

User Agreement Scope of Work

The purpose of this guidance document is to assist Transit Providers interested in implementing contactless payments with the drafting of a User Agreement Scope of Work (SOW), as required to participate in the Master Service Agreements (MSAs) for Payment Acceptance Devices (PADs) and Transit Processor Services. Any italicized text is meant to prompt your response and can be omitted from the final document.

1. Incorporate MSA by Reference

MSA #_____ and its amendments is hereby incorporated by reference as if attached hereto.

2. Description

What are your objectives in implementing contactless payments (i.e. customer convenience, faster boarding, modernizing, hygiene, ridership, etc.)?

In addition, please provide a brief description of the Transit Provider including but not limited to the following items: service area, ridership profile, fare revenue, number of routes/map, fleet size, and interlining. Specify if any bus operations are contracted out.

3. Determining internal responsibilities for the project

Please provide contact information for your agency's point of contact. Specify if this contact is for both Category A/B or provide additional information if separate.

4. Fare Structure and Business Rules

This section will describe only products you plan to offer on the contactless system. While vendors can accommodate many requests related to business rules, this is a good opportunity to simplify business rules and fare structures. At a minimum, please describe the following:

- *What base fares do you or will you offer?*
- *How do/will base fares differ? For example, by route, by distance, by zone, by time, etc.*
- *What business rules would you like to implement?*
 - *Transfers, free-fares/promotional days, fare discounts for multiple trips, time limits a passenger has to a travel right*
 - *Fare caps – this model automatically caps fares after a certain threshold has been reached (number of trips or fare paid in a certain time period). These can replace daily, weekly, and/or monthly passes.*
- *What discount groups exist? Note: vendors can work with you to implement discount fares as verification systems become available.*

5. On-board Technologies

Please provide/describe at a minimum...

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- *A list of bus/vehicle types in your fleet (with images of the areas where PADs are planned to be installed, if possible)*
- *Information about your existing fare collection systems and vendors*
- *Who is your current acquirer? Note: we **highly encourage** you to understand if your existing acquirer can process Mass Transit Transactions, and if so, request information from the transit processors about their ability to operate and integrate with your preferred acquirer, and any associated costs. Are you open to changing acquirers if your existing provider is unable to process Mass Transit Transactions?*
- *Who is your current or pending General Transit Feed Specification (GTFS/GTFS-RT) provider? Who is your Computer-Aided Dispatch/Automatic Vehicle Location (CAD-AVL) or dispatch provider?*
- *How does your current on-board technology connect (e.g. router, SIM)? Who is the carrier? Are you open to changing providers?*

6. Items Specific to Category A (PADs)

- *Please provide the number of PADs needed. To estimate this number, consider how many vehicles in the fleet will need PADs (all or a portion), how many PADs per vehicle, and how many spares will be needed (we suggest 5-10% of your total needed)*
 - *Note: Generally, a single PAD per bus is sufficient for those with single-door boarding and fares that are flat or vary by time. **Distance-based and zone-based fares** require riders to tap their bank card when boarding and when getting off to calculate the correct fare. In this case, it may be useful to put one PAD per door if riders are allowed to exit at the back door. If you want to implement a distance-based fare, you need to consider whether this distance is calculated as the crow flies between boarding and alighting locations, or as the bus drives. The first option is both easy to implement and communicate to your riders but may lead to situations where a long trip may be cheaper than a short trip (e.g., if there's a bridge, over/underpass, or railway crossing that connects two large areas served by a single route). The second option is more aligned with your cost structure but requires a well-functioning integration between the fare calculation function and the CAD-AVL system to ensure a match between the PAD and the route it is on. GTFS Realtime (GTFS-RT) may be used for this as well. Consider these options when determining quantity of validators needed to be installed.*
- *Where will PADs be placed? Will mounts/poles be needed?*
- *How will they be powered (e.g., source, wiring, etc.)?*
- *How will they be connected (e.g., router, SIMs, etc.)? Do you have a preferred provider?*
 - *Note: You are encouraged to provide details on how you expect the PADs to connect to the cellular network. Be clear if the preferred provider is negotiable or not (i.e., are you open to switching). If you plan to use SIM cards directly in the PADs, we **highly encourage** you to request proof of certification and ability to operate on your preferred network. You may want to consider an alternative connectivity plan should a PAD vendor be unable to operate on your preferred network.*
- *Do you have additional reporting needs beyond what the vendor will provide through secure dashboards (outlined below)?*
 - *Revenue report (including the number of transactions, total transaction amounts).*

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- *Operations report (including the total revenue per route per day, the number of boardings per route per stop per hour per day, and other similar metrics as agreed between the Transit Agency and the Contractor).*
- *KPI report (documenting all service levels in relation to the KPIs agreed upon in the User Agreement Scope of Work).*

PAD Unit Type

PAD Units Needed

Front door units

X

Spare units

X

Value-add Requests

While the vendor can suggest value-add services, please select any value-add requests (must-haves or optional) from the options described below if necessary:

<i>Option</i>	<i>Base offering</i>	<i>Value-add Option</i>	<i>Value-add Pricing</i>
<i>Project management</i>	<i>Contractor will detail their Project Implementation plan and assign a point of contact for the Agency.</i>	<i>Vendor-led project management beyond the implementation plan. This additional project management support may include staff augmentation functions to manage a change process within the Transit Agency and is billed by Vendor for resources providing project management services</i>	<i>Hourly Rate</i>
<i>Training</i>	<i>Vendor shall provide all applicable manuals and non-localized training material for all applicable different types of users of the system to the Transit Agency, prior to Commissioning and as agreed in the User Agreement Scope of Work. Vendor shall also provide up to 12 hours of training (on-site or remote) to Transit Agency personnel covering, at minimum, the following topics: Device installation procedures,</i>	<i>"Extensive Training": Vendor to provide a comprehensive training program that prepares the Transit Agency's trainers for operation, financial administration, elementary troubleshooting, maintenance, and administration of the contactless fare payment system components provided by the Contractor (this is</i>	<i>Hourly Rate</i>

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	<i>operational procedures, configuration, Level 1 Support (see definition in Exhibit G: Definitions), incident management and customer support procedures, device management, reporting, and transit customer support. Vendor shall provide a Training Plan to the Transit Agency indicating the target audience, topics covered, training format and timeline.</i>	<i>known as the “train-the-trainer” principle).</i>	
<i>PAD installation</i>	<i>Agency leads installation of PADs.</i>	<i>Vendor installs the PADs.</i>	<i>Per Unit</i>
<i>Custom Solution Work</i>	<i>N/A</i>	<i>Vendor to provide customized value-added features, capabilities or integrations as requested by the Transit Agency, by way of time billed by Contractor for project management and custom solution development.</i>	<i>Hourly Rate</i>
<i>Customer support</i>	<i>Vendor shall have support personnel available during business hours (8:00 am until 6:00 pm Pacific Time from Monday to Friday) for Level 2 and Level 3 support.</i>	<i>“Premium customer support” Vendor to provide 24/7 Level 2 and Level 3 Support to the Transit Agency.</i>	<i>Fixed Monthly Cost</i>
<i>Warranty</i>	<i>Vendor shall provide warranty in accordance with the DGS General Provisions – Information Technology</i>	<i>“Extended hardware warranty” An extension of the hardware warranty up to five (5) years after commissioning.</i>	<i>Fixed Monthly Cost</i>

6.1 Determining whether any changes are needed to default Category A service level agreements (SLAs) in the User Agreement

Please outline your preferred changes to the SLAs (see [Exhibit A.1 Performance Measures](#)) here or confirm acceptance as-is.

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7. Items Specific to Category B (Transit Processor Services)

[Transit Provider] intends to select a Category B vendor to process transactions made on the PADs. Please refer to sections 2-4 above for applicable business rules and technologies.

Please describe your needs regarding the following:

- *Will you accept the vendor's customer support channels for the contactless payment system?*
 - *Note: vendors must provide dashboards for both riders (transaction history, troubleshooting, etc.) and agency personnel (change fares, process refunds etc.)*
- *What are your reporting needs/wants or do you accept the vendors offerings?*
 - *At a minimum, vendors must offer the access to a dashboard in which all transaction data can be securely transmitted in a raw format (CSV or other) to the Transit Agency, either daily or in real time, including but not limited to:*
 - *Revenue report (including the number of transactions and total transaction amounts)*
 - *Operations report (including the total revenue per route per day, the number of boardings per route per stop per hour per day, and any other metrics as agreed between the Transit Agency and Transit Processor)*
 - *KPI report (documenting all service levels in relation to the KPIs)*
 - *Number of new customers and returning customers*
 - *Bad debt and debt recovery reports*
 - *Dispute and chargeback reports*

Value-add Requests

While vendors can suggest value-add services, please describe any anticipated needs here. Options are described below:

<i>Option</i>	<i>Base offering</i>	<i>Value-add Option</i>	<i>Value-add Pricing</i>
<i>Supporting EMV Level 3 Certification of Agency's PAD Provider</i>	<i>N/A</i>	<i>Vendor shall support EMV Level 3 certification of the Transit Agency's Payment Acceptance Devices to Agency's Payment Processor.</i>	<i>One-time cost</i>
<i>Premium final charge management services</i>	<i>N/A</i>	<i>Vendor to augment or replace the fare calculation performed by the Agency's PAD Provider.</i> <i>Transit Agency may request the Vendor provide as part of value-added Premium Final Charge Management Services:</i>	<i>Fixed % of revenue</i>

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		<ul style="list-style-type: none"> ▪ <i>Calculation of inter-agency fares and fare caps for Transit Agencies connected to the Transit Processor</i> ▪ <i>MTT Model 3 pre-paid ticket purchase and validation</i> 	
<i>Custom Solution Work</i>	<i>N/A</i>	<i>Vendor to provide customized value-added features, capabilities or integrations as requested by the Transit Agency by way of time billed by Contractor for project management, custom solution design and custom solution development and deployment.</i>	<i>Hourly Rate</i>
<i>Customer support</i>	<i>Vendor shall have support personnel available during business hours (8:00 am until 6:00 pm Pacific Time from Monday to Friday) for Level 2 and Level 3 Support to the Transit Agency via Agency's PAD Provider for issues involving Transit Processor Services. Note that the Agency's PAD Provider acts as the conduit for all Level 2 and 3 Support services, unless agreed otherwise in the User Agreement Scope of Work.</i>	<i>"Premium Customer Support" Vendor to provide 24/7 customer support to Transit Agency for Level 2 and Level 3 Support.</i>	<i>Fixed % of revenue</i>

7.1 Determining whether any changes are needed to default Category B service level agreements (SLAs) in the User Agreement

Please outline your preferred changes to the SLAs (see [Exhibit A.1 Performance Measures](#)) here or confirm acceptance as-is.