
6. Total Price for Section VIII.C.	\$ _____

IX. EVALUATION AND AWARD CRITERIA:

Proposals will be evaluated based upon the information provided in the Offeror's Proposal using the following criteria: Offeror's qualifications and experience (10 points); methodology/approach to providing the requirements stated herein (60 points); pricing (25 points); and the Offeror's status as a Virginia certified SWaM Business or the Offeror's plans to utilize Virginia DSBSD-certified SWaM Businesses in the Offeror's performance of the contract (5 points). Negotiations shall be conducted with Offerors so selected. After negotiations have been conducted with each Offeror so selected, the VCU shall select the Offeror which, in its opinion, has made the best offer, and shall award the contract to that Offeror. The University may cancel this Request for Proposals or reject Proposals at any time prior to an award, and is not required to furnish a statement of the reason why a particular Proposal was not deemed to be the most advantageous (Governing Rules Section 49.D). Should the University determine in writing and in its sole discretion that only one Offeror has made the best proposal, a Contract may be negotiated and awarded to that Offeror. The award document will be a Contract incorporating by reference all the requirements, terms and conditions of the RFP, and the Offeror's response thereto. VCU reserves the right to award to multiple offerors, should such an award benefit the University.

Notice of Award(s) or Notice of Intent to Award may be accessed electronically at <http://www.eva.virginia.gov>.

X. REPORTING AND DELIVERY REQUIREMENTS:

By submitting a Proposal, Offerors certify that all information provided in response to the Request for Proposals is true and accurate. Failure to provide information required by this Request for Proposals will ultimately result in rejection of the Proposal.

It is the policy of the Commonwealth of Virginia that 42% of its purchases be made from small businesses to contribute to the establishment, preservation, and strengthening of small businesses, and businesses owned by women and minorities, and to encourage their participation in VCU procurement activities. The Commonwealth encourages Contractors to provide for the participation of small businesses and businesses owned by women and minorities through partnerships, joint ventures, subcontracts or other contractual opportunities.

Use of Subcontractors: If the Offeror intends to use subcontractors to perform any portion of the work described in this RFP, the Offeror must clearly so state. VCU is placing an increased emphasis on its SWaM (Small, Women, and Minority Owned) business program and is interested in identifying any potential opportunities that may be available to engage SWaM vendors to be certified by the Virginia Department of Small Business and Supplier Diversity (DSBSD) through new or existing contracts. **Identify and list any such opportunities that your firm would commit to if awarded this Contract in Appendix 1- Participation in VCU Procurement Transactions Small Businesses and Businesses Owned by Women and Minority.** The Offeror's response must include a description of which portion(s) of the work will be sub-contracted out and the names and addresses of potential Subcontractor(s) under the Contract.

REPORT ON THE PARTICIPATION OF SMALL BUSINESSES AND BUSINESSES

OWNED

BY WOMEN AND MINORITIES

Unless the Contractor is a DSBSD certified small business, the Contractor shall submit quarterly reports on the direct involvement of Department of Small Business and Supplier Diversity (DSBSD) certified SWaM Businesses in the performance of the Contract. The report shall specify the actual dollars spent

to date with Small Businesses, Women-Owned Businesses, and Minority-Owned Businesses based upon the Contractor's commitment for utilization of DSBSD SWaM Businesses.

The Contractor shall provide this information to:

Virginia Commonwealth University
Procurement Services Office
Attn: SWaM Coordinator
912 W. Grace Street, POB 980327
Richmond, VA 23284
Email: swamreporting@vcu.edu

Failure to submit the required information will be considered a contract compliance issue and will be addressed accordingly. In addition, failure to submit the required information will result in invoices being returned without payment.

XI. GENERAL TERMS AND CONDITIONS:

- A. **PURCHASING MANUAL:** This RFP is subject to the provisions of the Commonwealth of Virginia's Purchasing Manual for Institutions of Higher Education and their Vendors and any revisions thereto, which are hereby incorporated into this contract in their entirety. A copy of the manual is available for review at the VCU Procurement Services Office. In addition, the manual may be accessed electronically at <http://procurement.vcu.edu/> or a copy can be obtained by calling VCU Procurement Services at (804) 828-1077.
- B. **APPLICABLE LAW AND COURTS:** This RFP and any resulting Contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The Contractor shall comply with all applicable federal, state and local laws, rules and regulations.
- C. **ANTI-DISCRIMINATION:** By submitting their Proposals, Offerors certify to the Commonwealth and to VCU that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and Section 2.2-4311 of the *Virginia Public Procurement Act*. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*Code of Virginia, § 2.2-4343.1*).

In every Contract over \$10,000 the provisions in 1. and 2. below apply:

- 1. During the performance of this Contract, the Contractor agrees as follows:
 - a) Virginia Commonwealth University is an equal opportunity/affirmative action institution providing access to education and employment without regard to age, race, color, national origin, gender, religion, sexual orientation, veteran's status, political affiliation or disability. As such, the Contractor will not discriminate against any employee or applicant for employment because of age, race, color, national origin,

gender, religion, sexual orientation, veteran's status, political affiliation or disability or any other basis prohibited by state law related to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

- b) The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such Contractor is an equal opportunity employer.
- c) Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.

- 2. The Contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

- D. ETHICS IN PUBLIC CONTRACTING: By submitting their Proposals, Offerors certify that their Proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other Offeror, supplier, manufacturer or subcontractor in connection with their Proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
- E. IMMIGRATION REFORM AND CONTROL ACT OF 1986: By submitting their Proposals, Offerors certify that they do not and will not during the performance of this Contract employ illegal alien workers or otherwise violate the provisions of the Federal Immigration Reform and Control Act of 1986.
- F. DEBARMENT STATUS: By submitting their Proposals, Offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.
- G. ANTITRUST: By entering into a Contract, the Contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of the action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.
- H. MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS: Failure to submit a Proposal on the official VCU Form provided for that purpose may be a cause for rejection of the Proposal. Modification of, or additions to, the General Terms and Conditions of the solicitation may be cause for rejection of the Proposal; however, the Commonwealth reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a Proposal.
- I. PAYMENT:
 - 1. To Prime Contractor:

- a) Invoices for items ordered, delivered and accepted shall be submitted by the Contractor directly to the payment address shown on the purchase order/Contract. All invoices shall show the VCU Contract number and/or purchase order number; social security number (for individual Contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).
- b) Any payment terms requiring payment in less than thirty (30) days will be regarded as requiring payment thirty (30) days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than thirty (30) days, however.
- c) All goods or services provided under this Contract or purchase order, that are to be paid for with public funds, shall be billed by the Contractor at the contract price, regardless of which public institution is being billed.
- d) The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
- e) Unreasonable Charges. Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, VCU shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A Contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this Section do not relieve VCU of its prompt payment obligations with respect to those charges that are not in dispute (Code of Virginia, § 2.2-4363).

2. To Subcontractors:

- a) Contractor awarded a contract under this RFP is hereby obligated:
 - i. To pay the Subcontractor(s) within seven (7) days of the Contractor's receipt of payment from VCU for the proportionate share of the payment received for work performed by the Subcontractor(s) under the contract; or
 - ii. To notify VCU and the Subcontractor(s), in writing, of the Contractor's intention to withhold payment and the reason.
- b) The Contractor is obligated to pay the Subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the Contractor that remain unpaid seven (7) days following receipt of payment from VCU, except for amounts withheld as stated in 2. above. The date of mailing of any payment by U.S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier Contractor performing under the primary contract. A Contractor's obligation to pay an interest charge to a Subcontractor may not be construed to be an obligation of VCU.

J. **PRECEDENCE OF TERMS:** Paragraphs A-J of these General Terms and Conditions shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.

- K. QUALIFICATIONS OF OFFERORS: VCU may make such reasonable investigations as deemed proper and necessary to determine the ability of the Offeror to perform the services/furnish the goods and the Offeror shall furnish to VCU all such information and data for this purpose as may be requested. VCU reserves the right to inspect Offeror's physical facilities prior to award to satisfy questions regarding the Offeror's capabilities. VCU further reserves the right to reject any Proposal if the evidence submitted by, or investigations of, such Offeror fails to satisfy VCU that such Offeror is properly qualified to carry out the obligations of the Contract and to provide the services and/or furnish the goods contemplated therein.
- L. TESTING AND INSPECTION: VCU reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.
- M. ASSIGNMENT OF CONTRACT: A Contract shall not be assignable by the Contractor in whole or in part without the written consent of the VCU Director of Procurement Services.
- N. CHANGES TO THE CONTRACT: Changes can be made to the Contract in any one of the following ways:
1. The parties may agree in writing to modify the scope of the Contract. An increase or decrease in the price of the Contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the Contract.
 2. The VCU Procurement Services Department may order changes within the general scope of the Contract at any time by written notice to the Contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The Contractor shall comply with the notice upon receipt. The Contractor shall be compensated for any additional costs incurred as the result of such order and shall give VCU a credit for any savings. Said compensation shall be determined by one of the following methods:
 - a) By mutual agreement between the parties in writing; or
 - b) By agreeing upon a unit price or using a unit price set forth in the Contract, if the work to be done can be expressed in units, and the Contractor accounts for the number of units of work performed, subject to the VCU's right to audit the Contractor's records and/or to determine the correct number of units independently; or
 - c) By ordering the Contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the Contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The Contractor shall present VCU with all vouchers and records of expenses incurred and savings realized. VCU shall have the right to audit the records of the Contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to VCU within thirty (30) days from the date of receipt of the written order from VCU. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the Contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this Contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia's Purchasing Manual for Institutions of Higher Education and Their Vendors. Neither the existence of a claim or a dispute resolution process, litigation or any other provision of this Contract shall excuse the Contractor from

promptly complying with the changes ordered by the VCU Procurement Service Office or with the performance of the Contract generally.

- O. **DEFAULT:** In case of failure to deliver goods or services in accordance with the Contract terms and conditions, VCU after due oral or written notice, may procure them from other sources and hold the Contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which VCU may have in law or equity.
- P. **USE OF BRAND NAMES:** Unless otherwise provided in this RFP, the name of a certain brand, make or manufacturer does not restrict Offerors to the specific brand, make or manufacturer named, but conveys the general style, type, character, and quality of the article desired. Any article, which the public body, in its sole discretion, determines to be the equal of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted. The Offeror is responsible to clearly and specifically identify the product being offered and to provide sufficient descriptive literature, catalog cuts and technical detail to enable VCU to determine if the product offered meets the requirements of the solicitation. This is required even if offering the exact brand, make or manufacturer specified. Unless the Offeror clearly indicates in its proposal that the product offered is an "equal" product, such proposal will be considered to offer the brand name product referenced in the RFP.
- Q. **TRANSPORTATION AND PACKAGING:** By submitting their Proposals, all Offerors certify and warrant that the price offered for FOB Destination includes only the actual freight rate costs at the lowest and best rate and is based upon the actual weight of the goods to be shipped. Except as otherwise specified herein, standard commercial packaging, packing and shipping containers shall be used. All shipping containers shall be legibly marked or labeled on the outside with purchase order number, commodity description, and quantity. Further, Offeror shall bear the risk of loss until the goods and equipment until VCU accepts Delivery of them.
- R. **INSURANCE:** By signing and submitting a Proposal under this RFP, the Offeror certifies that if awarded the Contract, it will have the following insurance coverages at the time the Contract is awarded. For construction contracts, if any Subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with §§ 2.2-4332 and 65.2-800 et seq. of the *Code of Virginia*. The Offeror further certifies that the Contractor and any Subcontractors will maintain these insurance coverages during the entire term of the Contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

Minimum Insurance Coverages and Limits Required for Most Contracts:

1. Worker's Compensation - Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify VCU of increases in the number of employees that change their workers' compensation requirements under the *Code of Virginia* during the course of the Contract shall be in noncompliance with the Contract.
2. Employers Liability - \$100,000.
3. Commercial General Liability - \$1,000,000 per occurrence. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. VCU must be named as an additional insured and so endorsed on the policy.

4. Automobile Liability - \$1,000,000 per occurrence. (Only used if motor vehicle is to be used in the contract.)
- S. ANNOUNCEMENT OF AWARD: Upon the award or the announcement of the decision to award a contract as a result of this RFP, VCU will publicly post such notice electronically at <http://www.eva.virginia.gov> for a minimum of ten (10) days.
- T. DRUG-FREE WORKPLACE: During the performance of this Contract, the Contractor agrees to (i) provide a drug-free workplace for the Contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violation of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the Contractor that the Contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every Subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each Subcontractor and/or Vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific Contract awarded to a Contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the Contract.

- U. NONDISCRIMINATION OF CONTRACTORS: A Bidder, Offeror, or Contractor shall not be discriminated against in the solicitation or award of this Contract because of race, religion, color, sex, national origin, age, disability, or against faith-based organizations or any other basis prohibited by state law relating to discrimination in employment. If the award of this Contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this Contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.
- V. eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION, CONTRACTS, AND ORDERS: The eVA Internet electronic procurement solution, website portal www.eVA.virginia.gov, streamlines and automates government purchasing activities in VCU. The eVA portal is the gateway for vendors to conduct business with VCU Institution and other public bodies. All Vendors desiring to provide goods and/or services to VCU shall participate in the eVA Internet e-procurement solution by completing the free eVA Vendor Registration. All Bidders or Offerors must register in eVA and pay the Vendor Transaction Fees specified below; failure to register will result in the bid/proposal being rejected.

Vendor Transaction Fees are determined by the date the original purchase order is issued and are as follows:

1. For orders issued July 1, 2014 and after, the Vendor Transaction Fee is:
 - a) DSBSD-certified Small Businesses: 1%, capped at \$500 per order.
 - b) Businesses that are not DSBSD-certified Small Businesses: 1%, capped at \$1,500 per order.

2. For orders issued July 1, 2014 the vendor transaction fees can be found at www.eVA.virginia.gov

The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, approximately thirty (30) days after the corresponding purchase order is issued and payable thirty (30) days after the invoice date. Any adjustments (increases/decreases) will be handled through purchase order changes.

- W. FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA). The Selected Offeror/Vendor acknowledges that for the purposes of this Contract it will be designated as a "school official" with "legitimate educational interests" in the University education records, as those terms have been defined under FERPA and its implementing regulations, and the Selected Firm/Vendor agrees to abide by the limitations and requirements imposed on school officials. Selected Firm/Vendor will use the education records only for the purpose of fulfilling its duties under this Contract for University's and its students' benefit, and will not share such data with or disclose it to any third party except as provided for in this Contract, required by law, or authorized in writing by the University.

XII. SPECIAL TERMS AND CONDITIONS:

- A. ADVERTISING: In the event a contract is awarded for supplies, equipment, or services resulting from this proposal, no indication of such sales or services to Virginia Commonwealth University will be used in product literature or advertising. The Contractor shall not state in any of the advertising or product literature that the Commonwealth of Virginia or any agency or institution of the Commonwealth has purchased or uses its products or services.
- B. AUDIT: The Contractor shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or State auditors shall have full access to and the right to examine any of said materials during said period.
- C. AVAILABILITY OF FUNDS: It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- D. PROPOSAL ACCEPTANCE PERIOD: Any proposal in response to this solicitation shall be valid for sixty (60) days. At the end of the sixty (60) days, the proposal may be withdrawn at the written request of the Offeror. If the proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is cancelled.
- E. PROPOSAL PRICES: Proposal prices shall be in the form of a firm unit price for each item during the contract period.
- F. CANCELLATION OF CONTRACT: The purchasing agency reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon sixty (60) days written notice to the Contractor. In the event the initial contract period is for more than twelve (12) months, the resulting contract may be terminated by either party, without penalty, after the initial twelve (12) months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
- G. SPECIAL EDUCATIONAL OR PROMOTIONAL DISCOUNTS: The Contractor shall extend any special educational or promotional sale prices or discounts immediately to the Commonwealth during the term of the contract. Such notice shall also advise the duration of the specific sale or discount price.

- H. **DRUG FREE WORKPLACE:** The Contractor acknowledges and certifies that it understands that the following acts by the Contractor, its employees and/or agents performing services on state property are prohibited:
1. The unlawful manufacture, distribution, dispensing, possession or use of alcohol or other drugs; and
 2. Any impairment or incapacitation from the use of alcohol or other drugs (except the use of drugs for legitimate medical purposes).
 3. The Contractor further acknowledges and certifies that it understands that a violation of these prohibitions constitutes a breach of contract and may result in default action being taken by the Commonwealth in addition to any criminal penalties that may result from such conduct.
- I. **EXTRA CHARGES NOT ALLOWED:** The proposal price shall be for complete installation ready for Commonwealth's use, and shall include all applicable freight and installation charges; extra charges will not be allowed.
- J. **FINAL INSPECTION:** At the conclusion of the work, the Contractor shall demonstrate to the authorized owners representative that the work is fully operational and in compliance with contract specifications and codes. Any deficiencies shall be promptly and permanently corrected by the Contractor at the Contractor's sole expense prior to final acceptance of the work.
- K. **IDENTIFICATION OF PROPOSAL:** The proposal package should be identified as follows:

From: _____

Name of Offeror	Due Date	Time
Street or Box Number	RFP No.	
City, State, Zip Code +4	RFP Title	

Name of Contract / Purchase Officer or Buyer: Jackie Colbert

The package should be addressed as directed on Page 2 of the solicitation.

If a proposal is not clearly identified, the Offeror takes the risk that the proposal may be inadvertently opened and the information compromised which may cause the proposal to be disqualified. Proposals may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence or other proposals should be placed in the envelope.

LATE PROPOSALS: To be considered for selection, proposals must be received by the issuing office by the designated date and hour. The official time used in the receipt of proposals is that time on the automatic time stamp machine in the issuing office. Proposals received in the issuing office after the date and hour designated are automatically disqualified and will not be considered. The University is not responsible for delays in the delivery of mail by the U.S. Postal Service, private couriers, or the intrauniversity mail system. It is the sole responsibility of the Offeror to insure that its proposal reaches the issuing office by the designated date and hour.

- L. **INDEMNIFICATION:** Contractor agrees to indemnify, defend and hold harmless the Commonwealth of Virginia, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods, or equipment of any kind or nature furnished by the Contractor/any services of any kind or nature furnished by the Contractor, provided that such liability is not attributable to the sole negligence of the using agency or to failure of the using agency to use the materials, goods, or equipment in the

manner already and permanently described by the Contractor on the materials, goods, or equipment delivered.

- M. **LIMITATION OF LIABILITY:** To the maximum extent permitted by applicable law, the Contractor will not be liable under this contract for any indirect, incidental, special or consequential damages, or damages from loss profits, revenue, data or use of the supplies, equipment and/or services delivered under this contract. This limitation of liability will not apply, however, to liability arising from: (a) personal injury or death; (b) defect or deficiency caused by willful misconduct or negligence on the part of the Contractor; or (c) circumstances where the contract expressly provides a right to damages, indemnification or reimbursement.
- N. **PRIME CONTRACTOR RESPONSIBILITIES:** The Contractor shall be responsible for completely supervising and directing the work under this contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this contract shall be responsible to the prime Contractor. The Contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.
- O. **RENEWAL OF CONTRACT:** This contract may be renewed by the Commonwealth for four (4) successive one (1) year periods under the terms and conditions of the original contract except as stated in 1. below. Price increases may be negotiated only at the time of renewal. Written notice of the Commonwealth's intention to renew should be provided approximately 60 days prior to the expiration date of each contract period:
1. If the Commonwealth elects to exercise the option to renew the contract for an additional one (1) - year period, the contract price(s) for the additional one (1) year shall not exceed the contract price(s) of the previous contract period increased/decreased by more than the percentage increase/decrease of the All Items category of the CPI-W section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.
- P. **SUBCONTRACTS:** No portion of the work shall be subcontracted without prior written consent of the purchasing agency. In the event that the Contractor desires to subcontract some part of the work specified herein, the Contractor shall furnish the purchasing agency the names, qualifications and experience of their proposed subcontractors. The Contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the contract.
- Q. **WARRANTY (COMMERCIAL):** The Contractor agrees that the supplies or services furnished under any award resulting from this solicitation shall be covered by the most favorable commercial warranties the Contractor gives any customer for such supplies or services and that the rights and remedies provided therein are in addition to and do not limit those available to the Commonwealth by any other clause of this solicitation. A copy of this warranty should be furnished with the proposal.
- R. **POLICY OF EQUAL EMPLOYMENT:** Virginia Commonwealth University is an equal opportunity/affirmative action employer. Women, Minorities, persons with disabilities are encouraged to apply. The University encourages all vendors to establish and maintain a policy to insure equal opportunity employment. To that end, Offerors should submit along with their proposals, their policy of equal employment.
- S. **eVA BUSINESS-TO-GOVERNMENT CONTRACTS AND ORDERS:** The solicitation/contract will result in purchase order(s) with the eVA transaction fee specified below assessed for each order.
1. For orders issued July 1, 2011 thru June 30, 2013, the Vendor Transaction Fee is:
 - a) DSBSD-certified Small Businesses: 0.75%, Capped at \$500 per order.

- b) Businesses that are not DSBSD-certified Small Businesses: 0.75%, Capped at \$1,500 per order.
- 2. For orders issued July 1, 2013, and after, the Vendor Transaction Fee is:
 - a) DSBSD-certified Small Businesses: 1%, Capped at \$500 per order.
 - b) Businesses that are not DSBSD-certified Small Businesses: 1%, Capped at \$1,500 per order.

The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, approximately 30 days after the corresponding purchase order is issued and payable 30 days after the invoice date. Any adjustments (increases/decreases) will be handled through purchase order changes.

The eVA Internet electronic procurement solution, website portal www.eva.virginia.gov, streamlines and automates government purchasing activities in the Commonwealth. The portal is the gateway for vendors to conduct business with state agencies and public bodies.

Vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution and agree to comply with the following: If this solicitation is for a term contract, may provide an electronic catalog (price list) or index page catalog for items awarded. The format of this electronic catalog shall conform to the eVA Catalog Interchange Format (CIF) Specification that can be accessed and downloaded from www.eVA.virginia.gov. Contractors should email Catalog or Index Page information to eVA-catalog-manager@dgs.virginia.gov.

- T. GRAMM-LEACH-BLILEY ACT: The Contractor shall comply with the Act by implementing and maintaining appropriate safeguards to protect and prevent unauthorized release of student, faculty and staff nonpublic information. Nonpublic information is defined as social security numbers, or financial transactions, bank, credit and tax information.
- U. DETERMINATION OF RESPONSIBILITY: The Contract will be awarded to the responsive and responsible Offeror with a Proposal, conforming to the RFP, will be most advantageous to VCU, technical and financial factors considered. A responsible Offeror is one who affirmatively demonstrates to VCU that it has adequate financial resources and the requisite capacity, capability, and facilities to perform the Contract, has a satisfactory record of performance on other comparable projects, has a satisfactory record of integrity and business ethics, and is otherwise qualified and eligible to receive award under the solicitation and laws and regulations applicable to the procurement. VCU reserves the right to investigate the capabilities of Offeror, confirm any part of the information furnished by an Offeror, and require other evidence to determine that the Offeror is responsible.
- V. REJECTION OF PROPOSALS & WAIVER OF MINOR INFORMALITIES/IRREGULARITIES: VCU reserves the right to reject any or all Proposals in part or in total for any reason, to accept any Proposal if considered best for its interest, and to waive informalities and minor irregularities in Proposals received, commensurate with best public procurement practices.
- W. PROTEST: Any Offeror who desires to protest the award or decision to award a Contract shall submit the protest in writing to:

Director of Procurement Services
Virginia Commonwealth University
912 West Grace, 5th Floor
Richmond, VA 23284

VCU will announce the award utilizing the Commonwealth of Virginia's e-Procurement system (eVA). The protest must be received no later than ten (10) days after the award or the

announcement of the decision to award, whichever occurs first. However, if the protest of any actual or potential Offeror depends in whole or in part upon information contained in public records pertaining to the procurement transaction that are subject to inspection under the Rules Governing Procurement of Goods, Services, Insurance, and Construction by a Public Institution of Higher Education of the Commonwealth of Virginia Governed by Subchapter 3 of the Restricted Higher Education Financial and Administrative Operations Act., Chapter 4.10 (§23-38.88 et seq) of Title 23 of the Code of Virginia, §34, then the time within which the protest shall be submitted shall expire ten (10) days after those records are available for inspection by such Offeror under §34, or at such later time as provided in this section.

VCU Notices of Award(s) or Notices of Intent to Award may be accessed electronically at <http://www.eva.virginia.gov>.

No protest shall lie for a claim that the selected Offeror is not a responsible Offeror.

The written protest shall include the basis for the protest and relief sought.

The VCU Director of Procurement Services shall issue a decision in writing within ten (10) days of receipt stating the reasons for the action taken. This decision shall be final unless the Offeror appeals within ten (10) days of receipt of the written decision by instituting legal action as provided in Section 54 of the Governing Rules.

Nothing in this paragraph shall be construed to permit a proposer to challenge the validity of the terms or conditions of the RFP.

"Days" as used in this paragraph refer to calendar days. If a deadline falls on a Saturday or Sunday, the next business day shall be considered to be the deadline.

XIII. SPECIAL TERMS AND CONDITIONS INFORMATION TECHNOLOGY:

- A. **QUALIFIED REPAIR PERSONNEL:** All warranty or maintenance services to be performed on the items specified in this solicitation as well as any associated hardware or software shall be performed by qualified technicians properly authorized by the manufacturer to perform such services. The Commonwealth reserves the right to require proof of certification prior to award and at any time during the term of the contract.
- B. **SOURCE CODE:** In the event the contractor ceases to maintain experienced staff and the resources needed to provide required software maintenance, the Commonwealth shall be entitled to have use, and duplicate for its own use, a copy of the source code and associated documentation for the software products covered by the contract. Until such time as a complete copy of such material is provided, the Commonwealth shall have exclusive right to possess all physical embodiments of such contractor owned materials. The rights of the Commonwealth in this respect shall survive for a period of twenty years after the expiration or termination of the contract. All lease and royalty fees necessary to support this right are included in the initial license fee as contained in the pricing schedule.
- C. **SOFTWARE UPGRADES:** The Commonwealth shall be entitled to any and all upgraded versions of the software covered in the contract that becomes available from the contractor. The maximum charge for upgrade shall not exceed the total difference between the cost of the Commonwealth's current version and the price the contractor sells or licenses the upgraded software under similar circumstances.
- D. **THIRD PARTY ACQUISITION OF SOFTWARE:** The contractor shall notify the procuring agency in writing should the intellectual property, associated business, or all of its assets be acquired by a

third party. The contractor further agrees that the contract's terms and conditions, including any and all license rights and related services, shall not be affected by the acquisition. Prior to completion of the acquisition, the contractor shall obtain, for the Commonwealth's benefit and deliver thereto, the assignee's agreement to fully honor the terms of the contract.

- E. **TITLE OF SOFTWARE:** By submitting a bid, the bidder represents and warrants that it is the sole owner of the software or, if not the owner, that it has received all legally required authorizations from the owner to license the software, has the full power to grant the rights required by this solicitation, and that neither the software nor its use in accordance with the contract will violate or infringe upon any patent, copyright, trade secret, or any other property rights of another person or organization.
- F. **WARRANTY AGAINST SHUTDOWN DEVICES:** The contractor warrants that the equipment and software provided under the contract shall not contain any lock, counter, CPU references, virus, worm, or other device capable of halting operations or erasing or altering data or programs. Contractor further warrants that neither it, nor its agents, employees, or subcontractors shall insert any shutdown device following delivery of the equipment and software.
- G. **SECTION 508 COMPLIANCE:** All information technology which, pursuant to this Contract, is purchased or upgraded by or for the use of any Commonwealth agency or institution or political subdivision of the Commonwealth (the "Technology") shall comply with Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended. If requested, the Contractor must provide a detailed explanation of how compliance with Section 508 of the Rehabilitation Act is achieved and a validation of concept demonstration. The requirements of this Paragraph along with the Non-Visual Access to Technology Clause shall be construed to achieve full compliance with the Information Technology Access Act, §§ 2.2-3500 through 2.2-3504 of the *Code of Virginia*.
- H. **NONVISUAL ACCESS TO TECHNOLOGY:** All information technology which, pursuant to this Agreement, is purchased or upgraded by or for the use of any State agency or institution or political subdivision of the Commonwealth (the "Technology") shall comply with the following nonvisual access standards from the date of purchase or upgrade until the expiration of this Agreement:
1. effective, interactive control and use of the Technology shall be readily achievable by nonvisual means;
 2. the Technology equipped for nonvisual access shall be compatible with information technology used by other individuals with whom any blind or visually impaired user of the Technology interacts;
 3. nonvisual access technology shall be integrated into any networks used to share communications among employees, program participants or the public; and
 4. the technology for nonvisual access shall have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Compliance with the foregoing nonvisual access standards shall not be required if the head of the using agency, institution or political subdivision determines that (i) the Technology is not available with nonvisual access because the essential elements of the Technology are visual and (ii) nonvisual equivalence is not available.

Installation of hardware, software, or peripheral devices used for nonvisual access is not required when the Technology is being used exclusively by individuals who are not blind or visually impaired, but applications programs and underlying operating systems (including the format of the data) used for the manipulation and presentation of information shall permit the installation and effective use of nonvisual access software and peripheral devices.

If requested, the Contractor must provide a detailed explanation of how compliance with the foregoing nonvisual access standards is achieved and a validation of concept demonstration.

The requirements of this Paragraph shall be construed to achieve full compliance with the Information Technology Access Act, §§ 2.1-807 through 2.1-811 of the Code of Virginia.

I. DATA AND INTELLECTUAL PROPERTY PROTECTION:

1. Definitions

- a. "End User" means the individuals authorized by the University to access and use the Services provided by the Selected Firm/Vendor under this agreement.
- b. "Personally Identifiable Information" includes but is not limited to: personal identifiers such as name, address, phone number, date of birth, Social Security number, and student or personnel identification number; "personal information" as defined in Virginia Code section 18.2-186.6 and/or any successor laws of the Commonwealth of Virginia; personally identifiable information contained in student education records as that term is defined in the Family Educational Rights and Privacy Act, 20 USC 1232g; "medical information" as defined in Virginia Code Section 32.1-127.1:05; "protected health information" as that term is defined in the Health Insurance Portability and Accountability Act, 45 CFR Part 160.103; nonpublic personal information as that term is defined in the Gramm-Leach-Bliley Financial Modernization Act of 1999, 15 USC 6809; credit and debit card numbers and/or access codes and other cardholder data and sensitive authentication data as those terms are defined in the Payment Card Industry Data Security Standards; other financial account numbers, access codes, driver's license numbers; and state- or federal-identification numbers such as passport, visa or state identity card numbers.
- c. "Securely Destroy" means taking actions that render data written on physical (e.g., hardcopy, microfiche, etc.) or electronic media unrecoverable by both ordinary and extraordinary means. These actions must meet or exceed those sections of the National Institute of Standards and Technology (NIST) SP 800-88 guidelines relevant to data categorized as high security.
- d. "Security Breach" means a security-relevant event in which the security of a system or procedure used to create, obtain, transmit, maintain, use, process, store or dispose of data is breached, and in which University Data is exposed to unauthorized disclosure, access, alteration, or use.
- e. "Services" means any goods or services acquired by the University from the Selected Firm/Vendor.
- f. "University Data" includes all Personally Identifiable Information and other information that is not intentionally made generally available by the University on public websites or publications, including but not limited to business, administrative and financial data, intellectual property, and patient, student and personnel data.

2. Rights and License in and to the University Data

The parties agree that as between them, all rights including all intellectual property rights in and to University Data shall remain the exclusive property of the University, and Selected Firm/Vendor has a limited, nonexclusive license to use these data as provided in this agreement solely for the purpose of performing its obligations hereunder. This agreement does not give a party any rights, implied or otherwise, to the other's data, content, or intellectual property, except as expressly stated in the agreement.

3. Intellectual Property Disclosure/Rights

- a. Unless expressly agreed to the contrary in writing, all goods, products, materials, documents, reports, writings, video images, photographs or papers of any nature

including software or computer images prepared by Selected Firm/Vendor (or its subcontractors) for the University will not be disclosed to any other person or entity without the written permission of the University.

- b. Selected Firm/Vendor warrants to the University that the University will own all rights, title and interest in any intellectual property created for the University as part of the performance of this agreement and will have full ownership and beneficial use thereof, free and clear of claims of any nature by any third party including, without limitation, copyright or patent infringement claims. Selected Firm/Vendor agrees to assign and hereby assigns all rights, title, and interest in any and all intellectual property created for the University as part of the performance of this agreement to the University, and will execute any future assignments or other documents needed for the University to document, register, or otherwise perfect such rights. Nothing in this section is, however, intended to or shall be construed to apply to existing intellectual property created or owned by the vendor that the University is licensing under this agreement. For avoidance of doubt, the University asserts no intellectual property ownership under this clause to any pre-existing intellectual property of the vendor, and seeks ownership rights only to the extent Vendor is being engaged to develop certain intellectual property as part of its services for the University.
- c. Notwithstanding the foregoing, for research collaboration pursuant to subcontracts under sponsored research agreements administered by the University's Office of Sponsored Programs, intellectual property rights will be governed by the terms of the grant or contract to the University to the extent such grant or contract requires intellectual property terms to apply to subcontractors.

4. Data Privacy

- a. Selected Firm/Vendor will use University Data only for the purpose of fulfilling its duties under this agreement and will not share such data with or disclose it to any third party without the prior written consent of the University, except as required by this agreement or as otherwise required by law.
- b. University Data will not be stored outside the United States without prior written consent from the University.
- c. Selected Firm/Vendor will provide access to University Data only to its employees and subcontractors who need to access the data to fulfill Selected Firm/Vendor obligations under this agreement. Selected Firm/Vendor will ensure that employees who perform work under this agreement have read, understood, and received appropriate instruction as to how to comply with the data protection provisions of this agreement.
- d. The following provision applies only if Selected Firm/Vendor will have access to the University's education records as defined under the Family Educational Rights and Privacy Act (FERPA): The Selected Firm/Vendor acknowledges that for the purposes of this agreement it will be designated as a "school official" with "legitimate educational interests" in the University education records, as those terms have been defined under FERPA and its implementing regulations, and the Selected Firm/Vendor agrees to abide by the limitations and requirements imposed on school officials. Selected Firm/Vendor will use the education records only for the purpose of fulfilling its duties under this agreement for University's and its End User's benefit, and will not share such data with or disclose it to any third party except as provided for in this agreement, required by law, or authorized in writing by the University.

5. Data Security

- a. Selected Firm/Vendor will store and process University Data in accordance with commercial best practices, including appropriate administrative, physical, and technical

safeguards, to secure such data from unauthorized access, disclosure, alteration, and use. Such measures will be no less protective than those used to secure Selected Firm/Vendor's own data of a similar type, and in no event less than reasonable in view of the type and nature of the data involved. Without limiting the foregoing, Selected Firm/Vendor warrants that all electronic University Data will be encrypted in transmission (including via web interface) in accordance with industry best practices commensurate to the sensitivity of the information; such as controls outlined in the Moderate or High control baselines in the latest version of National Institute of Standards and Technology Special Publication 800-53.

- b. If the Selected Firm/Vendor stores Personally Identifiable Information as part of this agreement, the Selected Firm/Vendor warrants that the information will be stored in accordance with industry best practices commensurate to the sensitivity of the information; such as controls outlined in the Moderate or High control baselines in the latest version of National Institute of Standards and Technology Special Publication 800-53.
- c. Selected Firm/Vendor will use industry-standard and up-to-date security tools and technologies such as anti-virus protections and intrusion detection methods in providing Services under this agreement.

6. Employee Background Checks and Qualifications

Selected Firm/Vendor shall ensure that its employees who will have potential access to University Data have passed appropriate, industry standard, background screening and possess the qualifications and training to comply with the terms of this agreement.

7. Data Authenticity and Integrity

Selected Firm/Vendor will take reasonable measures, including audit trails, to protect University Data against deterioration or degradation of data quality and authenticity. The Selected Firm will be responsible during the terms of this agreement, unless otherwise specified elsewhere in this agreement, for converting and migrating electronic data as often as necessary so that information is not lost due to hardware, software, or media obsolescence or deterioration.

8. Security Breach

- a. Response. Upon becoming aware of a Security Breach, or of circumstances that are reasonably understood to suggest a likely Security Breach, Selected Firm/Vendor will timely notify the University consistent with applicable state or federal laws, fully investigate the incident, and cooperate fully with the University's investigation of and response to the incident. Except as otherwise required by law, Selected Firm/Vendor will not provide notice of the incident directly to individuals whose Personally Identifiable Information was involved, regulatory agencies, or other entities, without prior written permission from the University.
- b. Liability.
 - 1) If Selected Firm/Vendor must under this agreement create, obtain, transmit, use, maintain, process, or dispose of the subset of University Data known as Personally Identifiable Information, the following provisions apply. In addition to any other remedies available to the University under law or equity, Selected Firm/Vendor will reimburse the University in full for all costs incurred by the University in investigation and remediation of any Security Breach caused by Selected Firm/Vendor, including but not limited to providing notification to individuals whose Personally Identifiable Information was compromised and to regulatory agencies or other entities as required by law or contract; providing one year's credit monitoring

to the affected individuals if the Personally Identifiable Information exposed during the breach could be used to commit financial identity theft; and the payment of legal fees, audit costs, fines, and other fees imposed by regulatory agencies or contracting partners as a result of the Security Breach.

- 2) If Selected Firm/Vendor will NOT under this agreement create, obtain, transmit, use, maintain, process, or dispose of the subset of University Data known as Personally Identifiable Information, the following provisions apply. In addition to any other remedies available to the University under law or equity, Selected Firm/Vendor will reimburse the University in full for all costs reasonably incurred by the University in investigation and remediation of any Security Breach caused by Selected Firm/vendor.

9. Response to Legal Orders, Demands or Requests for Data

- a. Except as otherwise expressly prohibited by law, Selected Firm/Vendor will:
 - immediately notify the University of any subpoenas, warrants, or other legal orders, demands or requests received by Selected Firm/Vendor seeking University Data;
 - consult with the University regarding its response;
 - cooperate with the University's reasonable requests in connection with efforts by the University to intervene and quash or modify the legal order, demand or request; and
 - upon the University's request, provide the University with a copy of its response.
- b. If the University receives a subpoena, warrant, or other legal order, demand (including request pursuant to the Virginia Freedom of Information Act) or request seeking University Data maintained by Selected Firm/Vendor, the University will promptly provide a copy to Selected Firm/Vendor. Selected Firm/Vendor will promptly supply the University with copies of data required for the University to respond, and will cooperate with the University's reasonable requests in connection with its response.

10. Data Transfer Upon Termination or Expiration

- a. Upon termination or expiration of this agreement, Selected Firm/Vendor will ensure that all University Data are securely returned or destroyed as directed by the University in its sole discretion. Transfer to the University or a third party designated by the University shall occur within a reasonable period of time, and without significant interruption in service. Selected Firm/Vendor shall ensure that such transfer/migration uses facilities and methods that are compatible with the relevant systems of the University or its transferee, and to the extent technologically feasible, that the University will have reasonable access to University Data during the transition. In the event that the University requests destruction of its data, Selected Firm/Vendor agrees to Securely Destroy all data in its possession and in the possession of any subcontractors or agents to which the Selected Firm/Vendor might have transferred University data. The Selected Firm/Vendor agrees to provide documentation of data destruction to the University.
- b. Selected Firm/Vendor will notify the University of impending cessation of its business and any contingency plans. This includes immediate transfer of any previously escrowed assets and data and providing the University access to Selected Firm/Vendor's facilities to remove and destroy University-owned assets and data. Selected Firm/Vendor shall implement its exit plan and take all necessary actions to ensure a smooth transition of service with minimal disruption to the University. Selected Firm/Vendor will also provide a full inventory and configuration of servers, routers, other hardware, and software involved in service delivery along with supporting documentation, indicating which if any of these are owned by or dedicated to the University. Selected Firm/Vendor will work closely with its successor to ensure a successful transition to the

new equipment, with minimal downtime and effect on the University, all such work to be coordinated and performed in advance of the formal, final transition date.

11. Audits

- a. The University reserves the right in its sole discretion to perform audits of Selected Firm/Vendor at the University's expense to ensure compliance with the terms of this agreement. The Selected Firm/Vendor shall reasonably cooperate in the performance of such audits. This provision applies to all agreements under which the Selected Firm/Vendor must create, obtain, transmit, use, maintain, process, or dispose of University Data.
- b. If the Selected Firm/Vendor must under this agreement create, obtain, transmit, use, maintain, process, or dispose of the subset of University Data known as Personally Identifiable Information or financial or business data which has been identified to the Selected Firm/Vendor as having the potential to affect the accuracy of the University's financial statements, Selected Firm/Vendor will at its expense conduct or have conducted at least annually a:
 - American Institute of CPAs Service Organization Controls (SOC 2) Type II audit, or other security audit with audit objectives deemed sufficient by the University, which attests the Selected Firm/Vendor's security policies, procedures and controls;
 - vulnerability scan of Selected Firm/Vendor's electronic systems and facilities that are used in any way to deliver electronic services under this agreement; and
 - formal penetration test of Selected Firm/Vendor's electronic systems and facilities that are used in any way to deliver electronic services under this agreement.

Additionally, the Selected Firm/Vendor will provide the University upon request the results of the above audits, scans and tests, and will promptly modify its security measures as needed based on those results in order to meet its obligations under this agreement. The University may require, at University expense, the Selected Firm/Vendor to perform additional audits and tests, the results of which will be provided promptly to the University.

12. Compliance

- a. Selected Firm/Vendor will comply with all applicable laws and industry standards in performing services under this agreement. Any Selected Firm/Vendor personnel visiting the University's facilities will comply with all applicable University policies regarding access to, use of, and conduct within such facilities. The University will provide copies of such policies to Selected Firm/Vendor upon request.
- b. Selected Firm/Vendor warrants that the service it will provide to the University is fully compliant with relevant laws, regulations, and guidance that may be applicable to the service, such as: the Family Educational Rights and Privacy Act (FERPA), Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health Act (HITECH), Gramm-Leach-Bliley Financial Modernization Act (GLB), Payment Card Industry Data Security Standards (PCI-DSS), Americans with Disabilities Act (ADA), Federal Export Administration Regulations, and Defense Federal Acquisitions Regulations.
- c. If the Payment Card Industry Data Security Standards (PCI-DSS) are applicable to the Selected Firm/Vendor service provided to the University, the Selected Firm/Vendor will, upon written request, furnish proof of compliance with PCI-DSS within 10 business days of the request.

13. No End User agreements

This agreement is the entire agreement between the University (including University employees and other End Users) and the Selected Firm/Vendor. In the event that the Selected Firm/Vendor enters into terms of use agreements or other agreements or understandings, whether electronic, click-through, verbal or in writing, with University employees or other End Users, such agreements shall be null, void and without effect, and the terms of this agreement shall apply.

14. Survival

The Selected Firm/Vendor's obligations under Section XIII., Item I. (DATA AND INTELLECTUAL PROPERTY PROTECTION) shall survive termination of this agreement until all University Data has been returned or securely destroyed.

XIV. CONTRACT ADMINISTRATION:

Upon award of the contract VCU shall designate, in writing, the name(s) of the Contract Administrator(s) who shall work with the contractor in formulating mutually acceptable plans and standards for the delivery, installation and on-going service and/or maintenance that may be required.

- A. The Contract Administrator shall use all powers under the contract to enforce its faithful performance. The Contract Administrator shall determine the amount, quality and acceptability of work and shall decide all other questions in connection with the work.
- B. All direction and orders from VCU shall be transmitted through the Contract Administrator, or his designee. However the Contract Administrator shall have no authority to order changes in the work which alter the concept or scope of the work or change the basis for compensation to the contractor.

XV. ATTACHMENTS:

- A: Appendix I – Participation In State Procurement Transactions Small Businesses and Businesses Owned By Women and Minorities:

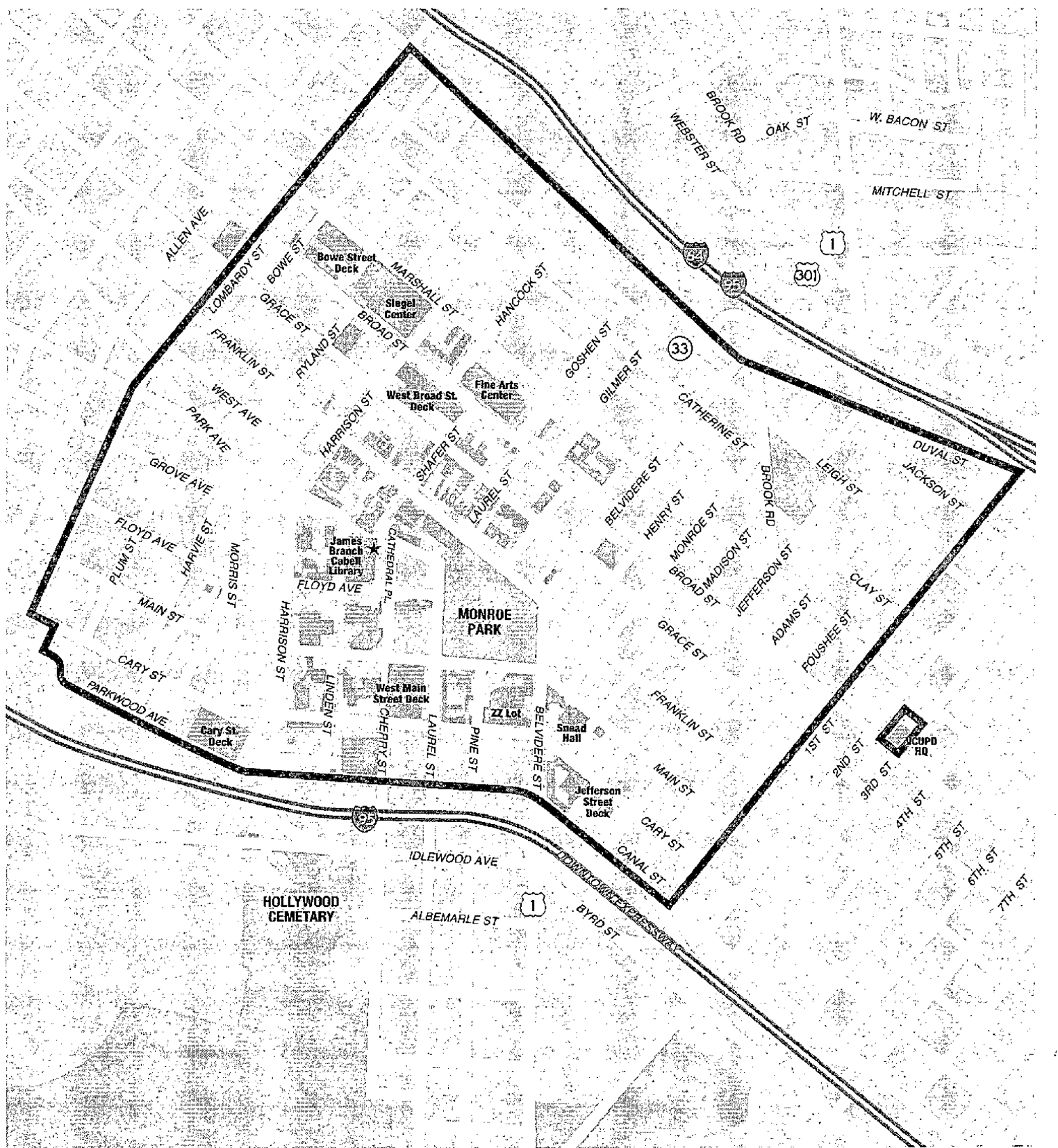
http://procurement.vcu.edu/media/procurement/pdf/document-library/RFP_Website_Link_Appendix_1.pdf

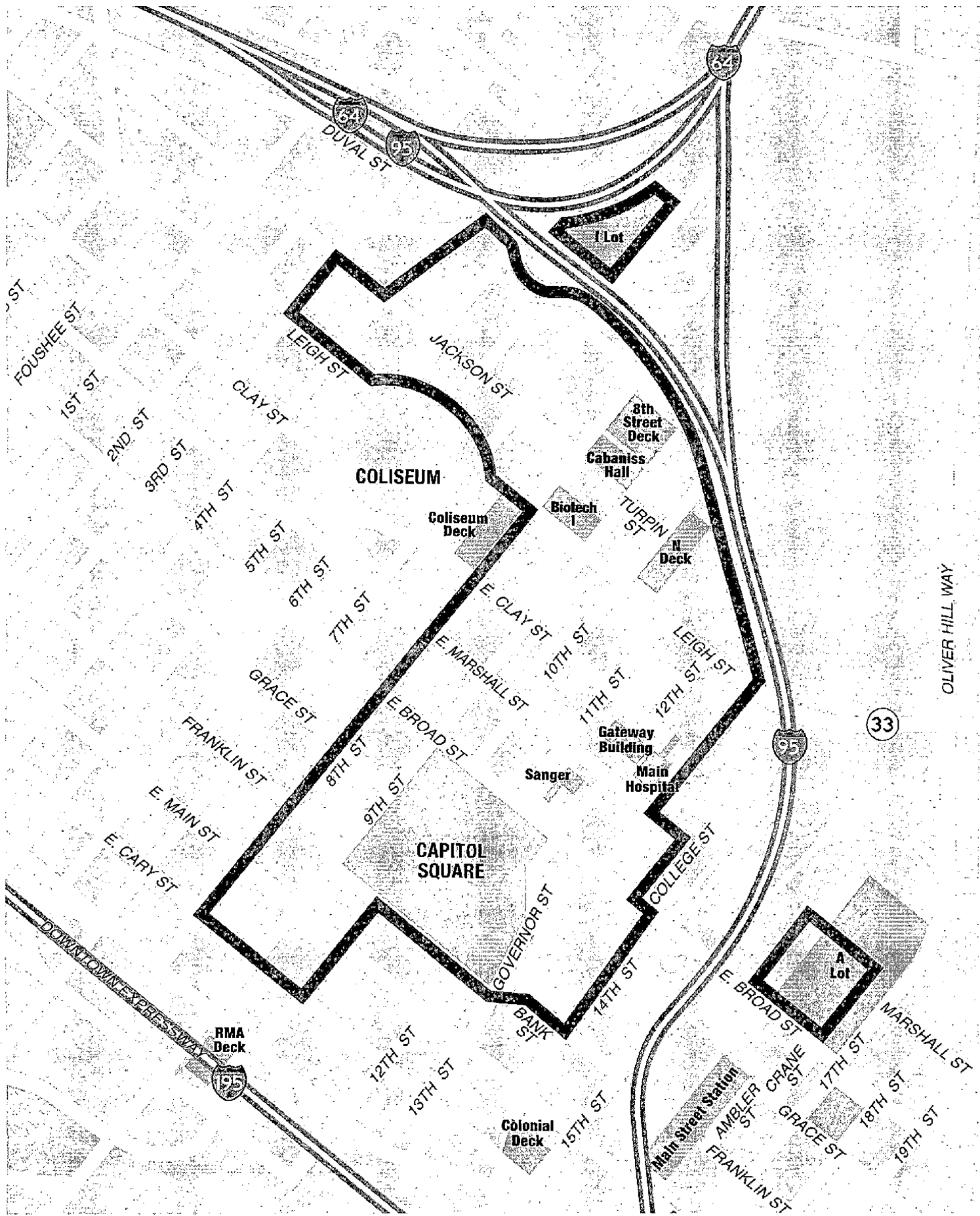
- B: Appendix II – Invoicing and Payment

http://procurement.vcu.edu/media/procurement/pdf/document-library/RFP_Website_Link_Appendix_2.pdf

- C: MPC Service Area Map

- D: MCV Service Area Map







VCU

Procurement Services

RFP - Addendum

DATE: August 23, 2017

ADDENDUM NO. 1 TO ALL OFFERORS:

Reference - Request for Proposals: RFP #7666831JC

Commodity/Title: RamSafe Transportation Management Software System

Issue Date: August 4, 2017

Proposal Due: August 30, 2017 at 11:00 AM

Pre-Proposal Conference: August 17, 2017 at 2:00

Revised Due Date: September 13, 2017 at 11:00 AM

The above is hereby changed to read: **See Attached.**

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature of this addendum does not constitute your signature on the original proposal document. The original proposal document must also be signed.

Very truly yours,

Phone: (804)

Name of Firm

Signature/Title

Date

Reference Page 2: The due date and time to submit proposals is extended. Revise the date and time for submission of proposals for RFP #7666831JC to the following:

Proposals Shall Be Received Until: September 13, 2017 at 11:00 AM EDT

Reference Page 8: Change the second bullet from the bottom of the page to the following:

- Shall have integration with VCU Mobile app. Should have a standalone app.

Questions for Clarification Submitted By Potential Offerors for RFP #7666831JC

The questions submitted by potential offerors and the answers from VCU are below. The clarifications are in bold.

When does VCU want the RamSafe Transportation Management Software System to "go live"? **The RamSafe transportation management software needs to "go live" by December 31, 2017.**

May we see some API documentation on the steps needed to integrate to the VCU mobile app with our technology? **There isn't an API, we just need a mobile friendly webpage.**

On-page 8, on the bottom, it states that under "administrative requirements," the firm "shall provide API access free of charge." This could mean many different things. Could you please clarify this? **If there is an external API we could use for reporting or other integrations, there shouldn't be an extra cost associated with us using it.**

On page 9, under "data terminal requirements," could VCU clarify the purpose of the data terminal? Is a hardware solution just for the purpose of geo-locating and tracking the vehicle? **This terminal will be the driver's "to do list" of calls. Our current system uses, handheld devices for the drivers to receive their assignments and they are not fixed in the vehicle; and when transporting to and from the vehicle, we have broken several of the tablets.**

On page 10, under "optional hardware," does VCU already own card scanning equipment that is built into the vehicles? **We do not, we would like, if possible, for this to be a built in or built on feature. We currently have VCU ID cards with proximity chips, barcodes and magnetic swipe strips.**

On page 14, under "data integrity management," could VCU please clarify security prevention of duplicate records? We have never encountered this problem with our system. **When one person makes a request, there shouldn't be 2 records of that request.**

In Section 1- Purpose, the RFP says "Contract (s) to allow for cooperative procurement" and explains that other institutions may elect to participate in the same

program under independent arrangements.

Please clarify:

- Why Contract (s), plural, is used here? **The "s" is boilerplate to cover any contingencies.**
- Do you intend to select multiple vendors? If so please clarify. **At this point in time there is no intent to make multiple awards.**
- In this context is Virginia Commonwealth University "the lead-issuing institution" Does the lead-issuing institution the acquiring entity in this context and as such select the vendor(s) and enter a contract and takes delivery of system? **VCU is the lead institution to establish a cooperative contract that other Virginia public institutions, state agencies and localities can use. VCU will only order and take delivery of the system for use on our campuses.**
- Where you say at the same price, do you expect a price per trip so all other institutions may buy from same price schedule? **Yes.**

Price Proposal – Would you please provide the following information?

- What is the system used by the university currently? **Ridecell**
- What is the annual cost of licensing, and software maintenance? **The current purchase order for the Ridecell services is for \$50,000.**
- What is the overall cost to the software/system supplier? **VCU does not have this information.**
- Does supplier provide drivers Mobile Data Terminal as well as the monthly wireless data? **Yes.**

Should the system suggest the required number of vehicles and type of vehicles during different days and hours or is the system only required to provide reports which may allow the management to make decision? **We would like to forecast that ourselves. We need to be able to pull reports to enable us to do that. If a custom report is needed, would we be able to create that or would we need help in doing that from your firm? If help is needed, would there be a charge (how much)? Please add any cost to the Pricing Schedule.**

Is a live backup of the system running continuously required for the historical data or do we just need a backup which can be restored on demand? **Restored on demand for the initial retention period. and the request for an extension of storage time will be made in a timely manner. This would normally be used only in the case of an issue that a court would require an extended storage period.**

Please explain the intent of "with on/off functionality". Does this mean an administrator can block the reservation from one or another interface? i.e.

a) No reservation is allowed from a

Smartphone but web reservation is still

active and available

b) Reservation from a particular interface is

blocked for a particular time interval

Or

The system must allow the ability to block reservations from particular POIs from any interface but the dispatcher can still book reservations.

We service our two campuses in different ways. We would need to be able to create a service calendar that would allow for geofencing of specific areas, rules specific to those areas, and service times for those areas. We also have times when our service does not operate "normal operating hours" such as holidays, events, and weather events. We would need to be able to disable the entire system at those times. Most are known but we have had a few instances that were of immediate need to shut the entire system down whether it be for the remainder of that operating day or for a short period of time.

It appears that RFP requires website user to be limited to certain pre-populated pickup and drop off but does not have the same requirement for Mobile Booking App. Please clarify from three methods of booking

a) Mobile Booking App

b) Web-site booking

c) Dispatch booking using phone calls which are limited to certain pre-defined pickup and (drop off) which allows use defined locations (if any).

Users (staff, students and faculty) requesting rides will not have the ability to request a location that is not in the system no matter the method of request. The dispatcher and management will be able to add to the pre-populated list on demand.

Is there any open API available? We looked at the VCU application and it seems like we need to provide a link to the app to allow the user to launch the booking application from the VCU application. Are we required to skip the login process when the booking application is launched from the VCU application? **No, login and verification should occur on every platform.**

Does the RFP require the system to flip to different geofence area of service at certain time of certain days automatically or you wish a user to make that change to geo-fenced areas?

Our service has set rules for service, boundaries and times for our two campuses. The system should automatically follow those rules.

If the reservation is PC based then is the location of the IP sufficient? **That location is sufficient, as the system should not use the location to populate the pickup location but should only suggest locations in the vicinity of the user.**

Are we required to provide the ETA before the reservation has been committed or the ETA will only be provided once user has confirmed and the request has been

submitted into the system? The ETA is not needed prior to the request being submitted. An average wait time would be a bonus (but not required) on the initial ride request page to allow the user to make a decision as to whether they want to place a request. If the wait time is longer than they want, they might not place a ride, see an extended ETA and then cancel.

Third party verification

* Is it required to integrate with any other system for verifying the user's validity with VCU?

Or

* The rider's data is ported to the system and then all the validations are done within the reservation/dispatch system?

External integration with CAS is preferred.

Should all of the reports be pre-defined; so that RamSafe may request to include more reports or modify their current reports? **Yes**

Should the system allow a rider to cancel the recurring trip reservation altogether or the rider can cancel subsequent reservations for certain days individually? **RamSafe does not allow for future reservations, we take calls only in real-time so this would not apply. However, we do require that the user have the ability to cancel a request once it is submitted.**

Should the system allow rider to make a recurring reservation from the mobile booking application and web reservation? **No**

Is there any documentation available for the API interface? **No**

Or

The system provides the Open API documentation and other the integration partners must comply with open API available? **Yes**

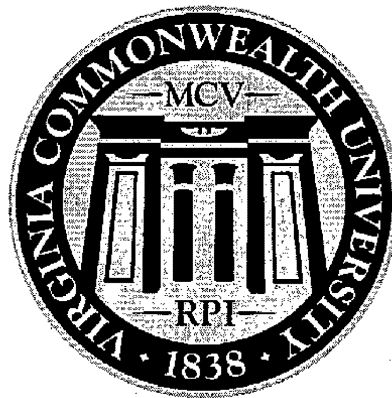
Do all users of the ride system have a user card with magnetic stripe which includes their eID? **Yes, however, the proximity chip in our ID cards is the most reliable method, and our guests are required to have a guest pass that currently has a bar code (the guest pass does not have to be entered or scanned into the system as the guest must always be with a verified user and the guest pass is tied to the VCU ID).**

Does the current system allow for walk-in riders or there must be a reservation in advance before any rider can get in the vehicle? **The system allows the driver to request the dispatcher to create a call on the fly; however, we discourage our**

users from doing that as it allows users to bypass the system and possibly bump a previous request to another vehicle during busy times.

Are there any card scanners already placed in the vehicles which can be integrated with a new system? **No**

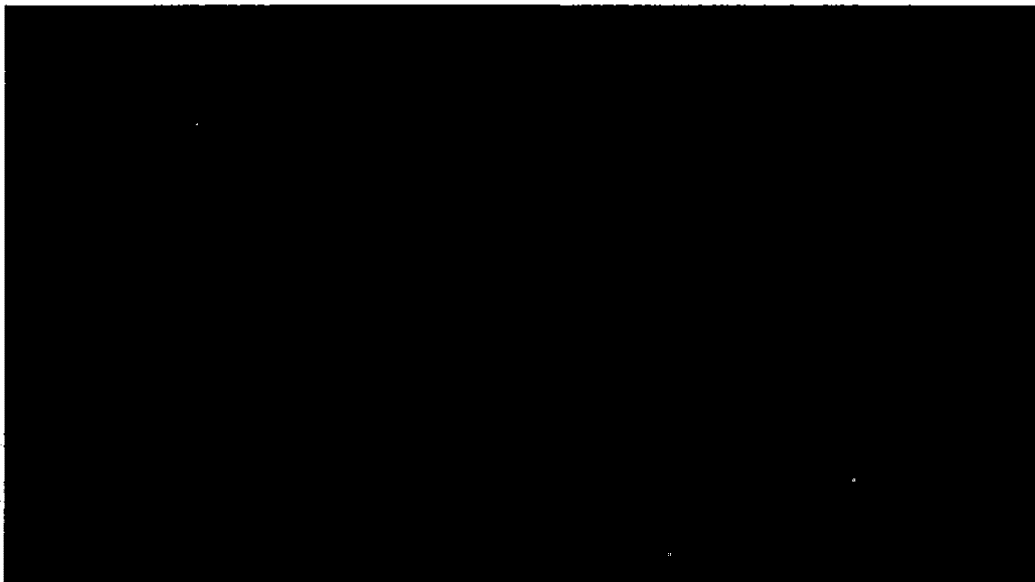
Virginia Commonwealth University



DoubleMap
429 N. Pennsylvania Street
Suite 401
Indianapolis, IN 46204



Virginia Commonwealth University



Negotiation Questions – RFP #7666831JC

DoubleMap

Negotiation Meeting on October 26, 2017

1. Utilization of the words "shall" or "must" in Section V, Items A – C, Statement of Needs, indicates a mandatory requirement:

Does / Shall your company comply with the mandatory technical requirements as presented in Section VI, Statement of Needs, Items A through C?

Yes X No

If "NO," identify the specific requirement and the reason for non-compliance.

Utilization of the words "should" or "may" in Section VI, Statement of Needs, Items A through C indicates a non-mandatory requirement.

Does / Shall your company comply with the non-mandatory technical requirements as presented in Section VI, Statement of Needs, Items A through C (i.e. "should" becomes "shall")?

Yes ☒ No ☐

If "NO," identify the specific requirement and the reason for non-compliance.

Single Sign On

2. *VCU uses a single sign-on methodology, Central Authentication System (CAS) for university-owned hardware and a 2Factor authentication system (DUO) for personal devices accessing systems used at VCU. Can DoubleMap employ methodologies to integrate with CAS single sign-on and DUO?*

Yes, TapRide supports both CAS and SAML, among other single sign-on protocols, and has already integrated successfully with many higher-education single sign-on systems.

TapRide's SAML support allows TapRide to integrate with Duo Access Gateway so that university users can use 2-factor authentication with their university accounts to sign in to TapRide. This integration allows sensitive information, such as passwords, reducing the security risks normally associated with third-party software.

Reporting Functions

3. *Specific questions about reporting functions:*

- *What features does the product have for organizing detailed reports?*

DoubleMap is able to provide an organized dashboard for TapRide. The TapRide reporting module (displayed below) provides an extensive collection of management dashboard reports and is able to provide transit information in addition to other management reports. All reports are accessible through a web browser interface for viewing and accessing historical information in the internal database. The reports allow managers to gain greater insight and control over their plans, schedules and communications. For each report, the system presents a web page so that agency staff can access the system remotely.

Choose a date range:

Start Date	End Date
09/04/2017 00:00	09/05/2017 00:00

Pro Version is on. All reports are available to clients.

Choose a report:

Name	Description	Extra Input	Available to Client
By Day	Number of rides and passengers by day of the week.		✓
By Hour	Number of rides and passengers by hour of the day.		✓
By Driver	Shows statistics per driver.		✓
Trip duration by hour	Shows aggregate statistics for trips by hour of day.		✓
Dropoff Stops	The most popular dropoff stops.		✓
Pickup Stops	The most popular pickup stops.		✓
Origin/Destination Pairs	The most popular pickup/dropoff locations. Limited to 10,000 rows.		✓
Ride Log	Various specific details for each ride. Limited to 10,000 rows.	All Rides	✓
Productivity	Productivity details for all active vehicles.	All Vehicles	✓
Summary	Total rides, passengers, and average response time.		✓
Top Ride Cancelers	A list of riders who cancel rides the most frequently.		✓

Select Report Type

Change date range Submit



By Day

24 unique reports generated daily by day of the week.



By Hour

24 unique reports generated daily by hour of the day.



By Driver

Productivity report by driver.



Dropoff Stops

The most popular dropoff stops.



Pickup Stops

The most popular pickup stops.



Ride Log

Various specific details for each ride. Limited to 10,000 rows.



Summary

Total rides, passengers, and average response time.



Top Ride Cancelers

A list of riders who cancel rides the most frequently.



Mileage

Mileage report by vehicle.

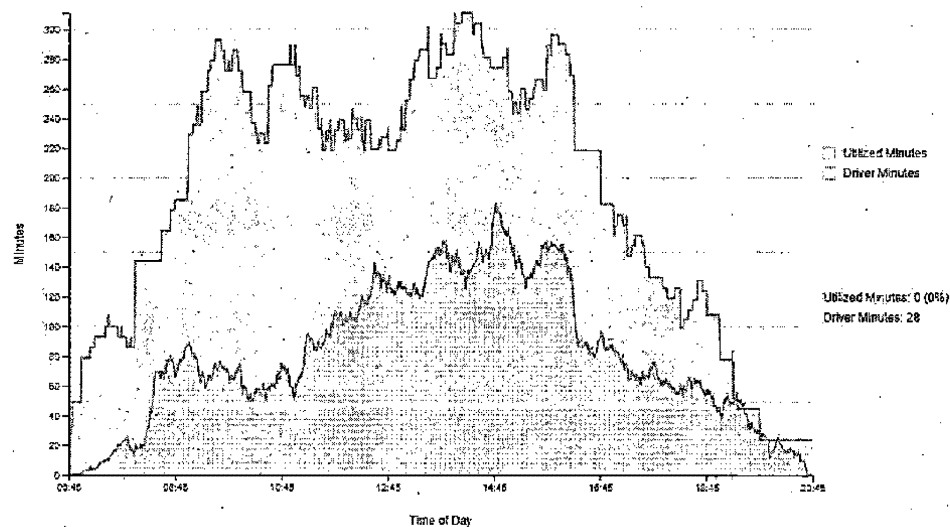
TapRide Reporting Suite

Charts

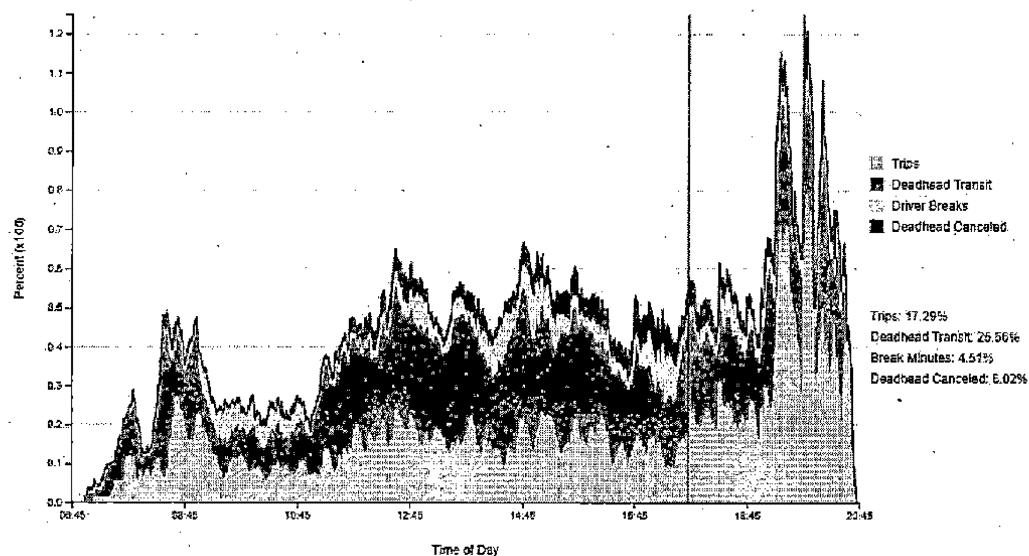
- Does the system have a dashboard for instant view of trends, outcomes and success rates?

TapRide's administrative dashboard allows users access to reports, charts, and analysis over system functionality and efficiency. Charts that include information like driver utilization and capacity utilization. TapRide is currently creating additional options to enable clients real-time trends, which can be seen in greater detail below:

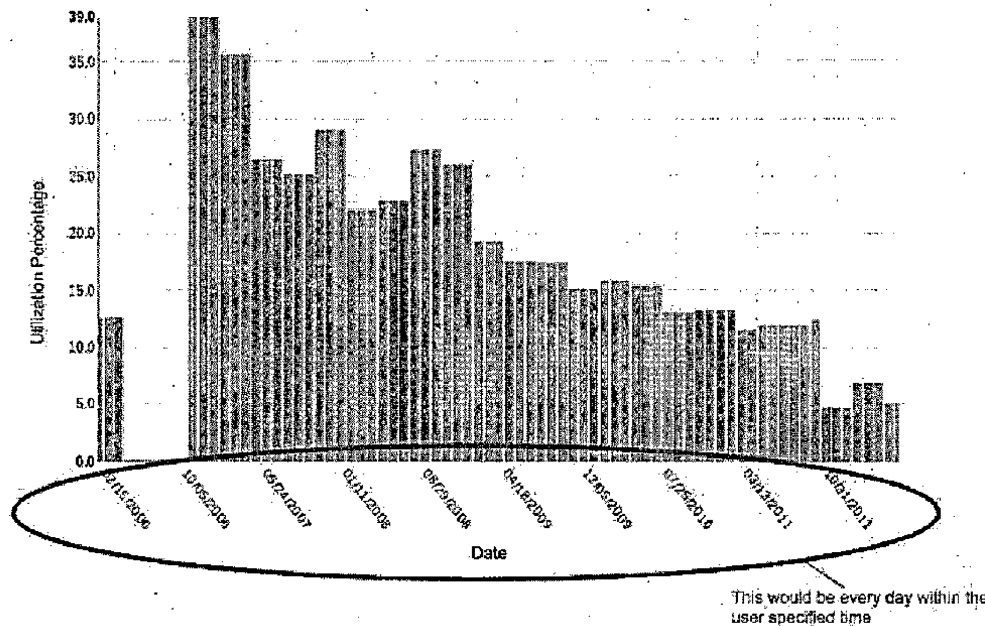
Driver Minutes vs. Utilized Minutes



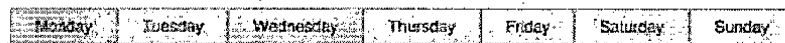
System Average Capacity Utilization



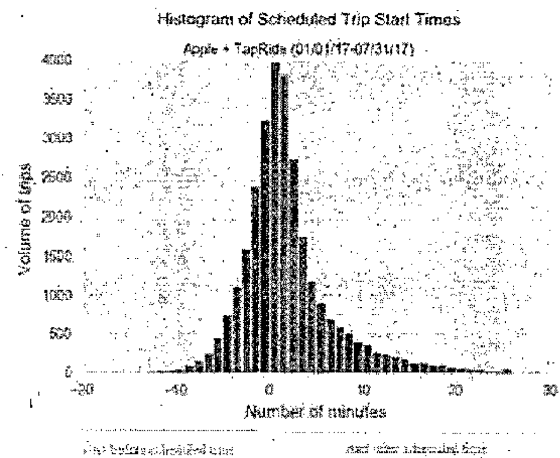
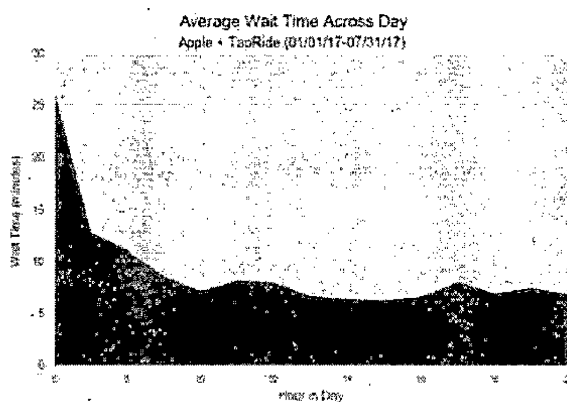
Utilization Percentage by Date



Utilization by Weekday — Same as the first two utilization charts, but the user can break them down by DOW



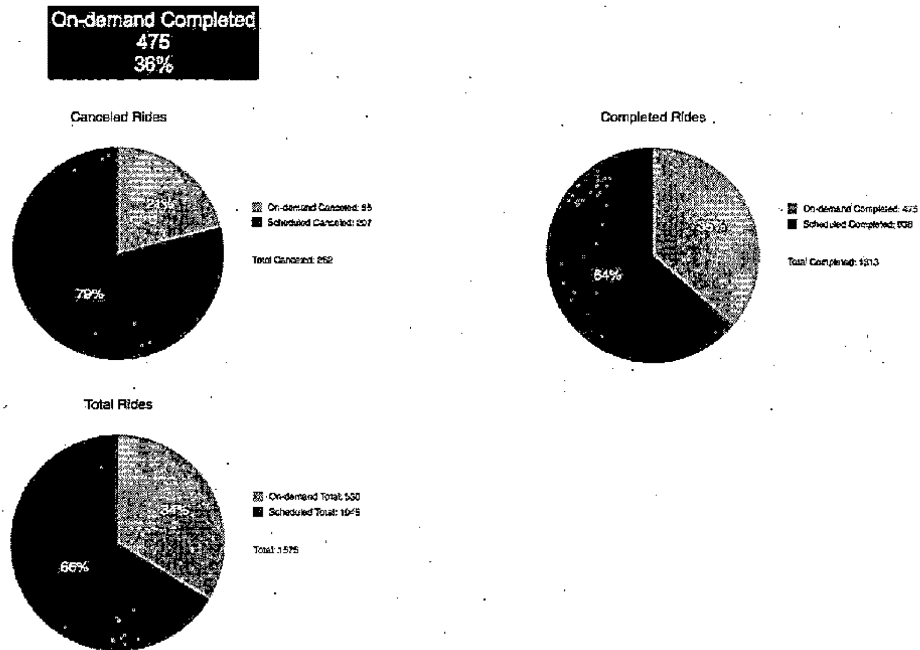
Wait Time & Start Time



On-demand vs. Scheduled Rides

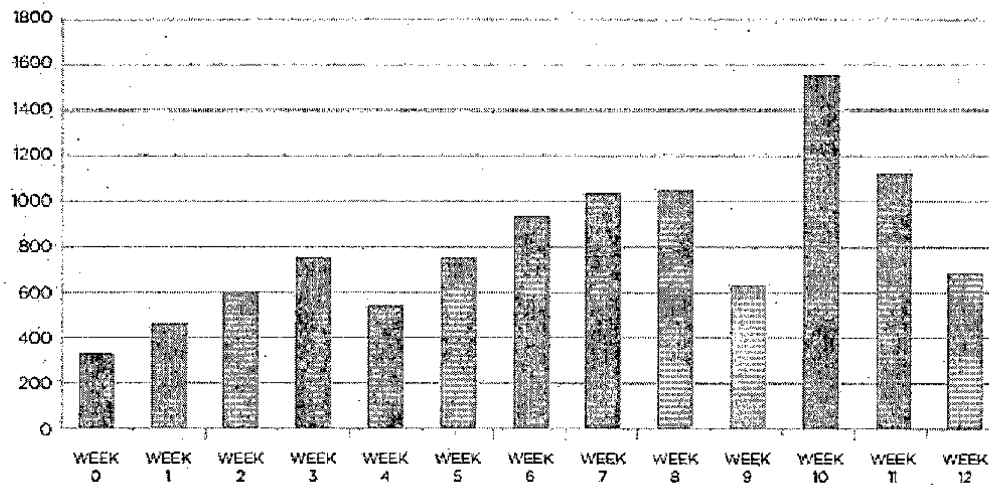
This shows the percentage of on-demand rides vs. scheduled rides and is broken down by completed rides, canceled rides, and all rides.

The following box appears when mousing-over pie chart pieces displaying information about that piece:



Total Riders By Week

■ FIRST WEEK OF DAYLIGHT SAVINGS TIME
■ THANKSGIVING WEEK



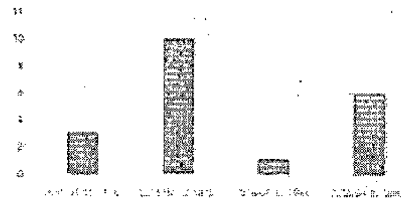
Charts

Cancellations



41 Rider Canceled
9 Staff Canceled
92 Other Riders

Rides by Hour

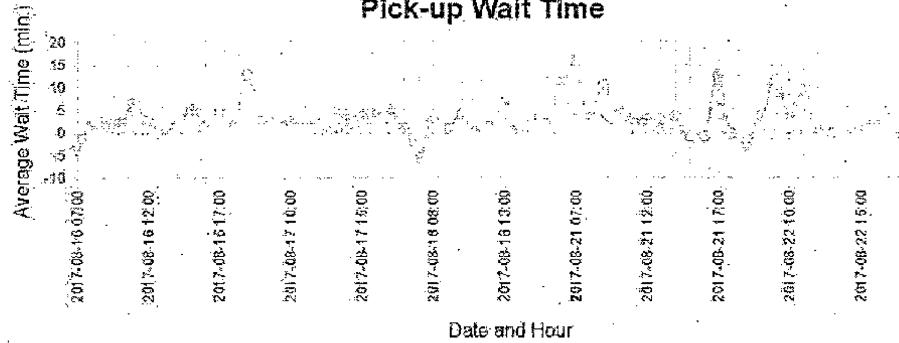


Accept Wait Time

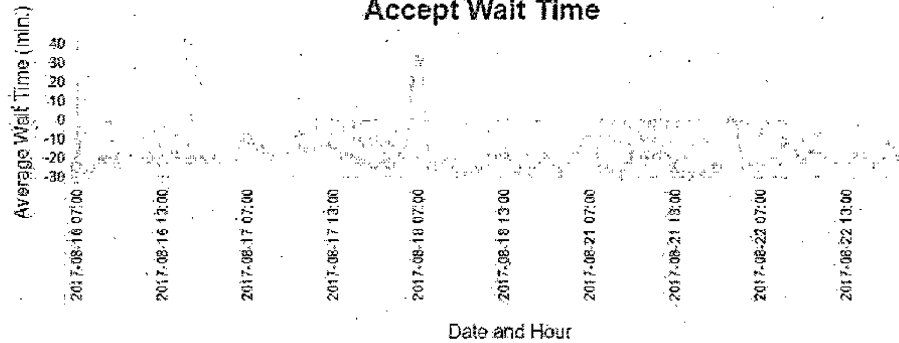


Reporting Visuals Tab within the Administrative Dashboard

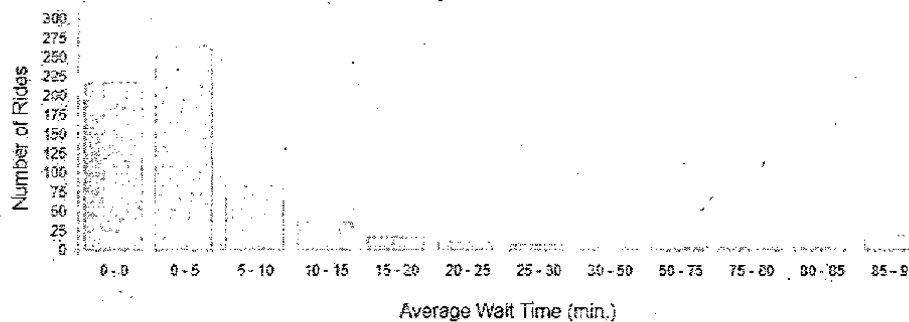
Pick-up Wait Time



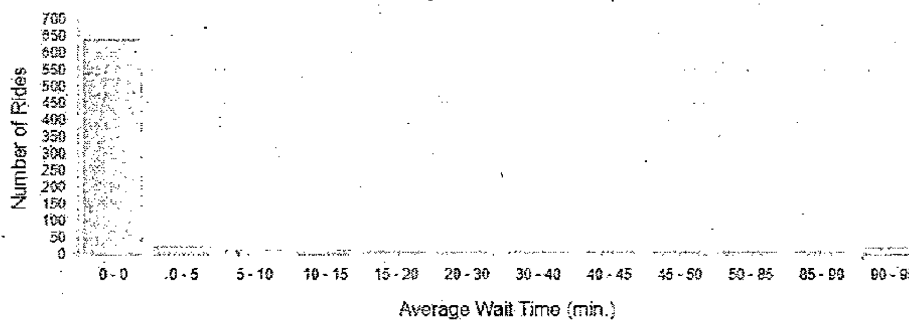
Accept Wait Time



Pickup Wait Times



Accept Wait Times



Standard Reports

● Does the software have the ability to enable standardized reports that can be set to run automatically?

TapRide provides standardized reports that can be set to run automatically. In addition, emails can be set to specific email addresses with the desired reports for review by administrators.

Send me daily summary emails of TapRide activity: ☐

user@example.com

Submit

Rider Logs

● Is there capability to run audit reports for security review (access logs, anomaly reports, listing of access levels for review and update, etc.)?

DoubleMap is able to comply with this requirement. TapRide can run audit rider logs for security operation reviews. Administrators are able to view all edits made to a specific ride and it's current status through the dashboard.

Logs for ride from BB14 Bubb 14 to MA01 Mariani 1

- Onboard performed by Driver: Burchfield, Steve at 2017-10-25 16:43:25
- Accepted ride's itinerary performed by Driver: Burchfield, Steve at 2017-10-25 16:23:49
- Reassigning ride to driver Burchfield, Steve from driver None performed by Auto Assignment: at 2017-10-25 16:23:35
- Rejected the ride's itinerary performed by Driver: Ryan, Pamela at 2017-10-25 16:23:23
- Created a new itinerary for the ride and assigned it to driver Ryan, Pamela performed by Auto Assignment: at 2017-10-25 16:23:23
- Create new ride performed by Dispatcher: Brian at 2017-10-25 16:23:07

Close

Rider Logs

Downloadable Reports

● Does the product have the ability to download/integrate data and reports into standard MS-Office formats (e.g., Access and Excel) as well as PDF documents?

TapRide allows administrators one-click export into both Excel and .csv file types. These files can be formatted into standard MS-Office formats as well as PDF documents.

Filter Data

- Does the product allow users to select and manipulate data (select, sort, filter, query) based on individual data elements, categories, statuses, workflow, etc.























When searching for data, administrators are able to pick by category and search by specific dates and times to set a parameter as wide or narrow as desired. In addition, all TapRide reports can be exported to Excel.

Choose a date range:

Start Date	End Date
09/04/2017 00:00	09/05/2017 00:00

Pro Version is on. All reports are available to clients.

Choose a report:

Name	Description	Extra Input	Available to Client
By Day	Number of rides and passengers by day of the week.		✓  
By Hour	Number of rides and passengers by hour of the day.		✓  
By Driver	Shows statistics per driver.		✓  
Trip duration by hour	Shows aggregate statistics for trips by hour of day.		✓  
Dropoff Stops ?	The most popular dropoff stops.		✓  
Pickup Stops ?	The most popular pickup stops.		✓  
Origin/Destination Pairs ?	The most popular pickup/dropoff locations. Limited to 10,000 rows.		✓  
Ride Log ?	Various specific details for each ride. Limited to 10,000 rows.	All Rides	✓  
Productivity ?	Productivity details for all active vehicles.	All Vehicles	✓  
Summary	Total rides, passengers, and average response time.		✓  
Top Ride Cancelers	A list of riders who cancel rides the most frequently.		✓  

Data Fields

- *Does the software allow for all data fields, including user-defined fields, to be retrieved via query?*

Currently, TapRide does allow clients to query all reports via date/time. At this time, TapRide does not support queryable user-defined fields.

Non-Standard Reports

- *Describe in detail how non-standard or non-delivered reports are created and integrated into the operation of your product without exporting data out of your system or to an external report-writing tool. Does the user of your product have the capability to perform this report writing integration without your assistance or does it require intervention on your part?*

TapRide currently has 23 reports in our reporting package. We can create custom reporting if requested, but at this time there is not a report writing tool/integration for users of our product incorporated in our system.

Direct database access can be provided and every report has a CSV output.

Ad Hoc Reports

- *Does your system deliver a report writing tool for writing ad hoc reports? If so, describe it.*

At this time TapRide does not offer an ad hoc report writing tool, but every report has an export function for raw data. DoubleMap is also able to create custom report views.

Custom Queries

- *Confirm that the proposed system has direct access to the database for custom queries and reports.*

Yes. TapRide offers direct access to the database for custom queries and reports.

Timeline

4. *Describe the plan and suggested schedule for project completion including expected timeframes for interim milestones or project phases. Provide samples of project performance scorecards. Include anticipated time to create the technical environment (database management systems and/or applications) customized or set-up application and data variables, and training. Include information about how long after the award of the contract it shall take your company to implement and install the software before the "go live" date. How long after the award of the contract can your company allocate the resources to deliver and install the system for use at VCU. VCU prefers an installation timetable with an implementation date for testing and adjustment on 11/13/17 with full service up and running no later than 12/18/17.*

TapRide has provided a gantt chart at the end that will confirm timeline. TapRide is able to meet the installation date of 11/13/17 and go live date is as early as 12/13/17. TapRide utilizes a phased approach to implementation (as seen below) as opposed to a formal scorecard. TapRide

has successfully implemented at sites like University of Michigan, Indiana University, Tulane University, and more in less than two months.

❖ **Phase 1: Initiate** – DoubleMap and VCU will discuss the project scope, goals and deliverables. DoubleMap proposes a rigid timeline for data migration, training, installation, testing and the go-live phases. Recurring meetings are scheduled, and the appropriate VCU staff is assigned to specific project needs and/or oversight. DoubleMap also collects any stop and geo-fencing information from VCU.

❖ **Phase 2: Design** – DoubleMap's development and operations teams will cleanse and import critical data to the new VCU TapRide module. If no such data exists, these teams will work alongside VCU staff to analyze, design and input the necessary data. The resulting TapRide system framework will be launched internally, although the system will not be functional until phase 3 is complete.

❖ **Phase 3: Build & Deploy** – Mobile Data Terminals (MDTs) are installed with software modules at this point. Next, the physical installation and on-board wiring takes place for each vehicle. DoubleMap then begins internal testing of the TapRide modules, based on success metrics compared across existing client base.

❖ **Phase 4: System Acceptance** – An internal pilot of the whole system takes place. The VCU staff is trained across all practical uses of TapRide hardware and software modules. VCU staff joins TapRide in monitoring the deployed system in real-time for feedback and system acceptance.

❖ **Phase 5: Go-Live** – Live map, mobile applications, and smartphone apps will be released to your riders. ETA predictions and driver tracking will also be available on all TapRide interfaces for public use. VCU staff will be presented with bus stop branding options, and any public facing kiosks or displays can be used to showcase VCU's uber-like technology.

24/7 Service

5. *Specific questions about the proposed 24/7 service requirements for the following:*

- *Detail your customer support and maintenance proposed to include but not limited to:*
- o *What is the annual maintenance proposed for the proposed system?*

DoubleMap's annual maintenance for TapRide includes all of the following:

- Dedicated Project Manager
- Cellular Data
- Server Hosting
- Weekly Server Updates
- Custom White-Label Mobile Apps (iOS & Android)
- Rider Website/URL & Mobile Website (HTML5)
- Auto-Assignment Configuration

VCU will have access to a dedicated project manager, who will be their direct point of contact throughout the implementation and go-live of the TapRide system. Additionally, DoubleMap provides 24/7 tier 1/tier 2 support, who are available on-call if questions come up; day or night.

DoubleMap staff is available on-call 24/7 to answer questions, but also guarantees a true response beyond a traditional acknowledgement within three hours. The goal is to move away from traditional support models where clients are vaguely told "we're working on it" and provide actionable plans so that VCU knows exactly what is being done and when they should expect to see results.

Software Updates

o Are there scheduled updates and adjustments offered each year to keep product up-to-date or are changes limited to the implementation time only?

VCU's proposed software will be continually supported by DoubleMap and updates shall be made on a minimum of one server update per week. Updates are automatically done at no additional cost to VCU and performed during a timeframe which does not interrupt VCU's administrator or users.

VCU staff are notified of updates a minimum of two weeks prior to an update being pushed, and additional training is provided for new features. This model provides two benefits: 1) implementing new features as they become available, and 2) spreading out the training to make VCU staff more comfortable with the adoption of new features.

Maintenance and Updates

o Maintenance and updates — support as needed. Explain in detail the software maintenance and support proposed. Clarify whether maintenance is included with the price of the software for the first year or whether support costs are in addition to the cost of the licenses.

Maintenance is handled through Zendesk (explained above) and updates are made at least weekly to the server. Maintenance for the system and software as well as licenses are included within the pricing. DoubleMap's pricing is "all-inclusive" meaning we do not have any hidden fees or costs unless a customized feature has been requested. This includes a dedicated Project Manager for implementation and then a dedicated support team once implementation is complete. VCU will have a direct line to call TapRide support members and access to Zendesk to keep track of open items. TapRide's support is available 24/7/365.

Software Updates/Upgrades

o Does the product offer automatic software updates and upgrades?

Yes. VCU's proposed software will be continually supported by DoubleMap and updates shall be made on a minimum of one server update per week. Updates are automatically done at no additional cost to VCU and performed during a timeframe which does not interrupt VCU's administrator or users.

Maintenance Renewal

o What is the rate for maintenance renewal among your current client base?

We would like clarification on what VCU is considering "maintenance renewal". TapRide has consistently had 95%+ client retention. Unavoidable circumstances, such as loss of funding has been the driving force for the majority of turnover.

Maintenance Pricing

o Describe the methodology used to determine the price for support and maintenance?

DoubleMap's price for support and maintenance is based on the number of vehicles VCU RamSafe has. This allows VCU to have an unlimited amount of back-end user accounts (Driver, dispatcher or administrator) which can be used simultaneously.

Project Manager

o Is a specific guaranteed a dedicated account manager for maintenance and support proposed? If so, provide name and contact information. If not, describe the process for VCU to access support.

Yes, Austin Dixon is the dedicated project manager for maintenance and support. Email - austin@doublemap.com Phone number - 317-969-8770.

Mr. Dixon has been with DoubleMap, Inc. for two years. He is responsible for overseeing the activities for system implementations at transit agencies and universities by planning, organizing and scheduling with client's project team and DoubleMap staff. He leads the implementation team in the areas of installation, quality assurance, system acceptance and system production. He defines requirements to maximize customer satisfaction by ensuring all functions are delivered in accordance to project plan and schedule. He monitors daily performance of his clients' systems in order to maintain the level of service committed to in the agreements. DoubleMap sites including the University of Michigan, Rochester Public Transit (Rochester, MN), MARTA (San Bernardino, CA) Mississippi State University (Starkville, MS), Escambia County Area Transit (Pensacola, FL), ensuring on-site met the organization's specific requests. Mr. Dixon resides in Indianapolis, IN.

Front and Backend Support

● *Is there a support function for both front-end users (VCU administrators) and our back-end users (students, faculty, and staff using RamSafe)?*

Front-end users

Front-end users are able to obtain support by calling a direct phone line to your dedicated project manager or by emailing our support team via a ticketing system, Zendesk. Zendesk is a project management system, that allows VCU administrators to contact our support team and/or your dedicated project manager directly. By using Zendesk, DoubleMap offers transparency on all client-provider communication. Zendesk is a ticketing system or support ticket system takes incoming customer requests for support and automatically generates a customer service ticket.

ID	Subject	Organization	Requester	DoubleMap Product Type	Requested
#17519	RE: using DoubleMap with our paratransit...	ROCHESTER PUBLIC TRANSIT	Blaw	-	Thursday 11:00 am
#15519	Oregon State University SafeRide req.	Oregon State University	Hefcy, Brittany D	TapRide	Apr 19
#14772	DoubleMap/Valley Metro - Cell Today...	-	Tom Logan	DoubleMap	Apr 04
#14431	Feature Request - Cancellation Timer	UW Milwaukee	Joshua Daniel Fleming	TapRide	Mar 29
#14181	RE: [DoubleMap Support] Ref Tablets	Ohio University	Gimre, Bridget	TapRide	Mar 21
#13955	DoubleMap/Valley Metro	VALLEY METRO	Gabriel Zuniga	DoubleMap	Mar 16
#13508	DoubleMap/Valley Metro AVA and 10...	VALLEY METRO	Gabriel Zuniga	-	Mar 06
#13106	MDT Cable Replacement	Leidl	Dustin Weyand	DoubleMap	Feb 27
#12369	Auto Assignment Configuration Semin...	Tulane University	JC Paclera	TapRide	Feb 11
#115449	DoubleMap: Chicago DASH Buses 10...	Chicago Dash - Valporeiso	Donald Lornitzen	DoubleMap	Apr 18
#14858	New project	THE BUSBANK	Tony Gilbowski BusBank	DoubleMap	Apr 05

The Zendesk project management system

Zendesk acts as a shared inbox for client's questions and concerns. This way, no matter what channel the client uses to contact the company—email, chat, etc.—the support agent is always provided with a consistent ticket, making ticket management much easier for the agent to help the customer more quickly solve the issue to their satisfaction.

Customer Satisfaction

95%

56
Good ratings

3
Bad ratings

59
Surveys sent

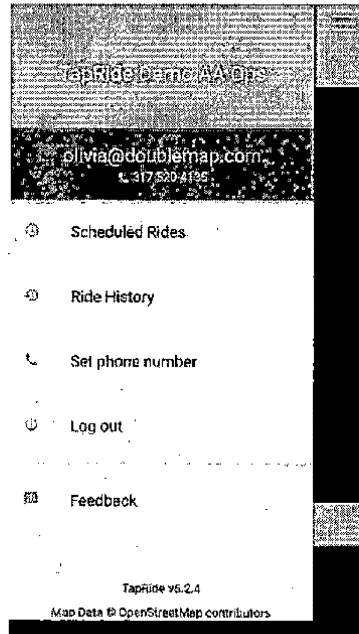
100%
Response rate

DoubleMap is able to offer a client feedback section through Zendesk. Once a ticket has been moved to solved, the client is able to respond to a survey that is automatically sent. Through this survey, the client is able to give feedback on how satisfied the client is on the update.

DoubleMap help desk is available 24/7/365 for fleet administrators. There, our project team will be available to provide support. General questions and requests for training materials can be sent to info@doublemap.com. VCU will be provided a direct line to a dedicated Project Manager, additionally, support inquiries may be sent to support@doublemap.zendesk.com as a secondary/fail safe measure. Our direct phone line for support inquiries is (317) 969-7898.

Back-end users

Students, faculty, and staff using RamSafe will have access to a feedback button on the application in order to request support and/or provide feedback. Additionally, riders are able to select cancellation messages if they need to cancel their request or their driver was a no-show. This information can then be viewed by VCU administrators in our reports.



Additional Professional Services

● Describe other professional services offered, such as consulting services, assessments, and if these are ad hoc services or a part of overall customer support.

DoubleMap's includes the following professional services:

- Hardware install
- Project management
- Technical training

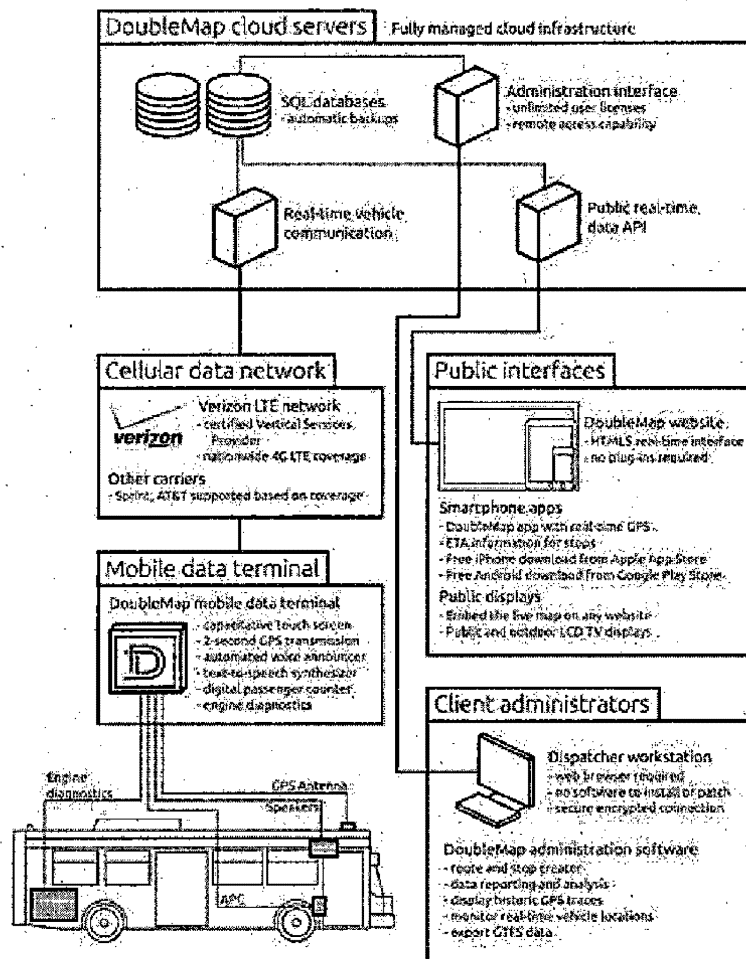
Additionally, DoubleMap has on-staff technical expertise, which many clients have utilized when considering a build vs buy software-centric decision. Our staff is able to aid in package-selection of new software, and provide estimated for DoubleMap's ability to build the desired feature/function specifically for VCU. The hourly rate DoubleMap technical consultancy is: \$150/hour.

Data Security

6. Provide detailed information for the following regarding data security:

● **Organization:** How is data organized in your proposed system? What is the data structure and backend software used? Provide examples of organization approaches.

DoubleMap's data servers and networking equipment reside across multiple geo-redundant, secure locations to ensure optimal uptime and security. Moreover, DoubleMap's SaaS model allows for continual enhancements and improvements which are simply pushed to VCU, without the need of your IT staff's intervention. An overview of the DoubleMap system architecture is displayed below:



DoubleMap's system architecture

DoubleMap's back-end software is coupled with an SQL standards-compliant database server. Both the application and databases are run on Linux servers in a cloud environment.

Virtualization is used to separate each instance of TapRide. Separated databases are created for each customer, ensuring that customer data is not mixed with data of other customers.

Data Storage

● *Storage: What are the options for data storage? Does your product require data to be housed on secure external web-based server or will data be stored on a university-based server? What is your company's recommendation for where and how to store data and what are the pros and cons for choosing one over the other?*

DoubleMap stores data in DoubleMap-managed servers hosted on Amazon Web Services (AWS), widely trusted across the industry. DoubleMap's database servers are fully managed, eliminating the need for VCU to manage server infrastructure, and resides across multiple geographical locations for reliability. In addition, DoubleMap's databases are in a private network not accessible to the Internet and come standard with a replicated standby for redundancy.

Security

● *Security:*

o *What security measures are taken to ensure data collected is not corruptible?*

DoubleMap's databases employ error-correcting codes and checksums to ensure that recorded data is not corrupted.

End-to-end Encryption

o *Does the product provide end-to-end encryption?*

Yes, DoubleMap encrypts all communication between its servers and users using industry-standard HTTPS (SSL) encryption.

Security Access


o *Does the system's security framework allow administrators to grant different layers of security to each individual user depending on a user's particular role?*

Each account is created instantly upon request. DoubleMap is able to offer unlimited accounts - the VCU administrators can make as many accounts as they would like at the press of a button. DoubleMap administrators play no part in this - VCU administrators are able to create accounts from their own computer. Four user types exist within DoubleMap, which provide enhanced management oversight to administrative staff. Each user will be provided with a Username, Display Name and password that he/she uses to login/logoff.




TapRide allows for three options for account privileges as listed below:

- Admin
 - Has all abilities of a user
 - Has the abilities to create/edit/delete user accounts
- Dispatcher
 - Has ability to view the system
 - Has ability to route/assign vehicles
 - Has ability to view historical data on vehicles and run reports
- Driver
 - Has ability to login to Driver App, but unable to login to administrative website

Add user: ?

Username	Role	
----------	------	---

Manage users:

Username	Driver	Portal Access ?	Remove
alex@doublemap.com	<input checked="" type="checkbox"/> Driver	<input checked="" type="radio"/> Admin <input type="radio"/> Dispatch <input type="radio"/> None	
cassie@doublemap.com	<input checked="" type="checkbox"/> Driver	<input checked="" type="radio"/> Admin <input type="radio"/> Dispatch <input type="radio"/> None	
driver	<input checked="" type="checkbox"/> Driver	<input checked="" type="radio"/> Admin <input type="radio"/> Dispatch <input type="radio"/> None	

Customized views

- o The system allows for customized views based on administrative user role and preference.

Yes. The system allows for four options account privileges as detailed above.

Data Security Responsibility

- o Who is responsible for data security, system redundancy, data back-up?

DoubleMap's server infrastructure team handles security, maintenance, and backups. Most of the processes involved are automated, including alerts for the server team to handle any exceptions or system failures.

Client Responsibility

- Management:

- o Describe how your system is managed by clients, and how data is archived, purged and updated.

Clients are responsible for managing aspects of their transit system within the system, such as vehicle assignments, stops, etc. DoubleMap manages all aspects of the technical infrastructure, including backups, software errors, and software updates.

DoubleMap stores 1 year of GPS data standard, and additional retention is optionally available. Data is purged at the conclusion of the contract after providing VCU a copy of the archived data.

Disaster Recovery Plan

- o *Describe your disaster recovery plan and procedure?*

TapRide utilizes servers in multiple geographical locations. In the event of a hardware failure, such as a data center losing power, operations can continue on alternative servers. Databases include a replicated standby server so that data is not lost. When a database failure is detected, the standby server is promoted and the failed database shut down and replaced automatically.

Software Patches

- o *Does the product have the ability to apply patches without bringing down the system?*

Yes, TapRide software updates happen seamlessly without interrupting users currently using the system. In addition, software updates are scheduled outside of service hours or, in the case of 24/7 service, during low-peak times.

Data Integrity Management

- *Data integrity management: Detail how the product prevents duplicate records.*

TapRide utilizes fields with unique names and unique primary keys for database management. This prevents duplicate records, and has afforded TapRide to be implemented in 40+ locations without experiencing duplicate records.

TapRide Training

- 7. *Describe in detail the proposed training for VCU administrators and end users. Confirm whether training offered is conducted on site with the drivers, dispatchers and administrators. Confirm whether training material offered is also in hard copy or PowerPoint form for future training needs.*

DoubleMap proposed virtual web based training. This training is done via uberconference and screensharing. DoubleMap records all trainings and will provide them to VCU to use for future trainings. In addition, DoubleMap has created an online Wiki portal that is continually updated as features are added with explanations and descriptions on how they work. DoubleMap is able to provide on-site training for an additional cost if preferred by VCU. Below are the detailed training sessions that are done for TapRide:

TapRide Supervisor Training

Think of this as a "train-the-trainer" course. DoubleMap wants to ensure VCU supervisors have full knowledge of the system to allow the drivers and other maintenance staff to succeed. This training is proposed as a 1-2 hour module and can accommodate for multiple attendees.

In-Vehicle Hardware Overview and Best Practices

This course training revolves around Mobile Data Terminal operation for drivers as well as best practices to ensure minimal disruption of the system when in operation. We will also cover how to add in "flag down riders", accept/manage itineraries and more. For this module, DoubleMap actually provides this training during installation to ensure all maintenance staff and crew are best equipped to work with the system in the longer-term.

System Administration Training

This training covers all TapRide components, managing system, inputting ride requests, etc., is proposed as a 1-hour training module for administrative access users.

Real-Time Passenger Information System Training

This training session ensures your supervisors understand how input data works through the TapRide system to display real-time information to all passenger-facing websites, and iPhone/Android applications. For detours, system alerts, and on-demand changes – VCU can easily make changes and push out information to the public in real-time.

Vehicle Operator Instruction

Most drivers will have an identical user experience, so DoubleMap takes this time to ensure all drivers are aware of what input protocols are needed to have the system run smoothly. DoubleMap also covers relevant FAQs which TapRide has seen across the existing client base. This is proposed as a 1 hour training course for all drivers.

Warranty

8. *Submit a copy of the warranty. State the start of the warranty period and the end of the warranty period.*

One year hardware warranty is included within this proposal. Customer service for all features (hardware, software, administrative use, driver use, troubleshooting) is included as a part of this proposal as well.

DoubleMap will take commercially reasonable measures to maximize the availability of the Service to VCU and VCU riders. From time to time, the Service will be intentionally unavailable for system maintenance. DoubleMap will give VCU prior notice and will perform such work during off-peak times. DoubleMap historically performs at over 99.99% uptime.

Any hardware procured directly from DoubleMap includes a Limited Warranty for a period of one (1) year against defects in workmanship and material.

Services covered under DoubleMap's Limited Warranty exclude effort required to support the following hardware issues:

- ❖ Problems caused by failure of Customer's operations staff to follow instructions or corrective procedures provided by DoubleMap
- ❖ Hardware misuse, negligence, willful misconduct, tampering, accident, abuse, fire, flood, wind, earthquake, act of God or public enemy
- ❖ Upgrade of tracker and sign hardware
- ❖ On-site troubleshooting
- ❖ On-site repair of hardware
- ❖ Shipping costs for repair parts, including warranty repairs

In any case where malfunctioning Equipment falls under the DoubleMap Limited Warranty, the Equipment is deemed warranted against defects in workmanship and material, in the country to

which DoubleMap ships the equipment, on a return-to-factory basis for a period of one year. Customer shall return the defective equipment in accordance with DoubleMap shipping instructions. DoubleMap's sole responsibility under this warranty shall be, at DoubleMap's option, to either repair or replace any component that fails during the warranty period during the warranty period because of a defect in workmanship and material. If DoubleMap determines that the equipment is not defective within the terms of the warranty, Customer shall pay DoubleMap all costs of handling, transportation and repairs at DoubleMap's then-prevailing rates.

SaaS considerations under DoubleMap Limited Warranty

System software is maintained and supported by DoubleMap IT staff and consists of internet-based Map displays, transit management reports, real-time passenger information, AVL and schedule integration, and XML transmission. DoubleMap support Services includes the following:

- ❖ System Administration of Servers and General Maintenance
- ❖ Maintaining a private network system to store, manage and protect Customer's AVL and related data
- ❖ Maintaining administrative software at a level of functionality that was established at the time the system was originally implemented for Customer
- ❖ Maintaining system uptime with minimal interruptions that may be caused by periodic scheduled backup or other unscheduled interruptions
- ❖ Working directly with wireless carriers to resolve data interruption issues originated by the carriers.

SaaS support covered under DoubleMap's Limited Warranty excludes effort required to support the following:

- ❖ Problems caused by failure of Customer's operations staff to follow instructions or corrective procedures caused by DoubleMap
- ❖ Customization of DoubleMap software and/or management reports designed and implemented exclusively and specifically based on customer requirements
- ❖ Maintenance for any third-party hardware and software purchased herein
- ❖ All costs associated with on-site support, including travel and living expenses as well as labor charges incurred by DoubleMap.

References

9. Please provide a minimum of three (3) reference for customers similar to VCU. Include contact information with the name, address, email address and current phone number.

Tulane University

- ❖ Contact:
 - JC Paciera - TapRide Project Lead
 - (504) 234-0715
 - 6823 Saint Charles Avenue, New Orleans, LA 70118
- ❖ Fleet Breakdown:
 - 6 buses
- ❖ Services Offered:
 - TapRide On Demand system
 - TapRide Reporting Suite

Currently, DoubleMap is offering our on-demand TapRide solution to Tulane for the University's SafeRide program. Prior to the implementation of the TapRide solution, Tulane's SafeRide program was operated by a large staff of dispatchers having to answer calls, schedule rides for students and communicate with the drivers. After the successful implementation of the TapRide solution, Tulane's SafeRide program is completely automated, which has made the overall program more efficient, thus allowing for more rides to be requested and then executed on any given night.

Indiana University

- ❖ Contact:
 - Amanda Wilson (Operations Manager)
 - (812) 855-3301 -- amawilso@indiana.edu
 - 120 W. Grimes Lane - Bloomington, Indiana 47403
- ❖ Fleet Breakdown:
 - 27 buses Fixed Route
 - 6 vehicles SafeRide
- ❖ Services Offered:
 - AVL
 - AVA
 - APC
- ❖ Current Status & and System Overview:

DoubleMap initially partnered with Indiana University for their fixed route service, providing students bus tracking. The project then grew to include TapRide services for the SafeRide vehicles. The website and iPhone gained immediate acceptance, and DoubleMap has since extended into the IU-Mobile application and released an Android app. The DoubleMap service is accessed over 300,000 unique times throughout Bloomington each month and has experienced consistent year-over-year growth.

University of Michigan (MagicBus)

❖ Contact:

- Steven Dolen – Executive Director, Parking and Transportation
- (734) 615-8972, scdolen@umich.edu
- 3003 S. State St, Ann Arbor, MI 48109

❖ Fleet Breakdown:

- 62 buses Fixed Route
- 8 SafeRide vehicles

❖ Services Offered:

- Computer Aided Dispatch
- Automatic Vehicle Location
- Real-Time Passenger Tools
- Integration with existing Automatic Passenger Counters
- DoubleMap Data Mining & Transit Analysis
- Headsign Integration

❖ Current Status & and System Overview:

DoubleMap initially partnered with University of Michigan through a competitive bid process over the largest industry players to replace their homegrown CAD/AVL system after their services were no longer supported. DoubleMap's CAD/AVL system was entirely installed over one weekend in February of 2014. Ongoing integration with their APC hardware and possible ASA deployment are in ongoing discussion based on funding availability.

In 2016 TapRide was selected through a competitive bid process to equip University of Michigan's on-demand service with a "uber-like" solution. DoubleMap and TapRide are now integrated into a single app for students to view both fixed route and on-demand solutions. This helps to eliminate the need to download multiple apps which can only add to the complexity of planning a trip.

Financial Stability

10. *Submit information demonstrating the your firm's financial stability to include:*

DoubleMap is profitable and financially solvent. DoubleMap is willing to provide copies of its financial statements upon further discussion and a signed NDA. Additionally, DoubleMap has been selected to back-to-back ('16 & '17) Inc 5000 lists. Inc magazine conducts a third-party audit for three years of year-over-year revenue in order to select its winners, which included four consecutive years of DoubleMap financials spanning from 2012-2016.

Company Information

- *Full name, address, and telephone number of the organization;*

DoubleMap
429 N. Pennsylvania Street
Suite 401
Indianapolis, IN 46204
855-463-6655

Established Data

- *Date the firm was established;*

2009

Ownership Type

- *Ownership (e.g. public company, partnership, subsidiary, etc.);*

Private Corporation

State of Incorporation

- *If incorporated, provide the state of incorporation;*

Indiana

Employee Numbers

- *Number of full-time employees on January 1st for the last three (3) years or for the duration the firm has been in business, whichever is less.*

January 1st, 2017 - 45 full-time employees

January 1st, 2016 - 30 full-time employees

January 1st, 2015 - 18 full-time employees

Pricing

11. *Is the pricing offered the most favorable pricing offered to any customer for the same volume at this particular time? What additional discounts or price breaks can be offered? Submit a revised Pricing Schedule with any price reductions.*

DoubleMap is able to offer a reduced total price of \$91,109.22. The initial term of the contract is from award through system implementation then for one year after the system goes live. There are four (4) one year renewal options. Please refer to Pricing Schedule for additional information. If VCU were to choose DoubleMap for their fixed route solution, we can provide an additional 10% discount on the TapRide annual subscription.

WCAG Compliance

TapRide is WCAG 2.0 Level AA compliant.

I. PRICING SCHEDULE:

A. Offerors shall provide all costs associated with license price; set-up, implementation, hosting, training and maintenance to include all items described in Section VI. STATEMENT OF NEEDS for the proposed solution. Offerors shall provide additional costs associated with the STATEMENT OF NEEDS, as appropriate. Offerors shall complete and submit the Pricing Schedule below.

B. Project Price Proposal: In paragraph form describe the proposed Total Price for the proposed solution to include details about how the software is licensed (named user, concurrent user, site license, a hosted solution, etc...), rates and job titles for professional IT services for implementation, upgrades, customization or training, maintenance and support to include Help Desk assistance, and any hardware costs. The Total Price shall be for complete implementation and installation ready for the use at VCU including all freight and travel and living expenses. Extra charges shall not be allowed. Pricing shall include inside delivery (e.g. freight, transportation) charges, F.O.B. Destination/Prepaid.

C. Pricing Schedule

<u>Description</u>	<u>Price</u>
License for the Transportation Management System For the First Year	<u>\$1,002.30 (One-Time Fee)</u>
1. Total hardware, if applicable	<u>\$24,392.32 (One-Time Fee)</u>
a. individual hardware price	
<u>\$1,876.33</u>	
2. Fixed price for implementation and installation	<u>\$8,966.18 (One-Time Fee)</u>
a. List the job titles and hourly rates that total to the fixed price for implementation to include all freight and travel and living expenses	
3. Hosting price for the first year, if applicable	<u>\$1,957.53 (Annual)</u>
4. Maintenance and support for the first year	<u>\$53,911.85 (Annual)</u>
5. Training	<u>\$879.04 (One-Time Fee)</u>
6. Total Price for Section VIII.C.	<u>\$91,109.22</u>



Pricing Includes: On-demand software license & subscription; cellular data transmission; iOS & Android mobile apps, web access, & reporting suite.

Additional Options: Custom mobile application; Hardware; Installation & fare portal.

Number of Vehicles	Capital	Annual
1	\$436.25	\$5,065.70
2	\$863.00	\$10,020.80
3	\$1,280.25	\$14,865.30
4	\$1,688.00	\$19,599.20
5	\$2,086.25	\$24,222.50
6	\$2,475.00	\$28,735.20
7	\$2,854.25	\$33,137.30
8	\$3,224.00	\$37,428.80
9	\$3,584.25	\$41,609.70
10	\$3,935.00	\$45,680.00
11	\$4,276.25	\$49,639.70
12	\$4,608.00	\$53,488.80
13	\$4,930.25	\$57,227.30
14	\$5,243.00	\$60,855.20
15	\$5,546.25	\$64,372.50
16	\$5,840.00	\$67,779.20
17	\$6,124.25	\$71,075.30
18	\$6,399.00	\$74,260.80
19	\$6,664.25	\$77,335.70
20	\$6,920.00	\$80,300.00
21	\$7,166.25	\$83,153.70
22	\$7,403.00	\$85,896.80
23	\$7,630.25	\$88,529.30
24	\$7,848.00	\$91,051.20
25	\$8,056.25	\$93,462.50
26+	Contact DoubleMap for Quote	

Contact Brady Young for any additional questions or requests:

Email: brady@doublemap.com

Phone: (317) 969-8729

Sub Test

Dec 2017

Task	Progress	Task	Progress
Project Kickoff:	0%	Project Kickoff:	0%
Kick Off	0%	Kick Off	0%
Identify primary POC	0%	Identify primary POC	0%
Determine timeliness for weekly calls	0%	Determine timeliness for weekly calls	0%
Conference call agenda	0%	Conference call agenda	0%
Finalize Project requirements	0%	Finalize Project requirements	0%
Kick off call	0%	Kick off call	0%
Explain scope of work determined by contract/rfp	0%	Explain scope of work determined by contract/rfp	0%
Discuss any discrepancies	0%	Discuss any discrepancies	0%
Explain Project Implementation Plan	0%	Explain Project Implementation Plan	0%
Data Collection and System Configuration:	0%	Data Collection and System Configuration:	0%
Collect Existing Operation Data	0%	Collect Existing Operation Data	0%
Provide list of required data	0%	Provide list of required data	0%
If necessary, create/obtain data (GTFS, CSV, XML, etc.)	0%	If necessary, create/obtain data (GTFS, CSV, XML, etc.)	0%
Administrative Site Set Up	0%	Administrative Site Set Up	0%
Mobile Application Set Up	0%	Mobile Application Set Up	0%
Configure Agency's TapRide Environment	0%	Configure Agency's TapRide Environment	0%
If applicable, enter in customer stop, route, schedule, service	0%	If applicable, enter in customer stop, route, schedule, service and vehicle information	0%
Support team to enter in location, google analytics, reports,...	0%	Support team to enter in location, google analytics, reports, headway, etc...	0%
TapRide System Training Phase:	0%	TapRide System Training Phase:	0%
Produce Training Agenda and materials	0%	Produce Training Agenda and materials	0%
Identify agency departments that require training	0%	Identify agency departments that require training	0%
Identify department champions to take on role of Trainer for...	0%	Identify department champions to take on role of Trainer for their department	0%
Create department specific training materials	0%	Create department specific training materials	0%
Agree upon a training date	0%	Agree upon a training date	0%
Produce Training agenda and distribute to all parties	0%	Produce Training agenda and distribute to all parties	0%
Train the Trainers	0%	Train the Trainers	0%
Hold training sessions for each department trainer	0%	Hold training sessions for each department trainer	0%
Record training	0%	Record training	0%
Identify a select group of additional agency personnel to be...	0%	Identify a select group of additional agency personnel to be trained by the agency's trainers	0%
Train Remaining Agency Personnel	0%	Train Remaining Agency Personnel	0%
Provide training recordings to remaining personnel	0%	Provide training recordings to remaining personnel	0%
Provide support for questions or problems that arise	0%	Provide support for questions or problems that arise	0%
Installation Phase:	0%	Installation Phase:	0%
Develop On-Site Go Live Plan	0%	Develop On-Site Go Live Plan	0%
Determine personnel and equipment requirements need for...	0%	Determine personnel and equipment requirements need for the on-site	0%
Identify personnel availability during the on-site	0%	Identify personnel availability during the on-site	0%
Determine a schedule for vehicle availability for installation	0%	Determine a schedule for vehicle availability for installation	0%
Define criteria for a successful Field Test	0%	Define criteria for a successful Field Test	0%
Develop the on-site go live plan (schedule, resources, equipm...	0%	Develop the on-site go live plan (schedule, resources, equipment, etc...) and send out	0%
Install and Activate the In-Vehicle Equipment	0%	Install and Activate the In-Vehicle Equipment	0%
Ship all in-vehicle equipment	0%	Ship all in-vehicle equipment	0%
Ensure vehicles are made available as per the schedule outl...	0%	Ensure vehicles are made available as per the schedule outlines in the go live plan	0%
Install in-vehicle equipment on Field Test Vehicles as per cu...	0%	Install in-vehicle equipment on Field Test Vehicles as per customer agreed upon vehicle schematic locations	0%
Configure the equipment and perform final data connectivity tests	0%	Configure the equipment and perform final data connectivity tests	0%
Sign off on each vehicle installation via the vehicle installa...	0%	Sign off on each vehicle installation via the vehicle installation checklist	0%
Complete Field Test	0%	Complete Field Test	0%
Complete end to end testing of the first Field Test Vehicle	0%	Complete end to end testing of the first Field Test Vehicle	0%
Complete end to end testing of the remaining Field Test Ve...	0%	Complete end to end testing of the remaining Field Test Vehicles	0%
Complete the Field Test Acceptance document	0%	Complete the Field Test Acceptance document	0%
Have client sign off on Field Test Acceptance document	0%	Have client sign off on Field Test Acceptance document	0%
Final Testing and System Completion:	0%	Final Testing and System Completion:	0%
Ride Acceptance	0%	Ride Acceptance	0%
Add test ride requests to confirm accurate input	0%	Add test ride requests to confirm accurate input	0%
Confirm all ride requests come through auto-assignment al...	0%	Confirm all ride requests come through auto-assignment algorithm	0%
Confirm accuracy of auto-assignment	0%	Confirm accuracy of auto-assignment	0%
Rider Login Confirmation	0%	Rider Login Confirmation	0%
Confirm all email types are allowed to create account	0%	Confirm all email types are allowed to create account	0%
Password confirmation	0%	Password confirmation	0%
Driver Ride Acceptance	0%	Driver Ride Acceptance	0%
Confirm all driver integrations are pushed to rider (ride acc...	0%	Confirm all driver integrations are pushed to rider (ride acceptance, honk feature, etc...)	0%
Cancellation canned messaging configured	0%	Cancellation canned messaging configured	0%
Provide Project Completion Notification	0%	Provide Project Completion Notification	0%
Ongoing Support Phase:	0%	Ongoing Support Phase:	0%
Support	0%	Support	0%

APPENDIX I

PARTICIPATION IN STATE PROCUREMENT TRANSACTIONS SMALL BUSINESSES AND BUSINESSES OWNED BY WOMEN AND MINORITIES

The following definitions will be used in completing the information contained in this Appendix.

Definitions

- **Small business** is an independently owned and operated business which, together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. Nothing in this definition prevents a program, agency, institution or subdivision from complying with the qualification criteria of a specific state program or federal guideline to be in compliance with a federal grant or program.
- **Women-owned business** is a business concern which is at least 51 percent owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more women, and whose management and daily business operations are controlled by one or more of such individuals.
- **Minority-owned business** is a business concern which is at least 51 percent owned by one or more minorities or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more minorities and whose management and daily business operations are controlled by one or more of such individuals.
- **Minority Individual:** "Minority" means a person who is a citizen of the United States or a legal resident alien and who satisfies one or more of the following definitions:
 - "Asian Americans" means all persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands, including but not limited to Japan, China, Vietnam, Samoa, Laos, Cambodia, Taiwan, Northern Marianas, the Philippines, U. S. territory of the Pacific, India, Pakistan, Bangladesh and Sri Lanka and who are regarded as such by the community of which these persons claim to be a part.
 - "African Americans" means all persons having origins in any of the original peoples of Africa and who are regarded as such by the community of which these persons claim to be a part.
 - "Hispanic Americans" means all persons having origins in any of the Spanish speaking peoples of Mexico, South or Central America, or the Caribbean Islands or other Spanish or Portuguese cultures and who are regarded as such by the community of which these persons claim to be a part.
 - "Native Americans" means all persons having origins in any of the original peoples of North America and who are regarded as such by the community of which these persons claim to be a part or who are recognized by a tribal organization.
 - "Eskimos and Aleuts" means all persons having origins in any of the peoples of Northern Canada, Greenland, Alaska, and Eastern Siberia and who are regarded as such in the community of which these persons claim to be a part.

PARTICIPATION BY SMALL BUSINESSES, BUSINESSES OWNED BY WOMEN
BUSINESSES OWNED BY MINORITIES

This appendix should only be completed by firms that are not Virginia Department of Small Business and Supplier Diversity (DSBSD) certified small businesses.

Offeror certifies that it will involve Small Businesses, Women-Owned Businesses, and/or Minority-Owned Businesses (SWaM) in the performance of this contract either as part of a joint venture, as a partnership, as Subcontractors or as suppliers.

VCU has an overall goal of 42% SWaM participation for all annual purchases and seeks the maximum level of participation possible from all its contractors.

List the names of the SWaM Businesses your firm intends to use and identify the direct role of these firms in the performance of the contract. State whether the firm is a Small Business (SB), Women-Owned (WO), or Minority-Owned (MO).

<u>Name of Businesses:</u>	<u>SB, WO, MO:</u>	<u>Role in contract:</u>


Commitment for utilization of DSBSD SWaM Businesses:

0 % of total contract amount that will be performed by DSBSD certified SWaM businesses.

Identify the individual responsible for submitting SWaM reporting information to VCU:

Name Printed: Reid Young
Email: reid@doublemap.com
Phone: 317-969-8798
Firm: DoubleMap, Inc.

Offeror understands and acknowledge that the percentages stated above represent a contractual commitment by the Offeror. Failure to achieve the percentage commitment will be considered a breach of contract and may result in contract default.

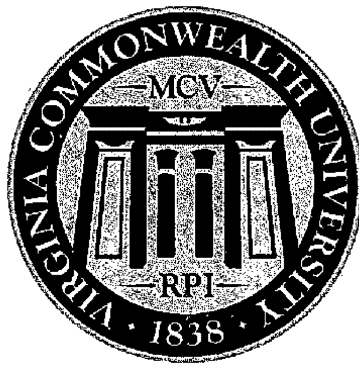
Acknowledged:
By (Signature): 
Name Printed: Ilya Rekhter
Title: CEO
Email: ilya@doublemap.com

Note: Small, Minority and/or Women-owned business sub-contractors are required to become certified and maintain certification through the Virginia Department of Small Business and Supplier Diversity (DSBSD; <http://www.sbsd.virginia.gov/swamcert.html>) to fulfill the Offeror's commitment for utilization.



Request for Proposal

Virginia Commonwealth University



DoubleMap
429 N. Pennsylvania Street
Suite 401
Indianapolis, IN 46204

Cover Letter

DoubleMap is pleased to present a proposal to Virginia Commonwealth University for an On-Demand, Point to Point Transportation Management System. Our services have been built with flexibility in mind to provide riders, drivers, administrators, and dispatchers with the simplest user experience possible, while simultaneously being supported by the highest technology software available. We are confident our solution can give you the kind of transportation experience you desire, and we thank you for your review of our proposal.

DoubleMap was founded by a former Google Engineer who saw an opportunity for innovation and growth within the ITS industry. He realized that major public transit companies were working with rigid software developed years before, in the early 1990's, and they faced difficulty modifying their solutions. DoubleMap has not only bridged the technology gap, but leads the market in providing innovative transit software technology. Our breakthrough solutions have caused rapid growth and landed us at 93rd on the Inc 5000 list of fastest growing companies in America.

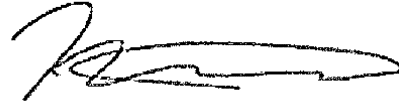
Our off-the-shelf hardware and open-source software keeps you free from costly proprietary solutions while allowing us the freedom to give you what you need in the most efficient way possible. This flexibility can be seen in our achievements. We successfully implemented an ITS solution within four weeks of receiving the notice to proceed when a client had a pressing deadline to meet. We created software to digitally track the number of riders left behind at specific stops for a client's reporting needs. We created a solution to integrate CAD/AVL (fixed route) and dial-a-ride (on demand) services under one platform. This allows both the client and the rider to use one solution whether they are utilizing their fixed route system or their "uber-like" pickup system.

DoubleMap offers a streamlined On-Demand transportation system for the efficiency of passengers, drivers, and administrators. The system and technologies can assist Virginia Commonwealth University in a wide variety of demand management functions. As our client, we provide you with complete training of our system, a personal project manager (who you have a direct line to), and 365/24/7 support so that you have full control of your system. You don't become a number, but a partner, as we join you in working toward the success of your transit goal.

We have successfully implemented our systems in over 150 locations across three continents. Our client base varies from Fortune 500 companies like Walt Disney Studios to municipalities and universities such as Michigan University, Indiana University Bloomington, and Tulane University. We thrive on tackling issues and creating sustainable solutions, and we invite you to inquire with our references listed within this proposal to gain a better understanding of what a partnership with us encompasses.

Thank you for your time and attention to our proposal. We look forward to the possibility of partnering with you in your On-Demand Transportation solution.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ilya Rekhter'.

Ilya Rekhter
CEO, DoubleMap Inc.

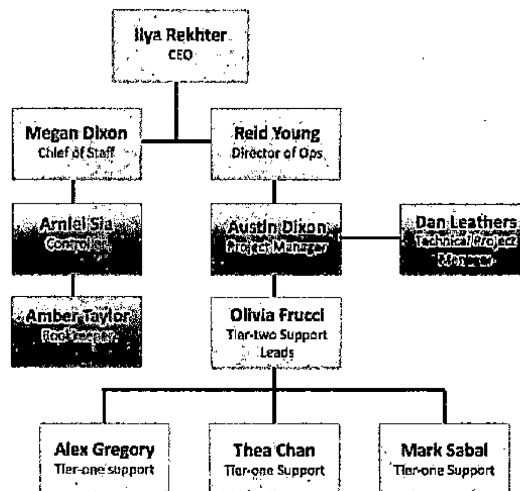
DoubleMap's offer is valid for a period of six months from its due date and thereafter until the prospective respondent withdraws it, or a contract is executed, or the procurement is terminated by Virginia Commonwealth University, whichever occurs first.

For any matters regarding the information in this proposal and its contents contained herein, please contact:

Mr. Reid Young, DoubleMap, Inc.
429 N. Pennsylvania St. -- Suite 401
Indianapolis, IN 46204
Reid@doublemap.com | 317-652-6033

Company Profile

DoubleMap has been in business since 2009, and has 40 staff members. For the deployment of the Transportation Management Software System (TMSS) project we've chosen to outline only the most prevalent members. All team members have been involved in the company for 2+ years. Key personnel for this project include Mr. Dan Leathers (Installation) and Mr. Austin Dixon (Project Manager) will be the most involved in the project implementation process. Mr. Ilya Rekhter (CEO) and Mr. Reid Young (Director of Operations) will oversee to make sure there are no irregularities or problems with the implementation. DoubleMap has included relevant resumes below.



Ilya Rekhter — CEO

Mr. Rekhter is responsible for overseeing all aspects of operations for DM, including customer support during and post-system implementations. Through his work, Mr. Rekhter has received recognition in Inc Magazine's 30 under 30 list, the Indianapolis Business Journal's 40 under 40 list, and was awarded TechPoint's rising star award winner in 2015. He has a diverse background in customer service, project management and finance. Prior to joining DM, Mr. Rekhter was an international strategy consultant at Abt Associates in Washington DC, where he managed enterprise software implementations for government organizations across 15 countries. Mr. Rekhter has worked with the University of Michigan, Apple (Cupertino, CA), Columbia Transit (Columbia, MO), CityBus (Lafayette, IN), Bloomington Transit (Bloomington, IN), Lynx (Orlando, FL), Indiana University (Bloomington, IN) in a project management capacity to ensure custom features meet the organization's specific requests. Mr. Rekhter resides in Indianapolis, IN, but was raised in Ann Arbor, MI.

Reid Young— Director of Ops

Mr. Young is responsible for overseeing all aspects of operational installments for DM, including customer support and training during and post-system implementations. He has a background rooted in both customer service and technical installations for DoubleMap. Mr. Young has overseen installations and on-going support/maintenance at DoubleMap sites including Columbia Transit (Columbia, MO), CityBus (Lafayette, IN), Georgetown University (GUTS), Bloomington Transit (Bloomington, IN), University of Alabama (Tuscaloosa, AL), Texas State University (San Marcos, TX), ensuring on-site support met the organization's specific requests. Mr. Young resides in Indianapolis, IN.

Austin Dixon — Project Manager

Mr. Dixon has been with DoubleMap, Inc. for two years. He is responsible for overseeing the activities for system implementations at transit agencies and universities by planning, organizing and scheduling with client's project team and DoubleMap staff. He leads the implementation team in the areas of installation, quality assurance, system acceptance and system production. He defines requirements to maximize customer satisfaction by ensuring all functions are

delivered in accordance to project plan and schedule. He monitors daily performance of his clients' systems in order to maintain the level of service committed to in the agreements. DoubleMap sites including the University of Michigan, Rochester Public Transit (Rochester, MN), MARTA (San Bernardino, CA), Georgetown University (GUTS), Escambia County Area Transit (Pensacola, FL), ensuring on-site met the organization's specific requests. Mr. Dixon resides in Indianapolis, IN.

Dan Leathers — Technical Project Manager

Mr. Leathers is key in ensuring efficient operational installments for DM, along with Mr. Austin Dixon. He has a background rooted in technical installations for DoubleMap, and quality assurance. Mr. Leathers has reliably performed installations at DoubleMap sites including Columbia Transit (Columbia, MO), University of Alabama (Tuscaloosa, AL), Texas State University (San Marcos, TX), Bloomington Transit (Bloomington, IN), University of Michigan (Ann Arbor, MI), Stanford University Hospital, City of Beaumont (Beaumont Transit), and others.

Cassie Boles — Support Team Leads

Miss Boles manages tier one support and ensures all issues are responded to within 3 hours of client submittal. Miss Boles is also responsible for all inventory and shipments to and from DoubleMap. This includes the shipping, receiving, re-stocking, and accountability of the inventory. Miss Boles has supported clients like the University of Michigan, Rochester Public Transit (Rochester, MN), Bloomington Transit (Bloomington, IN), Texas State University (San Marcos, TX), University of Cincinnati (Cincinnati, OH), and many others.

Alex Gregory, Thea Chan, and Mark Sabal — Tier-One Support

Mr. Gregory, Miss Chan, and Mr. Sabal assist Miss Boles in handling customer support. They assist with gathering customer information, performing troubleshooting, and identifying the solution. Tier 1 Support acts as the first layer of support for clients. It is Tier 1 Support's job to go through the Zendesk boards and respond to any client within 3 hours of their post. Mr. Sabal and Miss Chan have supported clients like the University of Michigan, Rochester Public Transit (Rochester, MN), Bloomington Transit (Bloomington, IN), Texas State University (San Marcos, TX), University of Cincinnati (Cincinnati, OH), and many others.

Megan Dixon — Chief of Staff

Miss Dixon oversees day-to-day operations of the staff and projects. Miss Dixon also manages the Finance Team and handles any billing concern once escalated. Miss Dixon has had involvement with all of DoubleMap's clients—she has worked with some of our smallest and some of our larger clients like Apple (Cupertino, CA), Lynx (Orlando, FL), The Walt Disney Company (Burbank, CA), and many others.

Arniel Sia — Controller

Mr. Sia oversees financial activities and drives pricing strategies. Mr. Sia manages all financial documents, invoices, and creates pricing templates. He also is responsible for internal cost accounting, project valuations, and inventory. Mr. Sia has worked with clients like the University of Michigan, Bloomington Transit (Bloomington, IN), Athens Transit (Athens, OH), Georgetown University (Washington, DC), Summit County (Frisco, CO), and many others.

Amber Taylor — Finance Assistant

Mrs. Taylor assists the controller, Mr. Sia, with finance related tasks. Mrs. Taylor handles bookkeeping-related tasks, manages invoices and receipts, and works with clients to meet payment deadlines. Mrs. Taylor has worked clients like the University of Michigan, Columbus International Airport (Columbus, OH), Indiana University (Bloomington, IN), COMOConnect (Columbia, MO), and many others.

Additional resume details are available upon request. Both project manager and supervisory staff can be reached through our office line, (855) 463-6655

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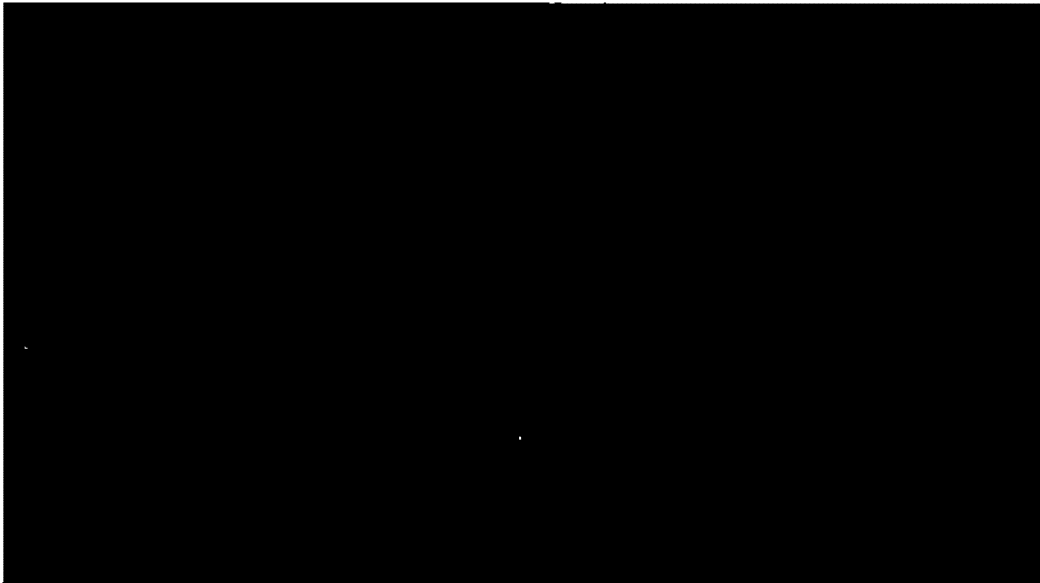
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Virginia Commonwealth University



Virginia Commonwealth University desires to update the administrative functions for the transportation provider as well as for its own administrative purposes. Tools are required that assist Virginia Commonwealth University to develop a Transportation Management Software System.

Technical Requirements

VCU requires an automated, on-demand, point to point transportation management system that meets the specifications set forth in this Request for Proposals (RFP). It is expected that the system and technologies shall assist VCU in a variety of demand management functions. The system must have, but not limited to:

On-demand Dispatch

- *Manual dispatching available on demand*

TapRide offers a compact dashboard that allows dispatchers to manually add, edit and cancel trips as needed. This allows for dispatchers to efficiently assign same day trips to available

vehicles. This dashboard compliments Auto Assignment and allows dispatchers to edit any itinerary they need.

The screenshot displays the DoubleMAP Management Interface. At the top, there's a map of Indianapolis with a red location pin. To the right of the map is a 'Drivers' table with columns: Name, Vehicle, AA, Status, and Current riders. Below the map are tabs for 'Current Ride Requests', 'Completed Rides', and 'Scheduled Rides'. The 'Current Ride Requests' tab is active, showing a table with columns: Requested, Scheduled, Rider, Driver, Vehicle, ETA, Passengers, Pick up, Drop off, Status, AA, Notes, and Actions. The table lists four ride requests. Below the table, it states 'Average Pickup Time: 56 minutes'.

Requested	Scheduled	Rider	Driver	Vehicle	ETA	Passengers	Pick up	Drop off	Status	AA	Notes	Actions
2016-11-14 1:24 PM		Rider_1431886				5	1	safusa	ngph	New ride request	✓	Edit Cancel Logs
2016-11-14 1:24 PM		Rider_1031886				1	1	afdasfdaaglk	0	New ride request	✓	Edit Cancel Logs
2016-11-14 1:24 PM		Rider_1101886				0	1	afdasfdaaglk	gid	New ride request	✓	Edit Cancel Logs
2016-11-14 1:24 PM		Rider_1031886				1	1	ccanyrjy	safusa	New ride request	✓	Edit Cancel Logs

Average Pickup Time: 56 minutes

Management Interface

On the administrative dashboard, dispatchers are able to monitor all active drivers--whether they are on break, current rides they are supporting, phone numbers of the riders on-board, etc...

Drivers		Itineraries		
Name	Vehicle	AA	Status	Current riders
sean.leahy	01	<input type="checkbox"/>		
Aura.Kaine	07	<input type="checkbox"/>		
Robert.Morrison	08	<input type="checkbox"/>		
Erick.Heroux	16	<input type="checkbox"/>		Shanti. 971-770-7036 Saroj 503-388-1357 Subhir 732-318-5377
Terry.Platt	17	<input type="checkbox"/>		Kajal. 971-724-8134 Shiroopa. 503-841-2006
Shonn.Ramirez	18	<input type="checkbox"/>		Timna Shuttle
Mars.Meadows	19	<input type="checkbox"/>		Melanie 989-600-5670
Dave.Klein	20	<input type="checkbox"/>		
Logan.Fergus	21	<input type="checkbox"/>		Edith (503-805-4255)
Nefi.Chena-Rincon	22	<input type="checkbox"/>		Gunjan 714-757-4759 Sai 510-935-4411

Driver Status

If a dispatcher is wanting to know more about a drivers specific workload they are able to access the "Itineraries" tab to view the details of where the driver is currently at within the itinerary.

	Stop	Action	Rider	Passengers	Completed	
Neri Chena Rincon	1 Cortez (Grey Oak)	pickup	Sal 510-935-4411	1	✓	
	2 Quantum Force (Suntech)	dropoff	Sal 510-935-4411	1	✓	11:10 AM Accepted on 11:10 AM
	3 Alpha Force (Amberglen 1)	pickup	Gunjan 714-757-4759	1		
	4 Talaria (Willamette)	dropoff	Gunjan 714-757-4759	1		

Driver Itinerary

Additionally, Dispatchers are able to not only view current ride request but also completed rides requests and future "Scheduled" requests. Dispatchers are able to view the schedule time the rider is requesting to pick up, where they'd be picked up and dropped off, and, if needed, can edit the ride request.

Current Ride Requests	Completed Rides	Scheduled Rides							
Requested	Scheduled	Rider	Passengers	Pick up	Drop off	AA	Notes	Actions	
2017-09-01 09:24:53	2017-09-01 09:15:00	Ham 971-727-0634	1	Cortez (Grey Oak)	Elven (Evergreen 1)	✓		Log Edit Cancel	
2017-09-01 08:04:36	2017-09-01 09:15:00	Steven 917-763-4616	1	Ovalina Max	Driving Force (Amberglen 2)	✓		Log Edit Cancel	
2017-09-01 02:03:57	2017-09-01 09:20:00 (Recurring)	Tina Shulte	1	Boston (Greystone 1)	Dunk (GM Warehouse)	✓		Log Edit Cancel	
2017-09-01 07:10:27	2017-09-01 09:25:00	Melanie 988-900-6670	1	Boston (Greystone 1)	Tikland (de House Mary (acting))	✓		Log Edit Cancel	
2017-09-01 16:21:38	2017-09-01 10:00:00	Lorenzo 503-207-8573	1	Burn (Evergreen 1)	Quartzite Max	✓		Log Edit Cancel	
2017-09-01 15:17:46	2017-09-01 10:15:00	Edith 503-898-4258	1	Burn (Evergreen 1)	Marin (Greenview)	✓		Log Edit Cancel	
2017-09-01 02:00:57	2017-09-01 10:30:00 (Recurring)	Kathie (Shuttle)	1	Dunk (GM Warehouse)	Nike Sports Center	✓		Log Edit Cancel	
2017-09-01 02:00:57	2017-09-01 10:45:00 (Recurring)	Ba shotte	1	Nike Sports Center	Dunk (GM Warehouse)	✓		Log Edit Cancel	
2017-09-01 08:38:15	2017-09-01 11:00:00	Whitney 794-303-1440	1	Nike Company Store	Terra T/C (Oeschel)	✓		Log Edit Cancel	
2017-09-01 02:00:57	2017-09-01 12:05:00 (Recurring)	Tina Shulte	1	Dunk (GM Warehouse)	Alberto Salazar	✓		Log Edit Cancel	

Schedule Rides

Auto-dispatch Calls

Auto dispatch calls in an intuitive and efficient manner

DoubleMap's auto assignment algorithm is the best in the industry. DoubleMap worked closely with Facebook to streamline the auto-assignment feature, making it more intuitive and efficient for Facebook's use and any of our other clients use as well.

An auto assignment algorithm will merge in new rides based on if the following criteria are met: 1) the new ride time until pickup is close to the average pickup time, 2) it is less than 1.5* times the geographical distance away from the sequential rides (the ride's drop off and/or pickup points that it will be merged in between), 3) the ride doesn't at any point exceed the maximum passenger limit, 4) the maximum uncompleted rides in the itinerary are less than the configurable variable, and 5) the merged in ride doesn't inconvenience any other rides in the itinerary by time (no rider's time from pickup to dropoff will become more than 2 times the direct time). The merge algorithm will merge in a ride anywhere in the itinerary except before the next item the driver is heading to.

The merging will happen every 10 seconds and the system will prioritize making new itineraries for drivers that have no itineraries prior to merging in new rides into existing itineraries.

*Configurable based on VCU's preference.

Multiple Ride Dispatch

• Concurrently accept and dispatch multiple rides per vehicle

Auto assignment will merge in new rides based on the following criteria; the new rides time until pickup is close to the average pickup time, it is less than 1.5* times the geographical distance away from the sequential rides (the ride's drop off and/or pickup points that it will be merged in between), the ride doesn't at any point exceed the max passenger limit, the max uncompleted rides in the itinerary are less than the configurable variable (4-5 rides seems to work the best, this variable should be lower if the client typically uses a bunch of drivers), the merged in ride doesn't inconvenience any other rides in the itinerary by time (no user's time from pickup to dropoff will become more than 2 times the direct time). The merge algorithm will merge in a ride anywhere in the itinerary except before the next item the driver is heading to.

The merging will happen every 10 seconds and the system will prioritize making new itineraries for drivers that have no itineraries prior to merging in new rides into existing itineraries.

*Configurable based on VCU's preference.

Computer-Aided Dispatch

• Computer-aided dispatch to optimize routing

DoubleMap offers a compact dashboard that allows dispatchers to toggle in between individual vehicles and ride requests. This allows for dispatchers to efficiently assign same day trips to available vehicles and optimize routing. This dashboard compliments Auto Assignment and allows dispatchers to edit any itinerary they need.

The screenshot displays the DoubleMap dashboard interface. At the top, there's a map of Indianapolis. To the right of the map is a 'Drivers' section with a list of drivers: Blake, rebecca@doublemap.com, and cassie@doublemap.com. Below the map is a 'Current Ride Requests' section with a table of ride requests. The table has columns for Requested, Scheduled, Rider, Driver, Vehicle, ETA, Passengers, Pick up, Drop off, Status, AA, Notes, and Actions. There are four rows of ride requests listed. At the bottom left, it says 'Average Pickup Time: 56 minutes'.

Requested	Scheduled	Rider	Driver	Vehicle	ETA	Passengers	Pick up	Drop off	Status	AA	Notes	Actions
2016-11-14 1:24 PM		Rider_1431686				6 & 1	softsa	negru	New ride request	✓		Edit Cancel Log
2016-11-14 1:24 PM		Rider_1331686				1 & 1	afdasdasgk	8	New ride request	✓		Edit Cancel Log
2016-11-14 1:24 PM		Rider_1331686				6 & 1	afdasdasgk	gfd	New ride request	✓		Edit Cancel Log
2016-11-14 1:24 PM		Rider_1031686				1 & 1	ccmtyjy	softsa	New ride request	✓		Edit Cancel Log

Average Pickup Time: 56 minutes

Route Optimization

- Maximum route optimization for better service to reduce user wait time and in trip times

After being assigned a ride by a dispatcher or accepting a ride themselves, drivers will have a GPS turn-by-turn navigation system at their disposal. All the driver has to do is select the GPS option.

Auto assignment will merge in new rides based on the following criteria; the new rides time until pickup is close to the average pickup time, it is less than 1.5* times the geographical distance away from the sequential rides (the ride's drop off and/or pickup points that it will be merged in between), the ride doesn't at any point exceed the max passenger limit, the max uncompleted rides in the itinerary are less than the configurable variable (4-5 rides seems to work the best, this variable should be lower if the client typically uses a bunch of drivers), the merged in ride doesn't inconvenience any other rides in the itinerary by time (no user's time from pickup to dropoff will become more than 2 times the direct time). The merge algorithm will merge in a ride anywhere in the itinerary except before the next item the driver is heading to.

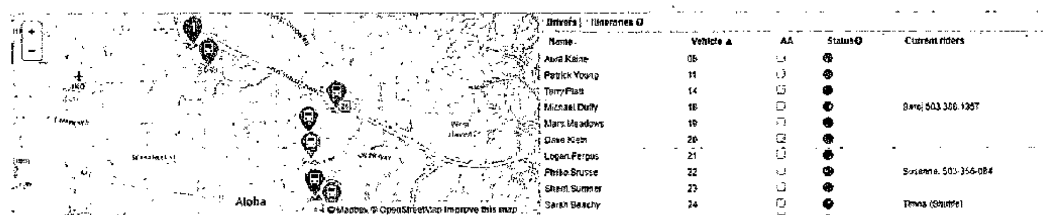
The merging will happen every 10 seconds and the system will prioritize making new itineraries for drivers that have no itineraries prior to merging in new rides into existing itineraries.

*Configurable based on client's preference.

Vehicle Tracking

- Vehicle tracking - including reporting and data retention

TapRide has designed the administrator platform to work on any office computer and display seamless vehicle locations on a map interface in real-time - additionally, all software is web-based, meaning that no software has to be loaded up on computers. The dashboard allows for unlimited users (licenses), unlimited edits/changes, and stop/geofence additions.



Data Collection

Data collection and reports, including but not limited to:

Reporting




























Ride requests by \$ Day, \$ Hour, \$ Location, \$ Driver, \$ Day of week, \$ User, \$ and/or combination of those
TapRide is able to comply with this requirement. Below are examples of a date range where administrators can chose ride requests, by day, hour, driver, user, and much more.

Choose a date range:

Start Date	End Date
09/04/2017 00:00	09/05/2017 00:00

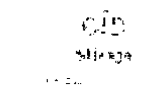
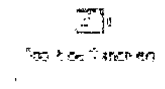
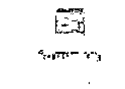
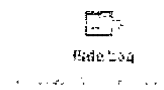
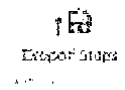
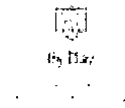
Pro Version is on. All reports are available to clients.

Choose a report:

Name	Description	Extra Input	Available to Client
By Day	Number of rides and passengers by day of the week.		✓  
By Hour	Number of rides and passengers by hour of the day.		✓  
By Driver	Shows statistics per driver.		✓  
Trip duration by hour	Shows aggregate statistics for trips by hour of day.		✓  
Dropoff Stops 	The most popular dropoff stops.		✓  
Pickup Stops 	The most popular pickup stops.		✓  
Origin/Destination Pairs 	The most popular pickup/dropoff locations. Limited to 10,000 rows.		✓  
Ride Log 	Various specific details for each ride. Limited to 10,000 rows.	All Rides ▼	✓  
Productivity 	Productivity details for all active vehicles.	All Vehicles ▼	✓  
Summary	Total rides, passengers, and average response time.		✓  
Top Ride Cancelers	A list of riders who cancel rides the most frequently.		✓  

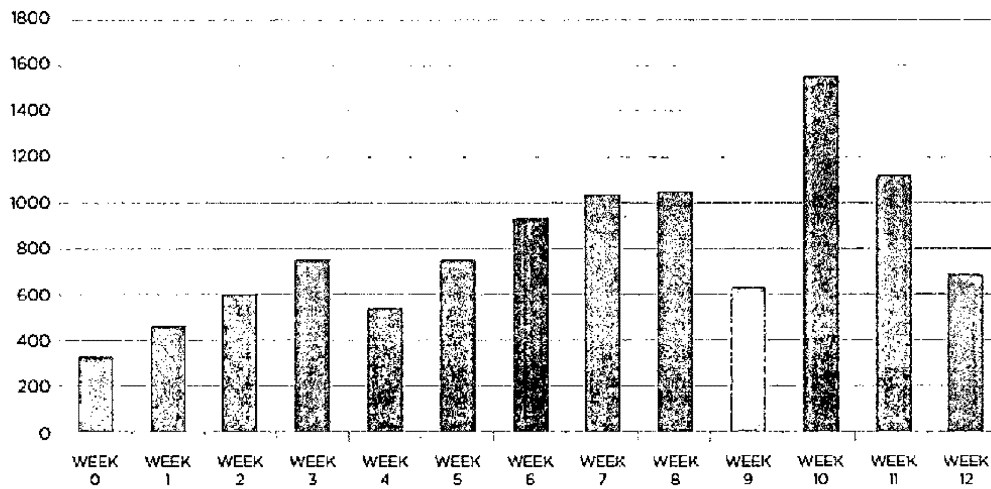
1000

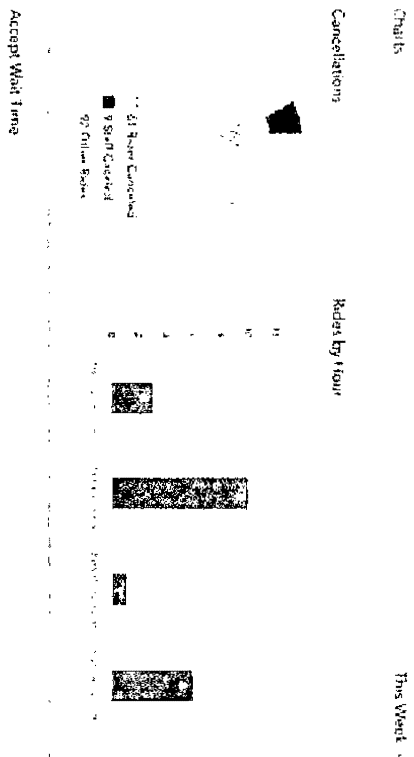
Select Report Type



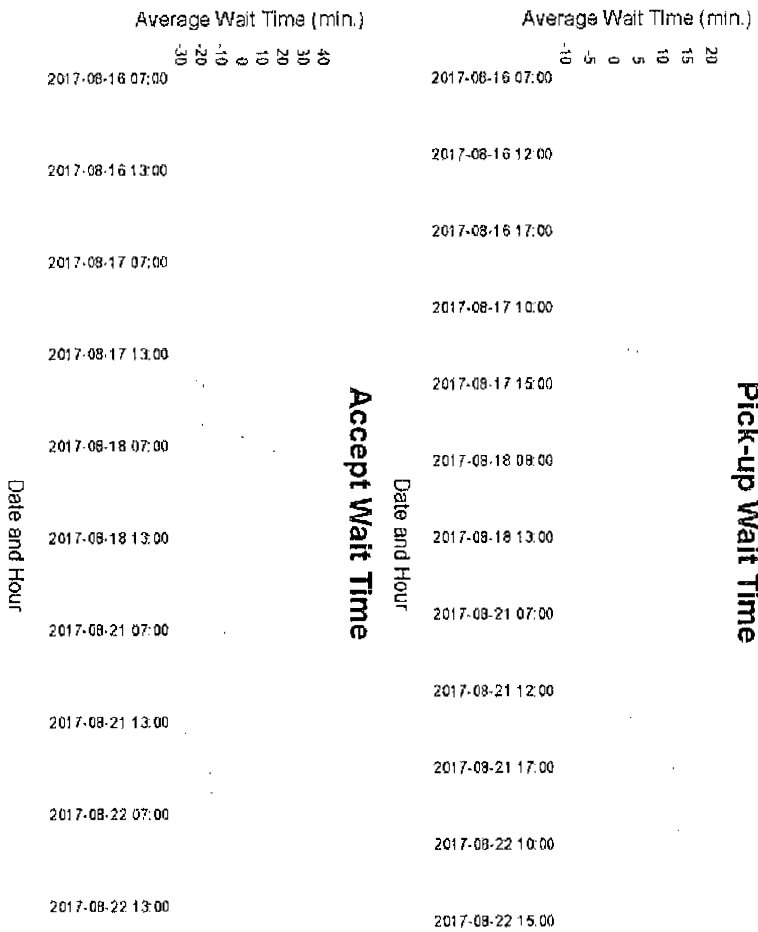
Total Riders By Week

■ FIRST WEEK OF DAYLIGHT SAVINGS TIME
□ THANKSGIVING WEEK

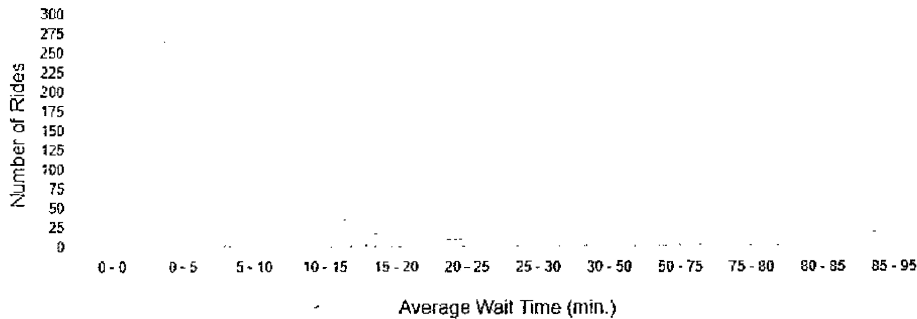




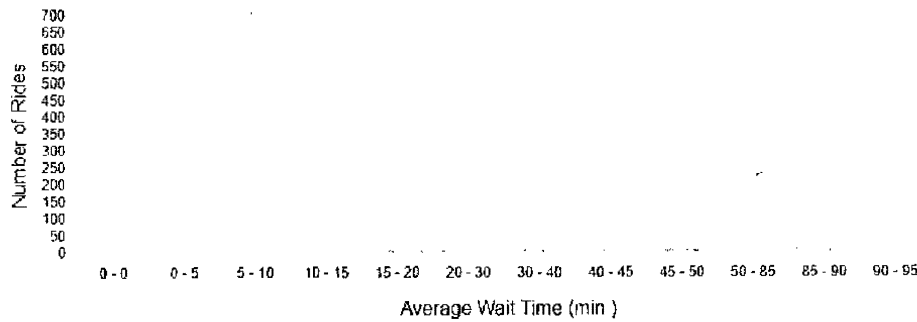
Pick-up Wait Time



Pickup Wait Times



Accept Wait Times

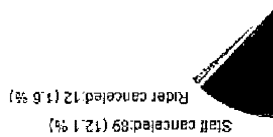


Reporting Visuals Tab within the Administrative Dashboard

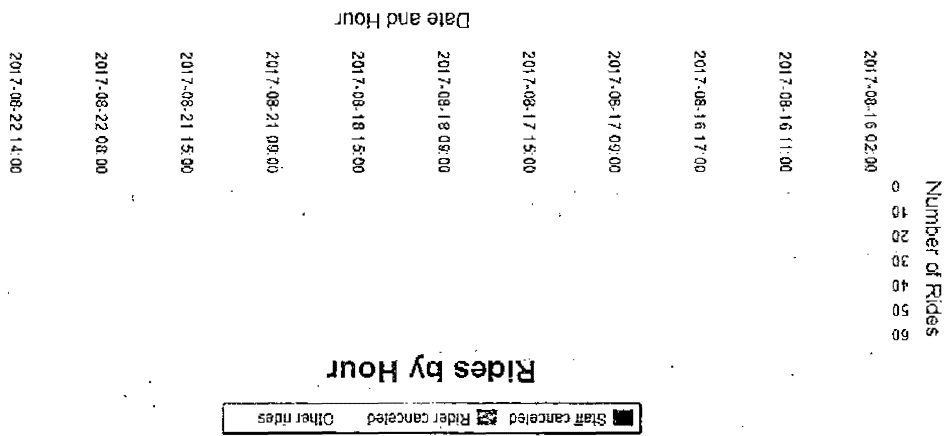
Charts for 2017-08-16 to 2017-08-23

< > This Week

Cancellations



Rides by Hour



Charts Report sample data

Choose a date range:

Start Date	End Date	Rider's Name	Driver's Name	Vehicle's Name	Search
03/21/2017	03/25/2017	Optional Rider's Name	Optional Driver's Name	Optional Vehicle's Name	<input type="button" value="Search"/>

Ride Histories: Click a row to see more details

Total ride histories 94. Displaying ride history 1 through 25.

1/4

Rider	Driver	Requested	Pickup	Dropoff
Timna (Shuttle)	Mais Meadows	2017-08-21 07:21 AM	Brin (Evergreen 1)	Beslan (Greystone 1)
Timna (Shuttle)	Mais Meadows	2017-08-21 07:22 AM	Dunk (GM Warehouse)	Alberto Salazar
Julia 802-338-0946	Sarah Beachy	2017-08-21 07:02 AM	Merlo Max	Magista (Waterside D)
Timna (Shuttle)	Mais Meadows	2017-08-21 07:20 AM	Dunk (GM Warehouse)	Brin (Evergreen 1)

Julia 802-338-0946

Sarah Beachy

2017-08-21 07:02 AM

Merlo Max

Magista (Waterside D)

Scheduled Time: 2017-08-21 07:30 AM

Passengers: 1

Pickup Coordinate: 45.505278, -122.843056

Dropoff Coordinate: 45.524444, -122.829722

Time Onboard: 7.1 Minutes

Total Ride Time: 7.3 Minutes

Itinerary Input Time: 2017-08-21 07:03 AM

Accepted Time: 2017-08-21 07:03 AM

Pickup Time: 2017-08-21 07:30 AM

Dropoff Time: 2017-08-21 07:37 AM

Rides Last Status: Completed

ETA: 26

Vehicle's License Plate: Tard 24

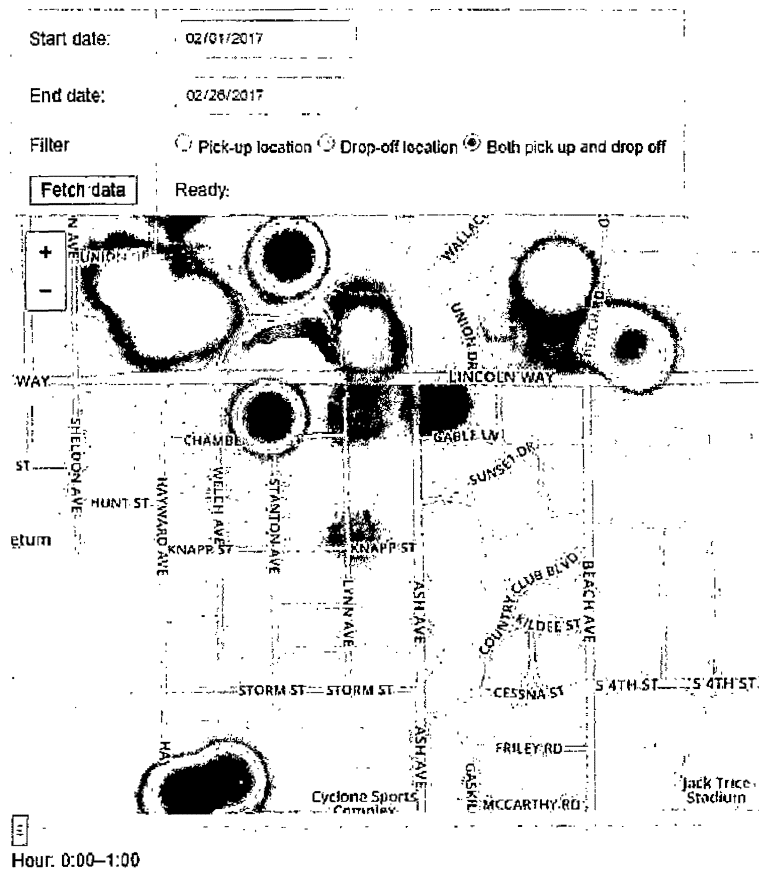
Vehicle's Name: 24

Ride History

Forecasting Data

Information specific to the program to be used in forecasting and planning updates and changes to the service

With the additions of TapRide's current reporting platform, TapRide also provides client with a "Heat Chart" that allows the client s to see busiest pick up and drop off locations based on the date and time. This information is helpful for VCU to determine where the most popular pick up/drop off locations are on campus.



Heat Chart

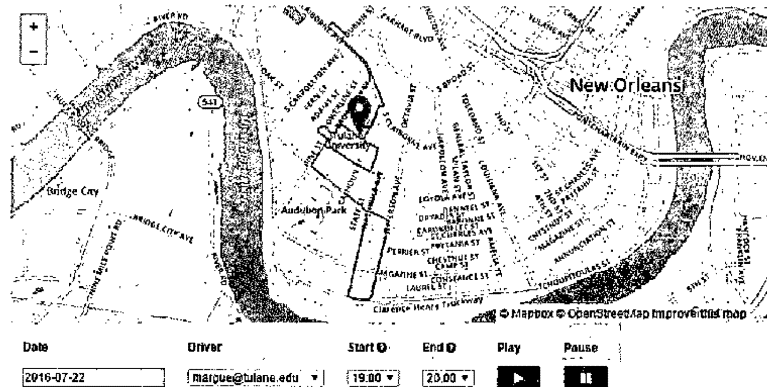
Additionally, TapRide has partnered with Apple to expand on our predictive analytics platform to continue to improve forecasting and planning tools for clients. This is currently in development but is in TapRide's near term roadmap and expected to be available soon.

Administrative Dashboard

Administrative dashboard functionality for historical data

TapRide's Driver History tool allows administrators and dispatchers to historically track where a specific driver was during a specific date/time. This feature acts as a "dvr-like" playback that shows the driver moving along his/her path on the map.

This feature provides specific time frame so dispatchers and administrators know exactly where the driver was.



Animation Controller

Driver was at this position at Fri Jul 22 2016 19:00:01 GMT-0400 (Eastern Daylight Time)

In TapRide's administrative "Ride History" tool administrators and dispatchers are able to rider information on a ride-to-ride bases. Administrators can select the date range they would like to gather this information from and will be provided a list of rides within that date range.

Choose a date range:

Start Date	End Date	Rider's Name	Driver's Name	Vehicle's Name	Search
06/21/2017	00:00	00:00	Optional Rider's Name	Optional Driver's Name	Optional Vehicle's Name

Ride Histories: Click a row to see more details

Total ride histories 64. Displaying ride history 1 through 25.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
NEXT >																								
Rider	Driver	Requested	Pickup	Dropoff																				
Timna (Shuttle)	Mars Meadows	2017-08-21 07:21 AM	Bruh (Evergreen 1)	Boston (Greystone 1)																				
Timna (Shuttle)	Mars Meadows	2017-08-21 07:22 AM	Dunk (GM Warehouse)	Albedu Salazar																				
Julia 602-330-0946	Sarah Beechey	2017-08-21 07:02 AM	Mello Max	Magista (Waterside D)																				
Timna (Shuttle)	Mars Meadows	2017-08-21 07:20 AM	Dunk (GM Warehouse)	Bruh (Evergreen 1)																				

Ride History

Then administrators can select the rider name and will be able to see more detailed information on that specific ride (time, pick up/drop off, number of passengers, vehicle name/license, etc...)

Julia 802-338-0949

Sarah Beachy

2017-08-21 07:02 AM

Mario Max

Mapista (Waterside D)

Scheduled Time: 2017-08-21 07:30 AM

Passengers: 1

Pickup Coordinate: 45.505278, -122.843055

Dropoff Coordinate: 45.524444, -122.829722

Time Onboard: 7.1 Minutes

Total Ride Time: 7.3 Minutes

Itinerary Input Time: 2017-08-21 07:03 AM

Accepted Time: 2017-08-21 07:03 AM

Pickup Time: 2017-08-21 07:30 AM

Dropoff Time: 2017-08-21 07:37 AM

Rides Last Status: Completed

ETA: 26

Vehicle's License Plate: Taxi 24

Vehicle's Name: 24

Log

Additionally, TapRide has a student "Ride History" feature on the rider application which allows riders to see all past rides and reuse a specific ride.

TapRide

Total rides 40. Showing 1 to 5. Ride Histories. Click a ride to view details

1 / 8 NEXT >

A DUDERSTADT

B WILLOWTREE APARTMENTS

Requested: 2016-01-22 00:34:48 AM

Driver: tdjirly@umich.edu

Passengers: 1

Accepted: 2016-01-22 01:33:44 AM

Pickup: 2016-01-22 01:56:34 AM

Dropoff: 2016-01-22 02:07:02 AM

Status: Completed

TapRide

Total rides 40. Showing 1 to 5. Ride Histories. Click a ride to view details

1 / 8 NEXT >

A DUDERSTADT

B WILLOWTREE APARTMENTS

Requested: 2016-01-22 00:34:48 AM

A DUDERSTADT

B WILLOWTREE APARTMENTS

Requested: 2016-01-25 22:10:26 PM

A DUDERSTADT

B WILLOWTREE APARTMENTS

Requested: 2016-01-28 01:44:22 AM

A DUDERSTADT

B WILLOWTREE APARTMENTS

Requested: 2016-01-29 00:47:44 AM

Rider History

Record Retention

- Retention of records for a minimum of five calendar or fiscal years (July 1 – June 30)

TapRide is able to comply with this requirement. Data can be stored for up to 5 years.

Data Retention

- The ability to request longer retention prior to disposal of records, and pricing for that retention





TapRide is able to comply with this requirement. TapRide's default retention is based off the contract length, but can be configured to cover a longer length of time.

The system must:














- Calculate vehicle capacity (e.g. number of passengers, wheelchair spaces, bicycle rack spaces),

On the TapRide administrative page, it allows administrators to add in vehicles. In this process administrators can add in each vehicle's specific capacity, accommodations (wheelchair, bicycle, etc.), license plate number, and any notes that are pertinent. This adds to auto-assignments vehicle calculations. The algorithm knows how many riders are currently on-board and will only merge additional rides when available spaces or open.

Add Vehicle:

Vehicle	Capacity	Max 	Tire Assist 	Jump Start 	Driver	License Plate	Note	Add
Vehicle ID	0	0	<input type="checkbox"/>	<input type="checkbox"/>	Select a driver to assign to the vehicle	License Plate #	Notes	

Manage Vehicles:

Vehicle	Capacity	Max 			Driver	License Plate	Note	Edit	Delete
Handicap Accessible Van	3	1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	JRIEDER@IASTATE.EDU	License Plate: 118993			
Red Fusion	3	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		License Plate: CFX828			
White Impala	3	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	eingbush@iastate.edu	License Plate: 8061			
White Terrain 1	3	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	jtown@iastate.edu	License Plate: 8222			
White Terrain 2	3	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	ahines@iastate.edu	License Plate: 8213			

Add Vehicle

Additionally, riders will input their current location as their pickup location and then upon selection of a dropoff location, TapRide users are then prompted for confirmation, as well as asked how many passengers will be riding. When riders are indicating how many passengers are requesting the rides, they will be able to select any accommodations they might need. This menu is customizable for the client, and they can choose which accommodations to include on this screen. Passengers can select if they need bicycle, wheelchair, or alcohol related accommodations.

The screenshot shows the TapRide app interface. At the top, the title 'TapRide' is displayed with a share icon. Below it, the text 'HOW MANY PASSENGERS' is centered. There are six buttons arranged in two rows of three, labeled 1 through 6. Below these buttons, the text 'Accommodations' is centered. There are two buttons with icons: a bicycle icon and a wheelchair icon. At the bottom, there are two buttons: 'Back' and 'Start Ride'.

Vehicle capacity for number of passengers and specific accommodations are configurable by VCU administrators.

System Efficiency

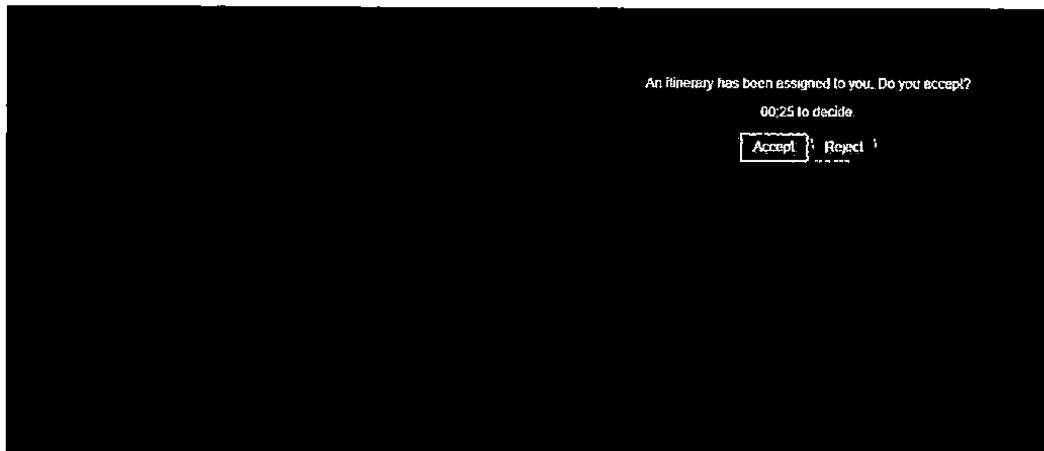
o Assign and group calls based on:

§ Vehicle passenger capacity and seat availability

TapRide is able to comply with this requirement. Auto Assignment solves the problem of driver's picking their own rides and merges rides that are within certain criteria. The system uses itineraries, where each leg of the itinerary is a pickup or dropoff location of the ride requests. Currently the system groups together up to a configurable amount of rides. This configuration takes into account individual vehicle passenger capacity and seat availability.

The server side has a background process that will automatically run within the sites operation hours. This process will group two rides together into one itinerary and then merge in more rides that match the criteria. The system will always pick the oldest ride first, find the closest driver then it will try to group it with another ride. When grouping with another ride the system takes into account the time it takes for the ride to be finished without a second ride, and the time it takes with the second ride combined. If combining the rides doesn't inconvenience either rider (the time it takes to pickup to dropoff the rider isn't 2 times the direct travel time) then it will group the rides together. The system will also find the optimal pickup/dropoff sequence to shorten the ride's travel time. It will only group rides that are within the passenger capacity limit and availability the client has designated.

The driver application has a pop-up that appears when an itinerary has been assigned to them. The drivers have 60 seconds to decide if they want to accept or reject the itinerary before it automatically rejects. The system will automatically reassign an itinerary to a different available driver if a driver rejects or the pop-up's time expires.

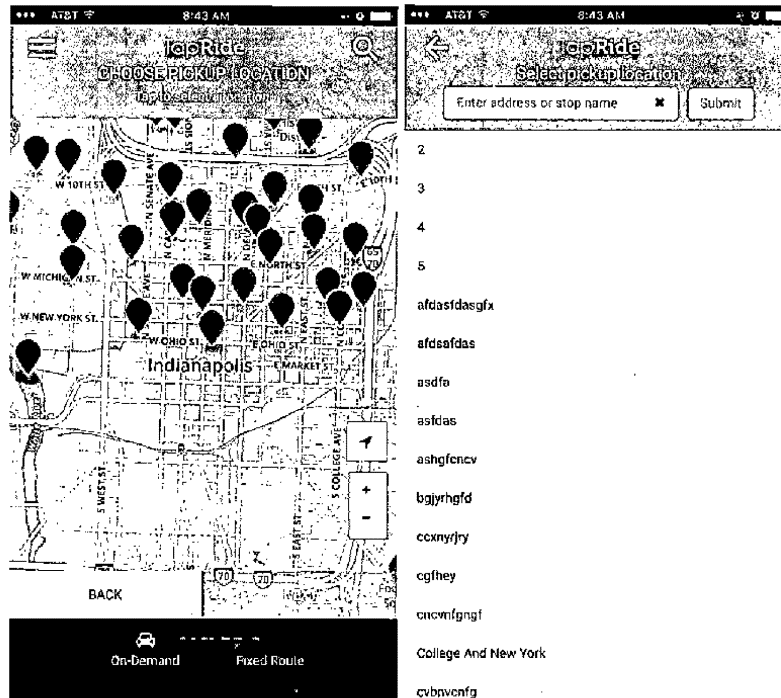


The itinerary will be displayed in the order of the fastest route. Upon selecting an item in the sidebar a list of options appear similar to the original driver layout. Drivers should complete each item as they are completed to keep track of the ride's progress. After the driver is done they have to press "Complete Itinerary" to finish the overall itinerary and to signal they are ready to be assigned a new itinerary.

Request Pick Up/Drop Off

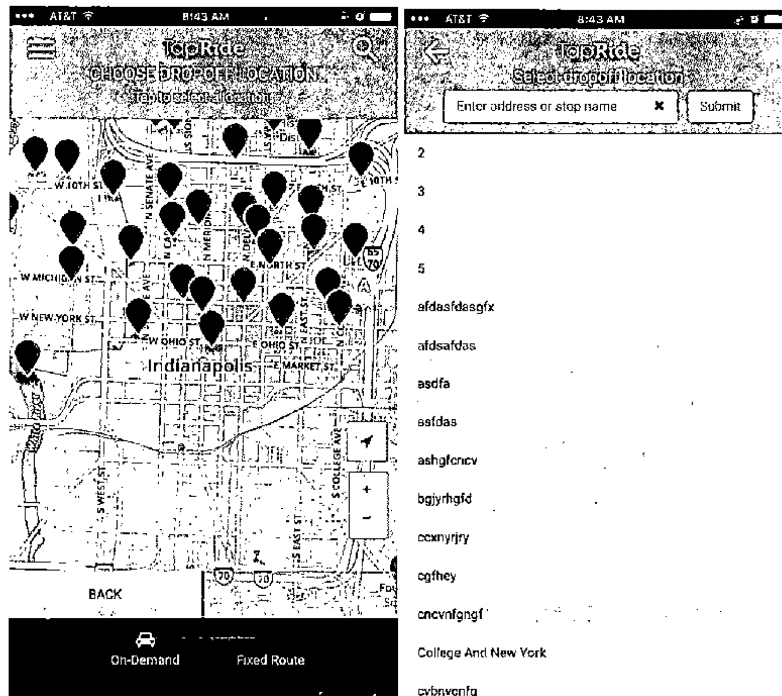
§ Requested pick up and drop off locations

The rider will indicate their pickup location by selecting an existing pin or creating a custom pin. If they are unsure which pin is their current location, they can select the magnifying glass in the upper right hand corner to select a predefined stop location from a drop down.



Pick Up Location Views

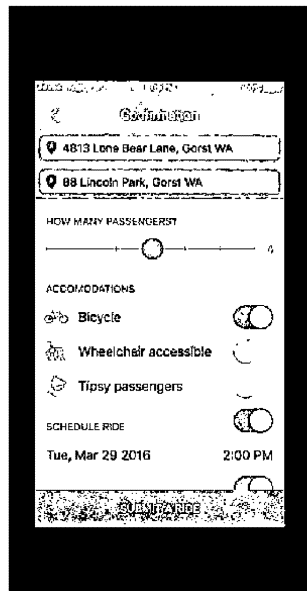
After selecting their pick up location, the pick up location will be indicated by a yellow A. Riders may then indicate their drop off location by selecting an existing pin or creating a custom pin. If they are unsure which pin is their desired drop off location, they can select the magnifying glass in the upper right hand corner to select a predefined stop location from a drop down.



Drop Off Location Views

After selecting their pickup and dropoff locations, riders will be prompted for confirmation, and then asked how many passengers will be riding. When riders are indicating how many passengers are requesting the ride, they will be able to select any accommodations they might need. This menu is customizable for the client, and they can choose which accommodations to include on this screen. Passengers can select if they need bicycle, wheelchair, or alcohol related accommodations.





Passenger Number and Accommodations Screen

Once the ride request has been submitted, the screen will show it is waiting for a driver to accept. The rider has the option to hit CANCEL RIDE at any time after submitting their ride request up until they board the vehicle. The rider can see their pickup location indicated by the yellow A icon and their drop off location indicated by the blue B icon.

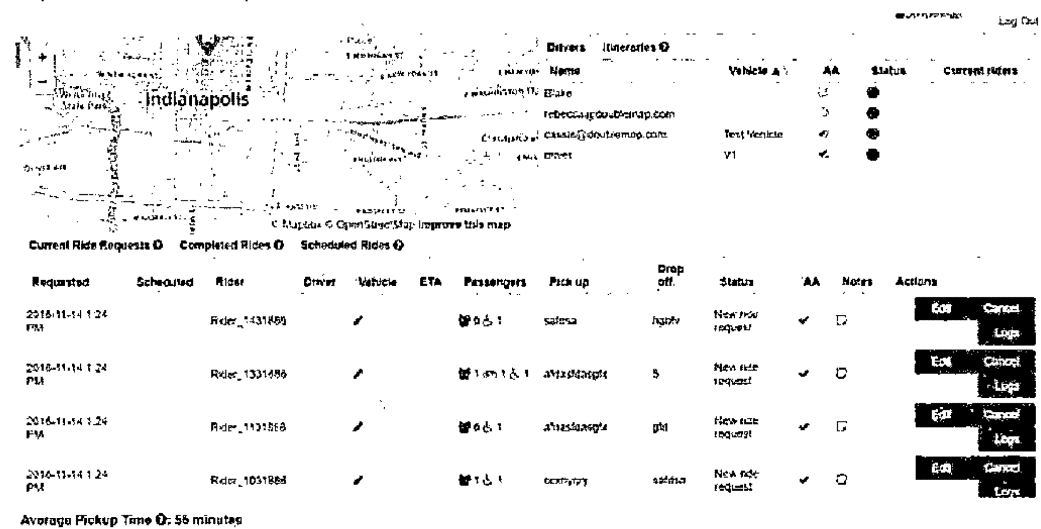


Submitted Ride Request

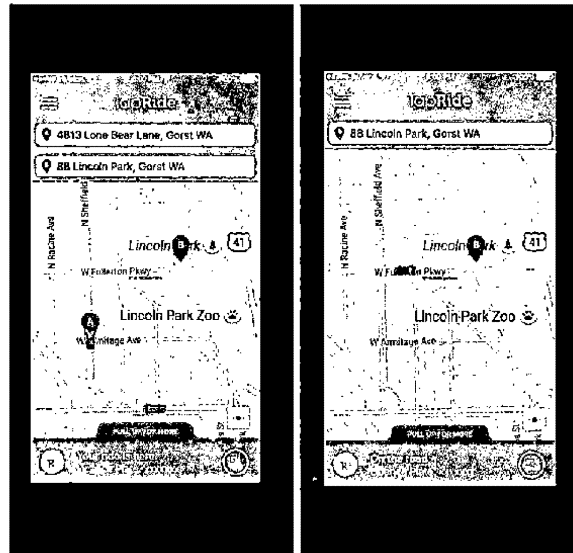
Real-Time Tracking

§ Driver location and destination

The TapRide system allows the dispatcher to sort their dashboard by passenger, vehicle, trip request, or any combination of the above. A map view is also available on the same screen to quickly select a location or vehicle of interest. The system updates every 1-2 seconds giving the dispatcher the most up-to-date service overview.



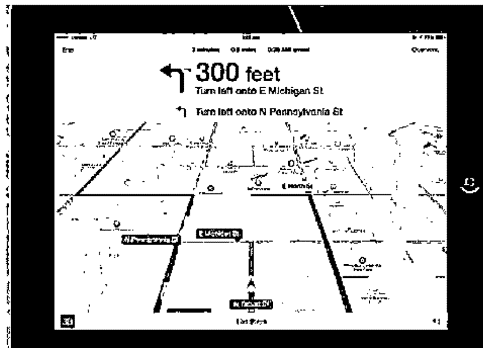
Additionally, on the rider app/website, once the passenger's ride has been received and accepted, the screen below will display the real time location of the car while the passenger is waiting. After the rider is picked up, the screen will continue to display the real time location of the vehicle. This way, the passenger can see how far away they are from their destination. Examples are below of what the passenger would see.



Turn-by-turn Navigation

- o Provide drivers with suggested turn-by-turn navigation to pick-up/drop-off locations and adjust as drivers change their routing, receive additional calls and complete calls.

After being assigned a ride by a dispatcher or accepting a ride themselves, drivers will have a GPS turn-by-turn system at their disposal. All the driver has to do is select the GPS option. Below displays how easily accessible the option is for the driver.



Ride Matching

- o Automated ride-matching must be based on:
§ similar time/origin/destination inputs

A ride matching ride assignment algorithm intelligently groups ride requests together efficiently. The system will always pick the oldest ride first, find the closest driver then it will try to group it with another ride. When grouping with another ride, the system takes into account the time it takes for the ride to be finished without a second ride, and the time it takes with the second ride combined. If combining the rides doesn't inconvenience either rider (the time it takes to pickup

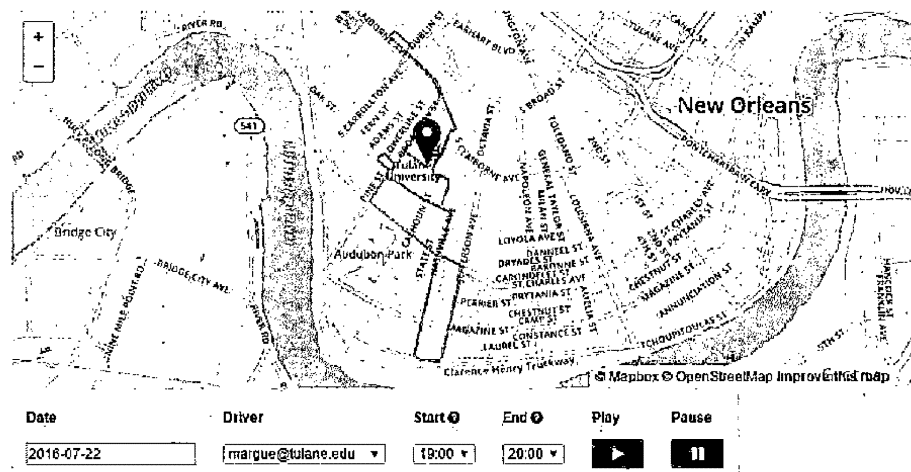
to dropoff the rider isn't 2 times the direct travel time) then it will group the rides together. The system will also find the optimal pickup/dropoff sequence to shorten the ride's travel time.

Replay Functionality

- o provide replay functionality to provide driver / vehicle GPS locations for specified dates / times

TapRide's Driver History tool allows administrators and dispatchers to historically track where a specific driver was during a specific date/time. This feature acts as a "dvr-like" playback that shows the driver moving along his/her path on the map.

This feature provides specific time frames so dispatchers/administrators knows exactly where the driver was.



Animation Controller

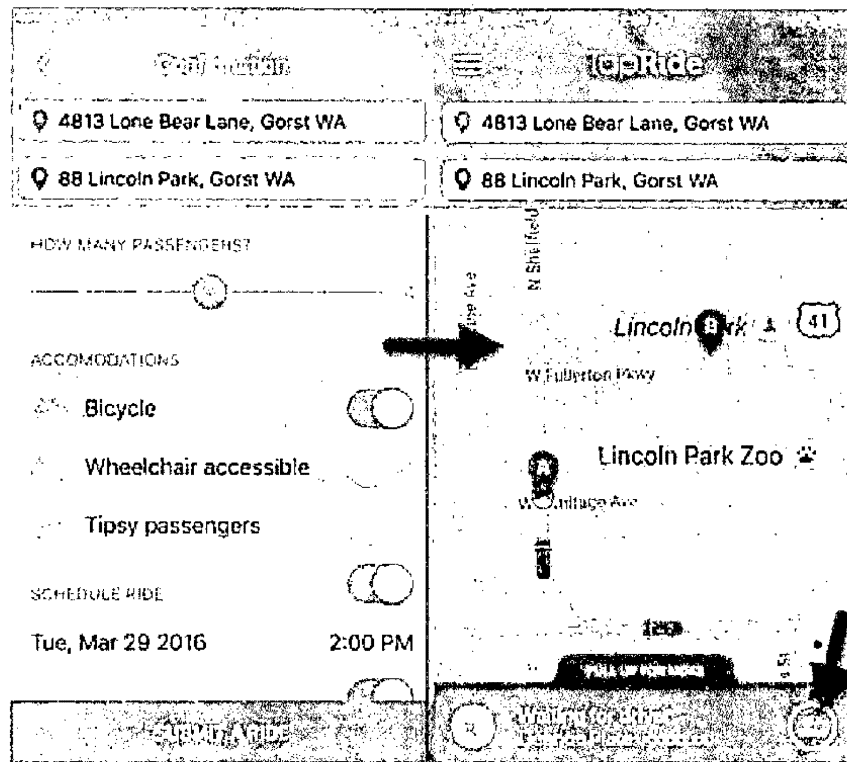
Driver was at this position at Fri Jul 22 2016 19:00:01 GMT-0400 (Eastern Daylight Time)

Driver History

Estimated Time of Arrivals

- o provide users with real-time ETA's for their assigned driver

Passengers will be notified at the following events: Trip request has been received, trip request has been assigned, ETA for pickup has been calculated, and vehicle has arrived at the pickup location. Notifications are sent via text message or push notification. The rider will be notified instantly that the request has been received when they submit their request, as well as, when their ride has been accepted. TapRide has a notification functionality through a feature called "honk." Honk works in two ways: 1) by allowing drivers to press a digital button labeled 'honk' in order to send additional notifications to riders, and 2) by sending a proactive notification to riders smartphones once their requested ride has arrived.



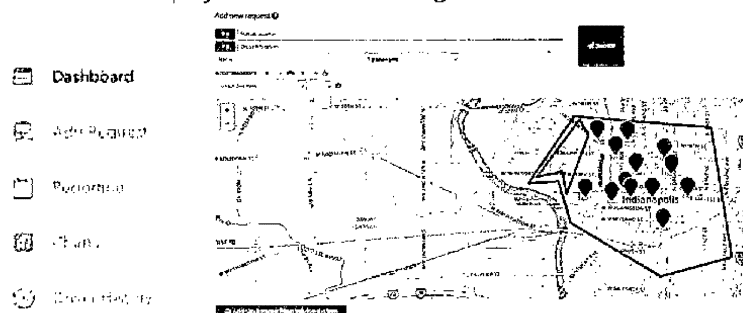
Rider ETA

Ride Request Options

- Must receive ride requests via website, smartphone and dispatcher with on/off functionality.

The TapRide system allows users to request a pickup from a computer or mobile device, and is free to download on both the Apple store and the Android Google Play Store.

Additionally, the dispatcher can select the option "Add Request" on the left sidebar to add in a request received via a phone call. After the dispatcher has received the call, they can go into the add request page, insert pickup and drop off locations, name, number of passengers, accommodations, and if it is scheduled for a later date. There is also a notes box for dispatchers to utilize. The notes will be displayed to the driver along with the rest of the ride information.



VCU Mobile Application

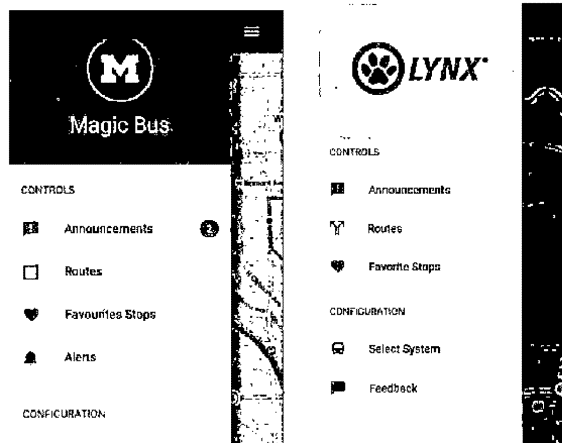
- *Must be able to integrate with VCU Mobile app*

TapRide is able to comply with this requirement. DoubleMap offers an open API free of cost.

Standalone Mobile App

- *Must provide a standalone mobile app for both IOS and Android*

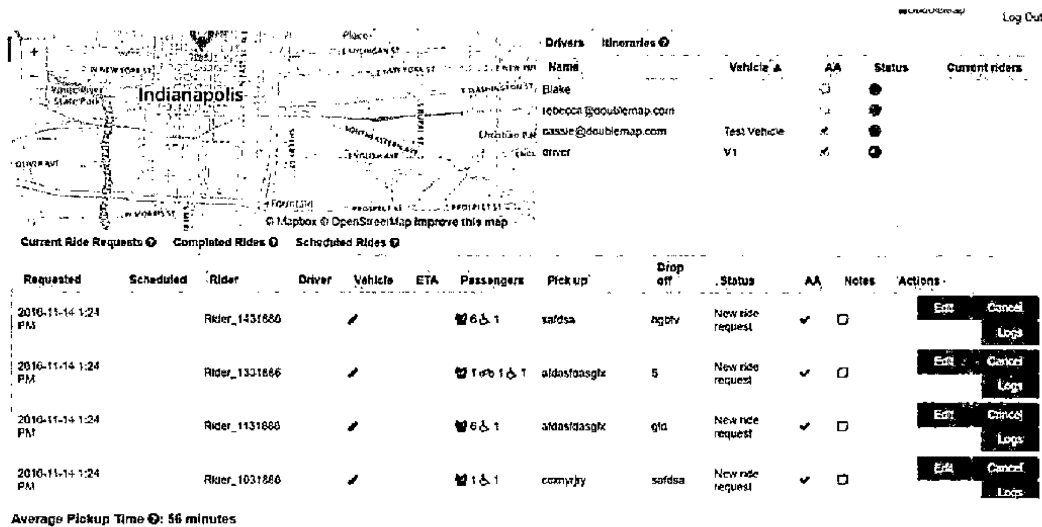
TapRide is able to offer standalone mobile applications for both iOS and Android. This functionality allows clients to customize the application's design graphics to their specific needs. We can easily include banners, logos and colors specific to the client.



Dispatcher Edits

- *Must allow dispatchers to edit all fields of the request, at any stage, until the call is completed by the driver*

TapRide offers a compact dashboard that allows dispatchers to toggle in between individual vehicles and ride requests and edit and cancel routes as needed. This allows for dispatchers to efficiently assign same day trips to available vehicles. This dashboard compliments Auto Assignment and allows dispatchers to edit any itinerary they need.



Management Interface

On the administrative dashboard, dispatchers are able to monitor all active drivers--whether they are on break, current rides they are supporting, phone numbers of the riders on-board, etc...

Drivers		Itineraries		
Name	Vehicle ▲	AA	Status	Current riders
sean.leahy	01	<input type="checkbox"/>	●	
Aura.Kaine	07	<input type="checkbox"/>	●	
Robert.Morrison	08	<input type="checkbox"/>	●	
Erick.Heroux	16	<input type="checkbox"/>	●	Shanti. 971-770-7036 Saroj 503-388-1357 Subhir 732-318-5377
Terry.Platt	17	<input type="checkbox"/>	●	Kajal. 971-724-8134 Shiroopa. 503-841-2006
Shonn.Ramirez	18	<input type="checkbox"/>	●	Timna Shuttle
Mars.Meadows	19	<input type="checkbox"/>	●	Melanie 989-600-5670
Dave.Klein	20	<input type="checkbox"/>	●	
Logan.Fergus	21	<input type="checkbox"/>	●	Edith (503-805-4255)
Neñ.Chena-Rincon	22	<input type="checkbox"/>	●	Gunjan 714-757-4759 Sai 510-935-4411

Driver Status

If a dispatcher is wanting to know more about a drivers specific workload they are able to access the "Itineraries" tab to view the details of where the driver is currently at within the itinerary.

	Stop	Action	Rider	Passengers	Completed		
NefChena: Rincon	1	Cortez (Grey Oak)	pickup	Sal 510- 935- 4411	1	✓	●
	2	Quantum Force (Suntech)	dropoff	Sal 510- 935- 4411	1	✓	11:10 AM
	3	Alpha Force (Amberglen 1)	pickup	Gunjan 714- 757- 4759	1		●
	4	Talaria (Williamette)	dropoff	Gunjan 714- 757- 4759	1		

Driver Itinerary

Additionally, Dispatchers are able to not only able to view current ride request but also completed rides requests and future "Scheduled" requests. Dispatchers are able to view the schedule time the rider is requesting to pick up, where they'd be picked up and dropped off, and, if needed, can edit the ride request.

Current Ride Request	Completed Rides	Scheduled Rides										
Requested	Scheduled	Rider	Passengers	Pick up	Drop off	AA	Notes	Actions				
2017-09-01 08:24:55	2017-09-01 09:15:08	Hall 671-727-0594	✖ 1	Cortez (Gray Oval)	Bruce (Evergreen 1)	✓		<button>Login</button> <button>Edit</button> <button>Cancel</button>				
2017-09-01 08:04:36	2017-09-01 09:15:00	Stevens 617-783-4316	✔ 1	Cuzama Max	Dating Room (Amesbury 2)	✓		<button>Login</button> <button>Edit</button> <button>Cancel</button>				
2017-09-01 02:09:57	2017-09-01 09:30:00 [Recurring]	Texas Shuttle	✔ 1	Boston (Grayline 1)	Dunk (GM Warehouses)	✓		<button>Login</button> <button>Edit</button> <button>Cancel</button>				
2017-09-01 10:10:27	2017-09-01 09:45:00	Melrose 603-800-5670	✖ 1	Boston (Grayline 1)	Training (In House Manufacturing)	✓		<button>Login</button> <button>Edit</button> <button>Cancel</button>				
2017-09-01 18:21:38	2017-09-01 10:00:00	Lewiston 503-207-8578	✖ 1	Bruce (Evergreen 1)	Quakoma Max	✓		<button>Login</button> <button>Edit</button> <button>Cancel</button>				
2017-09-30 15:17:45	2017-09-01 10:45:00	Eaton 603-604-4255	✖ 1	Bruce (Evergreen 1)	Norco (Dover Street)	✗		<button>Login</button> <button>Edit</button> <button>Cancel</button>				
2017-09-01 02:00:57	2017-09-01 10:30:00 [Recurring]	Kiefer (Shuttle)	✖ 1	Dunk (GM Warehouses)	New Sports Center	✓		<button>Login</button> <button>Edit</button> <button>Cancel</button>				
2017-09-01 02:03:57	2017-09-01 10:30:00 [Recurring]	Bid shuttle	✖ 1	New Sports Center	Dunk (GM Warehouses)	✓		<button>Login</button> <button>Edit</button> <button>Cancel</button>				
2017-09-01 08:35:15	2017-09-01 11:00:00	Whitney 706-303-1440	✖ 1	New Company Store	Terra TAC (Ossipee/Studies)	✓		<button>Login</button> <button>Edit</button> <button>Cancel</button>				
2017-09-01 02:03:57	2017-09-01 12:05:00	Texas Shuttle	✖ 1	Dunk (GM Warehouses)	Abbett Salazar	✓		<button>Login</button> <button>Edit</button> <button>Cancel</button>				

Schedule Rides

Passenger Information

- Shall track the following required passenger information: Name, eID, Telephone number, Number of passengers for each call, Pickup and drop off location, Dispatcher on duty, Drivers assigned, Times related to each step of the ride request, Track any dispatch or driver initiated changes to the above information

TapRide is able to comply with this requirement. TapRide can track the required passenger information including: Name, eID, telephone number, number of passengers for each call, pickup and drop off location, dispatcher on duty, drivers assigned, times related to each step of the ride request, and any dispatch or driver initiated changes to the above information.

In TapRide's "Ride History" tool administrators and dispatchers are able to rider information on a ride-to-ride bases. Administrators can select the date range they would like to gather this information from and will be provided a list of rides within that date range.

Choose a date range

Start Date	End Date	Rider's Name	Driver's Name	Vehicle's Name	Search
08/21/2017	09/03/2017	Optional Rider's Name	Optional Driver's Name	Optional Vehicle's Name	Search

Ride History: Click a row to see more details

Total ride histories 94. Displaying ride history 1 through 25

1 / 4 [NEXT >](#)

Rider	Driver	Requested	Pickup	Dropoff
Timna (Shuttle)	Mars Meadows	2017-08-21 07:21 AM	Bruin (Evergreen 1)	Boston (Graystone 1)
Timna (Shuttle)	Mars Meadows	2017-08-21 07:22 AM	Dunk (GM Warehouse)	Alberto Salazar
Julia 802-338-0946	Sarah Beachy	2017-08-21 07:02 AM	Merlo Max	Magista (Waterside D)
Timna (Shuttle)	Mars Meadows	2017-08-21 07:20 AM	Dunk (GM Warehouse)	Bruin (Evergreen 1)

Ride History

Then administrators can select the rider name and will be able to see more detailed information on that specific ride (time, pickup/drop off, number of passengers, vehicle name/license, etc...)

Julia 802-338-0946

Sarah Beachy

2017-08-21 07:02 AM

Merlo Max

Magista (Waterside D)

Scheduled Time: 2017-08-21 07:30 AM

Passengers: 1

Pickup Coordinate: 45.805278, -122.843056

Dropoff Coordinate: 45.524444, -122.829722

Time Onboard: 7.1 Minutes

Total Ride Time: 7.3 Minutes

Itinerary Input Time: 2017-08-21 07:03 AM

Accepted Time: 2017-08-21 07:03 AM

Pickup Time: 2017-08-21 07:30 AM

Dropoff Time: 2017-08-21 07:37 AM

Rides Last Status: Completed

ETA: 26

Vehicle's License Plate: Taxi 24

Vehicle's Name: 24

Program Utilization

Must utilize program from multiple dispatch locations utilizing the same database via web based application.

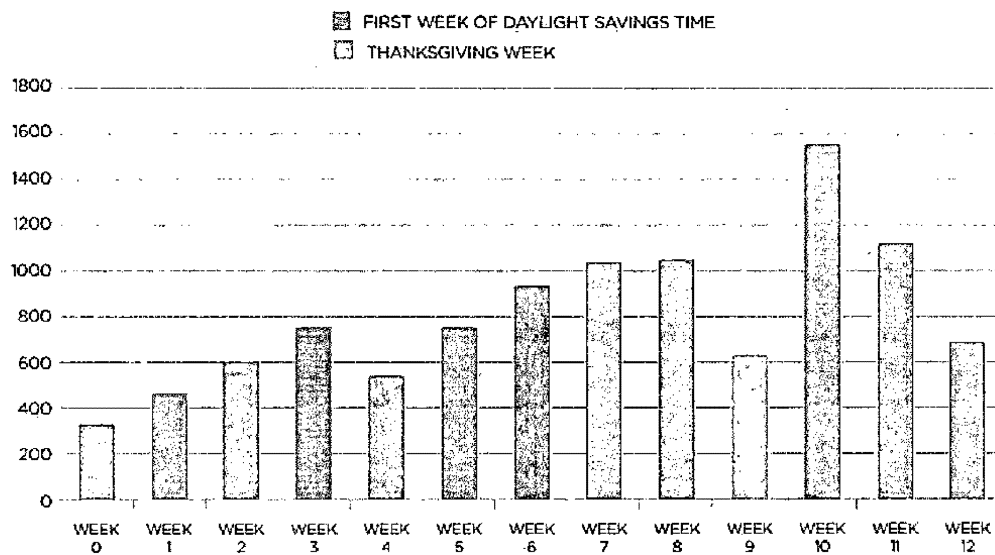
TapRide is able to comply with this requirement. TapRide has designed the administrator platform to work on any device with internet access and display seamless vehicle locations on a map interface in real-time - additionally, all software is web-based, meaning that no software has to be loaded up on computers.

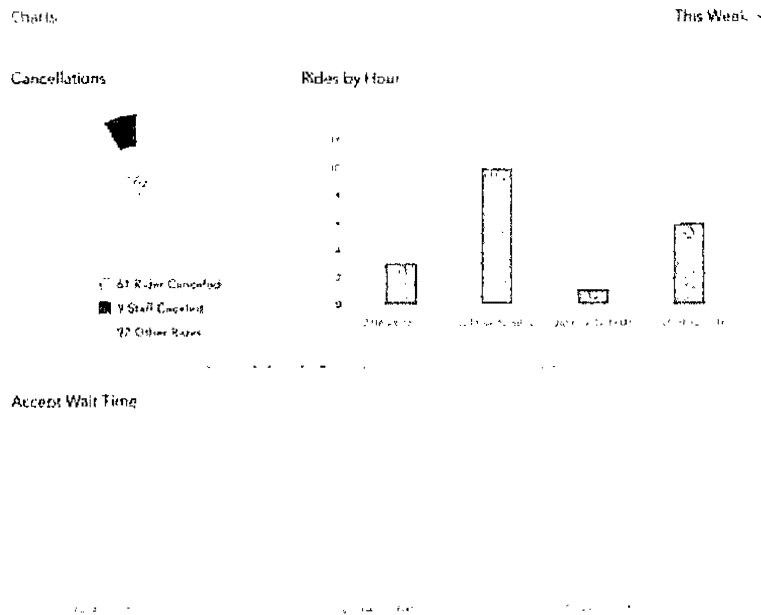
Data Field Organization

- Must provide administrators the ability to sort any reporting and dashboard field.

The TapRide system allows the dispatcher to sort their dashboard by passenger, vehicle, trip request, or any combination of the above. A map view is also available on the same screen to quickly select a location or vehicle of interest. The system updates every 1-2 seconds giving the dispatcher the most up-to-date service overview.

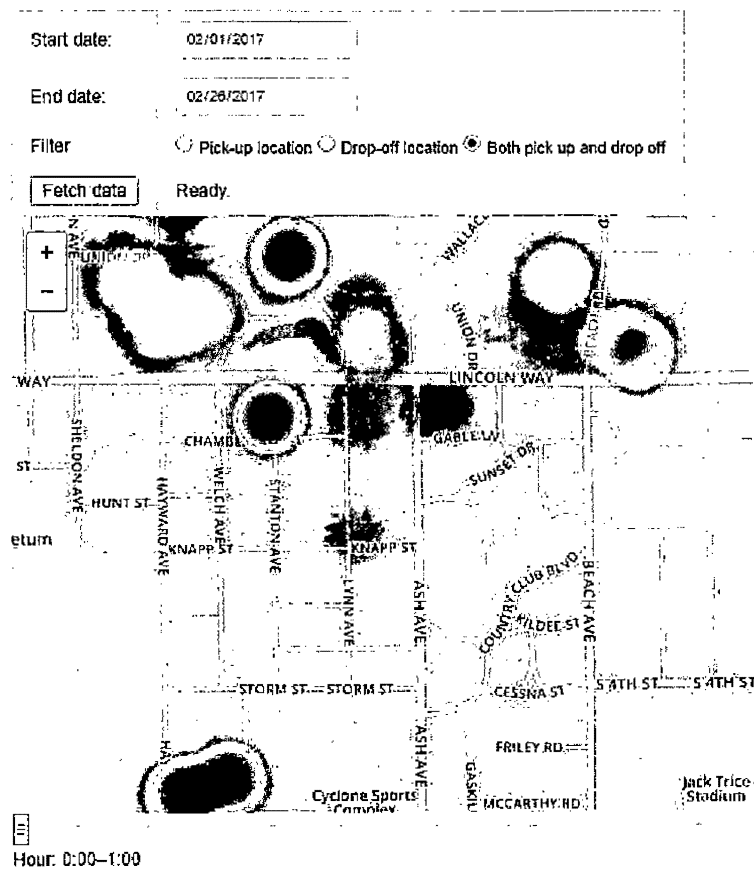
Total Riders By Week





Charts Report sample data

DoubleMap also provides client with a “Heat Chart” that allows the clients to see busiest pick up and drop off locations based on the date and time.












Heat Chart

Program Functionality

- Must provide administrators access to all program functionality, with the exception of program coding

TapRide is able to comply with this requirement. Administrators are able to create ride restrictions. For example, if VCU is unable to accommodate wheel chair riders for a day, they can create a restriction that will automatically disallow ride requests that need wheelchairs. This module will also display a message to riders that is customized by VCU to explain the restriction. To the right is an example of a "no wheelchairs" restriction.

	Ride Restrictions Rules	Apply To All Subpages
	Rule	Message
	No Wheelchairs	We are currently not accommodating wheelchairs at this time.
		Display rules when the subpage accommodation is selected.
		
		
		
		
		
		
		

Ride Restriction Rules

New restriction

Title

Reject the ride request if it meets all of the following conditions:

+ Add condition




And then show the following message to the rider:

i.e., Rides from residential areas to campus are not allowed after 10 P.M.

Save


Adding a New Ride Restriction

Manage Rules:

Rule	Message	Description	
No drop off at bars	SafeRide will not accept rides with a drop of location of a bar	Disallow rides where all of the following are true: <ul style="list-style-type: none"> • dropoff locations is one of stops: Flat 12 Brewery 	
Wheelchairs zone 3 at night	No wheelchairs in zone 3 from 10 pm to 4 am. go to sleep.	Disallow rides where all of the following are true: <ul style="list-style-type: none"> • The wheelchair accommodation is selected • any location is inside Geofence 3. • Affects stops. • The time is between 22:00 and 04:00 	
Testing	testing	Disallow rides where all of the following are true: <ul style="list-style-type: none"> • pickup locations is one of stops: 11th and Rural • The time is between 00:00 and 00:15 	

Managing Current Ride Restrictions

Additionally, TapRide allows VCU to create and manage geofence locations AND determine what kind of ride restriction (if any) is needed in that geofence.

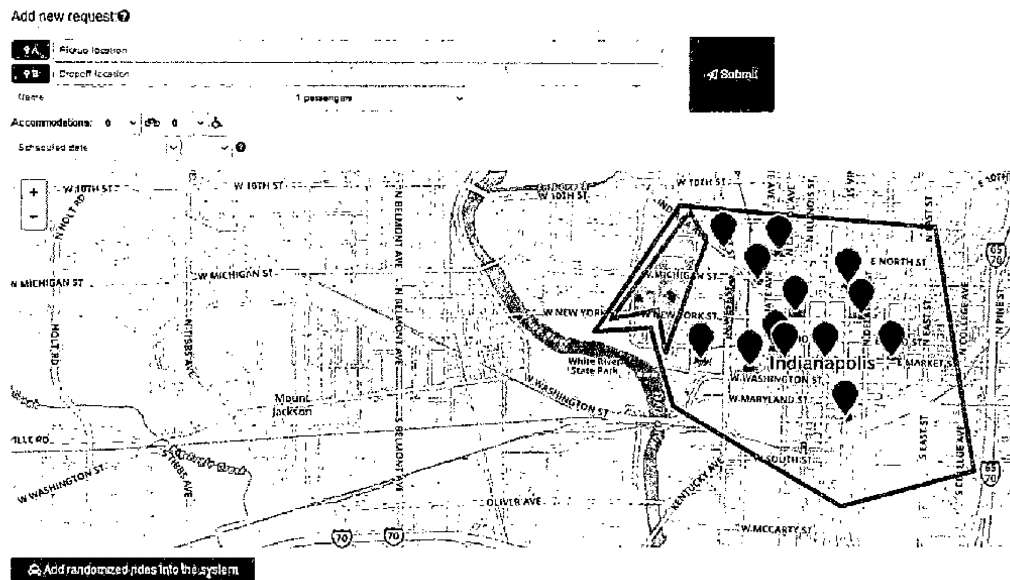
Geofence 33	<input type="radio"/> Disallow <input type="radio"/> Pickup Only <input checked="" type="radio"/> Dropoff Only <input type="radio"/> Allow	magnolia st from jena st. to t	
-------------	---	--------------------------------	--

Geofence Restrictions

Service Boundaries

- Must have capability for administrators to edit geofencing of service boundaries using a point and click map-based interface including both standard and customized geofences without restriction

TapRide allows the client to create and manage geofence locations AND determine what kind of ride restriction (if any) is needed in that geofence.



Geofence Editor

Operating Times Edits

- Shall have administrative capability to set and edit operating times and days for specific geofence and service areas.

Dispatchers/Admins are given the ability to create and edit the client's hours of operations.

Manage hours:

In Service	Day	Start Time	End Time
Yes	Sunday	18:00	06:00
Yes	Monday	18:00	06:00
Yes	Tuesday	18:00	06:00
Yes	Wednesday	18:00	06:00
Yes	Thursday	18:00	06:00
Yes	Friday	18:00	06:00
Yes	Saturday	18:00	06:00

Edit hours

Operating Hours

Additionally, the client is able to add "Service Hours Exclusion" anytime there is a Holiday break or Federal Holiday that the client does not operate its service.

Add Service Hours Exclusion ⓘ

Start	End	Note ⓘ	Add
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input data-bbox="1166 430 1224 464" type="button" value="+"/>

Manage Service Exclusion Hours:

Start	End	Note	Remove
2016-07-04 03:45:00-0500	2016-07-05 03:15:00-0500	4th of JULY	<input type="button" value="Remove"/>
2016-09-05 03:30:00-0500	2016-09-06 03:45:00-0500	LABOR DAY	<input type="button" value="Remove"/>
2016-11-24 03:15:00-0600	2016-11-26 03:30:00-0600	THANKSGIVING	<input type="button" value="Remove"/>
2016-12-22 03:15:00-0600	2017-01-02 03:15:00-0600	CHRISTMAS	<input type="button" value="Remove"/>
2017-01-16 03:30:00-0600	2017-01-17 03:30:00-0600	MARTIN LUTHER KING	<input type="button" value="Remove"/>

Exclusion Hours

System Alerts

- Shall have administrative capability to post and edit alerts of upcoming events and issues that may affect the RamSafe service operations.

TapRide's announcement platform is designed to quickly disseminate pertinent information to riders and users from the administration-side. This platform is capable of linking with social media in case of extreme circumstances. Administrators are provided with an input window through TapRide's announcements module where they can enter a message, start date/time, and end date/time. This allows for announcements to be scheduled in advance, pushed in real-time, or scheduled to be live instantly, but last for 4 hours or 7 days as requested. These announcements can be simultaneously pushed to all web interfaces as well as mobile applications.

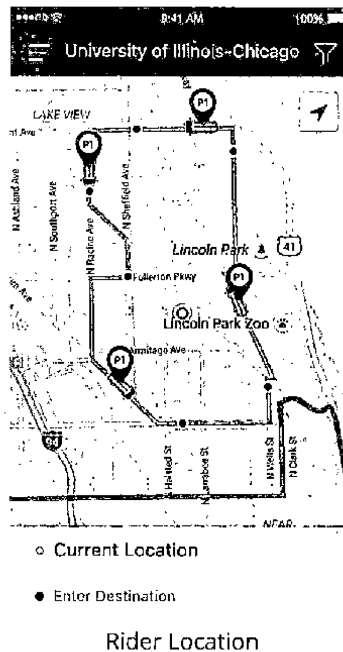


Menu with Announcements

User Geolocation

- Must have geolocation of user upon requesting a ride

TapRide is able to comply with this requirement. The TapRide application is able to determine a rider's location, provide location services are turned on in the device.



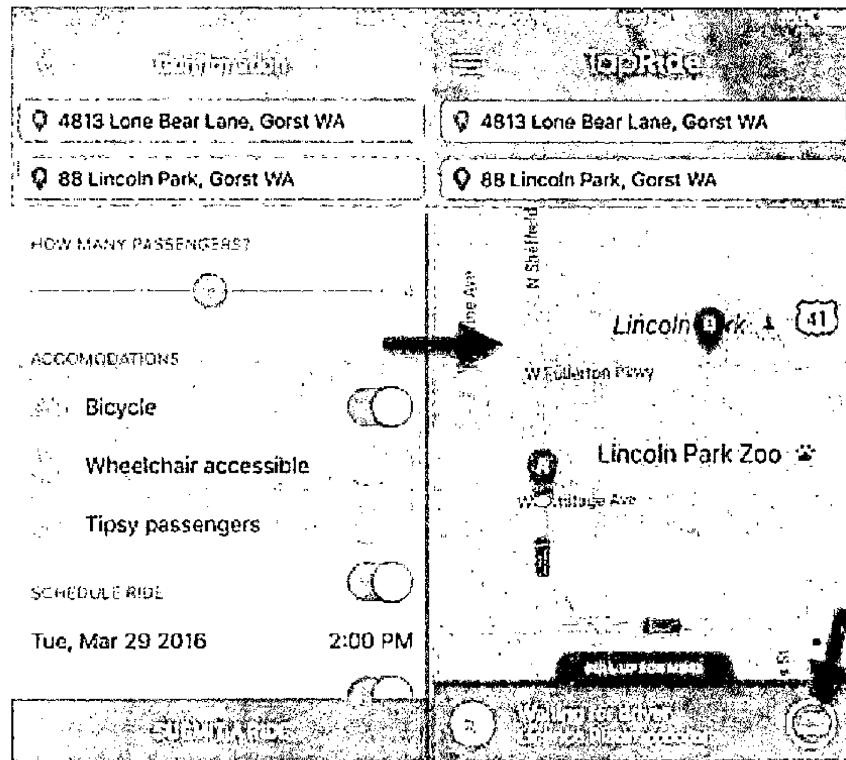
Ride Assignment Algorithm

· Shall have ride assignment algorithm, which provides user an ETA.

An auto assignment algorithm will merge in new rides based on if the following criteria are met: 1) the new ride time until pickup is close to the average pickup time, 2) it is less than 1.5 times the geographical distance away from the sequential rides (the ride's drop off and/or pickup points that it will be merged in between), 3) the ride doesn't at any point exceed the maximum passenger limit, 4) the maximum uncompleted rides in the itinerary are less than the configurable variable, and 5) the merged in ride doesn't inconvenience any other rides in the itinerary by time (no rider's time from pickup to dropoff will become more than 2 times the direct time). The merge algorithm will merge in a ride anywhere in the itinerary except before the next item the driver is heading to.

The merging will happen every 45 seconds and the system will prioritize making new itineraries for drivers that have no itineraries prior to merging in new rides into existing itineraries.

Following confirmation, riders are given an estimated time of arrival for their vehicle, and are then able to see their vehicle moving in real-time on the map, as well as the license plate of their driver. An example of this is shown below.



Ride confirmation and vehicle ETA sample data

Ride Request Screening

- Must have authentication and screening of all ride requests via University or Hospital eID validation / profile, including manual calls entered by the dispatcher.

TapRide is able to comply with this requirement. The TapRide system is able to integrate with the client's Single-Sign-On (SSO) setup. TapRide supports Shibboleth, CAS, SAML2, OAuth, Google+ and OpenID and many more.

Administrator Interface

- Must provide interface for RamSafe administrators via website

TapRide complies with this requirement and is able to interface with RamSafe administrators via website.

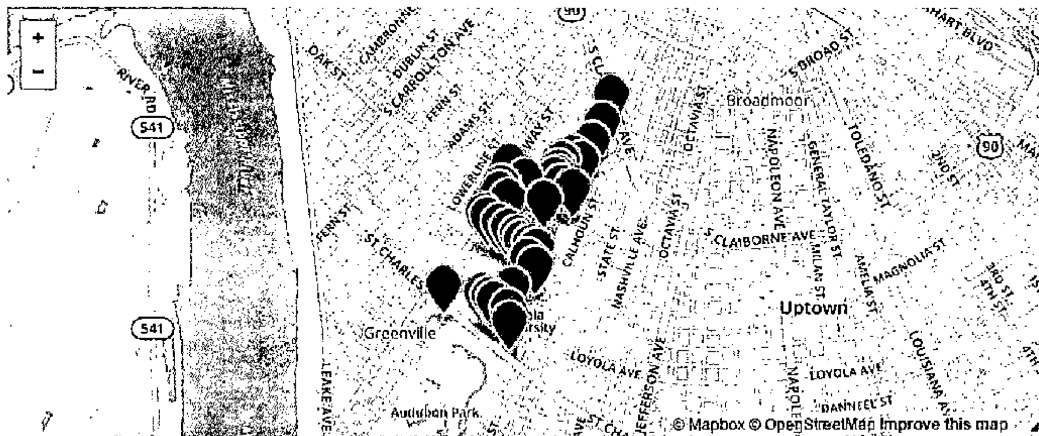
TapRide has designed the administrator platform to work on any office computer and display seamless vehicle locations on a map interface in real-time - additionally, all software is web-based, meaning that no software has to be loaded up on computers. The dashboard allows for unlimited users (licenses), unlimited edits/changes, and stop/geofence additions.

Pick-Up/Drop-Off Locations

- Shall have a pre-populated list of campus pick-up and drop-off locations

TapRide's stop creation allows the University to manage stops added into the system and limit how many are added to the rider map. When requesting a ride, users are able to select pickup and dropoff locations from a list of stops on both the website, and mobile application.

Stops: ⓘ



Name

Latitude

Longitude

Show
On
Rider
Map
ⓘ

001-ROSEN LOT SHUTTLE SHELTER (Uptown Campus)

29.9467168457213

-90.1146912574768

☐

Edit
Delete

Manage Stops

List Amendment I

- User shall not be able to add to the pre-populated list

TapRide is able to comply with this requirement. Only pre-populated stops can be added via the administrative portal.

List Amendment II

- Administrators and dispatchers shall be able to add to the pre-populated list

TapRide complies with this requirement and can allow administrators and dispatchers to add to pre-populated list of stops.

TapRide's stop creation allows the VCU to manage stops added into the system and limit how many are added to the rider map.

Stops: 7

Name	Latitude	Longitude	Show On Rider Map
001-ROSEN LOT SHUTTLE SHELTER (Uptown Campus)	29.9487168457213	-90.1146912574768	<input type="checkbox"/>

Manage Stops

Geo-Coding

- System should auto geocode the location

TapRide is able to comply with this requirement.

Ride Request Ability

- Must have ride request ability for ADA designated and/or bike rack pick-up

When riders are indicating how many passengers are requesting the rides, they will be able to select any accommodations they might need. This menu is customizable for the client, and they can choose which accommodations to include on this screen. Passengers can select if they need bicycle and/or wheelchair accessible vehicle. TapRide is WCAG AA compliant.

TapRide is Level AA compliant with the Web Content Accessibility Guidelines which gives disabled users access to on-demand transportation services.

All of the events in the TapRide application are read aloud when the screen is swiped by the user. They are audibly walked through the process from scheduling their ride, indicating pickup and drop-off locations, confirming when their ride has been accepted, and being alerted to driver arrival.

Major headings and buttons in the application are read aloud when swiped. The user is audibly updated every two minutes with an estimated time of arrival (ETA) of their ride, as well as when their ride is outside and ready for onboarding.

The screenshot shows the 'TapRide' app interface. At the top, the title 'TapRide' is displayed with a share icon to its right. Below the title, the heading 'HOW MANY PASSENGERS' is centered. There are six buttons arranged in two rows of three, labeled '1', '2', '3' in the first row and '4', '5', '6' in the second row. Below these buttons, the heading 'Accommodations' is centered, preceded by a left-pointing chevron. There are two buttons with icons: a bicycle icon and a wheelchair icon. At the bottom of the screen, there are two buttons: 'Back' on the left and 'Submit Ride' on the right.

Rider Accommodations

Data Import

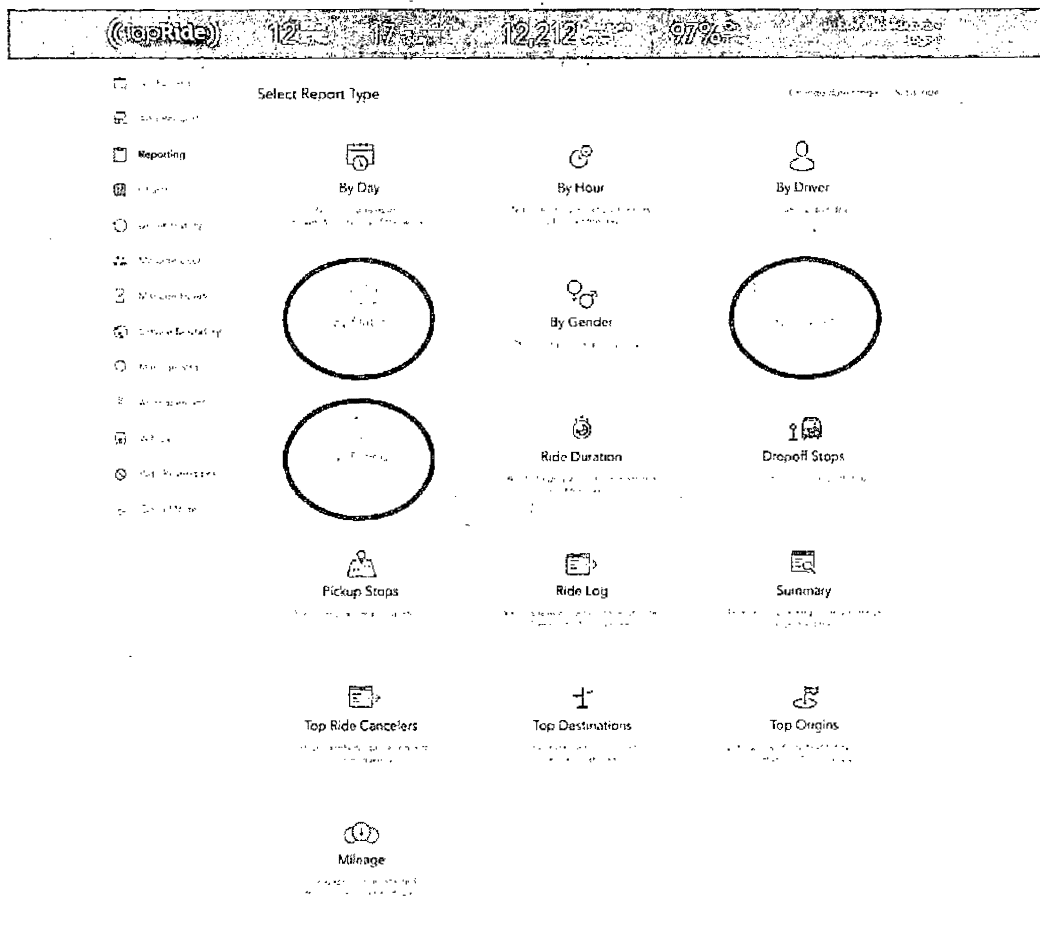
- Should have ability to import data, e.g. dynamic charts and reports, in CSV or MS Excel formats

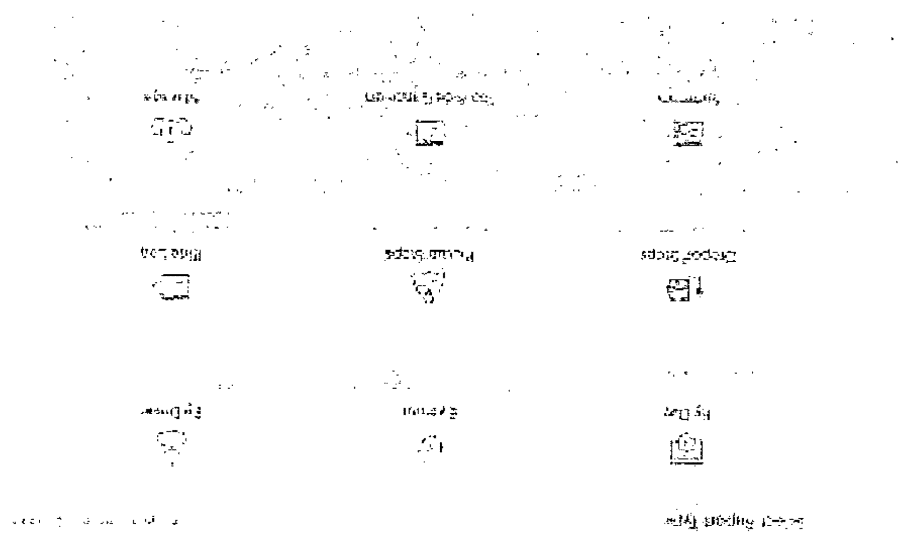
TapRide is able to comply with this requirement. TapRide allows administrators one-click export into both Excel and .csv file types.

On-Demand Report Regeneration

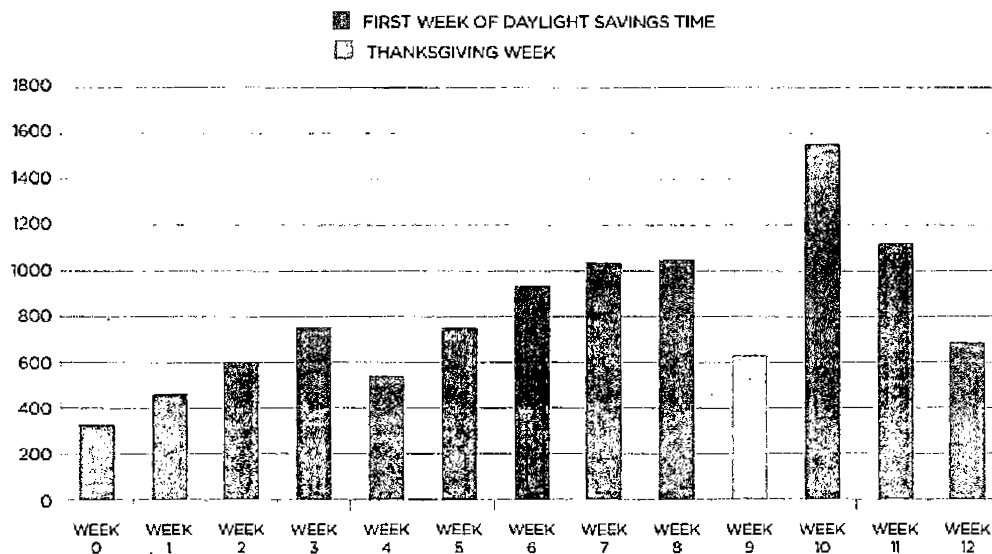
- Must have on-demand automated report generation.

Below are some common reports requested. TapRide can customize the solution to run reports based on the client's requests.





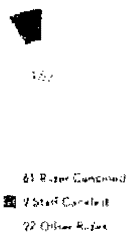
Total Riders By Week



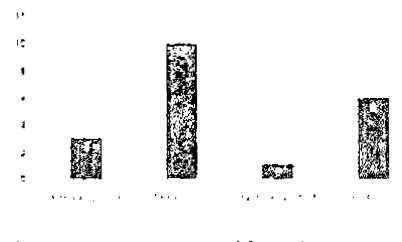
Charts

This Week

Cancellations

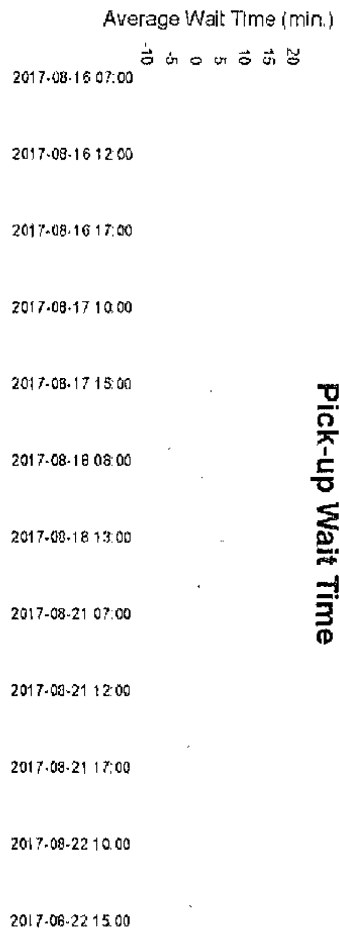


Rides by Hour

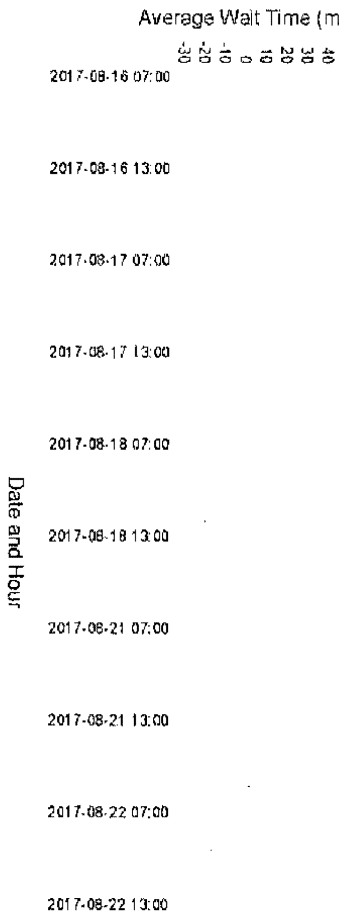


Accept Wait Time

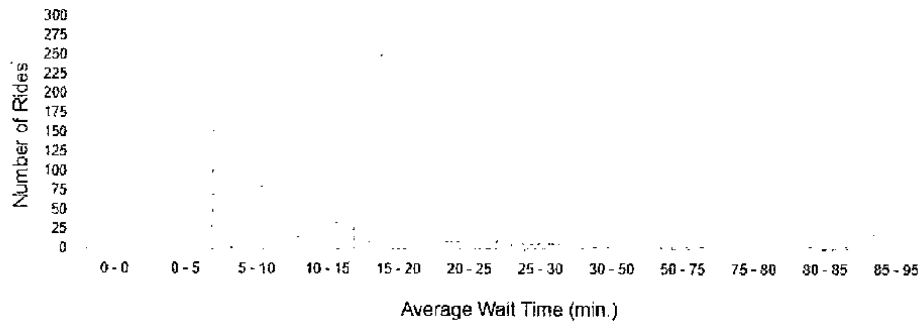
Pick-up Wait Time



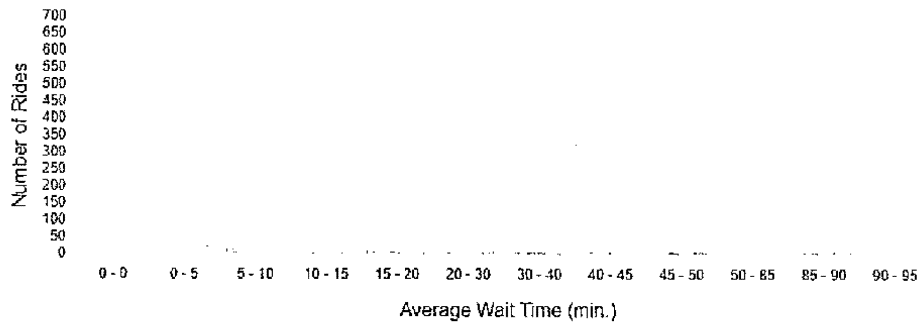
Accept Wait Time



Pickup Wait Times



Accept Wait Times

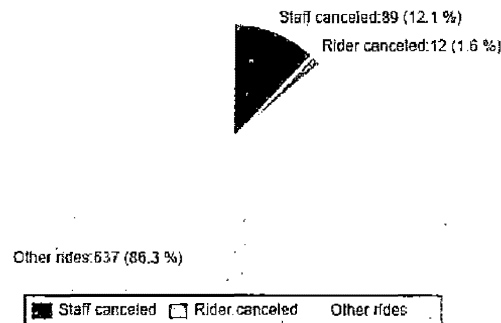


Reporting Visuals Tab within the Administrative Dashboard

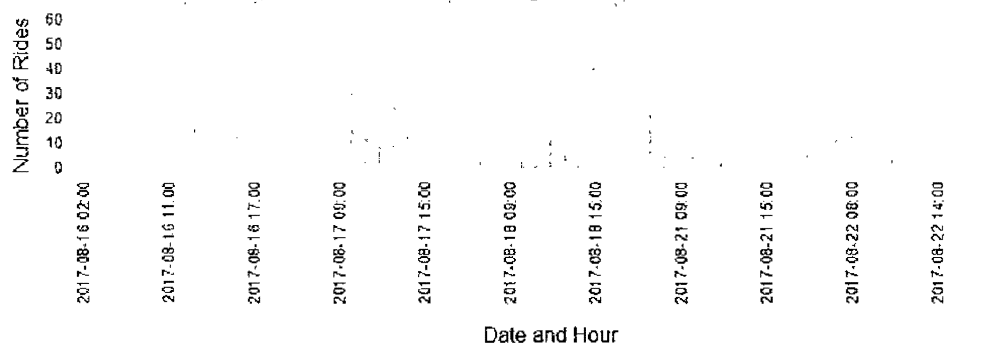
Charts for 2017-08-16 to 2017-08-23

< > This Week

Cancellations



Rides by Hour



Mobile App Integration

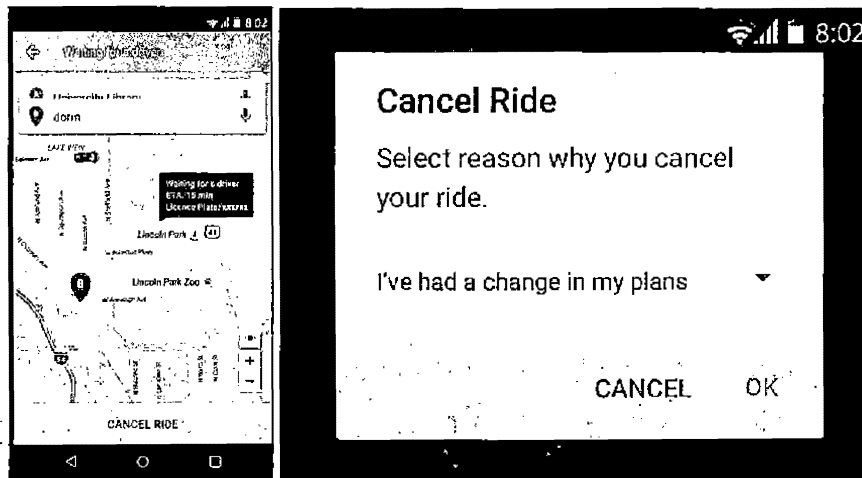
- Shall have integration with VCU Mobile app. Should have a standalone map.

TapRide is able to comply with this requirement. TapRide has experience working with standalone applications within the University space. DoubleMap has worked with over 50 clients, most in the university space. DoubleMap is the leading on-demand, saferide application provider in the nation.

Rider Options

- Shall have options and techniques for rider cancellation, including recurring trips

If a passenger wants to cancel a ride for any reason, they are able to do so using the TapRide system. Once the rider has requested a ride, they simply push the "cancel ride" button at the bottom. Riders can give a custom reason as to why they need to cancel for reporting purposes.



Rider Cancellation

Trip Reassignment

- Must have the ability to re-assign trips to different driver and vehicle

DoubleMap offers a compact dashboard that allows dispatchers to toggle in between individual vehicles and ride requests. This allows for dispatchers to efficiently assign/reassign same day trips to available vehicles. This dashboard compliments Auto Assignment and allows dispatchers to edit any itinerary they need.

Requested	Scheduled	Rider	Driver	Vehicle	ETA	Passengers	Pick up	Drop off	Status	AA	Notes	Actions
2016-11-14 1:24 PM		Rider_1431880			0 min	1	safdsa	ngbtv	New ride request	✓		Edit Cancel Log
2016-11-14 1:24 PM		Rider_1331886			1 min	1	afdsasaglk	5	New ride request	✓		Edit Cancel Log
2016-11-14 1:24 PM		Rider_1131886			0 min	1	afdsasaglk	yfd	New ride request	✓		Edit Cancel Log
2016-11-14 1:24 PM		Rider_1031886			1 min	1	ccamyjry	safdsa	New ride request	✓		Edit Cancel Log

Average Pickup Time: 56 minutes

Compact Dashboard

API Access

- Shall provide API access free of charge

TapRide is able to comply with this requirement.

Past History Data

- Shall have past history data for users (that can be obtained by user eID and/or phone number)

TapRide is able to comply with this requirement and can save past history for users that can be obtained by user eID and/or phone number.

In TapRide's administrative "Ride History" tool administrators and dispatchers are able to rider information on a ride-to-ride bases. Administrators can select the date range they would like to gather this information from and will be provided a list of rides within that date range.

Choose a date range:

Start Date	End Date	Rider's Name	Driver's Name	Vehicle's Name	Search
08/21/2017	09/02/2017	Customer Rider's Name	Dispatch Driver's Name	Optional Vehicle's Name	Search

Ride Histories: Click a row to see more details

Total ride histories 94. Displaying ride history 1 through 25.

1/4 NEXT >

Rider	Driver	Requested	Pickup	Dropoff
Tinna (Shuttle)	Mars.Meadows	2017-08-21 07:21 AM	Bruin (Evergreen 1)	Boston (Greystone 1)
Tinna (Shuttle)	Mars.Meadows	2017-08-21 07:22 AM	Dunk (GM Warehouse)	Alberto Salazar
Julia 802-938-0946	Sarah Beachy	2017-08-21 07:02 AM	Alero Max	Magista (Waterside D)
Tinna (Shuttle)	Mars.Meadows	2017-08-21 07:20 AM	Dunk (GM Warehouse)	Bruin (Evergreen 1)

Ride History

Then administrators can select the rider name and will be able to see more detailed information on that specific ride (time, pick up/drop off, number of passengers, vehicle name/license, etc...)

Julia 802-338-0946

Sarah Beauty

2017-08-21 07:02 AM

Mario Max

Maplets (Waterside D)

Scheduled Time: 2017-08-21 07:30 AM

Passengers: 1

Pickup Coordinates: 45.505276, -122.843056

Dropoff Coordinates: 45.524444, -122.829722

Time Onboard: 7.1 Minutes

Total Ride Time: 7.3 Minutes

Itinerary Input Time: 2017-08-21 07:03 AM

Accepted Time: 2017-08-21 07:03 AM

Pickup Time: 2017-08-21 07:30 AM

Dropoff Time: 2017-08-21 07:37 AM

Rides Left Status: Completed

ETA: 26

Vehicle's License Plate: 18xi 24

Vehicle's Name: 24

Mapbox © OpenStreetMap Improve this map

Log

Additionally, TapRide has a student "Ride History" feature on the rider application which allows riders to see all past rides and reuse a specific ride.

TapRide

Total rides 40. Showing 1 to 5. Ride Histories. Click a ride to view details

1 / 8 NEXT >

A DUDERSTADT

B WILLOWTREE APARTMENTS

Requested: 2016-01-22 00:34:48 AM

Driver: tojiny@umich.edu

Passengers: 1

Accepted: 2016-01-22 01:33:44 AM

Pickup: 2016-01-22 01:56:34 AM

Dropoff: 2016-01-22 02:07:02 AM

Status: Completed

TapRide

Total rides 40. Showing 1 to 5. Ride Histories. Click a ride to view details

1 / 8 NEXT >

A DUDERSTADT

B WILLOWTREE APARTMENTS

Requested: 2016-01-22 00:34:48 AM

A DUDERSTADT

B WILLOWTREE APARTMENTS

Requested: 2016-01-25 22:10:26 PM

A DUDERSTADT

B WILLOWTREE APARTMENTS

Requested: 2016-01-28 01:44:22 AM

A DUDERSTADT

B WILLOWTREE APARTMENTS

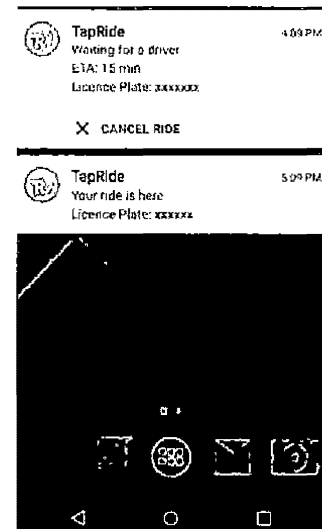
Requested: 2016-01-29 00:47:44 AM

Rider History

Rider Alerts

- *Must have the option to send push notifications to users*

Passengers will be notified at the following events: Trip request has been received, trip request has been assigned, ETA for pickup has been calculated, and vehicle has arrived at the pickup location. Notifications are sent via text message or push notification. The rider will be notified instantly that the request has been received when they submit their request, as well as, when their ride has been accepted. TapRide has a notification functionality through a feature called "honk." Honk works in two ways: 1) by allowing drivers to press a digital button labeled 'honk' in order to send additional notifications to riders, and 2) by sending a proactive notification to riders smartphones once their requested ride has arrived.



User Requirements

Platform Utilization

- *Shall be useable for both iOS and Android platforms with free-to-download iOS and Android applications.*

The TapRide system allows users to request a pickup from a computer or mobile device, and is free to download on both the Apple store and the Android Google Play Store.

Mobile App Application

- *Application must be compatible with VCU Mobile app*

TapRide is able to comply with this requirement.

Web Interface

- *User should be able to use the web interface via laptop or desktop computer to request a ride*

TapRide is able to comply with this requirement. Users are able to make ride requests via a laptop or desktop computer.

Website Requests

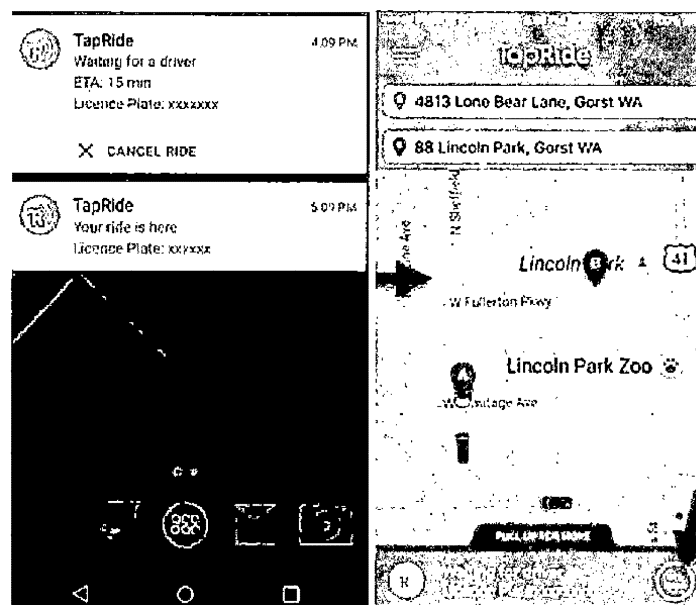
- Shall have user interface for RamSafe requests via website, to include a pre-populated list of campus pick-up and drop-off locations and shall not allow the user to request a location not prepopulated.

TapRide is able to comply with this requirement. TapRide allows administrators to create pre-populated pick up and drop off locations in addition to creating geofences that doesn't allow riders to submit rides outside of the service boundary.

Estimated Time of Arrival

- Shall provide an accurate and updated in real-time estimated time of arrival (ETA)

Following confirmation, riders are given an estimated time of arrival for their vehicle, and are then able to see their vehicle moving in real-time on the map, as well as the license plate of their driver. An example of this is shown to the right.



Real-Time ETAs

Push Notifications

- Must receive standard push notifications from drivers and dispatchers (ie driver assigned, driver arrived, cancelled request, no show)

The rider will be notified instantly that the request has been received once they submit their request. As shown in the picture, the rider will be notified when the ride has been accepted. This

notification will display important information such as ETA and license plate number. Once the driver has arrived, the rider will be notified with an additional message.

Ride Booking

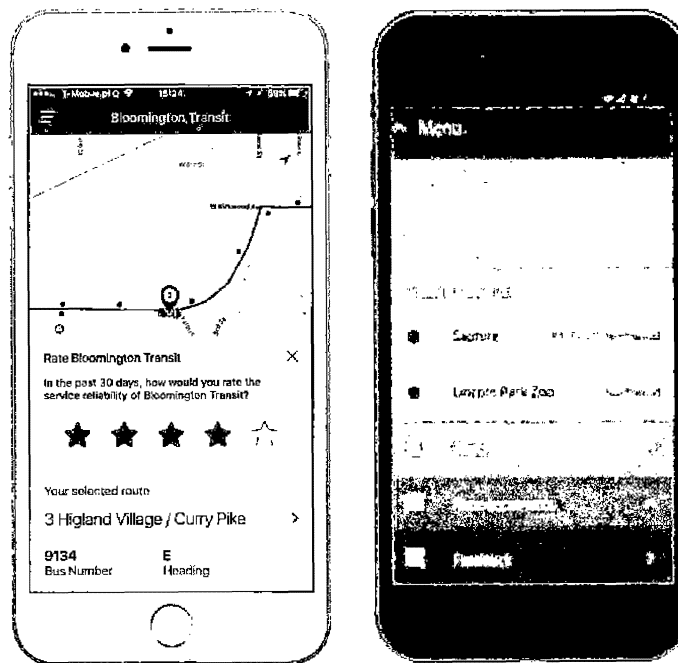
- The system shall not allow the user to schedule future rides

TapRide is able to comply with this requirement.

Feedback Option

- Should have an in app, feedback option for users to provide comments or questions

TapRide is able to comply with these requirements. TapRide is able to provide public site usage analysis through the use of Google Analytics. TapRide additionally collects a database of passenger feedback coming through the system's in-app feedback button that is shared with the client.



Rider Application (Feedback at bottom)

Data Terminal Requirements

The mobile data terminal should at a minimum:

MDT Installation

Terminal should be hard wired into each vehicle and not interfere with any current equipment installed in the vehicles

TapRide is able to comply with this requirement.

Automatic Start Up

Automatically start with the vehicle's ignition and not require any driver interaction to boot up.

TapRide is able to comply with this requirement.

Driver Input

Require the driver to input information such as name and or unit number

With the TapRide system, the driver has a specific login page with a unique signin username and password to sign into the tablet.

Power Status

Stay powered on for a minimum of 15 minutes without vehicle power and automatically logoff/power down beyond 15 minutes

TapRide is able to comply with this request.

Manufacturer Updates

Have the ability to receive manufacturer's updates to the software/firmware while devices are activated

TapRide is able to comply with this request. Server and tablet updates are sent, at a minimum once a week to ensure that the TapRide service is fully operational.

Ongoing Support and Maintenance

24/7 Support and Maintenance

Contractor shall provide ongoing 24/7 support and maintenance.

Zendesk is a project management system, that allows users to provide feedback and see progress in real-time on each task. By using Zendesk, TapRide offers transparency on all

client-provider communication. Zendesk is a ticketing system or support ticket system takes incoming customer requests for support and automatically generates a customer service ticket.

ID	Subject	Organization	Requester	DoubleMap Product Type	Requested
#17519	RE: using DoubleMap with our paratr...	ROCHESTER PUBLIC TRANSIT	Blaw	-	Thursday 11:00 am
#15519	Oregon State University SafeRide req.	Oregon State University	Nefcy, Brittany D	TapRide	Apr 19
#14772	DoubleMap/Valley Metro - Call Today...	-	Tom Logan	DoubleMap	Apr 04
#14481	Feature Request - Cancellation Timer	UW Milwaukee	Joshua Daniel Fleming	TapRide	Mar 29
#14181	RE: [DoubleMap Support] Re: Tablets	Ohio University	Gilmore, Bridget	TapRide	Mar 21
#13955	DoubleMap/Valley Metro	VALLEY METRO	Gabriel Zuniga	DoubleMap	Mar 15
#13506	DoubleMap/Valley Metro AVA and 10...	VALLEY METRO	Gabriel Zuniga	-	Mar 06
#13108	MDT Cable Replacement	Lodi	Dustin Weyand	DoubleMap	Feb 27
#12389	Auto Assignment Configuration Settin...	Tulane University	JC Paciera	TapRide	Feb 11
#15449	DoubleMap: Chicago DASH Buses 10...	Chicago Dash - Valporaiso	Donald Lornitzen	DoubleMap	Apr 18
#14858	New project	THE BUSBANK	Tony Glibkowski BusBank	DoubleMap	Apr 05

The Zendesk project management system

Zendesk acts as a shared inbox for client's questions and concerns. This way, no matter what channel the client uses to contact the company—email, chat, etc.—the support agent is always provided with a consistent ticket, making ticket management much easier for the agent to help the customer more quickly solve the issue to their satisfaction.

Customer Satisfaction :

95%

56
Good ratings

3
Bad ratings

59
Surveys sent

100%
Response rate

TapRide is able to offer a client feedback section through Zendesk. Once a ticket has been moved to solved, the client is able to respond to a survey that is automatically sent. Through this survey, the client is able to give feedback on how satisfied the client is on the update.

TapRide help desk is available 24/7/365 for fleet administrators. There, our project team will be available to provide support. General questions and requests for training materials can be sent to info@doublemap.com. VCU will be provided a direct line to a dedicated Project Manager, additionally, support inquiries may be sent to support@doublemap.zendesk.com as a secondary/fail safe measure. Our direct phone line for support inquiries is 1 (855) 463-6655.

Feedback Features

- Contractor should have a feedback feature that will assist with program issues.

TapRide is able to comply with these requirements. TapRide is able to provide public site usage analysis through the use of Google Analytics. TapRide additionally collects a database of passenger feedback coming through the system's in-app feedback button that is shared with the client.

Outside Support

- Support must be available outside of "normal operating hours"

TapRide is able to comply with this requirement. TapRide help desk is available 24/7/365 for fleet administrators. There, our project team will be available to provide support. General questions and requests for training materials can be sent to info@doublemap.com. VCU will be provided a direct line to a dedicated Project Manager, additionally, support inquiries may be sent to support@doublemap.zendesk.com as a secondary/fail safe measure. Our direct phone line for support inquiries is 1 (855) 463-6655.

Optional Hardware

Card Scanner

- The system should have a card scanner on each vehicle capable of interfacing with VCU database to verify affiliation with University with the following functionality.

TapRide is able to comply with this requirement.

In-Vehicle Terminal

- Should possibly interact with the in vehicle terminal to pick up and or drop off the user.

TapRide is able to comply with this requirement.

Inactive VCU Community Member

- Should notify driver of inactive member of the VCU community

TapRide is able to comply with this requirement.

D. Essential Procurement Needs

Freight Terms

1. *Freight terms shall be F.O.B. Destination/Prepaid with inside delivery; additional charges shall not be allowed.*

TapRide is able to comply with this requirement.

Terms and Conditions

2. *The terms and conditions of the RFP govern the resulting contract and not the Contractor terms and conditions or license agreement.*

TapRide is able to comply with this requirement.

Proposal Prices

3. *The proposal prices shall include all costs for the equipment and services including all applicable freight and travel and living expenses; extra charges will not be allowed.*

TapRide is able to comply with this requirement.

Initial Contract Term

4. *The period of the initial contract term shall be from the award through implementation of the system then continuing until the system is fully installed and operational for use at VCU. After system implementation the initial contract term may continue for one year. There are four (4) one year renewal options.*

TapRide is able to comply with this requirement.

Request for Proposals RFP #7666831JC

Issue Date: August 4, 2017

Title: RamSafe Transportation Management Software System

Send all Proposals To: Virginia Commonwealth University
Attention: Jackie Colbert
912 W Grace St, 5th floor
Richmond, Virginia 23284

Proposals Shall Be Received Until: August 30, 2017 at 11:00 AM

Direct ALL inquiries concerning this RFP to: Jackie Colbert, Information Technology Category Manager
jcolbert@vcu.edu

Questions concerning this RFP must be received via email no later than August 16, 2017 at 2:00 PM EDT.

This Request for Proposals & any Addenda are posted on the eVA website at: <http://www.eva.virginia.gov>

HARD-COPY, ORIGINAL PROPOSALS MUST BE RECEIVED IN VIRGINIA COMMONWEALTH UNIVERSITY'S DEPARTMENT OF PROCUREMENT SERVICES ON OR BEFORE THE DATE AND TIME DESIGNATED ON THIS SOLICITATION. ELECTRONIC SUBMISSIONS AND FACSIMILE SUBMISSIONS WILL NOT BE ACCEPTED IN LIEU OF THE HARD-COPY, ORIGINAL PROPOSAL. VENDORS ARE RESPONSIBLE FOR THE DELIVERY OF THEIR PROPOSAL. PROPOSALS RECEIVED AFTER THE OFFICIAL DATE AND TIME WILL BE REJECTED. THE OFFICIAL DATE AND TIME USED IN RECEIPT OF RESPONSES IS THAT TIME ON THE CLOCK OR AUTOMATIC TIME STAMP IN THE DEPARTMENT OF PROCUREMENT SERVICES.

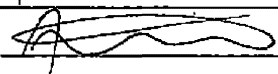
IF PROPOSALS ARE HAND DELIVERED OR SENT BY FEDEX, UPS, OR ANY OTHER PRIVATE COURIER, DELIVER TO THE ADDRESS NOTED ABOVE: VIRGINIA COMMONWEALTH UNIVERSITY, ATTENTION: Jackie Colbert, 912 W. GRACE ST., 5TH FLOOR, RICHMOND, VA 23298-0327. IF USING US MAIL (NOT RECOMMENDED): IF PROPOSALS ARE MAILED VIA US MAIL ONLY, MAIL TO VIRGINIA COMMONWEALTH UNIVERSITY, ATTN: Jackie Colbert, PO BOX 980327, RICHMOND, VA 23298-0327. THE RFP NUMBER, DATE AND TIME OF PROPOSAL SUBMISSION DEADLINE, AS REFLECTED ABOVE, MUST CLEARLY APPEAR ON THE FACE OF THE RETURNED PROPOSAL PACKAGE.

In Compliance With This Request for Proposals And To All Conditions Imposed Therein and Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services Described Herein In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation. Furthermore, The Undersigned Agrees Not To Start Any Work Relative To This Particular Solicitation Until A Resulting Formal Signed Purchase Order Is Received By The Contractor From University's Department of Procurement Services. Any Work Relative To This Request for Proposals Performed By The Contractor Prior To Receiving A Formal Signed Purchase Order Shall Be At The Contractor's Own Risk And Shall Not Be Subject To Reimbursement By The University.

Signature below constitutes acknowledgement of all information contained through links referenced herein.

NAME AND ADDRESS OF COMPANY:

DoubleMap, Inc.
429 N Pennsylvania St. Suite 401
Indianapolis, IN Zip Code 46204
E-Mail Address: ilya@doublemap.com
Telephone: (855) 463-6655
Toll free, if available
DUNS NO.: 029113583

Date: 9/7/2017
By (Signature In Ink): 
Name Typed: Ilya Rekhter
Title: CEO
Fax Number: () N/A
Toll free, if available
FEI/FIN NO.: 45-3658717

REGISTERED WITH eVA: () YES ☒ NO
VIRGINIA DSBSD CERTIFIED: () YES ☒ NO
DSBSD CERTIFICATION #:

SMALL BUSINESS: () YES ☒ NO
MINORITY-OWNED: () YES ☒ NO
WOMEN-OWNED: () YES ☒ NO

ORIGINAL

A Pre-Proposal conference will be held. See Section V herein for additional information.

THIS SOLICITATION CONTAINS 35 PAGES.

APPENDIX I

PARTICIPATION IN STATE PROCUREMENT TRANSACTIONS SMALL BUSINESSES AND
BUSINESSES OWNED BY WOMEN AND MINORITIES

The following definitions will be used in completing the information contained in this Appendix.

Definitions

- **Small business** is an independently owned and operated business which, together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. Nothing in this definition prevents a program, agency, institution or subdivision from complying with the qualification criteria of a specific state program or federal guideline to be in compliance with a federal grant or program.
- **Women-owned business** is a business concern which is at least 51 percent owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more women, and whose management and daily business operations are controlled by one or more of such individuals.
- **Minority-owned business** is a business concern which is at least 51 percent owned by one or more minorities or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more minorities and whose management and daily business operations are controlled by one or more of such individuals.
- **Minority Individual:** "Minority" means a person who is a citizen of the United States or a legal resident alien and who satisfies one or more of the following definitions:
 - "Asian Americans" means all persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands, including but not limited to Japan, China, Vietnam, Samoa, Laos, Cambodia, Taiwan, Northern Marianas, the Philippines, U. S. territory of the Pacific, India, Pakistan, Bangladesh and Sri Lanka and who are regarded as such by the community of which these persons claim to be a part.
 - "African Americans" means all persons having origins in any of the original peoples of Africa and who are regarded as such by the community of which these persons claim to be a part.
 - "Hispanic Americans" means all persons having origins in any of the Spanish speaking peoples of Mexico, South or Central America, or the Caribbean Islands or other Spanish or Portuguese cultures and who are regarded as such by the community of which these persons claim to be a part.
 - "Native Americans" means all persons having origins in any of the original peoples of North America and who are regarded as such by the community of which these persons claim to be a part or who are recognized by a tribal organization.
 - "Eskimos and Aleuts" means all persons having origins in any of the peoples of Northern Canada, Greenland, Alaska, and Eastern Siberia and who are regarded as such in the community of which these persons claim to be a part.

PARTICIPATION BY SMALL BUSINESSES, BUSINESSES OWNED BY WOMEN
BUSINESSES OWNED BY MINORITIES

This appendix should only be completed by firms that are not Virginia Department of Small Business and Supplier Diversity (DSBSD) certified small businesses.

Offeror certifies that it will involve Small Businesses, Women-Owned Businesses, and/or Minority-Owned Businesses (SWaM) in the performance of this contract either as part of a joint venture, as a partnership, as Subcontractors or as suppliers.

VCU has an overall goal of 42% SWaM participation for all annual purchases and seeks the maximum level of participation possible from all its contractors.

List the names of the SWaM Businesses your firm intends to use and identify the direct role of these firms in the performance of the contract. State whether the firm is a Small Business (SB), Women-Owned (WO), or Minority-Owned (MO).

<u>Name of Businesses:</u>	<u>SB, WO, MO:</u>	<u>Role in contract:</u>
Bio.Net Electric LLC	Small Minority Owned Business	wiring from the terminal to the vehicle battery

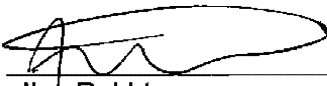
Commitment for utilization of DSBSD SWaM Businesses:

5 % of total contract amount that will be performed by DSBSD certified SWaM businesses.

Identify the individual responsible for submitting SWaM reporting information to VCU:

Name Printed: Reid Young
Email: reid@doublemap.com
Phone: 317-969-8798
Firm: DoubleMap, Inc.

Offeror understands and acknowledge that the percentages stated above represent a contractual commitment by the Offeror. Failure to achieve the percentage commitment will be considered a breach of contract and may result in contract default.

Acknowledged:
By (Signature): 
Name Printed: Ilya Rekhter
Title: CEO
Email: ilya@doublemap.com

ORIGINAL

Note: Small, Minority and/or Women-owned business sub-contractors are required to become certified and maintain certification through the Virginia Department of Small Business and Supplier Diversity (DSBSD; <http://www.sbsd.virginia.gov/swamcert.html>) to fulfill the Offeror's commitment for utilization.

APPENDIX II INVOICING AND PAYMENT

Invoicing:

The Contractor shall submit a fully itemized invoice to Virginia Commonwealth University, Accounts Payable and Support Services, Box 980327, Richmond, VA 23298-0327, that, at minimum, includes the following information: the Virginia Commonwealth University purchase order number; a description of the goods or services provided; quantities; unit prices; extended prices; and total prices. Payment will be issued in accordance with the payment method selected below and with the Commonwealth of Virginia Prompt Payment Legislation.

Upon request by VCU, the Contractor shall submit invoices electronically using the Ariba Network or other e-commerce channel utilized by VCU; and agrees to comply, within reason, with any future e-commerce initiatives including, but not limited to: procurement, procurement content, sourcing or any other electronic procurement and sourcing solutions.

Questions regarding this method of invoicing should be sent to: ecommerce@vcu.edu.

Payment:

VCU Procurement Services is automating the payment process to the greatest extent possible. Contractors are encouraged to accept payment electronically through the commercial card program. Please review the payment methods described below and select one for your firm. By selecting the payment method below, Contractor acknowledges that the selected payment method is **not specific to the contract resulting from this solicitation and will apply to all payments made to the Contractor** by Virginia Commonwealth University. For example, if the Contractor has an existing contract(s) and is currently receiving payment by paper check, and the Contractor is now electing to receive payment by the commercial card, **all payments** will be made using the commercial card once the commercial card payment process is implemented for the firm.

Payment Methods

1. Electronically through a Wells Fargo Visa commercial card: Payment will be made ten days (10) after receipt of a proper invoice for the amount of payment due, or ten (10) days after receipt of the goods or services, whichever is later.

It is the Contractor's responsibility to contact its banking institutions to determine any credit limit that may restrict the payment of invoices. It is the Contractor's responsibility to have its credit limit raised as necessary to facilitate the timely payment of all invoices. Invoices exceeding the Contractor's credit limit will be returned unpaid.

Failure to accept the commercial card after award of contract will be considered a contract compliance issue and will be addressed accordingly. In addition, invoices will be returned without payment until the Contractor can accept the payment through the commercial card.

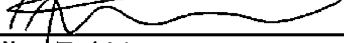
Questions regarding this method of payment should be sent to commcard@vcu.edu.

2. **ACH:** Electronic payment via automated clearing house (ACH) to the vendor provided bank account of record. Payment is processed thirty (30) days after receipt of a proper invoice for the amount of payment due, or thirty (30) days after receipt of the goods or services, whichever is later. Additional information about ACH payments is available at: <http://treasury.vcu.edu/banking/vendor-ach/>.

Contractor must indicate the method of payment selected:

☐ Commercial Card Payment (Wells Fargo VISA)
☒ Automated Clearing House (ACH)

Invoicing and Payment Method Acknowledgement:

Signature: 
Name Printed: Ilya Rekhter
Title: CEO
Name of Firm: DoubleMap, Inc.
Date: 9/7/2017

ORIGINAL

Please identify the following contact information for the individual who will serve as the appropriate point of contact within your company to be contacted by VCU Accounts Payable to implement the electronic invoicing and payment processes:

Name of the individual: Ilya Rekhter
Title: CEO
Mailing address: 429 N Pennsylvania St. Suite 401
Indianapolis, IN 46204
Email address: ilya@doublemap.com
Phone number: 855-463-6655
Fax number: N/A



VCU Procurement Services

RFP - Addendum

DATE: August 23, 2017

ADDENDUM NO. 1 TO ALL OFFERORS:

Reference - Request for Proposals: RFP #7666831JC

Commodity/Title: RamSafe Transportation Management Software System

Issue Date: August 4, 2017

Proposal Due: August 30, 2017 at 11:00 AM

Pre-Proposal Conference: August 17, 2017 at 2:00

Revised Due Date: September 13, 2017 at 11:00 AM

The above is hereby changed to read: **See Attached.**

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature of this addendum does not constitute your signature on the original proposal document. The original proposal document must also be signed.

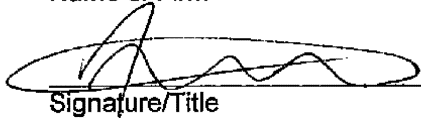
Very truly yours,



Phone: (804)

DoubleMap, Inc.

Name of Firm



Signature/Title

9/7/2017

Date

ORIGINAL

I. PRICING SCHEDULE:

A. Offerors shall provide all costs associated with license price, set-up, implementation, hosting, training and maintenance to include all items described in Section VI. STATEMENT OF NEEDS for the proposed solution. Offerors shall provide additional costs associated with the STATEMENT OF NEEDS, as appropriate. Offerors shall complete and submit the Pricing Schedule below.

B. Project Price Proposal: In paragraph form describe the proposed Total Price for the proposed solution to include details about how the software is licensed (named user, concurrent user, site license, a hosted solution, etc...), rates and job titles for professional IT services for implementation, upgrades, customization or training, maintenance and support to include Help Desk assistance, and any hardware costs. The Total Price shall be for complete implementation and installation ready for the use at VCU including all freight and travel and living expenses. Extra charges shall not be allowed. Pricing shall include inside delivery (e.g. freight, transportation) charges, F.O.B. Destination/Prepaid.

C. Pricing Schedule

<u>Description</u>	<u>Price</u>
License for the Transportation Management System For the First Year	<u>\$1,002.30 (One-Time Fee)</u>
a. discount for software	
<u>*1yr=0%, 3yr=5%, 5yr=10% Discounts apply to total annual costs each year.</u>	
1. Total hardware, if applicable	<u>\$24,392.32 (One-Time Fee)</u>
a. individual hardware price	
<u>\$1,876.33</u>	
b. discount for hardware	
<u>*1yr=0%, 3yr=5%, 5yr=10%</u>	
2. Fixed price for implementation and installation	<u>\$10,684.74 (One-Time Fee)</u>
a. List the job titles and hourly rates that total to the fixed price for implementation to include all freight and travel and living expenses	
3. Hosting price for the first year, if applicable	<u>\$1,957.53 (Annual)</u>

4. Maintenance and support for the first year	<u>\$53,911.85 (Annual)</u>
5. Training	<u>\$879.04 (One-Time Fee)</u>
6. Total Price for Section VIII.C.	<u>\$92,827.78</u>