

DEPARTMENTAL INPUT

CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

☒ New ☐ OTR ☐ Sole Source ☐ Bid Waiver ☐ Emergency Previous Contract/Project No. N/A
Contract
☐ Re-Bid ☐ Other LIVING WAGE APPLIES: ☐ YES ☒ NO
 Requisition No./Project No.: RQPW1300004 TERM OF CONTRACT 5 YEAR(S) WITH N/A YEAR OTRs

Requisition /Project Title: SunPass/Toll-By-Plate Electronic Tolling Solution

Description:

The purpose of this contract is to to convert the existing cash/C-Pass electronic toll system in use at the Venetian and Rickenbacker Causeways to a SunPass/Toll-By-Plate Solution (Solution). The selected Proposer will be responsible for providing hardware/devices, software, implementation, customization, integration, testing, maintenance and support services for the Solution.

Issuing Department: PWWM Contact Person: Beth Goldsmith Phone: 305-375-4417
 Estimate Cost: \$2,700,000 for initial term GENERAL - FEDERAL - OTHER Proprietary Funds
 Funding Source: -

ANALYSIS

Commodity Codes:	<u>205</u>	<u>92045</u>	<u>91828</u>	<u>91829</u>
Contract/Project History of previous purchases three (3) years				
Check here ☒ if this is a new contract/purchase with no previous history.				
	<u>EXISTING</u>	<u>2ND YEAR</u>	<u>3RD YEAR</u>	
Contractor:				
Small Business Enterprise:				
Contract Value:	\$	\$	\$	
Comments:				

Continued on another page (s): ☐ YES ☒ NO

RECOMMENDATIONS

	Set-aside	Sub-contractor goal	Bid preference	Selection factor
SBE				

Basis of recommendation:

See scope.

Signed: Beth Goldsmith

Date sent to SBD: 2/7/2013

Date returned to ISD Procurement:

SunPass/Toll-By-Plate Electronic Tolling Solution

Scope of Services - DRAFT

BACKGROUND

PWWM operates tolling plazas on both the Rickenbacker and Venetian Causeways. The C-Pass system currently in place at both Causeways was implemented in 1998 and is not interoperable with the SunPass Electronic Tolling System that has been established as the statewide standard by the Florida Department of Transportation. This has resulted in traffic congestion, motorist confusion and high operating expenses.

PWWM requires the implementation of a commercially available Solution to convert the C-Pass system to the SunPass/Toll-By-Plate Electronic Tolling System. The proposed Solution must be inclusive of hardware/devices, software, implementation, customization, integration, maintenance and support services as well as a customer service component. Additionally, the proposed Solution must include pre-paid toll functionality that allows transponders to be programmed for unlimited travel on the Causeways for customers that meet the requirements to purchase annual passes. The proposed Solution must operate 24 hours per day, 7 days per week under all weather conditions. The proposed Solution must be compatible with the County infrastructure outlined in Section 2.2 below. The selected Proposer will not be required to provide any construction services in association with the proposed Solution.

The management of SunPass tolling operations is a function of Florida's Turnpike Enterprise (FTE). PWWM has already initiated discussions with FTE to establish an interoperability agreement in order to allow for toll collection under the new Solution.

CURRENT ENVIRONMENT

C-PASS SYSTEM SOFTWARE

The C-Pass System is operated by Vector software system, a proprietary system that utilizes Mark IV transponders. Other environment software includes Forte V3.0.3.J which provides an environment for the toll application, Dec Message Queue v4.0A-111(RP35) which provides message flow control between the system host and the lane controllers, and DEC Polycenter Scheduler V2.1 which provides for the operation of batch jobs. The data resides on two DEC RDB V6.1 databases.

RICKENBACKER CAUSEWAY

The Rickenbacker Causeway connects Miami to the barrier islands of Virginia Key and Key Biscayne. The toll plaza is located where State Road 913 meets Brickell Avenue.

OPERATING ENVIRONMENT

The Rickenbacker Causeway toll plaza has eight lanes of traffic and processes approximately 7.5 million transactions annually. All eight lanes operate in one direction, of which six lanes have a width of ten feet and two lanes have a width of twelve feet. There is an existing gantry that was constructed in the mid1980s with a vehicular clearance of fifteen feet in height.

There are two lane types: dedicated Automatic Vehicle Identification (AVI) lanes which accept transaction via the Mark IV C-Pass transponders and cash lanes. All lanes can be operated as either AVI or cash lanes.

In addition, a customer service center is located at the toll plaza that allows the public to submit applications and payments for annual passes.

The toll plaza has two electrical power feeds that consist of one 120 volt and one 240 volt line with two service panels, one with 200 total amp service and one with 150 total amp service.

TECHNICAL ENVIRONMENT

Two Alpha 1000a servers running in a cluster configuration are located on-site at the Rickenbacker Causeway. Both servers are equipped with the HP OpenVMS 7.1-2 operating system. The first server houses the production database for the current C-Pass system and also serves as the application server for Forte Version 3.0.3.J software that provides violation processing, account processing and management, revenue reconciliation and auditing, employee scheduling and lane assignment, device inventory and system administration capabilities. The second server houses the archive database and also runs additional applications to post transactions to the production database and acts as an active backup for the first server.

Each lane contains a lane controller that operates the lane equipment and communicates with the on-site servers via dual fiber optic media via T1 data lines. Each lane is individually attached to a 1500 Uninterruptible Power Supply (UPS) unit. The unit is either a Powerware 5119 or an Eaton 5125. The entire plaza is protected by a 18kVA Powerware 9170 UPS Unit.

ANNUAL PASS PLANS

The following annual pass plans are valid from October 1 to September 30, with the exception of the School Plan as noted below for the Rickenbacker Toll Plaza.

- Resident Plan: Provides unlimited passage through the plaza for residents of Key Biscayne at a cost of \$24.00 per transponder with proof of residency and vehicle ownership.
- Commuter Plan: Provides unlimited passage through the plaza for frequent users who do not reside in Key Biscayne, at a cost of \$60.00 per transponder
- Commuter-4 Plan: Provides once-a-day passage through the plaza for two axle commercial vehicles at a cost of \$60.00 per transponder with proof of business ownership located in Key Biscayne.
- Recreational Plan: Provides passage through the plaza at a discounted rate for two axle non-commercial vehicles pulling a one-axle watercraft trailer at a cost of \$3.50 per transaction. A deposit is required when the

plan is purchased and tolls are then automatically deducted from the account when vehicles pass through the toll.

- School Plan: Provides unlimited passage through the plaza to parents and students attending schools on Key Biscayne or Virginia Key at a cost of \$60.00 per transponder with proof of school attendance. This plan is valid from August 1 to July 31.
- For-Hire Plan: Provides unlimited passage through the plaza to taxis and other "for-hire" vehicles at a cost of \$120.00 per transponder.

VENETIAN CAUSEWAY

The Venetian Causeway crosses Biscayne Bay to connect Miami to Miami Beach. The causeway is located on Northeast 15th Street on the barrier islands west of Miami Beach.

OPERATING ENVIRONMENT

The Venetian Causeway toll plaza has six lanes of traffic and processes approximately 2.5 million transactions annually. Three lanes operate in each direction. All six lanes have a width of ten feet. There is an existing structure that was built in 2005 with a vehicular clearance of thirteen feet in height.

There are two lane types: dedicated Automatic Vehicle Identification (AVI) lanes which accept transactions via the Mark IV C-Pass transponders and cash lanes. All lanes can be operated as either AVI or cash lanes.

In addition, a customer service center is located at the toll plaza that allows the public to submit applications and payments for annual passes.

The toll plaza has two electrical power feeds that consist of one 120 volt and one 240 volt line with three service panels with 400 total amp service.

TECHNICAL ENVIRONMENT

A T1 data line collects all information from transactions completed at the Venetian Causeway and transmits the data back to the Rickenbacker server cluster.

The Venetian Causeway connects back to the County's network infrastructure via a laser (line of sight) connection.

Each lane is individually attached to a 1500 UPS unit. The unit is either a Powerware 5119 or an Eaton 5125. The entire plaza is protected by a 18kVA Powerware 9170 UPS Unit.

ANNUAL PASS PLANS

The annual plans are valid from May 1 to April 30 for Venetian Islands and include the following:

- Owner Plan: Provides unlimited passage through the plaza for property owners and their children, 23 years old or younger, who live with their parents at a cost of \$24.00 per transponder with proof of property and vehicle ownership.
- Commuter Plan: Provides unlimited passage through the plaza to patrons who do not own property at the Venetian Islands at a cost of \$90.00 per transponder.
- For-Hire Plan: Provides unlimited passage through the plaza to taxis and other "for-hire" vehicles at a cost of \$150.00 per transponder.

MINIMUM SOLUTION REQUIREMENTS

The proposed Solution shall consist of three major components: a software application to allow for the collection of tolls and related data and transmission of such data to FTE in Universal Financial Message (UFM) format, a Lane System inclusive of equipment to collect transponder and Toll-By-Plate information and provide it to the software application, and an annual pass holder customer service component. The proposed Solution shall allow the County to generate Toll Rate Tables that are inclusive of SunPass, Annual Pass, and Toll-By-Plate rates.

LANE SYSTEM

The selected Proposer shall provide a Lane System required to complete All Electronic Tolling (AET) via SunPass and Toll-By-Plate functionality. The County currently owns six Encompass 6 Readers. The Lane System must include all required equipment and associated software. This shall be inclusive, but not limited to all wiring and cabling, circuit breaker panels, and grounds to connect the Lane System to the existing electrical system as outlined above. The selected Proposer shall be responsible for obtaining and maintaining any permits required to complete implementation.

SOFTWARE APPLICATION

The selected Proposer shall provide a software application capable of processing, aggregating, storing, reconciling, amending, auditing, and reporting all transactions received from the Lane System. The software application shall be capable of operating within the County's Technology Model. Data must be stored in UFM to allow for interoperability with FTE systems in order to generate, exchange, amend and transmit data. The software application must also be capable of gathering data to manage the County annual pass programs as described above. The software application should include full backup, restoration and archiving capabilities. In addition, the software application must include a Maintenance Online Management System (MOMS), which is a component that monitors and analyzes all systems and sub-systems, as well as records and tracks maintenance activities.

DASHBOARDS

The proposed Solution shall include a suite of web-based dashboards to provide access to real-time data and historical data to support administrative operations. The dashboards should include configurable user access levels based on administrative roles as well as user customizable look and feel.

INTERFACES

The selected Proposer shall be responsible for developing the interfaces listed below in order to obtain the following services:

- An interface to transmit and receive data between the proposed Solution and the FTE. This should allow for AVI and Toll-By-Plate transactions as well as transponder status and correlation files.
- An interface to transmit data from the Customer Service Component to the County's Gateway accessible via both pure XML interface or web service.

ANNUAL PASS HOLDER CUSTOMER SERVICE COMPONENT

The selected Proposer shall provide a Customer Service Component (CSC) that is capable of processing applications and payments for customers that qualify for and wish to purchase annual passes. The CSC may be either web-based or a client application to be installed on County hardware located at both Causeway toll plazas. The CSC should integrate with the software application to allow for the transfer of data. The CSC must interface the County's payment gateway for transaction processing. The County's payment gateway is accessible via both pure XML interface and web service.

ANNUAL PASS RESTRICTIONS

The proposed Solution shall operate under the following restrictions for annual passes:

- Annual pass transactions will be processed via SunPass transponders and require a valid SunPass account.
- An annual pass can only be used in the toll plaza for which it was established
- An annual pass can only be associated with a single vehicle
- An annual pass account may be associated with multiple annual passes and associated vehicles to accommodate multi-vehicle households.
- An annual pass is limited to non-commercial two-axle vehicles, with the exception of For-Hire and Recreational Plan passes.
- An annual pass shall be granted a grace period of fifteen (15) days to allow annual pass account holders to purchase an annual renewal. All transactions after the grace period will be processed as a SunPass or Toll-By-Plate transaction.

NETWORK INFRASTRUCTURE

The selected Proposer shall be responsible for providing all networking equipment and incidentals required to provide connectivity from the software application to the Lane System and CSC.

MAINTENANCE SERVICES TO BE PROVIDED

The selected Proposer shall provide maintenance services for the proposed Solution throughout the term of the contract. These services shall include updates and upgrades to the Solution to maintain compatibility with future County and FTE hardware and software infrastructure.

Upgrades should be provided at no additional cost to the County. Maintenance Services on the software application shall include corrections of any substantial defects, fixes of any minor bugs, and fixes due to any conflicts with mandatory operating system security patches as well as upgrades to new version releases. All environments, production and non-production, including testing and staging shall also be covered under Maintenance Services. Maintenance services may be provided via Remote Services to County servers either by Citrix SSL VPN, Encrypted Connection, or dedicated IP address; access will require prior approval from the County. Maintenance services for the equipment component shall include preventative maintenance to combat normal wear and tear from general usage to maintain proper operations.

TRAINING SERVICES TO BE PROVIDED

The selected Proposer shall provide on-site training on the proposed Solution for a minimum of 11 users, broken down into user appropriate sessions for the following groups:

Maintenance Staff	2
System Administrators	2
Customer Service Staff	5
IT/Technical Staff	2

The selected Proposer must provide all necessary documentation on the proposed Solution, customized for the County, both in hard copy and in electronic format. Facilities and computers will be provided by the County for the purpose of conducting such training. Additional training shall be made available via on-line videos or other resources on an ongoing basis throughout the term of the contract awarded as a result of this solicitation.

TECHNICAL SUPPORT SERVICES TO BE PROVIDED

The selected Proposer shall be responsible for providing technical support services to ensure optimal performance of the proposed Solution. This should include remote diagnostic tools to detect and correct application errors in the software application and repair services for the equipment component. The County's preferred escalation process is outlined below:

Severity	Definition	Response Time	Resolution Time	Status Frequency Update
1=Critical	A major component of the Solution is in a non-responsive state and severely affects Users' productivity or operations that will result in immediate loss of revenue, closure of a lane, loss of audit data, or hazards to personnel or drivers.	One (1) Hour	Four (4) Hours	One (1) Hour
2=Urgent	Any component failure or loss of functionality not covered in Severity 1, which is hindering operations, such as, but not limited to: excessively slow response time; functionality degradation; error messages; backup problems; or issues affecting the use of a module or the data.	Two (2) Hours	Eight (8) Hours	Two (2) Hours

Severity	Definition	Response Time	Resolution Time	Status Frequency Update
3=Important	Lesser issues, questions, or items that minimally impact the work flow or require a work around.	Four (4) hours	Seventy two (72) Hours	Four (4) Hours
4=Minor	Issues, questions, or items that don't impact the work flow. Issues that can easily be scheduled such as an upgrade or patch.	Twenty Four (24) hours	One (1) Month for an acceptable work around until final resolution	Weekly Status Call

The selected Proposer should make live support available 8 AM to 5 PM Eastern Standard Time, Monday through Friday. The selected Proposer should also make on-call support available 24 hours per day, 7 days per week to address critical issues.

INVENTORY REQUIREMENTS

The selected Proposer shall be responsible for providing the County with an on-site inventory of spare parts sufficient for one complete lane.

IMPLEMENTATION SERVICES TO BE PROVIDED

The selected Proposer shall be responsible for providing on-site installation, integration and configuration services for all components of the proposed Solution. This should include planning and operational process redesign. The selected Proposer shall be responsible for testing the Solution and insuring proper functionality prior to launching in the production environment. No conversion of historical data will be completed as part of this implementation. Proposers should anticipate the installation of lane equipment within a short period of time in coordination with civil work necessary for this project and an adjacent bridge reconstruction project. Implementation, including lane closures can be conducted 24 hours per day. Additionally, work that results in excessive noise may be restricted by the City of Miami. **The implementation timeline for the proposed Solution must not exceed a ten (10) month period from the time of contract award in order to be considered by the County.** Proposers should dedicate resources appropriately to meet this timeline.

OPTIONAL CUSTOMER WEBSITE REQUIREMENTS

As a future phase, PWWM may require a vendor hosted customer website for services related to annual passes. The website should be intuitive, user friendly, and allow customers to access annual pass accounts, select various criteria to satisfy respective annual plan requirements, and make payments. The website should connect to the County payment gateway for payment processing, automatically update the County POSI list, and provide reporting and audit capabilities. The website should have the same look and feel as existing County webpages and should require users to create a secure log in accordance with PCI standards. This optional item is not included in the evaluation of proposals and is to be contracted at the sole discretion of the County. Proposers are **strongly encouraged**, but not required to provide pricing for this component.

OPTIONAL PRODUCTS AND SERVICES

Proposers are encouraged but not required, to offer Optional Products and Services to the County. Such optional products and/or services are not included in the evaluation of proposals and are to be contracted at the sole discretion of the County.

REQUIREMENTS TABLE

Proposers are required to complete the charts below indicating whether the proposed Solution meets, does not meet, or requires customization to meet the outlined requirements. **Proposers should provide a detailed description of how the requirement is or is not met in the "Detailed Explanation" field for ALL items included in the table.** This should include a description of any customization required to meet the requirement. A blank or N/A in any box will be interpreted as an "N".

The acceptable response codes are as follows:

"Y" - "Yes" - Indicates that the requested functionality is currently available in the proposed System.

"N" - "No" - Indicates that the requested functionality is not available in the proposed System.

"C" - "Custom" - Indicates that the requested functionality can be accommodated through a customization.

Proposers should indicate their capability of fulfilling each requirement below using the codes outlined above.

	Requirement	Meet (Y, N, C)	Detailed Explanation
Lane System Requirements			
1.	Proposed Solution is capable of providing automatic vehicle identification.		
2.	Proposed Solution is capable of providing automatic vehicle detection and classification.		
3.	Proposed Solution is capable of taking accurate front and rear vehicle images in all weather conditions.		
4.	Proposed Solution includes an integrated canopy lane control signal that is a minimum of 20" square LED head that is capable of displaying a green arrow and red "X" to display that operational status of each lane.		
5.	Proposed Solution includes all lane equipment.		
6.	Proposed lane controller includes redundancy capabilities.		
7.	Proposed lane controller is capable of processing multiple toll rate tables in accordance with County business rules.		

	Requirement	Meet (Y, N, C)	Detailed Explanation
8.	Proposed lane controller is capable of processing the Posi-List of interoperable transponders as well as County annual passes in accordance with County business rules.		
9.	Proposed lane controller is capable of automatically returning to the previous operational state after recovering from a power failure.		
10.	Proposed lane controller is capable of providing real-time data to the Software Application for processing of transactions.		
11.	Proposed Solution includes Uninterruptible Power Supply (UPS) equipment and functionality for the Lane System.		
12.	Proposed Solution includes data storage and retrieval functionality for a minimum of 120 days of transactions and raw image data.		
Software Application Requirements			
13.	Proposed Solution includes data reconciliation, amending, and auditing functionality.		
14.	Proposed Solution includes archiving capabilities.		
15.	Proposed Solution is capable of automatically uploading stored transaction and image data while continuing to capture current transactions as they occur.		
16.	Proposed Solution captures transactions in a first in, first out (FIFO) manner.		
17.	Proposed Solution has the ability to query and validate data against tab delineated and Excel spreadsheets.		
18.	Proposed Solution includes built-in standard reports.		
19.	Proposed Solution is capable of generating ad hoc reports.		

	Requirement	Meet (Y, N, C)	Detailed Explanation
20.	Proposed Solution allows reports to be viewed in both summary and detailed layouts.		
21.	Proposed Solution is capable of exporting and/or saving reports in PDF, CSV, and XML format.		
22.	Proposed Solution is capable of displaying reports to illustrate trends over time.		
23.	Proposed Solution includes capabilities to prevent transaction, image, and revenue loss.		
24.	Proposed Solution allows users to review individual transactions via a unique identifier.		
25.	Proposed Solution tracks transactions that are removed in order to preserve historical data.		
26.	Proposed Solution is capable of automatically backing up all data to a removable storage media.		
27.	Proposed Solution is capable of completing backups and data archives on a daily basis without requiring manual intervention or interfering with normal Solution performance/operations.		
28.	Proposed Solution can accommodate the restoration of archived data.		
29.	Proposed Solution retains detailed transaction, revenue and violation data in production accordance with PCI, State of Florida, and County standards for a period of 13 months.		
30.	Proposed Solution is capable of maintaining detailed system logs for a period of one month after which time such information shall be archived.		
31.	Proposed Solution is capable of generating warning notices when disk space reaches high capacity.		

	Requirement	Meet (Y, N, C)	Detailed Explanation
32.	Proposed Solution is capable of automatically deleting data which has been successfully archived without manual intervention.		
33.	Proposed Solution is capable of automatically notifying the system administrator when automatic deletions have taken place.		
34.	Proposed Solution is capable of generating and transmitting UFM's to FTE.		
35.	Proposed Solution includes data receipt acknowledgements when transmitting UFM's to FTE.		
36.	Proposed Solution is capable of automatic resends for instances when data transfers to FTE fail.		
37.	Proposed Solution logs all data transfer errors and automatically notifies users of such errors.		
38.	Proposed Solution is capable of amending UFM's and then transmitting to FTE.		
39.	Proposed Solution is capable of receiving Transponder Positive Lists (POSI Lists) from FTE and transmitting them to the Lane System.		
40.	Proposed Solution is capable of generating County POSI Lists to include annual pass transponders and transmitting them to the Lane System.		
41.	Proposed Solution is capable of generating, updating, and transmitting Toll Rate Tables to the FTE as well as to the Lane System.		
42.	Proposed Solution is capable of processing annual pass transactions received from the Lane System and posting such transactions to the associated annual pass account without transmitting the data to the FTE.		

	Requirement	Meet (Y, N, C)	Detailed Explanation
43.	Proposed Solution is capable of processing annual pass transactions received from the Lane System and posting such transactions to the associated annual pass account as well as transmitting the data to the FTE with a zero dollar (\$0) toll rate.		
44.	Proposed Solution includes role based functional access/restrictions.		
45.	Proposed Solution requires users to log on and log off using secure passwords consistent with industry best practices.		
46.	Proposed Solution includes configurable Toll Rate Tables to allow County staff to make modifications without the need of additional programming.		
47.	Proposed Solution includes a minimum of two pre-established Toll Rate Tables that are stored within the software application to allow for immediate conversion.		
48.	Proposed Solution is capable of storing raw image files for 120 days work of transactions.		
49.	Proposed Solution is capable of converting raw image files to compressed color JPEG.		
50.	Proposed Solution is capable of storing compressed image files for 365 days.		
51.	Proposed Solution includes indexing and search capabilities for image files.		
52.	Proposed Solution is capable of storing individual transactions of up to 5 MB each.		
53.	Proposed MOMS component is capable of monitoring the status of all the Solution subsystems, tracking alarms, assigning priorities, and providing reports and analysis.		
54.	Proposed MOMS includes work order processing with tracking capability from inception to completion.		

	Requirement	Meet (Y, N, C)	Detailed Explanation
55.	Proposed MOMS includes selectable alarms, manual initiation, and maintenance scheduling functionality.		
56.	Proposed MOMS tracks personnel and time, as well as maintenance activities.		
57.	Proposed MOMS includes status reporting for all work orders.		
58.	Proposed MOMS provides predictive maintenance analysis based on preventative maintenance activities.		
59.	Proposed MOMS monitors UPS battery life and reports warning and/or failures.		
60.	Proposed MOMS monitors and provides alarms when environmental conditions exceed acceptable tolerances for the Lane System.		
61.	Proposed MOMS includes asset management functionality to include history, inventory, and status of equipment in operation.		
62.	Proposed MOMS tracks spare parts inventory and components through all stages on a monthly basis, including monthly parts usage reports and warranty information.		
Annual Pass Holder CSC Requirements			
63.	Proposed CSC is capable of establishing and renewing annual pass accounts.		
64.	Proposed CSC is capable of posting transactions to annual pass accounts.		
65.	Proposed CSC is capable of interfacing with the County's payment gateway for processing payments.		
66.	Proposed CSC is capable of storing and retrieving scanned documents such as paper applications.		
67.	Proposed CSC allows County staff to enter application information.		

	Requirement	Meet (Y, N, C)	Detailed Explanation
68.	Proposed CSC is capable of storing and tracking customer communications (e.g. complaints, inquiries, feedback, etc.) in PDF or JPEG.		
69.	Proposed CSC is capable of generating and sending messages in email or text message to annual pass account holders. This includes 30-day renewal reminders, 15-day grace period reminders, or other account information.		
70.	Proposed CSC meets Payment Card Industry (PCI) data security standards published as and outlined at the following link: https://www.pcisecuritystandards.org/security_standards/documents.php?document=pci_dss_v2-0#pci_dss_v2-0		
71.	The selected Proposer meets the following Miami-Dade County security standards: I. The selected Proposer responsible for security of cardholder data in their possession. II. The selected Proposer can ensure that data can ONLY be used for assisting the County in completing a transaction, supporting a loyalty program, supporting the County, providing fraud control services, or for other uses specifically required by law. III. The selected Proposer provides business continuity in the event of a major disruption, disaster or failure. The selected Proposer is responsible for contacting the County's Chief Security Officer to immediately advise of any breaches in security where card data has been compromised.		
Dashboard Functionality			
72.	Proposed dashboards include configurable user access levels.		

	Requirement	Meet (Y, N, C)	Detailed Explanation
73.	Proposed dashboards are customizable based on user preferences.		
74.	Proposed dashboards include traffic functionality with comparison of last 7 days (rolling 4 week averages) to current time traffic counts, including all transaction types (SunPass, Pass, video, other), and total vehicles by facility location, including a graphical comparison of current count to same time of daily average.		
75.	Proposed dashboards include revenue functionality with comparison of last 7 days (rolling 4 week averages) to current time traffic counts, including all transaction types (SunPass, video, other), and total vehicles by facility location, including a graphical comparison of current count to same time of daily average.		
76.	Proposed dashboards include a spot speed function to provide speed information for the average last 7 days compared to current speed for each lane, and overall facility locations, including color indications for anomaly speed results.		
77.	Proposed dashboards include a data transmission function to provide real-time update and 7 day rolling average volume of lane/plaza data transmission and confirmation of receipt to the software application and from the software application to FTE, and confirmation of receipt by FTE including color indications for anomaly data transmission results, and graphic displays of transmission volumes.		
78.	Proposed dashboards include camera monitoring functions indicating the current status of camera operations, through a sampling of images.		
79.	Proposed dashboards display MOMS alerts, indicating the status of the system operations, including system performance, system storage, CPU performance, and other system alert messages		

	Requirement	Meet (Y, N, C)	Detailed Explanation
80.	Proposed dashboards include functionality providing for summary data relevant to the County operational needs. This shall include rolling 13 months comparison of traffic and indicated revenue and % of SunPass, annual pass, and Toll-By-Plate revenues and transaction volumes with annual total by each facility.		
81.	Proposed dashboards include annual pass account functionality, indicating the volumes of all pass types, number of annual pass enrolled by type and totals, volume used during the reporting period, and frequency of pass used by type; summary of CSC actions, related to renew, terminated, new accounts, and other CSC functions.		
82.	Proposed dashboards include search functions for transaction and video images which are easily configured to find multiple combinations of SunPass and Toll-By-Plate transactions based on account or transponder ID, annual pass account information, facility, date, time, or transaction characteristics, axle class, event types. Results shall display full transaction data and compressed image of indicated transaction(s). Search results may be flagged by the user, printed, saved and aggregated to other similar flagged results for further operator analysis.		
83.	Proposed dashboards shall provide a tab for launching all system reports, as defined through user administrative roles configurations.		
84.	Proposed dashboards include access to the plazas in real time, including UFM queries and system monitoring and traffic activity monitoring.		
Performance Measures			
85.	Vehicle presence detection must be 100%		
86.	Properly separate vehicles must be greater than or equal to 99.9%		
87.	Properly determine vehicle classification must be greater than or equal to 99.8%		

	Requirement	Meet (Y, N, C)	Detailed Explanation
88.	Vehicle speed detection from automatic vehicle classification devices and reported in miles per hour must be +/- 2 miles per hour.		
89.	Report tag read/write information received from the AVI subsystem to the lane controller must be 100%		
90.	Correlate transponders to the correct vehicle and lane must be greater than or equal to 99.95%.		
91.	Image correlation success – defined as success rate of capturing image(s) (front and rear) of the correct vehicle and its associated region of interest must be greater than or equal to 99.9%.		
92.	Legible image capture success – defined as success rate of capturing a machine - and human- legible plate image (front and rear); both, plate number and state of issue are discernible must be greater than or equal to 99%.		
93.	AET lane throughput must be greater than or equal to 2200 vehicles per hour per lane.		
94.	AET burst rate – capability to process several vehicles in a short period of time (all lanes simultaneously) must be 1 vehicle every second per lane for a period of 15 seconds.		
95.	Mission critical – this includes AET Lane System, Software application and CSC must have 99.99% uptime or 53 minutes of downtime annually.		