



Miami-Dade County, Florida Contract NO. 746
 This project is funded by the American Recovery & Reinvestment Act (ARRA)
 Exhibit 5 - Project Schedule

ID	Task Name	Duration	Start	Finish	Predecessors	Resource Names
1	TRANSIT OPERATIONS SYSTEM REPLACEMENT PROJECT	0 days	Mon 1/17/13	Tue 8/22/15		
2	Milestone: NTP - Signed Contract	0 days	Mon 1/17/13	Mon 1/17/13		
3	PHASE I: Project Planning & Kick Off	1 day	Mon 1/14/13	Mon 1/14/13		MDT & TRAPEZE
4	Project Kickoff Meeting with Client	1 day	Mon 1/14/13	Mon 1/14/13 6SS		TRAPEZE PM
5	Deliverable: Software User Manuals & V12 OPS Build	0 days	Mon 1/14/13	Mon 1/14/13 6,7		MDT PM, TRAPEZE PM
6	Milestone: Phase 1 Complete	0 days	Mon 1/14/13	Mon 1/14/13 8		Trapeze-PM, MDT PM
7	Payment Milestone 1: Completion of NTP/Mobilization/Kick-off at Miami-Dade Transit site/Performance and Payment bonds Issued/Quality Assurance Plan	0 days	Mon 1/14/13	Mon 1/14/13 8		
8	PHASE II: Preliminary Design Review	85 days	Mon 1/17/13	Sat 5/4/13		MDT PM
9	MDT provides supporting documentation for Preliminary Design Review Meetings	5 days	Mon 1/17/13	Fri 1/18/13 3		TRAPEZE PM, TRAPEZE TPS1, TRAPEZE TPS2, MDT
10	On-Site Preliminary Design Review Meetings - Trip 1	5 days	Mon 1/21/13	Fri 1/25/13 12		TRAPEZE PM, TRAPEZE TPS2
11	Off-Site Documentation	5 days	Mon 1/28/13	Fri 2/1/13 13		TRAPEZE PM, TRAPEZE TPS1, TRAPEZE TPS2, MDT
12	On-Site Preliminary Design Review Meetings - Trip 2	5 days	Mon 2/4/13	Fri 2/8/13 14		TRAPEZE TPS1, TRAPEZE TPS2
13	Off-Site Documentation	15 days	Mon 2/11/13	Fri 3/1/13 15		TRAPEZE PM, TRAPEZE TPS1, TRAPEZE TPS2, MDT
14	On-Site Presentation of Preliminary Design Review & Project Implementation Plan	5 days	Mon 3/4/13	Fri 3/8/13 16		TRAPEZE PM
15	Deliverable: First Draft of Preliminary Design Review Document	1 day	Mon 3/4/13	Mon 3/4/13 16		Trapeze-PM, MDT PM
16	Payment Milestone 2: Delivery of Preliminary Design Review Document/Travel to Miami-Dade Transit for Operational Review/Analysis of MDT operations business processes/Delivery of Preliminary Design Review Document	0 days	Thu 4/4/13	Thu 4/4/13 18		
17	MDT Review & Revision of Preliminary Design Review	10 days	Thu 4/4/13	Wed 4/17/13 19		MDT
18	MDT sends questions/clarifications to Trapeze	1 day	Thu 4/18/13	Thu 4/18/13 20		MDT PM
19	Trapeze updates Preliminary Design Review & Project Implementation Plan, as required	8 days	Fri 4/19/13	Tue 4/30/13 21		TRAPEZE PM, TRAPEZE TPS1
20	Deliverable: Final Preliminary Design Review Document	0 days	Tue 4/30/13	Tue 4/30/13 22		TRAPEZE PM
21	Milestone: Acceptance of Preliminary Design Review Document	0 days	Tue 4/30/13	Tue 4/30/13 23		MDT PM
22	Milestone: Phase 2 Complete	0 days	Tue 4/30/13	Tue 4/30/13 24		MDT PM, TRAPEZE PM
23	Payment Milestone 3: Completion and acceptance of Preliminary Design Review (PDR)	0 days	Sat 5/4/13	Sat 5/4/13 25		Trapeze-PM, MDT PM
24	PHASE III: Version 12 Upgrade	81 days	Fri 1/25/13	Fri 5/17/13		
25	Fixed Route Products (FX, Blockbuster, PLAN, INFO-COM, InfoServerFX)	81 days	Fri 1/25/13	Fri 5/17/13		TRAPEZE PM
26	PHASE A: Preparation	6 days	Fri 1/25/13	Fri 2/1/13		MDT TEAM
27	Trapeze sends upgrade documentation & procedures for MDT review	1 day	Fri 1/25/13	Fri 1/25/13 35SF+15 days		
28	MDT reviews & completes upgrade documentation	4 days	Mon 1/28/13	Thu 1/31/13 31		MDT PM
29	MDT returns upgrade documentation	1 day	Fri 2/1/13	Fri 2/1/13 32		MDT PM, TRAPEZE PM
30	Milestone: Phase A Complete	0 days	Fri 2/1/13	Fri 2/1/13 33		
31	PHASE B: Custom Reports & Interface Conversion & Testing	35 days	Mon 2/4/13	Fri 3/22/13		TRAPEZE DEV
32	Trapeze Development - Custom Reports Upgrade to Version 12	30 days	Mon 2/4/13	Fri 3/15/13 34		TRAPEZE TPS
33	Trapeze Development - Custom Interfaces Upgrade to Version 12	30 days	Mon 2/4/13	Fri 3/15/13 36SS		MDT PM, TRAPEZE PM
34	Trapeze Acceptance Testing of Reports and Interfaces	5 days	Mon 3/18/13	Fri 3/22/13 38		
35	Milestone: Phase B Complete	0 days	Fri 3/22/13	Fri 4/26/13		MDT PM
36	PHASE C: Test Environment Upgrade	81 days	Fri 2/1/13	Thu 2/7/13 33SS		MDT IT
37	MDT confirms if Test environment meets Trapeze minimum specifications	5 days	Fri 2/1/13	Thu 2/7/13 33SS		TRAPEZE TPS
38	MDT refreshes Trapeze Test Database with a recent copy of Trapeze Production database	5 days	Fri 2/1/13	Thu 2/7/13 34		TRAPEZE TPS
39	Trapeze performs Acceptance Testing for Version 12	10 days	Fri 2/1/13	Thu 2/21/13 42		TRAPEZE TPS
40	Trapeze upgrades software to Version 12 in MDT Test Environment	1 day	Fri 2/22/13	Fri 2/22/13 43		TRAPEZE TPS
41	On-Site Trapeze training - new features in Version 12	3 days	Mon 2/25/13	Wed 2/27/13 44		TRAPEZE TPS
42	Trapeze installs upgraded custom reports and interfaces	1 day	Mon 3/18/13	Mon 3/18/13 36,37		MDT TESTERS
43	Trapeze conducts Acceptance Testing - Software	10 days	Mon 3/18/13	Fri 3/29/13 46SS		MDT TESTERS
44	MDT conducts Acceptance Testing - Reports and Interfaces	10 days	Mon 3/18/13	Fri 3/29/13 48,47		MDT PM, TRAPEZE PM
45	Issue Reporting and Resolution	20 days	Mon 4/1/13	Fri 4/26/13 47,49		MDT PM
46	Milestone: Acceptance of Version 12 upgrade in Test Environment	0 days	Fri 4/26/13	Fri 4/26/13 47,49		



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ID	Task Name	Duration	Start	Finish	Predecessors	Resource Names
51	Milestone: Phase C Complete	0 days	Fri 4/26/13	Fri 4/26/13 50		MDT PM, TRAPEZE PM
52	PHASE D: Product Environment Upgrade	76 days	Fri 2/1/13	Fri 6/17/13		MDT PM
53	MDT confirms if Production environment meets Trapeze minimum specifications	1 day	Fri 2/1/13	Fri 2/1/13 3355		MDT IT
54	MDT prepares for Production Upgrade	5 days	Mon 4/29/13	Fri 5/3/13 50		TRAPEZE TPS
55	Trapeze upgrades software to Version 12 in MDT Production Environment - DATE TBD	1 day	Sat 5/4/13	Sat 5/4/13 54		MDT PM, TRAPEZE PM
56	Issue Reporting and Resolution	10 days	Thu 5/16/13	Thu 5/16/13 5555		MDT PM
57	Milestone: Phase D Complete - Version 12 Upgrade Complete for Fixed Route Products	0 days	Thu 5/16/13	Thu 5/16/13 56		MDT PM, TRAPEZE PM
58	Milestone 4: Upgrade of Fixed Route software suite to Version 12	0 days	Thu 5/16/13	Thu 5/16/13 57		
59	PHASE IV: Hardware Installation & Configuration	0 days	Fri 5/17/13	Fri 5/17/13 58		TRAPEZE PM
60	Order: Hardware as per contract specifications	80 days	Mon 1/14/13	Fri 5/3/13		
61	Deliverable: Hardware Arrives on-site at MDT	5 days	Mon 1/14/13	Fri 1/18/13 6555		Trapeze-PM, MDT PM
62	Payment Milestone 5: Delivery of Hardware	0 days	Fri 2/22/13	Fri 2/22/13 62		
63	Equipment Staging & Installation	10 days	Fri 3/22/13	Thu 4/4/13 63		
64	Database Software Installation	10 days	Fri 3/22/13	Thu 4/18/13 64		
65	Off-site Preparation of Documentation	10 days	Fri 4/5/13	Thu 5/2/13 65		
66	Deliverable: Final Documentation of Hardware Infrastructure	1 day	Fri 4/19/13	Fri 4/19/13 66		TRAPEZE PM
67	Milestone: Acceptance of Hardware Installation & Configuration	0 days	Fri 5/3/13	Fri 5/3/13 66		MDT PM
68	Payment Milestone 6: Completion of Hardware Installation and Configuration.	0 days	Fri 5/3/13	Fri 5/3/13 67,64,65,66		MDT PM, TRAPEZE PM
69		0 days	Fri 5/3/13	Fri 5/3/13 68		Trapeze-PM, MDT PM
70		0 days	Mon 4/28/13	Mon 4/28/13		
71	PHASE V: Design, Installation & Software Configuration	120 days	Wed 5/1/13	Wed 10/16/13		TRAPEZE DEV
72	Customization Development & Testing	120 days	Wed 5/1/13	Wed 10/16/13 24		
73	Prerequisites for Installation & Data Development	20 days	Wed 5/1/13	Mon 5/27/13		MDT IT
74	Client prepares Employee information in Trapeze Standard Format and Delivers File to Trapeze	20 days	Wed 5/1/13	Mon 5/27/13 24		
75	Installation & Data Development	10 days	Tue 5/28/13	Mon 6/10/13		TRAPEZE TPS1
76	On-Site installation (OPS, OPS-MON, OPS-SIT, OPS-WEB, ViewPoint)	2 days	Tue 5/28/13	Wed 5/29/13 75,89		TRAPEZE TPS1
77	On-Site System Administration Training	1 day	Thu 5/30/13	Thu 5/30/13 77		TRAPEZE TPS1
78	On-Site Ancillary Data Configuration (includes loading of Employees into OPS)	2 days	Fri 6/3/13	Mon 6/3/13 78		TRAPEZE TPS1
79	On-Site Supervision of Data Development	5 days	Tue 6/4/13	Mon 6/10/13 79		TRAPEZE TPS1
80	Milestone: Acceptance of Installation, System Administration Training and Ancillary Data Config	0 days	Mon 6/10/13	Mon 6/10/13 77,78,80		MDT PM
81	Milestone: Phase 5 Complete	0 days	Mon 6/10/13	Mon 6/10/13 76		MDT PM, TRAPEZE PM
82	Payment Milestone 7: Completion of Installation of Software	0 days	Fri 5/10/13	Fri 5/10/13		Trapeze-PM, MDT PM
83		271 days	Mon 7/7/14	Mon 7/7/14		
84	PHASE VI: Trapeze Acceptance Testing & Training	20 days	Tue 6/4/13	Mon 7/1/13		MDT PM
85	Bidding Module	5 days	Tue 6/4/13	Mon 6/10/13 79		TRAPEZE PM
86	Client provides list of attendees for training (max 8 ppl)	1 day	Tue 6/11/13	Tue 6/11/13 87		TRAPEZE TPS1
87	Deliverable: Bidding Training Agenda	5 days	Tue 6/11/13	Mon 6/24/13 87		TRAPEZE TPS1
88	Trapeze Acceptance Testing and Preparation for Training	5 days	Tue 6/11/13	Mon 7/1/13 89		MDT PM
89	On-Site Bidding Training	0 days	Mon 7/1/13	Mon 7/1/13 90		
90	Milestone: Acceptance of Bidding Training	54 days	Mon 7/1/13	Fri 9/27/13		MDT PM
91	Dispatch & Yard Modules with OPS-Sign In Terminal	5 days	Tue 8/6/13	Mon 8/12/13 152/FS+4 days		MDT PM
92	Client provides list of attendees for training sessions (max 8 ppl)	1 day	Tue 8/13/13	Tue 8/13/13 93		TRAPEZE PM
93	Deliverable: Dispatch & Yard Training Agenda	5 days	Tue 8/13/13	Mon 8/19/13 93,90		TRAPEZE TPS1, TRAPEZE TPS2
94	Trapeze Acceptance Testing and Preparation for Training	5 days	Mon 7/15/13	Mon 7/15/13		TRAPEZE TPS1
95	Payment Milestone 8: Completion of Trapeze Acceptance Testing and Preparation for Training	5 days	Tue 8/20/13	Mon 8/26/13 95		TRAPEZE TPS1
96	On-Site Dispatch & Yard Training (Session 1)	5 days	Tue 8/20/13	Mon 8/26/13 95		TRAPEZE TPS2
97	On-Site Dispatch & Yard Training (Session 2)	5 days	Tue 8/27/13	Tue 9/3/13 97		TRAPEZE TPS1
98	On-Site Dispatch & Yard Training (Session 3)	5 days	Tue 8/27/13	Tue 9/3/13 97		TRAPEZE TPS2
99	On-Site Dispatch & Yard Training (Session 4)	5 days	Tue 8/27/13	Tue 9/3/13 98		TRAPEZE TPS1
100	On-Site Dispatch & Yard Training (Session 5)	5 days	Wed 9/11/13	Tue 9/17/13 98FS+5 days		TRAPEZE TPS1
101	On-Site Dispatch & Yard Training (Session 6)	5 days	Wed 9/11/13	Tue 9/17/13 100FS+5 days		TRAPEZE TPS2
102						



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103	On-Site Dispatch & Yard Training (Session 7)	5 days	Wed 9/18/13	Tue 9/24/13 101		TRAPEZE TPS1
104	On-Site Dispatch & Yard Training (Session 8)	5 days	Wed 9/18/13	Tue 9/24/13 102		TRAPEZE TPS2
105	On-Site OPS-Sign In Terminal Configuration and Training	0 days	Wed 9/26/13	Fri 9/27/13 103		TRAPEZE TPS1
106	Milestone: Acceptance of Dispatch, Yard and Sign In Terminal Training	0 days	Wed 9/26/13	Fri 9/27/13 97,98,99,100,101, MDT PM		
107	Timekeeping & Accruals Modules	48 days	Wed 9/25/13	Wed 12/4/13		MDT DISPATCHERS
108	Client enters a minimum of 2 weeks of dispatch data into OPS	1 day	Tue 10/8/13	Mon 10/7/13 104		MDT IT
109	Client provides back up of Trapeze database with 2 weeks of dispatch data in OPS	30 days	Tue 10/1/13	Tue 10/8/13 108		TRAPEZE TPS1, TRAPEZE TPS2
110	Trapeze configures OPS Timekeeping & Accrual Rules	5 days	Tue 10/22/13	Mon 11/11/13 108SS+4 days		MDT PM
111	Client provides list of attendees for training (max 8 ppl)	1 day	Tue 10/29/13	Mon 10/28/13 159,160		TRAPEZE PM
112	Deliverable: Timekeeping Training Agenda	5 days	Tue 10/29/13	Tue 10/29/13 111		TRAPEZE TPS1, TRAPEZE TPS2
113	Trapeze Acceptance Testing and Preparation for Training	1 day	Tue 11/12/13	Mon 11/18/13 110		TRAPEZE TPS1, TRAPEZE TPS2
114	Deliverable: Initial OPS Timekeeping Rules	1 day	Tue 11/19/13	Tue 11/19/13 113		TRAPEZE TPS1
115	On-Site Timekeeping Training (Session 1)	5 days	Tue 11/19/13	Wed 11/27/13 113		TRAPEZE TPS1
116	On-Site Timekeeping Training (Session 2)	5 days	Thu 11/28/13	Wed 12/4/13 115,116		MDT PM
117	Milestone: Acceptance of Timekeeping & Accruals Training	0 days	Wed 12/4/13	Wed 12/4/13 115,116		
118	Workforce Management & Employee Appraisals Modules	27 days	Fri 1/31/14	Mon 3/10/14		MDT PM
119	Client provides list of attendees for training (max 8 ppl)	5 days	Tue 2/11/14	Mon 2/17/14 165		MDT PM
120	Deliverable: Workforce Management & Employee Appraisals Training Agenda	1 day	Tue 2/18/14	Tue 2/18/14 119		TRAPEZE PM
121	Trapeze Acceptance Testing and Preparation for Training	5 days	Tue 2/18/14	Mon 2/24/14 119		TRAPEZE TPS1, TRAPEZE TPS2
122	On-Site Workforce Management & Employee Appraisals Training (Session 1)	5 days	Tue 2/25/14	Mon 3/9/14 121		TRAPEZE TPS1
123	On-Site Workforce Management & Employee Appraisals Training (Session 2)	5 days	Tue 3/4/14	Mon 3/10/14 122		TRAPEZE TPS2
124	Milestone: Acceptance of Workforce Management Training	0 days	Mon 3/24/14	Mon 3/24/14 121,122		MDT PM
125	Payment Milestone 9: Completion of Bidding, Dispatching, Timekeeping and Workforce Mgmt Training	0 days	Fri 1/31/14	Fri 1/31/14		Trapeze-PM,MDT PM
126	OPS-Web (Employee Information & Bidding Requests)	13 days	Tue 4/8/14	Thu 4/24/14		MDT PM
127	Client provides list of attendees for training (max 8 ppl)	5 days	Tue 4/8/14	Mon 4/14/14 170		TRAPEZE PM
128	Deliverable: OPS-Web Configuration & Training Agenda	1 day	Tue 4/15/14	Tue 4/15/14 172		TRAPEZE PM
129	Trapeze Acceptance Testing and Preparation for Training	5 days	Tue 4/15/14	Mon 4/21/14 172		TRAPEZE TPS1
130	On-Site OPS-Web Training (Employee Information & Bidding Requests)	3 days	Thu 4/24/14	Thu 4/24/14 129		TRAPEZE TPS1
131	Reports	13 days	Tue 5/27/14	Thu 6/12/14		MDT PM
132	ViewPoint	30 days	Tue 5/27/14	Mon 7/7/14		MDT PM, TRAPEZE PM
133	Milestone: Phase 6 Complete	0 days	Mon 7/7/14	Mon 7/7/14 145		
147	PHASE VII: MDT Acceptance Testing	281 days	Tue 7/2/13	Mon 9/1/14		
148	Bidding Module	20 days	Tue 7/2/13	Tue 7/30/13		MDT TESTERS
149	Client conducts Bidding Acceptance Testing	10 days	Tue 7/2/13	Tue 7/16/13 90		MDT PM
150	Client reports issues to Trapeze	1 day	Wed 7/17/13	Wed 7/17/13 149		TRAPEZE TPS1, TRAPEZE TPS2
151	Trapeze reviews/addresses issues reported	0 days	Wed 7/17/13	Tue 7/30/13 151		MDT PM
152	Milestone: Acceptance of Bidding Module	0 days	Tue 7/30/13	Tue 7/30/13 151		
153	Dispatch & Yard Modules with OPS-Sign In Terminal	39 days	Tue 8/27/13	Mon 10/21/13		MDT DISPATCHERS
154	Client practices using Dispatch & Yard Modules	25 days	Tue 8/27/13	Mon 10/21/13 97		MDT TESTERS
155	Client conducts Dispatch & Yard Acceptance Testing	25 days	Tue 8/27/13	Tue 10/1/13 97		MDT TESTERS
156	Client conducts OPS-Sign In Terminal Acceptance Testing	5 days	Mon 9/30/13	Mon 10/7/13 105		TRAPEZE TPS1, TRAPEZE TPS2
157	Trapeze reviews/addresses issues reported	1 day	Tue 10/8/13	Tue 10/8/13 155,156		MDT PM
158	Client reports issues to Trapeze	10 days	Tue 10/8/13	Mon 10/21/13 155,156		MDT PM
159	Milestone: Acceptance of Dispatch & Yard Modules	0 days	Mon 10/21/13	Mon 10/21/13 158		MDT PM
160	Timekeeping & Accruals Modules	43 days	Mon 10/21/13	Mon 10/21/13 158		MDT PM
161	Client conducts Timekeeping & Accruals Acceptance Testing (includes Custom Payroll Interface)	23 days	Thu 11/28/13	Mon 11/3/14 115		MDT TESTERS
162	Client reports issues to Trapeze	1 day	Tue 1/14/14	Tue 1/14/14 162		MDT PM
163	Trapeze reviews/addresses issues reported	20 days	Tue 1/14/14	Mon 2/10/14 162		TRAPEZE TPS1, TRAPEZE TPS2
164	Milestone: Acceptance of Timekeeping & Accruals Module & Custom Payroll Interface	0 days	Mon 2/10/14	Mon 2/10/14 164		MDT PM
165	Workforce Management & Employee Appraisals Modules	25 days	Tue 3/4/14	Mon 4/7/14		



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ID	Task Name	Duration	Start	Finish	Predecessors	Resource Names
167	Client conducts Workforce Management & Employee Appraisals Acceptance Testing	15 days	Tue 3/24/14	Mon 3/24/14;122		MDT TESTERS
168	Client reports issues to Trapeze	1 day	Tue 3/25/14	Tue 3/25/14;167		MDT PM
169	Trapeze reviews/addresses issues reported	10 days	Tue 3/25/14	Mon 4/7/14;167		TRAPEZE TPS1,TRAPEZE TPS2
170	Milestone: Acceptance of Workforce Management Module	0 days	Mon 4/7/14	Mon 4/7/14;169		MDT PM
171	Payment Milestone 10: Completion of Acceptance Testing - Bidding, Dispatch, Timekeeping, Workforce Management	0 days	Mon 4/7/14	Mon 4/7/14;170		Trapeze-PM,MDT PM
172	OPS-Web (Employee Information & Bidding Requests)	22 days	Fri 4/25/14	Mon 5/12/14;130		MDT TESTERS
173	Client conducts OPS-Web Acceptance Testing (Includes Employee Information and Bidding Requests)	12 days	Fri 4/25/14	Mon 5/12/14;130		MDT PM
174	Client reports issues to Trapeze	1 day	Tue 5/13/14	Tue 5/13/14;173		TRAPEZE TPS1,TRAPEZE TPS2
175	Trapeze reviews/addresses issues reported	10 days	Tue 5/13/14	Mon 5/26/14;173		MDT PM
176	Milestone: Acceptance of OPS-Web Employee Information and Bidding Requests	0 days	Mon 5/26/14	Mon 5/26/14;175		MDT PM
177	ViewPoint	40 days	Tue 7/8/14	Mon 9/1/14		MDT TESTERS
178	Client conducts ViewPoint Acceptance Testing	20 days	Tue 7/8/14	Mon 8/19/14;142,143,144		MDT PM
179	Client reports issues to Trapeze	1 day	Tue 8/5/14	Tue 8/5/14;178		TRAPEZE TPS1,TRAPEZE TPS2
180	Trapeze reviews/addresses issues reported	20 days	Tue 8/5/14	Mon 9/1/14;178		MDT PM
181	Milestone: Acceptance of ViewPoint	0 days	Mon 9/1/14	Mon 9/1/14;180		MDT PM
182	Final Design Review	25 days	Tue 6/17/14	Mon 7/21/14		MDT TESTERS
183	On-site to support validation of functionality referencing Preliminary Design Review	5 days	Tue 6/17/14	Mon 6/23/14;148,153,161,166		TRAPEZE TPS1,MDT TESTERS
184	Final Design Review validation period	20 days	Tue 6/24/14	Mon 7/21/14;183		MDT TESTERS,TRAPEZE TPS1
185	Milestone: Acceptance of Final Design Review	0 days	Mon 7/21/14	Mon 7/21/14;184		MDT PM
186	Milestones: Phase 7 Complete	0 days	Mon 9/1/14	Mon 9/1/14;148,153,161,166		MDT PM,TRAPEZE PM
187	Payment Milestone 11: Approval of Final Design Review	0 days	Fri 6/20/14	Fri 6/20/14		Trapeze-PM,MDT PM
188	PHASE VIII: Parallel Testing	22 days	Fri 8/29/14	Mon 9/29/14		MDT TESTERS
189	Parallel Testing Period - 1 division	10 days	Mon 9/15/14;148,153,161,166,1MDT TEAM	Mon 9/29/14		TRAPEZE TPS1
190	On-site parallel support	5 days	Tue 9/2/14	Mon 9/22/14;189		TRAPEZE TPS2
191	On-site parallel support	5 days	Tue 9/16/14	Mon 9/29/14;189		MDT PM,TRAPEZE PM,TRAPEZE TPS1,TRAPEZE TP
192	Issue reporting & resolution period	10 days	Tue 9/23/14	Mon 9/29/14;189		MDT PM
193	Milestone: Parallel Testing Complete	0 days	Mon 9/29/14	Mon 9/29/14;192		MDT PM,TRAPEZE PM
194	Milestones: Phase 8 Complete	0 days	Mon 9/29/14	Mon 9/29/14;193		Trapeze-PM,MDT PM
195	Payment Milestone 12: Parallel Testing Complete	0 days	Fri 8/29/14	Fri 8/29/14		TRAPEZE TPS1,TRAPEZE TPS2
196	PHASE IX: Go Live - Production Rollout	277 days	Fri 8/29/14	Tue 9/22/15		TRAPEZE TPS4,TRAPEZE TPS3
197	Division 1 - On-site Go Live Support (2 shifts - 16 hr coverage)	5 days	Fri 8/29/14	Thu 9/4/14;196		TRAPEZE TPS1,TRAPEZE TPS2
198	Division 2 - On-site Go Live Support (2 shifts - 16 hr coverage)	5 days	Fri 9/5/14	Thu 9/11/14;197		TRAPEZE TPS4,TRAPEZE TPS3
199	Division 3 - On-site Go Live Support (2 shifts - 16 hr coverage)	5 days	Fri 9/12/14	Thu 9/18/14;198		TRAPEZE TPS1,TRAPEZE TPS2
200	Division 4 - On-site Go Live Support (2 shifts - 16 hr coverage)	5 days	Fri 9/19/14	Thu 9/25/14;199		TRAPEZE TPS3
201	Division 1-4 - On-site Go Live Support (Fliciter)	5 days	Fri 9/12/14	Thu 9/18/14;198SS		TRAPEZE-PM,MDT PM
202	Payment Milestone 13: Complete Production Use - Final Acceptance Certificate	0 days	Mon 9/22/14	Mon 9/22/14;201		Trapeze-PM,MDT PM
203	Payment Milestone 14: Completion of Warranty Period	0 days	Tue 9/22/15	Tue 9/22/15;202FS+52 wks		Trapeze-PM,MDT PM



MIAMI-DADE COUNTY, FLORIDA

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This project is funded by the American Recovery and Reinvestment Act (ARRA) - EXHIBIT 6 - PAYMENT SCHEDULE

Task Name	Duration	Start	Finish	Est. Days from NTP	% Payment	Payment USD	Cummulative Payment	Resource Names
Contract Amount (excluding hardware, additional maintenance and bond costs)	3,367,971							
Total Hardware	720,559							
Total Contract Amount	4,088,530							
TRANSIT OPERATIONS SYSTEM REPLACEMENT PROJECT								
Milestone 1 : NTP	690 days	15 Dec '12	22 Sep '15					
Payment Milestone 1 : NTP/Mobilization/Travel/Kick-off at Miami-Dade Transit site/Performance and Payment bonds issued/Quality Assurance Plan/Provision of Escrow Account	0 days	15 Dec '12	15 Dec '12	Monday, December 03, 2012				
Payment Milestone 2: Travel to Miami-Dade Transit for Operational Review/Analysis of MDT operations business processes/Delivery of Preliminary Design Review Document	0 days	14-Jan-13	14-Jan-13	Monday, January 14, 2013	5%	\$ 204,426.50	5%	Trapeze-PM,MDT PM
Payment Milestone 3: Completion and Acceptance of Preliminary Design Review (PDR)	0 days	04 Apr '13	04 Apr '13	Thursday, April 04, 2013	5%	\$ 204,426.50	10%	Trapeze-PM,MDT PM
Payment Milestone 4: Upgrade of Fixed route software suite to Version 12	0 days	04 May '13	04 May '13	Saturday, May 04, 2013	5%	\$ 204,426.50	15%	Trapeze-PM,MDT PM
Payment Milestone 5: Delivery of Hardware	0 days	17 May '13	17 May '13	Friday, May 17, 2013	5%	\$ 204,426.50	20%	Trapeze-PM,MDT PM
Payment Milestone 6: Completion of Hardware Installation and Configuration	0 days	22 Mar '13	22 Mar '13	Friday, March 22, 2013	10%	\$ 408,853.00	30%	Trapeze-PM,MDT PM
Payment Milestone 7: Completion of Installation of Software	0 days	08 Apr '13	08 Apr '13	Monday, April 08, 2013	5%	\$ 204,426.50	35%	Trapeze-PM,MDT PM
Payment Milestone 8: Completion of Trapeze Acceptance Testing and Preparation for Training	0 days	10 May '13	10 May '13	Friday, May 10, 2013	15%	\$ 613,279.50	50%	Trapeze-PM,MDT PM
Payment Milestone 9: Completion of Bidding, Dispatching, Timekeeping and Workforce Management Training	0 days	15 Jul '13	15 Jul '13	Friday, July 12, 2013	5%	\$ 204,426.50	55%	Trapeze-PM,MDT PM
Payment Milestone 10: Completion of Acceptance Testing - Bidding, Dispatching, Timekeeping, Workforce Management	0 days	31 Jan '14	31 Jan '14	Friday, January 31, 2014	5%	\$ 204,426.50	60%	Trapeze-PM,MDT PM
Payment Milestone 11: Approval of Final Design Review	0 days	07 Mar '14	07 Mar '14	Friday, March 07, 2014	10%	\$ 408,853.00	70%	Trapeze-PM,MDT PM
Payment Milestone 12: Parallel Testing Complete	0 days	20 Jun '14	20 Jun '14	Friday, June 20, 2014	10%	\$ 408,853.00	80%	Trapeze-PM,MDT PM
Payment Milestone 13: Complete Production Use - Final Acceptance Certificate	0 days	29 Aug '14	29 Aug '14	Friday, August 29, 2014	10%	\$ 408,853.00	90%	Trapeze-PM,MDT PM
Payment Milestone 14: Commencement of Warranty Period (Payment bond due = USD \$153,319.88)	0 days	22 Sep '14	22 Sep '14	Monday, September 22, 2014	5%	\$ 204,426.50	95%	Trapeze-PM,MDT PM
		22 Sep '14	22 Sep '15	Tuesday, September 22, 2015	5%	\$ 204,426.50	100%	Trapeze-PM,MDT PM
				TOTAL	100%	4,088,530		



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EXHIBIT 7 - APPROACH TO PROVIDING THE SERVICES

The following document describes the approach to be employed to provide the services necessary to support the requirements outlines in the original RFP and, as appropriate, the subsequent contract documents.

We carefully reviewed the requirements described in section 7.2 'Approach to Providing the Services' on pages 27 and 28 of the RFP document and believe our standard approach, as described below, addresses the fundamental requirements for the services component of this project.

1. Employ proven systems to identify, document and configure the solution to support MDT's key operational policies and procedures.
2. Develop custom training programs (based on proven, off-the-shelf plans) to ensure MDT employees are comfortable with the system and have the skills necessary to effectively employ the solution to support their roles within the organization.
3. Provide custom documentation (as necessary, based on off-the-shelf documents) to enable MDT to effectively administer the system, make changes to configuration as policies and procedures change, modify reports and dashboard to support corporate goals and ensure data flows seamlessly between MDT's various systems.
4. Employ a 'hands on' approach for key phases of the project. Putting people on the ground and working cooperatively with MDT staff to configure, test and deploy the solution.
5. Engage MDT staff throughout the project, confirming completion of the various stages, identifying and effectively managing changing processes and procedures and addressing risks throughout the project, at each level of MDT organization.

This section is intended to provide a narrative of how we will work with MDT to implement the proposed systems.

Where appropriate, we have included supporting documents (appendices) and/or addressed the requirement in a separate section.

Through the following pages, we describe our proposed approach for providing the services necessary for this project.

- **b. Implementation Plan:** A hardware and software installation plan. Define how staff will be deployed to meet the project schedule and identify any work to be performed by subcontractors and the management of their work.
- **c. Preliminary Design Review (PDR) and Final Design Review (FDR).** Details concerning how the reviews will be conducted, and by whom. We describe our approach to working with MDT staff. In addition, our project schedule (Exhibit 5) clearly identifies the anticipated time frame/duration of each PDR and FDR.



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- d. **Software Customization.** This section identifies, at a high level the customizations that are needed, with explanations regarding the need for the customization, we provide an estimate of the amount of time (in hours) required for any customization (s) necessary to meet the requirements specified in Exhibit 8.
- e. **Change Management.** Describe our change management methodology.
- f. **Solution Testing.** A description of our testing approach for each system and interface and a total solution test (acceptance test) as well as the conditions where a re-test will be conducted.

7.1 TIME FRAME

Exhibit 5 - Project Schedule identifies the phases and the approximate time that they will occur between notice to proceed and project completion.

7.2 PROJECT IMPLEMENTATION STRATEGY

The methodology we employ for projects is based on our collective hands-on experience, implementing our transportation solutions within North America. The system is based on the standard PMI methodology for ensuring project management best practices; balancing people, process and technology. The system employs practical methods and tools to support efficient and effective project delivery by:

1. Minimize disruptions to the normal operations of an agency;
2. Focusing on understanding an agency's business and mapping that business to solutions features and functions (i.e. change management)
3. Employing a formal milestone review approach to support strong communication between the teams, ensure agreement on achieved goals and minimize future risk.

1) Phase I: Project Initiation

The project initiation phase includes the following tasks:

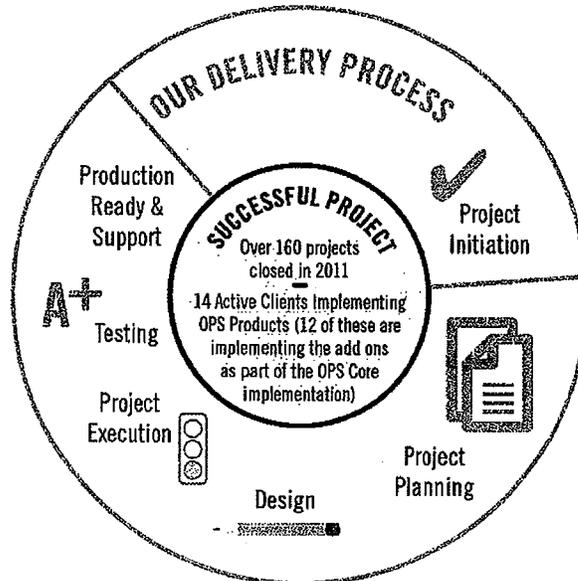
"The key to our successful implementation of Trapeze OPS was largely due to the ability of the Trapeze personnel to win the respect of our seasoned operations staff in a very short period of time. Once the respect and trust was established our team and Trapeze worked seamlessly to implement OPS sooner than expected and with no surprises after we went live."

*Tony Cade –
Chief Information
Officer*

VIA



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- Understand project and system requirements **(complete)**
- Design preliminary hardware and network infrastructure **(complete)**
- Provide responses to technical requirements **(complete)**
- Determine project budgeting based on scope of work presented in the contract **(complete)**
- Identify potential project risks and mitigation strategies **(in progress)**
- Preparation of high level project plan **(complete)**
- Plan resources **(complete)**
- Develop the training strategy **(in progress)**
- Structure of project team roles and responsibilities **(in progress)**
- Negotiate contracts **(complete)**

Ultimately, this phase defines the objectives for the project and provides us an opportunity to develop a solid understanding of your operating and technical environment and personnel. With this understanding, we can effectively establish the most appropriate project team and resources, identify the optimum solution (i.e. product set) and establish an accurate project budget.

The information provided as part of this package represents our understanding of the requirements and the high-level plan of how to successfully implement our solution.



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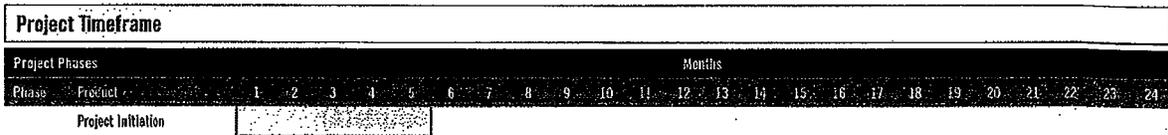
MDT Roles and Responsibilities

For this phase of the project, Miami will be responsible for engaging with Trapeze to finalize the following tasks:

- Project Budget
- System requirements
- Negotiate terms for final agreements
- Schedule Project Kick-Off and Preliminary Design Review

Resources required from MDT to complete these tasks include:

- MDT Project Manager
- MDT Project Sponsors/Steering Committee/Executives
- MDT Procurement and Legal (as required)



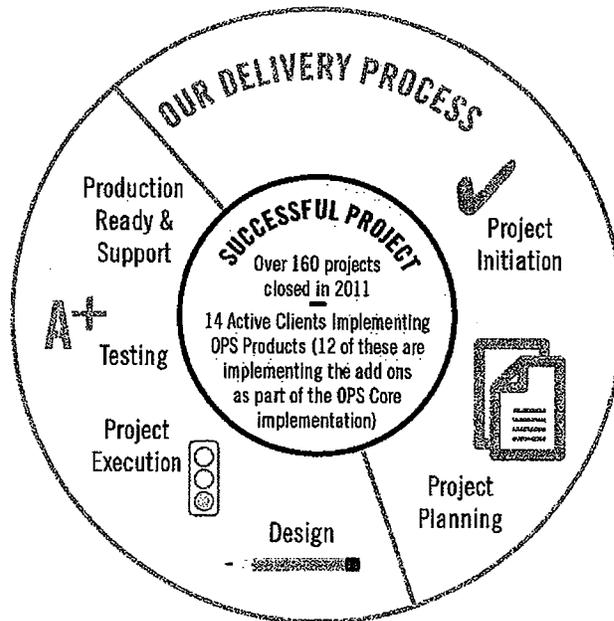
 **MILESTONE SIGN OFF | Contract Signed**



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2) Phase II: Project Planning and Kick-Off (Preliminary Design Review)

Once agreements are in place, the planning phase begins. During this phase, Trapeze will organize a series of formal meetings with MDT and County stakeholders to execute the preliminary and final design reviews.



In summary, we execute the following tasks during the PDR/Planning phase:

- Project kick-off meetings
- Establish steering committee and key project participants (PM's, Subject Matter Experts, etc.)
- Finalize project scope
- Finalize project timeframes
- Determine final hardware and network infrastructure requirements
- Review operational procedures and business requirements
- Identify data conversion requirements
- Identify testing strategy
- Finalize roll-out strategy
- Update project plan
- Update deliverables list
- Review project timelines and identify any barriers/black outs for key participants





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- Deliver Trapeze Design Review Document
- Present document and review with MDT
- Deliver system implementation plan
- Setup project delivery templates: Action Items List, Issues List, Status Report format, Meeting Minutes

In addition to the MDT resources, Trapeze will deploy the following resources for this phase of the project.

- Project Manager (Roel Vis)
- Product Managers (Kevin Gilfoyle, John Brooker)
- Team Lead (Brad Middleton)
- Delivery Managers (Jeff Moore, Teresa Domingo)

With these resources involved, we can ensure the Trapeze organization is aligned with the commitments that result from this phase.

Through a series of in-depth on-site meetings and conference calls, the team will collect the information necessary to prepare the PDR documents.

Once complete, the PDR will become the 'project charter' or final work plan. This will act as the 'yard stick' used to determine project success, identify variance and ultimately coordinate the efforts of all individuals working on this project.



Changes to Project Requirements

As the project progresses, requirements defined in the PDR may change. Trapeze uses a formal scope change request process to determine criticality of the change as well as impact to the project scope, cost and timeline. The scope change request document summarizes the estimated work effort involved in the change. All scope change requests must be approved by both MDT and Trapeze.

MDT Roles and Responsibilities

For this phase of the project, Miami will be responsible for the engaging with Trapeze to finalize the following tasks:

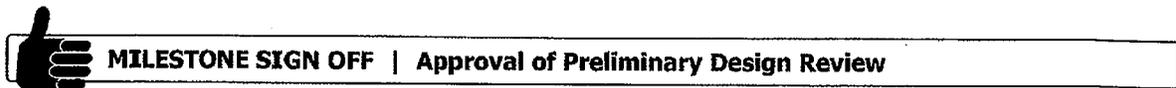
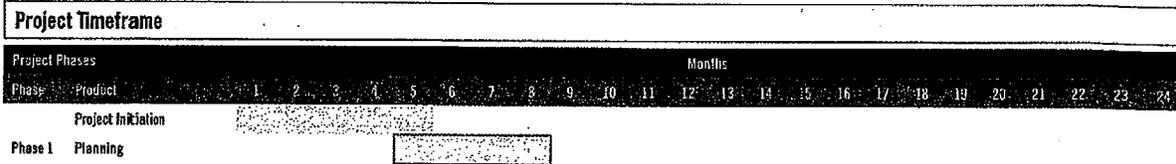
- Participate in PDR meetings
- Provide documentation on business processes
- Provide union contract documentation and rules
- Highlight critical processes related to the operation of the software
- Participate in review of the PDR documentation to ensure accuracy and completeness



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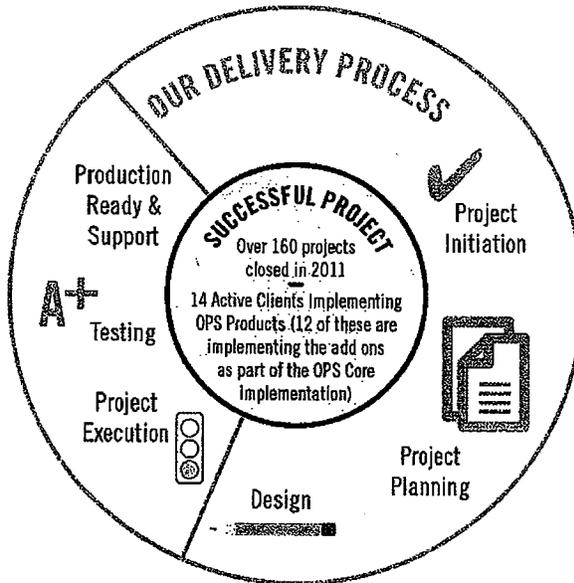
Resources required from MDT to complete these tasks include:

- MDT Project Manager
- MDT Project Sponsors/Steering Committee/Executives
- MDT Project Champions/Business Leads



3) Phase III: Design

Once MDT and Trapeze have finalized the PDR documents and MDT has 'signed-off' on the associated milestone, Trapeze will begin work on configuring the solution as planned.



No functional customizations drastically reduce the risk associated with the implementation of the Trapeze solution.

For this project, the design phase will include tasks such as:

- Software Customization
- Interface Configuration
- Hardware procurement and staging
- Hardware Installation Process



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- Software Installation Process
- Data Conversion and Data Loading
- Ancillary Data Development
- Develop test plans and test cases
- Factory Acceptance Testing

Software Customization

The vast majority of MDT's business requirements are met by the "off the shelf" system through the use of standard features and the configuration of system parameters.

In addition, there are several systems that the Trapeze solution will be required to exchange data with. Our preferred approach is to employ middleware to enable communications between systems, however in some instances, specific custom interfaces may be required, and the approach employed for each specific system will be discussed and agreed to during the PDR phase of the project.

Finally, during the PDR review an inventory of the MDT specific report will be created and the approach to re creating these reports will be determined. As with systems integration, some reports will require Trapeze assistance where others can be created by MDT staff using the tools available within Trapeze.

Interface Configuration

As identified above, the system we are proposing can be implemented 'out of the box': no customizations are required from an application perspective.

We will configure (and in some instances create) interfaces to support MDT's specific environment.

MDT Roles and Responsibilities:

- Staging/testing environment
- Resources familiar with the third party system
- IT/Networking support where applicable
- Provide data imports in agreed upon format
- Standard approach requires staging tables to be populated based on the Trapeze defined format.



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Resources required from MDT to complete these tasks include:

- MDT Project Manager
- MDT System Analysts

Hardware Procurement and Staging

Once the design phase has been completed and agreed upon, Trapeze will begin procurement and staging of the TOSRP network equipment. It is the understanding of Trapeze that MDT will provide network rack enclosures and power distribution. If it is possible for MDT to provide the enclosures to Trapeze, all items can be inventoried, assembled and cable managed in our staging facility. This would allow us to assemble and test all equipment to find and correct any 'out of box' failures that might occur. All components will then be configured as closely as possible to their final state allowing for a complete test of the hardware and software. Site interconnectivity would be simulated to minimize on-site issues during the installation.

If the enclosures cannot be provided in advance, all staging activities will occur on-site at the various MDT facilities. Trapeze will work with MDT staff to determine proper holding area for equipment and ensure that staging activities do not interfere with regular daily MDT operations.

MDT Roles and Responsibilities:

- Consulting support as required
- IT/Network support for network integration, security analysis, etc.
- Provision of equipment storage prior to installation
- Staging area for unpacking and assembly of components (if staging work is done on site)
- On-site logistical support (building/room access, escorts as required, identification of electrical and network connectivity, etc.)

Resources required from MDT to complete these tasks include:

- MDT Project Manager
- MDT and/or County IT staff (network and security)
- MDT Facilities support staff

Hardware Installation Process

If staging can occur at Trapeze's facility, all equipment will be repackaged and shipped MDT for installation and integration. All equipment will be moved to its final location and connected into the network as specified. Once the TOSRP network equipment has been installed it will be tested again to ensure that all components are in working order and functioning as intended.



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If staging occurs at MDT, equipment will be inventoried, unpacked and assembled as necessary in the various MDT locations. Rack mount equipment will be racked, cable managed and powered during the first part of the implementation. Once it is determined that all equipment is functional, operating systems, hot fixes and security updates will be installed. This step will also include network address and hostname assignment as well as integration of Windows based devices into the MDT Active Directory environment. Database management systems will be installed per MDT specification with the assistance of a third-party Oracle certified vendor. Finally all Trapeze software will be installed and tested.

The Trapeze network engineering staff will put together a detailed installation agenda and work with your information technology staff closely to ensure a successful integration. All documentation will be notated for actual as-built conditions and updated as necessary.



Post-installation:

During the design review phase, custom network documentation will be created, including physical and logical network design drawings, narratives detailing the hardware used and its connectivity and configuration, inventory listings and IP address listings. Following on-site installation, all information collected will be used to update this documentation to reflect final as-built conditions. Trapeze network engineering expects to maintain a relationship with your information technology team, either through direct contact, your assigned Trapeze project team, or the Trapeze support desk.

MDT Roles and Responsibilities

- Consulting support as required
- IT/Network support for verification of final configurations and documentation

Resources required from MDT to complete these tasks include:

- MDT Project Manager
- MDT and/or County IT staff (network and security)

Software Installation Process

Trapeze will install and configure all the software required for the implementation in MDT's Production and Test environments following a specific methodology. Trapeze will install the software first in the MDT test environment and after all testing has been completed and signed off, the software will be moved to the production environment.

Each module of the OPS software (i.e. Bidding, Dispatch, etc.) will be installed in the test environment at various times as detailed in the project plan. For each installation into the test environment, the following process will be followed:



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1. Initial Installation – A candidate version of the software will be installed that includes all of the configuration and customization that was completed during the design phase of the project.
2. Software Updates – Trapeze will install updated candidate versions of the software as bug fixes and change requests are accommodated.
3. Final Installation – Trapeze will install a final release version of the software on the 20th of the month following MDT's confirmation of successful testing.

Note: Each installation may require changes to the database structure.

Once MDT has verified that each module has passed testing and training on that module has been completed, the software will be moved from the test environment into the production environment.

Once the configuration and customizations have been implemented, the system under goes a set of tests prior to progressing to the next stage of the project. Below, we describe these tests.

MDT Roles and Responsibilities:

- Provide access to the MDT test and production environments as required.
- Provide technical consulting as required.

Resources required from MDT to complete these tasks include:

- MDT Project Manager
- MDT System Analysts

Data Conversion and Data Loading

During this phase, the data to be loaded into OPS will be determined.

MDT Roles and Responsibilities:

- Provide access to the MDT test and production environments as required.
- Provide technical consulting as required.

Resources required from MDT to complete these tasks include:

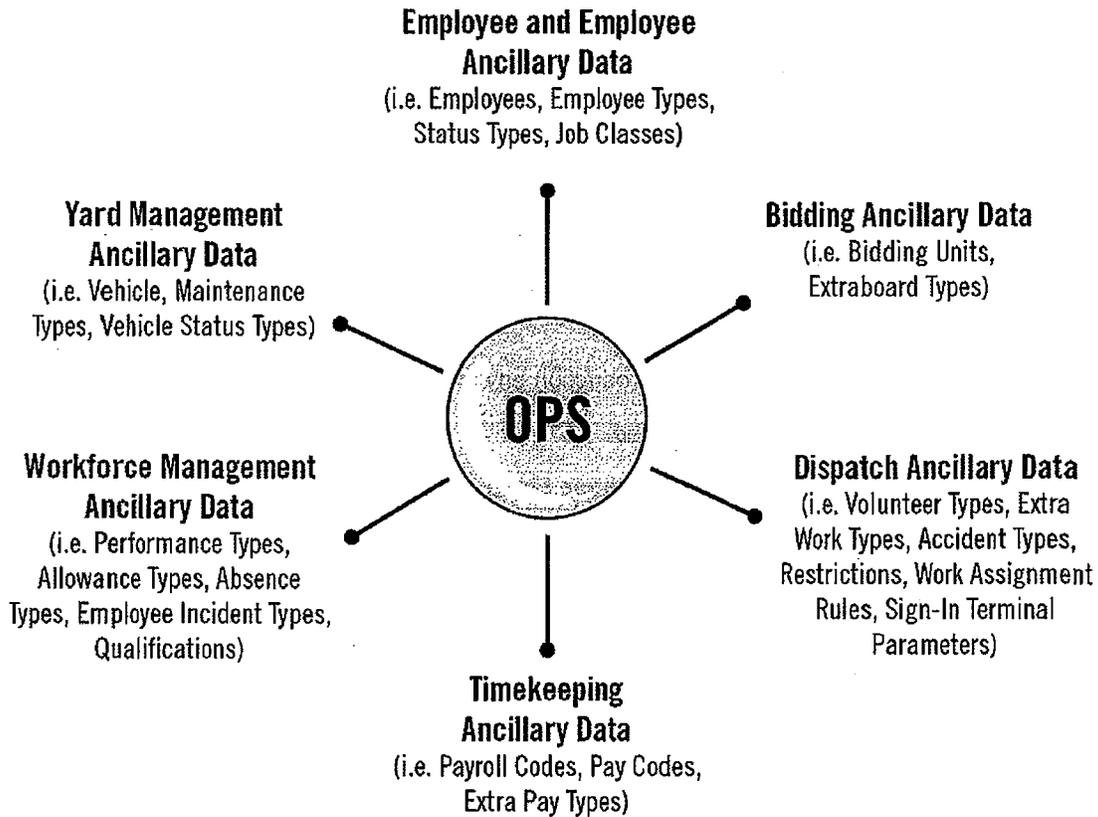
- MDT Project Manager
- MDT System Analysts



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Ancillary Data Development

Trapeze will work with MDT to develop ancillary data elements which are necessary for OPS. These requirements will be fully described in the PDR document. Some examples of ancillary data elements are as follows:



MDT Roles and Responsibilities

- Organize and monitor data development activities.
- Participate in Data Development training sessions.
- Develop ancillary data elements as required.

Resources required from MDT to complete these tasks include:

- MDT Project Manager
- MDT System Analysts



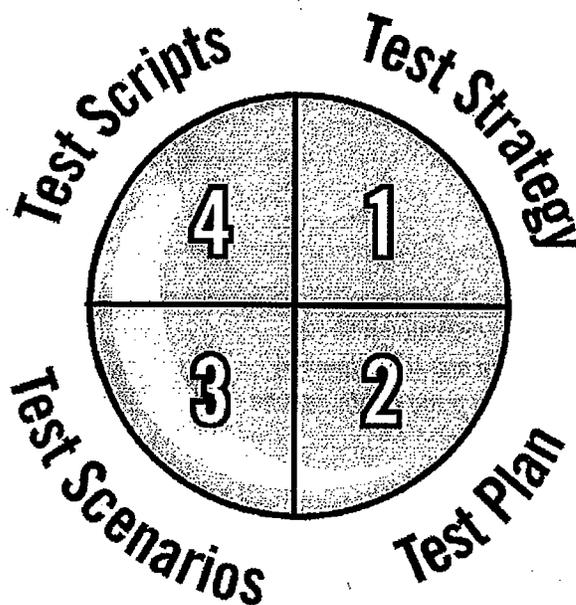
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- MDT Project Champions/Business Leads

Develop Test Plans and Test Cases

This set of tasks involves the creation of strategies; plans scenario's and scripts that will be employed for both the FAT (factory acceptance test) and the Parallel/Simulation testing that occurs in phase 5 of the implementation.

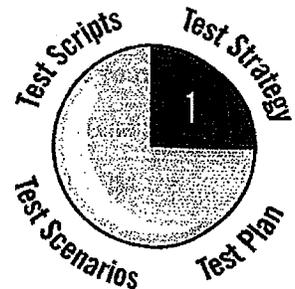
The following diagram illustrates the test preparation steps in Trapeze's methodology.



Use case scenario's can be created during the training phase of the project.

Step 1: Test Strategy. The test strategy describes what will be tested and why, which includes standard functionality, customizations and interface.

- Software modifications (none identified at this time)
- Interfaces/links developed to various systems
- Methods for testing and area's to be tested (modules)
- Performance criteria

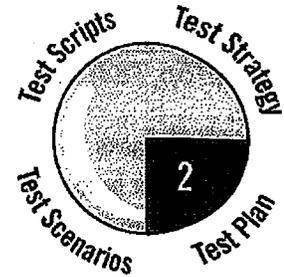




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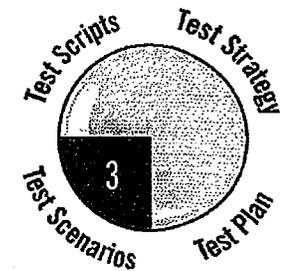
Step 2: Test Plan. Once a strategy has been finalized, a plan is created to determine who executes the testing, when, and how. The MDT Project Manager approves the test plan before testing begins.

- Test data that will be utilized
- Over-all testing schedule
- Expected Results
- Resources needed (staff and material)

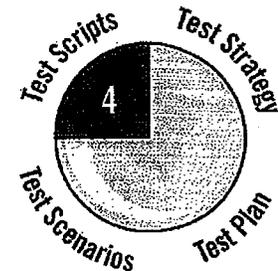


Step 3: Test Scenarios (use cases). Test scenarios are derived from the test plan and collectively represent the end-to-end business processes to be tested. Scenarios are written by MDT and reviewed by Trapeze and MDT Project Management.

- Transaction (s) testing (i.e. use case scenarios)
- Interface testing
- Mass updates and batch process testing



Step 4: Test Scripts. Scripts are the final elements of a successful test program; they describe the steps involved in each scenario and the expected results. A script is used as a template for the testing to record the actual results of each test and to identify any deficiencies.



MDT Roles and Responsibilities:

For this phase of the project, Miami will be responsible for engaging with Trapeze to finalize the following tasks:

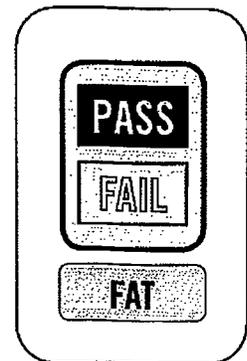
- Monitor testing
- Provide feedback on success level of testing and resolution
- Perform Trapeze provided test scripts.

Resources required from MDT to complete these tasks include:

- MDT Project Manager
- MDT Power User

Factory Acceptance Testing (FAT)

Factory acceptance testing is completed by Trapeze before software, interfaces or reports are delivered to the client for user acceptance testing. Trapeze will execute a series of standard tests to ensure that the software functions according to published documentation and that any customizations, interfaces or reports operate according to





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the agreed specification. The following forms of testing are included in the FAT process:

Unit Testing

Each Trapeze developer performs unit testing on his/her code in order to ensure that the code behaves as the requirement specifies and the developer intends. Visual Studio and C++ language compilers are used for Unit Testing.

System Testing

System testing also includes the review of the loaded data to identify missing data elements and to ensure data has been loaded as required and the products respond/function as predicted. Tools employed to load the data will be tested to ensure additional data loads can be completed successfully.

Integration Testing

Integration testing assesses those areas of the system that integrate with other systems and/or Trapeze products including interfaces BBB's HR and Payroll systems.

The design phase concludes with a fully developed system (as per the plans). Modifications are implemented, data is loaded and the base software is configured. In addition, Trapeze has completed FAT and is prepared to move the project into the next and most involved phase.

MDT Roles and Responsibilities:

The Factory Acceptance Testing is generally performed at Trapeze offices prior to installation at Miami Dade.

At the completion of FAT, Trapeze will present Miami certification that the system has passed the tests, as determined in the testing plan.

Project Phases		Months																								
Phase	Product	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
	Project Initiation																									
Phase 1	Planning																									
Phase 2	Design																									

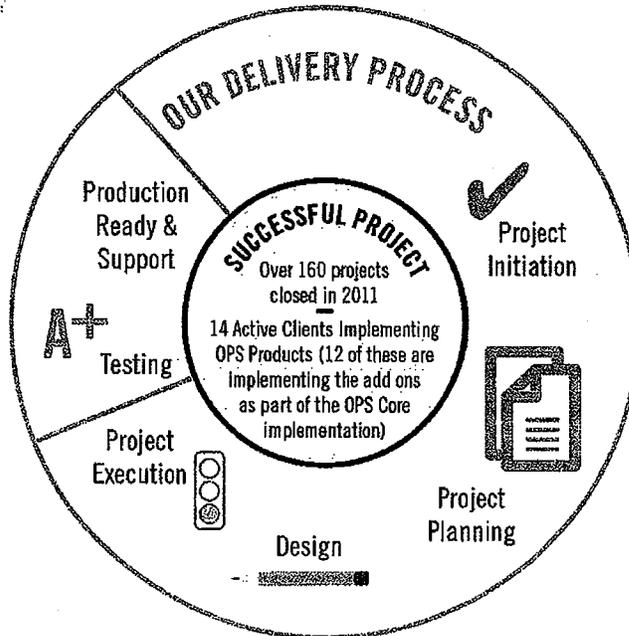
MILESTONE SIGN OFF | Installation & Configuration Complete



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4) Phase IV: Project Execution

This phase includes introducing MDT End Users to the Trapeze software and commencement of training.



Training

To minimize disruption to current operations, Trapeze employs 'function based training'. Function based training minimizes the disruption the implementation of a new software system causes on daily operations.

Keys to functional training include:

Session organized by each main function of the software. (i.e. mapping, ancillary data, trip booking, subscriptions, etc.).

Cross training is employed and employees from different user groups can be trained together on specific functions.

Each session could include training with regard to one or more 'functions', depending on the location and overall requirements.

We have found this approach to training to provide maximum flexibility.

The table below matches the user groups identified during our negotiations with the 'functional' areas that will be trained.



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STAFF	Number of Employees	Modules/Interfaces Required (anticipated)	Number of Hours Per Employee
SUBJECT MATTER EXPERTS (SME's)			
Assistant Director, Bus Ops.	1	All Trapeze-OPS Modules not including System Training	80h00
Bus General Superintendent	1		
Bus Operations Chiefs	4		
Bus Ops. Superintendents	11		
Quality Assurance Specialists	2		
Bus Operations Lead Dispatcher	6		
Bus Operations Dispatchers	1		
Bus Operations Supervisors	4		
Transit Operations Supervisors	68		
Chief Supervisor Rail	1		
Rail Yardmasters	9		
Schedulers and Planners	7		
IT Staff	8		
Bus Ops. Instructors	11		
Rail Operations Instructors	2		
Technical Instructors	2		
County Payroll Staff	4		
Bus Traffic Controllers	20		
TOTAL OF SME's	162		
Bus and Rail Maintenance	2	- Yard walker and yard management - Vehicle assignment and management	8h00
County Payroll Staff	13 *	- Timekeeping	
IT Staff	5 *		
Administrative Staff:			
Bus Administrative Secretary	1	- Employee management	8h00
Bus Ops. Administrative Staff	6	- Vacation management	
Rail Ops. Administrative	2	- Reports	
Transit HR	8	- Dashboards and Executive Information	
"Train The Trainer" for Bus and Train Operators	15*	- Self Service Kiosk - On-line bidding - Driver Sign-On	16h00 (Training Program)



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STAFF	Number of Employees	Modules/Interfaces Required (anticipated)	Number of Hours Per Employee
			Development)
IT STAFF (SYSTEM TRAINING)			
Database Administrators	2	- General system (SME Training)	4h00
Managers	3*	- Database management and configuration	4h00
Technicians/Systems Analysts/Programmers	5*	- Reporting and report development	60h00
		- Executive Information Systems	
		- Interface management	
		- Profile Management	
		- System configuration	

* Employees who will attend the Subject Matter Track with another training track.

In addition to the training above, the following types of training are included:

a. Subject Matter Expert

We will provide end-to-end training to the identified 'Subject Matter Experts' so that MDT can continue training or provide refresher training to employees as required.

b. On-Line Sessions

As part of our on-going support program, daily Web-Ex training sessions are held and can be attended by any agency participating in our long term support program. These sessions are recorded and available to users 'on demand' at www.mytrapeze.com.

Finally, we are experimenting with various delivery methods for on-line training and would welcome MDT's participation in this exploration of advanced delivery methods.



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Creation of Use Cases

An important product of the training sessions is the completion of the Use Cases for the Unit Testing. Use cases identify expected results of specific actions executed within the software. Often referred to as 'scenarios', Use Cases describe the results expected when a function or series of functions are invoked within the software. Following are some examples of Use Case Scenarios that have been employed for similar projects. Please note that the table below summarizes a specific use case. For a sample use case document please see Appendix D.

Function	Process	Response	Trapeze Check/Comments	MDT Check/Comments
Dispatch	Split work function	After you selected the split icon the selected work will be split in two pieces. The pieces will noted with a '~1' and '~2'.		
	Open work function	After you selected the open work icon the employee is unassigned from work.		
Timekeeping	Reversing pay transactions	After dicking reverse transaction button, transaction is reversed without error.		
	Post Timekeeping function	After click the post timekeeping icon, the timekeeping transaction are moved to the posting table		

Trapeze will provide our standard use case scenarios and as part of the training program and instruct MDT end users (or Subject Matter Experts) on how to create use case scenarios.

Documentation

Trapeze will provide a wide range of documentation as part of this implementation. User Guide, System Administration manuals, Quick Reference materials and Release Notes are all maintained by the Trapeze Documentation team and are available upon request or through MyTrapeze as appropriate. Trapeze will also be providing project documentation throughout the course of the implementation including PDR, Project Status, Project Plans, Communication Plan, Training Agendas, Test Plans / Scripts, Go-Live Checklists, FDR and Customer Care Transition documents. These project documents will be delivered at various stages in the implementation while Project Status and Project Plans will be updated and provided on a weekly basis.



This project is funded by the American Recovery & Reinvestment Act (ARRA)

MDT Roles and Responsibilities

For this phase of the project, Miami will be responsible for engaging with Trapeze to finalize the following tasks:

- Scheduling of the training activities
- Ensuring Project Champions, Supervisors, etc are prepared and engaged in the training activities
- Support of Project Champions in training of bus and rail operators
- Completion of use case scenario's for testing

Resources required from MDT to complete these tasks include:

- MDT Project Manager
- MDT Project Sponsors/Steering Committee/Executives
- MDT Procurement and Legal (as required)
- MDT Project Champions/Business Leads
- MDT Supervisors (End User Dispatch & Yard Training)
- MDT Bus and Rail Operators

Project Phases		Months																							
Phase	Product	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
	Project Initiation																								
Phase 1	Planning																								
Phase 2	Design																								
Phase 3	Project Execution																								

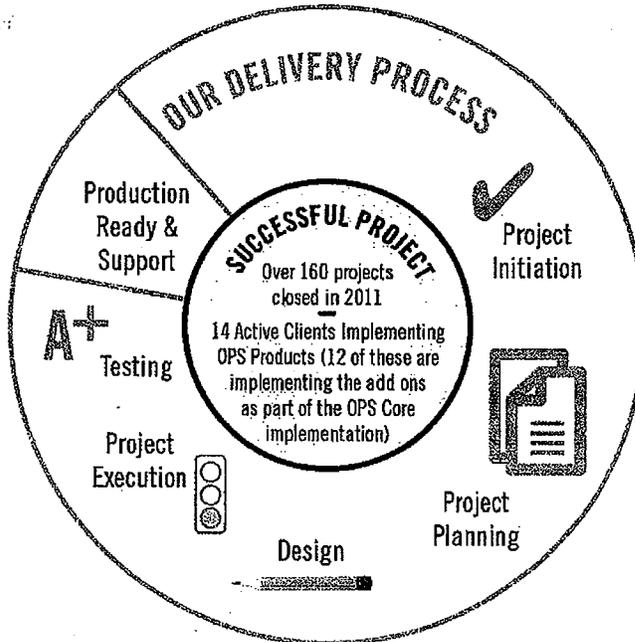
 **MILESTONE SIGN OFF | Acceptance of Training Activities**



This project is funded by the American Recovery & Reinvestment Act (ARRA)

5) Phase V: Test

The activities in previous phases support the final testing conducted on-site in the test environment.



Similar to testing completed at Trapeze offices during FAT, this phase includes the following tasks:

- Integration Testing
- User Acceptance Testing (Per module: Bidding, Dispatch, Timekeeping, etc.)
- Close Priority 1 and 2 Issues
- Final Design Review (FDR)

Integration Testing

Integration testing involves testing the impact of the new software implementation on any existing systems and software. The focus will be on ensuring that all other Trapeze software products are unaffected by the implementation and that any interfaces between the Trapeze software and 3rd party software and systems operate as per the specifications.

User Acceptance Testing (UAT)

User acceptance testing is the final stage of the Trapeze testing process. It is designed as a final verification that there are no errors or omissions in the system requirements definition and to identify and resolve data entry errors.



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Closure of Priority 1 and 2 Issues

Issues are tracked in a project issues document (either a spreadsheet or database depending on customer requirements). When issues are entered, the Project Managers assign a priority based on criticality. As issues are resolved, they are 'closed' on the tracking document. As part of Trapeze's methodology, all priority 1 and 2 issues must be resolved and closed before proceeding to the next phase.

Severity of issues is based on the impact it has for business requirements. Priority levels are defined by Trapeze as follows:

1. **Critical** – software cannot function or site down (e.g., results in the failure of fundamental business requirement or in the shutdown of the system being tested)
2. **Major** – software is still functioning but is causing major inconveniences
3. **Minor** - software is still functioning but is causing minor or short term inconveniences

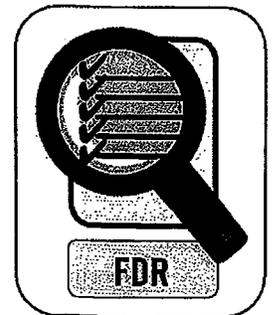
Once user acceptance testing is completed, resolved, and signed off and priority 1 and 2 issues are resolved, the project moves into the final phase.

Once User Acceptance Testing and Integration Testing are completed and all priority 1 and 2 issues are resolved, the project moves into the final phase: Phase VI: Production Ready and Support.

Trapeze defines the system as production ready when priority 1 and 2 level issues are resolved and all the requirements as indicated in the contract have been fulfilled. When this milestone is reached, the customer Project Manager reviews the project and milestone status with customer stakeholders to determine the timing for Deployment. Trapeze assists during this phase with on-site support and ongoing customer care support.

Final Design Review (FDR)

The Final Design Review process will consist of the Primary Technical Product Specialist working with the project champions to validate all elements of the PDR before final system acceptance. Trapeze will support the project champions in this validation to prove that all functional requirements have been met and system acceptance is imminent. Once proven, the PDR document will effectively become the FDR.



MDT Roles and Responsibilities

For this phase of the project, Miami will be responsible for engaging with Trapeze to finalize the following tasks:

- User Acceptance Testing
- Integration Testing
- Customization Testing



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- Prioritizing closure of Priority 1 and 2 issues
- Final Design Review

Resources required from MDT to complete these tasks include:

- MDT Project Manager
- MDT Project Sponsors/Steering Committee/Executives
- MDT Procurement and Legal (as required)
- MDT Project Champions/Business Leads
- MDT Supervisors (End User Dispatch & Yard Training)

Project Phases		Months																								
Phase	Product	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
	Project Initiation																									
Phase 1	Planning																									
Phase 2	Design																									
Phase 3	Project Execution																									
Phase 4	Testing																									

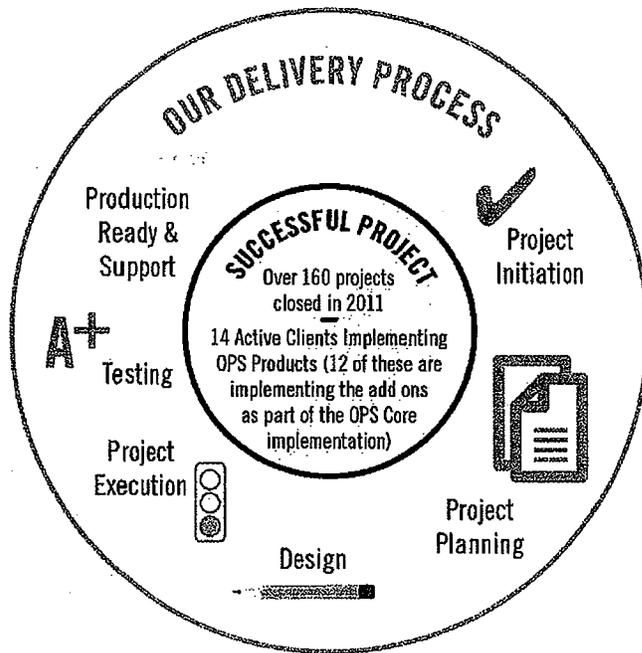
MILESTONE SIGN OFF | User Acceptance Testing Complete

6) Phase VI: Production Ready and Support

The final stage of the project involves transitioning the system into the production environment. The success of this phase depends heavily on properly implemented controls and the use of appropriate milestones and measures during the previous stages. Time will be devoted towards further developing the training and roll-out approach during the design review.



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Tasks involved with this stage include:

- Transition support

During the transition (go-live) phase, Trapeze will be on-site with MDT to provide 'hands-on' assistance and quickly respond to any unplanned issues that may arise. Trapeze is proposing a single division parallel followed by a full roll-out.

The parallel period, for one division, will be two weeks in duration and supported on-site by Trapeze. The purpose of this period is to bridge the acceptance testing with the go-live. After acceptance testing, the parallel period helps uncover any potential issues that would have occurred during go-live. Once the parallel period is complete, Trapeze has allocated for an issue resolution period before proceeding with go-live.

The first division to go-live with Trapeze will be the division that participated in the parallel to ensure a successful start to the roll-out phase. The second division will go live one (1) week after the first division. The third division will go live two (2) weeks after the first division. The first five (5) days of the go-live period for each division will be supported by Trapeze on-site at MDT (2 resources with 16 hour coverage). Finally, after all divisions have successfully gone live with Trapeze, we will have one resource on-site to float between the three divisions to support MDT with issue resolution.

For this phase of the project, Trapeze will work with MDT to ensure Trapeze resources are available during the operational hours of MDT.



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Go-Live by Division				
	Week 1	Week 2	Week 3	Week 4
Division 1	2 p - 16 hrs			
Division 2		2 p - 16 hrs		1 p - 8 hrs
Division 3			2 p - 16 hrs	

MDT Roles and Responsibilities

For this phase of the project, Miami will be responsible for engaging with Trapeze to complete the following tasks:

- Transition from TOS system to Trapeze
- Change Management activities
- Refresher training (where appropriate)
- Prioritizing the resolution of Priority 1 issues, if they arise

Resources required from MDT to complete these tasks include:

- MDT Project Manager
- MDT Project Sponsors/Steering Committee/Executives
- MDT Procurement and Legal (as required)
- MDT Project Champions/Business Leads
- MDT Supervisors (End User Dispatch & Yard Training)
- MDT Bus & Rail Operators

Project Phases		Months																							
Phase	Project	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
	Project Initiation																								
Phase 1	Planning																								
Phase 2	Design																								
Phase 3	Project Execution																								
Phase 4	Testing																								
Phase 5	Production Ready & Support																								

 **MILESTONE SIGN OFF | Production Rollout Complete / Final Acceptance**



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7.3 PROJECT MONITORING AND CONTROL

In this section, we describe the tools we employ to keep projects on track and to ensure changes introduced to an agency are carefully considered and implemented and the new processes endure past the implementation phase.

Project Management Tools

Trapeze project managers employ the following tools to support the successful implementation of projects:

- **Project Plan.** The project tasks and deliverables are scheduled according to the contract documentation, the operational review and the project's resource constraints. All major tasks, deliverables and milestones are itemized and scheduled in a Microsoft Project document. A preliminary project plan, drafted to align with the timelines presented in article 65 of the contract has been included as Exhibit 5 of the contract.

Our preliminary project plan has been drafted to reflect the timelines identified in article 65 from the contract.

Depending on the specific requirement of a project, other Project Plan documents may include Communications Plan, Scope Management Plan, Risk Management Plan, Human Resources Management Plan and the Project Scope Statement.

- **Milestone Sign-Offs.** As each milestone is achieved, MDT will be asked to sign-off the milestone, confirming that the work associated with the milestone was completed to their satisfaction. Milestones are used as a control point in reporting project progress to the management of both organizations.
- **Preliminary Design Review.** The operational review functions as a scope of work for the project. In addition to describing the current operating environment, the operational review lists customizations not identified during the RFP process. Lastly, it documents specifications for reports, interfaces and product customizations that are part of the project scope.
- **Meeting Minutes.** The Trapeze project manager will use the meeting minutes to track the project issues, decisions, and resolutions. Meeting minutes are a clear and concise way of coordinating the work of both MDT and Trapeze, especially as minutes prevent confusion and duplication of work. The minutes can be published to the entire team based on the needs of MDT.
- **Change Orders.** Another project control mechanism, change orders are a primary tool for ensuring that the project tasks remain focused on the overall objectives. Change orders include proposed changes to the project schedule, technical specifications and additional functionality or services. Change orders must be agreed to by both Trapeze and the client.



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Communications Plan

In addition to the tools described above, Trapeze employs a communication plan similar to that presented below to ensure clear communications across project teams, from initial kick-off to project acceptance.

Format	Participants/Facilitators	Frequency	Individual(s) Responsible	Recipients
Onsite Status Meeting	Project Team	Monthly	MDT and Trapeze Project Manager	Not Applicable
Progress Reports	Project Team	Monthly	Trapeze Project Manager	MDT and Trapeze Project Teams
Weekly Status Meeting & Report	Project Team	Weekly	Trapeze Project Manager	MDT and Trapeze Project Team
Progress Review Meetings	Project Team	Monthly	Trapeze and MDT Project Managers	MDT and Trapeze Project Team
Project Plan/Work Plan Updates	Project Team	As Required	Trapeze and MDT Project Manager	MDT and Trapeze Project Team
Steering/Executive Committee Status Report	Trapeze and MDT Project Mangers	Bi-Weekly (alternating via conference call and on-site meetings)	Trapeze and MDT Project Managers	Project Steering/Executive Committee, Project Team
Open Issues Report	Project Team	Weekly	Trapeze and MDT Project Managers	MDT and Trapeze project teams
Change Control	Trapeze and MDT Project Managers	As Required	Trapeze and MDT Project Managers	MDT and Trapeze Team (Steering Committee if major change to scope or timelines or cost)
Risk Management	Trapeze & MDT Project Managers	As Required	Trapeze and MDT Project Managers	MDT and Trapeze Team and Steering Committee

Minimization Plan

Trapeze's approach to projects involves a focus on minimizing the effect on the customer's regular operations. We use a flexible approach since every agency's operation is different and we will work with MDT to determine what is most effective. We have identified a number of techniques which we use to reduce the overall impact on your organization:

- **Change Management Plan** – This plan will outline the key changes that Trapeze suggests that MDT make organizationally and from a business process perspective to ease the transition. This plan will outline a recommended communication plan and key business processes that should be changed to accommodate the new systems. The Change Management plan is described in more detail below.



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- **Off hours work** - If appropriate, Trapeze can accommodate training or work after hours or on weekends.
- **Subject Matter Training** – For a few aspects of the training roll-out, Trapeze proposes that they train Subject Matter Experts within the MDT community. This will help to:
 - (i) Obtain buy-in from key subject matter experts early in the process so they can help to promote the new solution and allow the team to plan for their involvement in the project and follow go-live. Planning for their involvement will lead to less disruption in their typical schedule and allow them to plan for the changes.
 - (ii) Allow Miami the ability to have an internal resource to provide future training of MDT staff
- **Various Testing:** Testing throughout different phases of the project is crucial to ensuring that the Initial Deployment is successful. Testing is described in detail in the sections above.

Change Management is a key component of any implementation strategy: understanding how things will change and working to ensure changes are understood, adopted and sustained.

Change Management Strategy and Plan

The objective of the Change Management endeavor is to successfully mitigate the “people-related” risks brought upon by a major transformation, such as the Trapeze implementation for MDT, such that the value added by the new software application is realized not only in the short term but also over time.

Change Management is a critical part of any project that leads, manages and enables people to accept new processes, technologies, system structures and values. It is the set of activities that help people transition from their present way of working to the desired way or working. The focus of change management is to address the people and organizational factors that will both drive and resist change throughout MDT.

The coordination of MDT Bus, Rail and Maintenance operations’ adoption of a new system will require MDT to make necessary changes to their business model for Human Resources, Labor Relations, Finance and IT. The Change Management strategy and plan may need to address the following elements of the transition;

- Reaction of the project team to having their processes and performance monitored
- Pressure to deliver “business as usual”
- New culture and new systems
- Project atmosphere including deadlines and risks as the work is mitigated from old working cultures
- Pressure from employees as they get used to the new system
- Implementing new processes – and continuous improvement pressure



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MDT will need to work with the involved business units to reposition potential new roles of HR, Finance and IT and the associated changes to organizational culture, roles and skills. The Change Management plan will need to address the following elements

- New Roles
- New Skills to learn
- Need to "sell" new roles to business managers
- New processes and systems
- Self Service approach: changes experienced by business leaders
- More focus on value-added activities

Trapeze will be responsible for making recommendations to MDT on how to effectively manage change and gain acceptance from each area of the business. It is the responsibility of MDT to assign managers and champions to ensure employees accept and adapt to new processes, policies and software packages. MDT will also be responsible for deciding which of Trapeze's recommendations to implement and then following through with any such implementations.

7.4 PROJECT MANAGEMENT SYSTEMS

In addition to the tools, systems and processes described above, Trapeze has also invested in technologies to enable Project Teams to better manage information and monitor project progress; these tools include:



NetSuite OpenAir project management software enables project managers and team members to collaborate on projects and maintain current and accurate project status at all times, allowing managers to proactively identify and resolve potential threats to the success of each and every engagement. The result is a significantly improved project completion record, more satisfied clients, and reduced non-billable work.

We are in the preliminary stages of our implementation of the OpenAir systems.

In addition, OpenAir will assist MDT project managers by providing access to detailed project status reports. Project management tools including Gantt charts, exceptions reports and project status summaries give clients the information they need to remain proactively involved and up to date on project progress.





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SalesForce is a cloud based, social oriented CRM package with an end-to-end customer portal and ticket management system.

SalesForce continues to enable Trapeze to expand the ways in which we communicate with, understand and anticipate agency's needs.



**MIAMI-DADE COUNTY, FLORIDA
CONTRACT NO. 746 - EXHIBIT 8 - PRICE SCHEDULE**

Work to be Performed

Section 1: Installation of Modules

	Contract Price	
1. Imported Schedule Data Support	\$ -	
2. Bidding	\$ 234,501	
3. Web-based bidding	\$ 81,918	
4. Dispatching	\$ 269,819	
5. Driving Rules	\$ -	
6. Vehicle Assignment and Vehicle Availability	\$ 261,579	
7. Workforce Management Absences and Discipline	\$ 465,180	
8. Performance and Profile and Workforce Awards	\$ 220,345	
9. Timekeeping	\$ 270,487	
10. Employee Self-Service	\$ 202,212	
11. Service Incidents and Interruptions	\$ -	
12. County Specific Reports	\$ 507,140	
	Total Contract Price for Section 1:	\$ 2,513,179

Section 2: Installation of Interfaces

1. FX Schedule Data Access	\$ -	
2. CAD/AVL Interface	\$ 17,723	
3. Random Drug and Alcohol Substance Abuse Interface	\$ 17,723	
4. Medical Scheduler Interface	\$ 17,723	
5. Bus Accidents/Incidents System (BAS)	\$ 19,373	
6. Enterprise Asset Management System (EAMS) Interface	\$ 11,123	
7. Employee check-in/check-out device Contactless Smart Card Readers	\$ 14,423	
8. Consumer Information Network (CIN)	\$ -	
9. Automatic Passenger Counter (APC)	\$ 17,723	
10. Personnel Payroll Time and Leave System	\$ 19,373	
11. Driver's License Status Verification	\$ 24,323	
12. Interactive Voice Response (IVR)	\$ 292,972	
13. Progressive Discipline System	\$ 21,023	
14. Employee Pictures	\$ 14,423	
15. Electronic Document Management System	\$ 14,423	
16. Data Exchange/Data Access Programming Interfaces	\$ -	
	Total Contract Price for Section 2:	\$ 502,342



**MIAMI-DADE COUNTY, FLORIDA
CONTRACT NO. 746 - EXHIBIT 8 - PRICE SCHEDULE**

Work to be Performed

Contract Price

Section 7: Hardware

2)	Workstations, Cabling, Monitors and Network Devices etc.	\$ <u>600,559</u>
3)	Installation Services	\$ <u>120,000</u>

Total Contract Price for Section 7: \$ 720,559

Section 8: Escrow Agreement

1)		\$ <u>2,500</u>
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Total Contract Price for Section 8: \$ 2,500

Total Contract Price for Sections 1-8:	\$ <u>8,813,803</u>
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Section 9: Additional Work

Hourly Rates:

Project Manager	\$ <u>206.25</u>
Database Administrator	\$ <u>206.25</u>
Software Developer	\$ <u>206.25</u>
Integrator	\$ <u>206.25</u>
Technician	\$ <u>206.25</u>
Trainer	\$ <u>206.25</u>



SCHEDULE A - OPERATIONAL LICENSE CHARACTERISTICS

Software	Operational License Characteristics	Effective Date
OPS product suite	Up to 2000 paid operators Unlimited workstations	Contract Date
ViewPoint	Up to 2000 paid operators See Schedule D- ViewPoint MicroStrategy Licensing	Contract Date



SCHEDULE B - LIST OF SOFTWARE AND INTERFACES

List of Software

This Agreement covers the Software itemized on this Schedule B. Additional Software and modules may be added from time to time by mutual agreement pursuant to the provisions of this Agreement.

A. Software Components

- Imported Schedule Data Support
- Bidding Module
- Web-based bidding module
- Dispatching Module
- Driving rules (FDOT and APTA)
- Vehicle Assignment and Vehicle Availability Modules
- Workforce Management Module
- Absences and Disciplines Module
- Performance and Profile Module
- Workforce Awards Module
- Timekeeping Module
- Employee Self-Service Module
- Service Incidents and Interruptions Module
- County Specific Reports

B. Interfaces ("API")

Fixed-Route (FX) Schedule Data Import
CAD/AVL
Random Drug and Alcohol Substance Abuse System
Medical Scheduler
Bus Accidents and Incidents System (BAIS)
Enterprise Asset Management System (EAMS)
Employee Check-in & Check-out Devices -- Contactless Smart Card Readers (CSCR) & CUBIC encoded Smart cards
Info-COM
Automatic Passenger Counter (APC)
Time and Leave Payroll System
Drivers' License Status Verification with Florida Department of Highway Safety and Motor Vehicles (DHSMV)
Interactive Voice Response (IVR)
Progressive Discipline System (PDS)
Employee Pictures System
Electronic Document Management System (EDMS)
Data exchange and data access programs



SCHEDULE C – SOFTWARE MAINTENANCE PRICING

1. Software Maintenance Pricing

Date	Software Maintenance Fee
Year 1	\$ 428,536
Year 2	\$ 449,962
Year 3	\$ 472,460
Year 4	\$ 496,083
Year 5	\$ 520,888
Year 6	\$ 546,932
Year 7	\$ 574,279
Year 8	\$ 602,992
Year 9	\$ 633,142

2. Additional Pricing

A. Training

Any requests by the County for additional training of its personnel during the term of this agreement, including training on Contractor software, will be provided to the County on hourly fixed rate basis. The training rate would include any required preparation of training material, documentation, and any miscellaneous costs (travel, living and all other related out-of-pocket expenses incurred by the Contractor). It is anticipated that no "Additional Training" would be required prior to completion of Solution implementation (first 24 months).

Contract Year	<u>Training Hourly Rate</u>
Year 1	\$206 per hour
Year 2	\$216 per hour
Year 3	\$227 per hour
Year 4	\$239 per hour
Year 5	\$250 per hour
Year 6	\$263 per hour
Year 7	\$276 per hour
Year 8	\$290 per hour
Year 9	\$305 per hour



B. Software Enhancement/Modifications

Software Enhancement Modification Rate for 2012:

\$206 per hour for Development



SCHEDULE D: VIEWPOINT MICROSTRATEGY LICENSING

The table below describes the licenses provided in our proposed pricing. In addition, we have provided the costs to extend users access to enterprise data.

Type of Licenses	Features/Capabilities	Best Suited For..	Miami User (Trapeze OPS)	Additional Cost for Extended Use (Enterprise Data)
Viewer – Browser Access	<ul style="list-style-type: none"> ▪ Receive reports via email, print, or file location in pdf, html, Excel ▪ Receive dashboards in html or flash versions ▪ Manipulate built-in widgets (buttons, sliders) in flash dashboard that has been sent to them 	<ul style="list-style-type: none"> ▪ Reviewing static data that has been sent to the individual without having to log into an additional system to obtain the information. ▪ Information can be sent to these individuals on a pre-defined schedule or as thresholds are met. 	Total Users = 1973 <ul style="list-style-type: none"> - Quality Assurance Specialist - Bus Traffic Controllers - Transit Operations Supervisors - Bus Operations Lead Dispatchers - Bus Operations Dispatchers - Bus Operators - Bus Operations Instructors - Rail YardMasters 	<p>N/A</p>



Type of Licenses	Features/Capabilities	Best Suited For..	Miami Users (Trapeze OPS)	Additional Cost for Extended Use (Enterprise Data)
Web Reporter + Mobile <ul style="list-style-type: none"> ▪ Execute reports ▪ Export reports and dashboards to Excel, Flash, HTML, PDF, plain text ▪ Create folders and shortcuts to objects ▪ Use server caches ▪ Save personalized prompt answers ▪ Change the view of the report between grid and graphs ▪ Drill directly on the report (through existing drill paths only - no advanced drill) ▪ Export, print, re-execute the report 		<ul style="list-style-type: none"> ▪ Individuals who will be interested in limited interaction with the data. ▪ Includes changing the appearance of the data by adding or removing totals, graphing the data, sorting the data or drilling to directly-related dimensions (i.e. from year to month or from Line to Line Direction) 	<ul style="list-style-type: none"> - 311 Staff - Bus and Rail Maintenance - Training - County Payroll and Personnel Technicians - MDT-HR 	
			Total Users = 29 <ul style="list-style-type: none"> - Assistant Director, Bus Services - Bus General Superintendent - Bus Operations Chiefs - Bus Operations Superintendent - Chief Supervisor Rail Transportation - Rail Operations Administrative Staff 	License: 26,100 Annual Support: 6,265



Type of Licenses	Features/Capabilities	Best Suited For..	Miami Users (Trapeze OPS)	Additional Cost for Extended Use (Enterprise Data)
	<ul style="list-style-type: none"> ▪ Toggle totals ▪ Sort data ▪ Use page-by ▪ Lock row and column headers ▪ Subscribe the report to History List and view reports in History List 		(1)	
Web Analyst + Mobile	<p>In addition to Web Reporter access, this user has web access to</p> <ul style="list-style-type: none"> ▪ Create new reports ▪ Pivot data from rows to columns ▪ Create subscriptions based on thresholds ▪ Use advanced drilling (outside of drill paths) and drill on metrics ▪ Rename objects on a report (alias objects) ▪ Change attribute forms ▪ Filter data ▪ Modify subtotals 	<ul style="list-style-type: none"> ▪ Individuals who want to build and save their own reports, drill into related and un-related data and answer questions as they arise. ▪ These individuals are interested in analyzing the data in the way it is presented and also in other ways they think may be impacting the agency. ▪ This individual can create subscriptions for 	<p>Total Users: 15</p> <ul style="list-style-type: none"> - Administrative Secretary - Secretaries (2) - Bus Operations Supervisors - Bus Operations Administrative Staff - Rail Operations Administrative Staff 	<p>License: 18,750 Annual Support: 4,508</p>



Type of Licenses	Features/Capabilities	Best Suited For..	Miami Users (Trapeze OPS)	Additional Cost for Extended Use (Enterprise Data)
	<ul style="list-style-type: none"> ▪ Pivot objects on the report ▪ Use the basic threshold editor ▪ Delete folders, reports and documents ▪ Save to the My Reports and Shared Reports folders 	<p>their own history list, but cannot set subscriptions for others.</p>		
<p>Web Professional + Mobile</p>	<p>In addition to Web Analyst access, this user has web access to</p> <ul style="list-style-type: none"> ▪ Create documents and dashboards ▪ Use design mode ▪ Add new metrics to a report ▪ Use the advanced threshold editor ▪ Change the format of grid and graph reports (autostyles and graph types) ▪ Save filters ▪ Modify column and row sizes ▪ Subscribe others to a report ▪ Create and modify prompts 	<ul style="list-style-type: none"> ▪ Individuals who will be building reports and dashboards for agency-wide and individual use. ▪ Individuals who are responsible for disseminating information across the agency. 	<p>Total Users: 4</p> <ul style="list-style-type: none"> - Project Manager/Systems Analyst/Programmer s/Support Managers/Chief 	<p>License: 4,400 Annual Support: 1,056</p>



Type of Licenses	Features/Capabilities	Best Suited For..	Miami Users (Trapeze OPS)	Additional Cost for Extended Use (Enterprise Data)
Administrator + Mobile	<ul style="list-style-type: none"> ▪ Preview and send subscriptions immediately ▪ Create email, file and print subscriptions ▪ Create new email addresses, file locations and printer locations for subscriptions ▪ Receive an email subscription with a link to a History List ▪ Review reports and dashboard on their mobile device (iPhone, iPad, BlackBerry) 			
	<ul style="list-style-type: none"> ▪ Each ViewPoint implementation requires at least one administrator account. In addition to the Web Professional access, this user has access to a desktop application which allows them to define and manage all public objects. This includes ▪ Management of all named user accounts and security, ▪ Creation and modification of metric 	<ul style="list-style-type: none"> ▪ The ViewPoint administrator. 	Total Users: 2 Database Administrators	License: 6,200 Annual Support: 1,488



MIAMI-DADE COUNTY, FLORIDA

Contract NO. 746

This project is funded by the American Recovery & Reinvestment Act (ARRA)

Type of Licenses	Features/Capabilities	Best Suited For..	Miami Users (Trapeze OPS)	Additional Cost for Extended Use (Enterprise Data)
	calculations <ul style="list-style-type: none">▪ All other system administration related tasks			