

1.0 Proposal Construction

1.1 General

The Scope of Services describes, from a functional standpoint, elements of the software and technology systems that would aid Hanover Township (the "Township") in its daily mission of providing quality demand responsive service in an economical manner. It is the Township's intent to provide proposers the opportunity to offer proven software products with little customization so as to meet our implementation schedule.

The specifications herein may not have addressed all functional elements of a particular vendor's software product/ITS technology. Such omissions are not intended to mean that the Township does not desire to have that functional element as part of the software or technology system(s) to be purchased under this procurement. A full-featured, functionally diverse software package is required.

All submitted proposals must adhere to the following guidelines:

1. Include a Letter of Transmittal signed by the person(s) with the authority to bind the offeror, to answer questions, or to provide clarification concerning submitted proposals;
2. Be prepared on 8 1/2" by 11" paper;
3. Include one (1) signed and three (3) copies of bid submittal;
4. Address, completely and accurately, the specifications and submission requirements found in this IFB;
5. Include completed accurately filled-in forms contained in this IFB;
6. Be mailed to the stated address before the time and date for proposal submission; and
7. The bid proposal must be submitted on the attached bid proposal form and must be signed by an owner, officer or agent who has the authority to bind the proposer/bidder to the bid prices stated in said bid proposal.

1.1.1 Submission of Supplemental Material

Proposers (also referred to herein as bidders, vendors, and/or offerors) will be permitted to submit any additional information they consider relevant to the project scope of work and the project at hand. Such supplemental materials, if submitted, should be in addition to the proposal, not contained in the proposal itself. Notwithstanding the forgoing, the contract will be awarded to the lowest (based on the base bid amount plus any alternate or alternates selected by the Township Board of Trustees) responsible

and responsive bidder meeting specifications, including but limited to, providing software that performs the functional elements required hereunder.

1.1.2 Minimum Requirements – Proposal Construction

At a minimum, each proposal should contain the following elements:

- ***Understanding of the Project*** - Based on information contained in this IFB, as well as information obtained in subsequent addenda, and the vendor's own experience with similar operations, the proposer should indicate, in written narrative, how the software or technology proposed will facilitate the system's goals for providing cost efficient, customer responsive, demand response transportation to the general public and clients participating in human service programs operated by Hanover Township in the procurement.

Proposers should demonstrate a thorough understanding of major client transportation programs, such as Medicaid and Title III of the Older Americans Act. Proposers should indicate how their scheduling software system can work to improve the transit system's handling of various tasks associated with service delivery, including, but not necessarily limited to customer service functions, reservations, scheduling, dispatching, ADA compliance, billing, passenger tracking and statistics, reporting, and performance evaluation.

- ***Software System/Technology Description*** – Proposers should fully describe the software scheduling system being offered as part of this submission, along with any other ITS technologies the vendor may be proposing. Vendors should clearly state that the capabilities of each product and its suitability to the task of addressing scheduling software needs.

Proposers must list all software components or modules necessary to fully implement the project, including third party software necessary to complete the total installation (e.g., report generation software, SQL, back-up software, remote access software, etc.) required for a centralized web-based solution. The technology must be 100% web based, not a web front on top of a PC based solution.

- ***Implementation Plan*** – Proposers should fully describe the proposed implementation plan, detailing all major milestones in the process. A proposed timeframe from notice-to-proceed through testing, de-bugging, and "live" operation should be developed as an integral part of this proposal. The implementation plan must clearly state the roles and responsibilities and the scheduling an integrated technology solution (scheduling software and MDCs). The software and ancillary equipment furnished hereunder must be tested, de-bugged, operating "live" and fully functional on or before May 7, 2013, and training completed by June 28, 2013.

- **Quality Assurance Plan** – Proposers should describe in detail their management strategies for overall quality assurance in the installation, start-up, and operation of the scheduling and dispatching system software. At a minimum, proposers should address:
 - *Project Management and Staffing* – Describe the proposed individuals and team approach used to successfully communicate with the project personnel at purchaser location. If contractors are used for any part of the installation, customization, or maintenance of the proposed software system, this element of your overall approach must be identified here. The vendor must designate one individual with complete control over all installations.
 - *Quality Control* – Describe steps and techniques employed by the proposer to ensure the integrity of databases (e.g., street networks, client databases, etc.) that may be required to be imported and/or converted for use in the proposed scheduling system.
 - *Maintenance, Support, and Upgrades* – Describe the proposer’s network of technical support during the project, focusing both on the critical initial implementation period as well as long-term operation. Describe procedures for rendering support, including the availability of technicians to provide on-site repairs and ability to remotely access, diagnose, and make necessary repairs. Technical support policies and pricing must be explained in detail and the amounts included in the bid proposal.
- **Training** – Proposers should provide a detailed schedule and course outline for the necessary training of the cooperative agency personnel on the proposed scheduling system software. Proposers should assume twenty (20) individuals will participate in training. This section of the proposal should identify the training course content, the number of courses required, and type of training (classroom, hands-on, etc.) that will be provided, the length of the training session, etc. Proposers should indicate when the training should be provided in the context of the overall implementation time schedule provided above in the implementation plan. Qualifications of the staff providing the training should be listed. The cost of training assuming class room training for 20 individuals and a minimum of 10 training sessions per class lasting a total of 20 hours (aggregate for all class room training provided by the bidder) and a minimum of 20 hours of hands on training for individual Township employees (aggregate hours for said hands on training) must also be included in the bid proposal.
- **Experience** – Proposers should provide a corporate profile indicating their qualifications to provide the required software, technology, and technical support necessary to achieve objectives for the project. A separate list of the proposer’s last ten (10) installations, along with a project contact, address, telephone number, facsimile number, and e-mail address must be provided.

Required Forms and Certifications – The proposer must indicate its compliance with applicable federal and state laws, statutes, and regulations.

1.1.3 Cost Proposal

- A. Cost Proposal Format – each bidder must complete and submit the attached bid proposal form.
- B. Costs that must be included in the bid proposal form:

Identify the following items as part of its base cost proposal. Each item must be listed separately:

- *Software Purchase/License Costs* – The cost of supplying and installing the software solution onto three (3) work stations and user licenses must be included in the bid proposal.
- *On-Site Costs* – All supplemental costs associated with user assessment, installation, database conversion, etc., must be included in the software/license price above. Price proposals must include labor and travel costs.
- *Data Acquisition and Conversion Costs* – If the proposer must acquire databases, street maps, or other items necessary to support installation, these costs must be included in the bid proposal.
- *Mobile Data Computer Hardware Costs* – The proposer must include the cost for eight (8) Mobile Data Computer units. All related installation hardware must also be included in the bid proposal.
- *Related Third Party Software Costs* – All other software necessary to operate the scheduling system or to support maintenance of the system recommended by the vendor must be identified. All such products must be purchased by the successful bidder and licensed to the Township, and the cost of same must be included in the bid proposal.
- *Training Costs* – Proposals must identify the labor, materials, and travel costs associated with all required training and the cost of said training must be included in the bid proposal based on the above specified minimum requirements.
- *Hosting Costs* – If the proposed software solution will involve third party hosting solutions, then all such hosting costs that will be borne by the purchaser must be included in the bid proposal form.

- *One-Year Maintenance and Support* – One year maintenance and technical support price shall be included in the base bid proposal. Alternatives for maintenance for subsequent years should also be included. The Township Board of Trustees (the “Board”) will determine the lowest bid based on the base bid plus any alternate or alternates in the Board’s sole and absolute discretion.
- *Other Costs* – Any other costs not identified above that are integral to the implementation of the proposed scheduling system should be identified and the cost included in the bid proposal.

C. Costs Beyond Initial Installation

Vendors should identify on-going costs associated with the implementation of its proposed technology solutions beyond initial installation (Year 1) as alternates.

- *Maintenance, Support and Upgrade Costs After One (1) Year* – Proposers should identify costs to the Township to secure a maintenance and support contract for four (4) additional years (i.e., second through fifth years) of operation. The proposer’s policy for acquisition of future upgrades should be included in the alternative bid amounts on the bid proposal form.

D. Computer Hardware Costs

Proposers are responsible for providing information on the IT infrastructure resources that will be necessary for the transit system to implement the vendor’s proposed technology solution. This may include, but not necessarily be limited to:

- Workstation specifications (e.g., minimum configuration necessary to support optimal operation of installed vendor products, including RAM, processor speed, hard drive size, etc.);
- Telecommunication;
- Other infrastructure, as necessary.

The Township will be responsible for all computer hardware (workstations, routers/hubs, network infrastructure) acquisition necessary to support the vendor’s software/technology solutions. Accordingly, bidders should not include these costs in their bid proposals. Vendors are asked to submit “minimum,” “recommended,” and “optimal” hardware configurations.

1.2 Evaluation, Award, and Contract

1.2.1 Evaluation Process

A prerequisite for award is that the offeror must be responsible and must submit a responsive offer. To be responsible means the offeror has the requisite business

integrity, as well as financial and organizational capabilities, to ensure good-faith performance and has demonstrated proven success performing projects that are similar in size, scope and complexity. To be responsive an offer must conform to the criteria described in the IFB including but not limited to all of the above stated required cost information being included in the bid proposal. Award will be granted to the lowest cost proposer/bidder received from a responsible and responsive bidder.

1.2.2 Notice of Award

A. Notification Process

It is anticipated that the Township will issue the notice of award to the successful bidder in approximately 14 days from the bid due date. Notwithstanding the forgoing, each bidder agrees that the amounts specified in its bid shall remain in full force and effect for sixty (60) days following the bid opening. No Bidder shall modify, withdraw, or cancel its bid, or any part thereof, for 60 days after said bid due date, and no attempted modification, withdrawal, or cancellation shall be valid.

1.2.3 Notice to Proceed

The schedule for contract execution after Notice of Award will be determined by the Township. Adequate time after Notice of Award must be permitted in order to allow the Township to acquire necessary workstations or other required network infrastructure to support implementation of the selected ITS technologies.

1.3 **Proposal Summary**

1.3.1 Procurement Schedule

Notice to bidders published:	January 23, 2013
Pre-bid meeting:	February 12, 2013 (10:00 a.m.)
Bid due date (and opening):	February 25, 2013 (10:00 a.m.)
Notice of Award (anticipated date):	March 6, 2013
Successful bidder entering Contract for the project work:	March 13, 2013
Software fully operational:	May 7, 2013
Training complete:	June 28, 2013

2.0 **Technical Specifications**

2.1 **General Overview**

Hanover Township seeks to improve the efficiency and effectiveness of its demand response transportation services by 20-30% through the acquisition and implementation of a centralized web-based scheduling and dispatching software solution. The proposed software system and Mobile Data Computers described herein must enhance

capabilities to manage customer files, generate schedules, and assist or eliminate the reliance on manual schedule production. Finally, the proposed solution must reduce manual duplication of data, increase accuracy of statistical reporting, billing, and provide management with higher levels of oversight in the operations area.

2.2 Scheduling and Dispatching Software Systems – Technical Specifications

The successful software solution will contain the following elements:

2.2.1 Client Database

A. Build New Client Database Files

The selected proposer, as soon as practical after notice to proceed from the Township, shall be responsible for providing a data “template” in order for staff to begin compilation of information necessary to complete the client database elements required for use in scheduling, trip assignment, and reporting.

B. Data Conversion of Existing Client Database

The selected proposer, as soon as practical after notice to proceed, will evaluate current client database and develop appropriate data conversion process that converts existing client information into a compatible format for use in the scheduling and dispatching software solution.

C. Database Attributes

Client database shall be capable of providing a full range of data elements for each client in the system. Information shall include full identification including gender, address, contact details, third party/emergency contacts, disability status, mobility aides used, required accommodations, caregiver, language spoken by client, program affiliation, and third party contract payee options. Additionally, system shall permit assignment of various demographic codes, such as elderly, youth, etc.

D. System shall be capable of tracking trip purpose for each trip with user customization possible in terms of defining various trip purposes.

E. The Township will not define the required fields nor dictate the format for data to populate the client database fields. Vendor shall be responsible for providing a fully functional client file suitable to transit system needs.

2.2.2 Client Database Functionality

A. Customer Look-Up

The customer database shall provide functionality to allow customer service agents to readily look-up client records for edit, trip-booking, etc. Search

capabilities should be based on customer name, and identification number, or similar characteristic. When looking up a customer, auto-complete features are desirable to minimize user input.

B. New Client Entry/Customer Edits

System shall be capable of registering new clients, capturing information about addresses, disability type, space requirement, load/unload time, fares, payment options, eligibility conditions, funding sources, etc. while a customer service agent has the new customer on the telephone.

System shall permit edit of all fields in a customer records in a real-time basis and shall permit suspensions (temporary) of service.

C. Client Details

System shall be capable of recording and displaying trip history details specific to each client, such as recent trip dates, trip origins, or trip destinations.

System must have the ability to capture information on trip cancellations and no-shows specific to individual customers.

2.2.3 GIS and Mapping Functions

A. General

The Township requires that vendor offerings provide GIS functionality in the software product offered.

Mapping capabilities and the dispatcher's abilities to identify approximate current locations, based on last known point in the schedule, is essential.

B. Service Area

The Township requires that the service area boundary be readily identifiable and graphic or query functionality must be present to determine if requested trip origins and destinations are within the service area.

C. GIS Functionality.

The software must incorporate GIS capabilities and allow user access to map views of the service area; individual routes or runs, and/or bus stops; specific street address; or other specified user-defined zoom levels. Panning/zooming shall be incorporated into the mapping capabilities.

In addition to providing support to the software's primary scheduling and customer information functions, the GIS functionality of the proposed software must support other GIS analyses. The software must be capable of:

- printing/producing camera ready printed output
- providing geographically based query functions

D. Export of Map Data

System shall be capable of exporting data and graphic images to other software platforms. If the software is limited to basic mapping functions, then data shall be exportable to standard GIS software (e.g., ESRI mapping products) enabling external GIS analyses. System shall be capable of printing maps to system printers or other devices (plotters, etc.).

E. Map Features and Attributes

Access to maps must be seamless from within the scheduling software (e.g., user should be able to generate map with single mouse click or menu selection).

Base maps must contain current attributes on street segments, addressing, speed limits, etc. Vendor shall be responsible for supplying a fully up-to-date map complete with all attributes necessary for point-to-point scheduling using coordinate geography (not zones). Street network shall permit definition of segment characteristics, such as speed limits, one-way direction, etc.

System shall provide methods of allowing user editing of the base map to add new streets, change municipal boundaries, define incomplete address ranges, etc.

GIS functionality shall include ability to develop overlays or coverages of municipal boundaries and other key geographies.

GIS functionality shall include ability to define service-based zones, such as fare zones, etc. This is critical functionality that must be provided.

System shall permit definition and display of physical features that act as barriers to transportation.

System shall be capable of defining and displaying point files, indicating system time points, bus stops, major intersections, major transfer points, and major destinations of travel, or other points of interest.

F. Geocoding

Service area map shall contain definitions of street segment name and address ranges. System shall have full geocoding capability allowing the Township to enter an address and locate the address on the map. System shall be capable of handling various abbreviations of names (e.g., St. for Street, etc) in the geocoding process.

System shall permit manual assignment of x- and y- coordinates in the event an address cannot be geocoded based on existing map address range attributes.

G. Distance Computation

Systems shall have the capability of allowing users to calculate distance between points or along a specified portion of the street or route network.

H. Graphical Display of Trips/Tours

For any trip reservation, system shall be capable of providing, using the GIS capabilities of the software, a map image of the trip origin and/or destination.

Trip data shall be compatible for viewing and integration on Google Earth applications.

2.2.4 Trip Reservations

A. Real Time Trip Details Entry

System shall permit trip booking while transit personnel are on the phone with the client/customer. System must be capable of processing both subscription (standing-order) and demand response trips in this manner. System shall be capable of processing same day trip orders.

System shall permit reservation staff to access client records by entering client last name, telephone number, or other ID number. Typical protocols involve booking trips using client last name. Additional details must be available to the customer service agent in order to distinguish between customers with the same last name.

Pop-up windows or list boxes shall be used to display lists of clients for easy access and selection. Once selected, pertinent data from the client database file shall be accessible to the reservation clerk, either through on-screen display or pop-up window.

B. Default and Common Pick-Up Address

System shall default to the client's home address as the pick-up location. System shall provide ability to enter alternative addresses through key stroke entry or through use of list boxes of alternative pick-up addresses associated with that client (e.g., common travel destinations of that customer).

C. Client Trip Destinations

System shall be capable of displaying, through pop-up window, list box, or similar alternative, a list of most frequent client travel destinations and/or recent destinations of travel for easy insertion into the destination field. User must be

able to select destination from these fields and populate trip destination fields through this selection process.

D. Trip Reversals

System shall be capable of automatically generating trip reversals, or booking the return trip from the originating trip destination to trip origin.

E. Pick-Up Time, Appointment Time, and Allowances

System shall be capable of scheduling based on requested pick-up time or customer appointment time and shall take into account appropriate travel time to ensure on-time arrival at a destination.

System shall be capable of incorporating a user-specified policy on pick-up time negotiation with the client. System must be capable of incorporating multiple policies.

F. Advance Reservations

System shall be capable of accepting trip reservations for a period of at least up to 365 days in advance of the requested trip date.

G. Standing Order Trip Entry

System shall be capable of accepting standing orders. System shall permit day of the week type travel dates and monthly calendar based travel dates, (e.g., first and third Wednesday of each month).

System shall be capable setting finite limits on the length of subscription orders.

Systems shall permit transit personnel to “turn off,” on a temporary basis, a client’s standing order. System shall permit entry of both a start date and end date of the time period when the client will not take the standing order trip.

H. Trip Reservation Editing

System shall provide means for a customer service representatives to easily and quickly access existing trip reservations for the client in order to edit travel destination, trip dates, and/or travel times.

System shall permit cancellation of any trip in the system in advance consistent with defined system policies on trip cancellations. System shall maintain a cancellation record, by client, to facilitate system management of sanctions for excessive customer abuse of cancellation policies.

I. Suspended Service

System shall be capable of temporarily suspending a client's eligibility for service. System shall permit entry of both a start date and end date of the time period when the client's ridership privileges are suspended. During this period, system shall not permit trip booking. System shall have provisions, in the event an individual customer's service is temporarily or permanently suspended, to display a warning alert or physically block a reservation agent from booking a suspended client's trip.

J. Personal Care Attendants, Companions, and Escorts

System shall be capable, during the course of the reservation entry process, of allowing customer service agents to add personal care attendants and companions to the trip order.

K. Fare Computation

System, at the conclusion of trip booking, shall provide a confirmation of the booking with fare(s), if applicable, to be paid by the user(s), escorts, or companion.

L. Trip Cancellation

System shall provide methods to enable customer service agents to easily retrieve an existing trip reservation and, upon customer request, cancel the reservation. System shall provide various trip codes to document the reason for the cancellation (e.g., "cancelled on customer request" etc.).

2.2.5 Scheduling

A. System shall have capability to perform fully automated scheduling, either in batch mode or in the scheduling of individual trips. The system shall provide dispatchers with web based tools to proactively manage OTP, no-shows, cancellations, subscriptions and late trips. The system shall automatically send updates of the dispatched trips to the MD's. The web based tools provided will allow managers/supervisors to monitor their driver's performance on real-time. The system shall optimize same day trip orders with advance trip orders and automatically send updates to the MDCs. The scheduling process shall be completely automated and have a proven capability to function without a scheduling position initiating the scheduling. The automated scheduling process shall continuously look to improve schedules based on real time operating factors such as cancellations, no-shows, vehicles positions, driver performance, etc.

B. Automated Batch Scheduling

System shall be capable of scheduling, in batch mode on a next-day basis, all reservations for a designated travel day. Scheduling shall be based on the actual street network in the service area (e.g., actual x- and y- coordinates, not zones), parameters associated with network segments as established in the GIS system, physical barriers, speed parameters, time of day, and appropriate dwell times for the boarding and alighting of passengers.

C. Subscription Trips

System shall permit the establishment of base runs or subscription templates based on existing standing orders. System shall be capable of evaluating base runs in order to optimize run in terms of least distance and travel time, based on network factors.

D. Unscheduled Trips

System shall permit trips to be placed in the system schedule but remain unassigned to a specific run. This can be accomplished through a user manual setting of the trip to “unassigned” or “will-call” category or similar means.

System shall be capable of permitting manual insertion of such trips into the schedule, with automatic dynamic updating of the remaining scheduled pick-ups and drop-offs on the run.

E. Same Day Trip Orders

System shall be capable of taking trip orders on a same day basis and dynamically scheduling the trip into existing schedules. System shall consider existing path of route travel, existing customer assigned trips, and system policies on travel and pick up time windows in making the scheduling assignment. If system is capable of producing multiple solutions to the trip assignment, priorities, expressed on some type of score or other method, it shall show the best possible choice of assignment.

When a same day order is accepted and assigned to a run (or unassigned run is assigned to a run), it is imperative that the system shall be capable of dynamically updating the remaining scheduled pick-ups and drop-offs on the run's schedule.

2.2.6 Schedule

A. Service Zones

System shall be capable of producing schedules, by run, in chronological order or by sequential run number, indicating projected arrival time of system vehicles at each origin and destination.

Schedules must be developed on zones or counties, based on user specified service zones. System must be capable of recognizing geographic zones and assign trips to the proper zone when systems serve multiple counties with dedicated vehicles and staff.

B. Display

Once generated, system shall be able to display all schedules for all runs on a given day. Display shall contain all pertinent run data and contain necessary menu and edit tools to provide manual adjustments, as necessary, to the scheduled runs.

C. Validation/Violations

System shall have internal validation controls to ensure that schedules do not violate schedule and work rules. Additionally, system shall have capacity to evaluate overall travel time for individual passengers to ensure that system travel time limitations are not exceeded.

System shall be capable of generating or identifying trips that violate system parameters so that staff can attempt to remedy the violation.

D. Manual Override

System shall provide the capability of scheduling staff to manually move trips after schedule development. When such overrides are made, the system shall record and time-stamp the override action in the trip record (or in an associated database) in order to provide a historical account of changes to the original (booked) reservation.

E. Labor Rules

System shall be capable of scheduling trips to established runs taking into account system labor rules on work hours, breaks, and employee work hours.

F. Vehicle Assignment

In assigning passengers to vehicles and/or vehicles to system runs, system shall be capable of recognizing the need for accessible vehicles, vehicle capacity, etc., in making said assignments. System shall have the capability of assigning vehicles to zones or counties.

G. Editing Schedules

System shall be capable of adding trips to a previously generated schedules or re-assigning trips from one run to another in dynamic fashion.

System shall be capable of evaluating individual trip parameters and select runs that best satisfy the requirements of the reservation while maintaining the integrity of existing reservations on the same run. If system generates a range of alternatives, system shall present alternatives in rank order with the highest ranked alternative indicating the “best” selection.

H. Dynamic Update of All Schedules

Anytime a schedule is edited, the system must be capable of updating the schedules of all other impacted trips so all previously scheduled trips must remain on time, not violate travel time rules, etc. The scheduling process must be completely automated and have the capability to function without a scheduling position initiating the scheduled. The automated scheduling process must continuously be looking to improve schedules based on real time operating factors such as cancellations, no-shows, vehicles positions or driver performance. The system must optimize same day trip orders with advance trip orders and automatically send updates to the MDCs.

I. Unscheduled Trips

If the system cannot schedule all orders for the day of travel being scheduled, then the system shall be capable of displaying all such trips in its own dataset so that staff may consider manual overrides to the schedule and/or assignment of the trip.

J. GIS Display of Schedules

Once trips are assigned to a scheduled run, the system shall be capable of graphically displaying, on the GIS system, the sequence of pick-ups, drop-offs, and route path for the run.

2.2.7 Dispatching

A. Access to Dispatch Information

Systems shall allow dispatchers access to run itineraries based on run number, vehicle number, or client name. System shall be capable of displaying the run number, number of passengers on the run, scheduled arrival time, estimated time of arrival and any special circumstances. Information displays must associate with the time of day (e.g., 10:00 a.m. events are displayed at the top of the list window when the dispatcher makes queries at 10:00 a.m.).

B. Driver Assignment

System shall be capable of assigning drivers to runs. System shall take into account driver work schedules, qualifications, and other factors to ensure compliance with system policies.

C. Vehicle Assignment

System shall be capable of assigning vehicles to scheduled runs taking into account mobility needs of customers assigned to the run, thereby ensuring sufficient wheelchair capacity at all times.

Dynamic updating of assigned vehicles must be possible in order to take into account vehicles pulled from service due to mechanical failure, lift failure, or other failure event found during the driver's pre-trip inspection.

D. Cancellations/No-Shows

System shall be capable of allowing dispatchers to process late cancellations (cancellations received after system policy time) and no-shows.

E. Same Day Reservation Changes/Add-Ons

System shall be capable of automatically displaying to the dispatcher/scheduler cancellations, same day reservations, and will-call return trips waiting for vehicle assignment (e.g., trips/reservations made but not yet assigned/scheduled).

F. Service Emergencies

System shall be capable of identifying runs when a vehicle is pulled from service due to an emergency. Dispatcher shall have the capability to dynamically re-schedule all trips impacted by this service emergency.

G. Removal of Vehicles from Service

If the dispatcher is advised that a vehicle is not fit for service, system shall be capable of programming a vehicle substitution on the affected run(s).

2.2.8 Web Interface

Solution must be web-based and fully functional via Internet Explorer 6.x through 8.x (and subsequent releases). If another browser is essential to system operation, offeror must indicate required browser to be used.

2.2.9 System Parameters

System shall have capability for user specified settings that govern the scheduling process (e.g., average speed, dwell times, load times, etc.).

Vendors should specify the range of parameters that can be user set and how the vendor will assist the transit system in the initial setting of these parameters to ensure maximum scheduling efficiency in daily operations.

2.2.10 Report

A. Standard Reports

Software shall be capable of generating a range of management and service reports necessary to permit sufficient oversight of the paratransit service. The software system shall support real time web based operational supervision and on time performance reporting.

B. Ad-Hoc Reports

System shall be capable of permitting the user to create, format, and print user-defined reports based on any data element contained in the database.

2.2.11 Hardware

System must be offeror or third-party hosted and may not require hardware or software installation on Township's servers.

Vendor, as soon as practical after notice to proceed, shall provide a complete list of technical specifications for three (3) workstations that will generate best performance in the software's runtime environment.

2.3 **Mobile Data Computers/AVL Functionality**

Hanover Township seeks additional ITS technology deployment by supplying and installing eight (8) new Mobile Data Computers on-board system vehicles. It is the intent of this specification to ensure any products in this category offered herein are fully compatible with the vendor's scheduling software product. This capability must be demonstrated through documentation of successful installation of the software and MDC products at other transit locations in the United States.

The Township is specifying a complete package, inclusive of MDC hardware, installation services, mounting system components/hardware, all required electrical components, all communication components, and all shipping and delivery costs, as necessary all of which must be included in the bid proposal.

This section presents a functional specification; software vendors may elect to use any manufacturer's brand of mobile devices to meet this specification provided it meets the interoperability standards set forth herein. Software vendors will perform the role of technology integrator and will have prime responsibility over the performance of any component hardware installed under this section.

Further, the Township recognizes the rapidly changing pace of innovation in mobile communication and to the greatest extent practical, seeks current state-of-the art technology.

Additional minimum specifications regarding the MDCs are set forth below.

2.3.1 Communications

It shall be the submitting bidder's responsibility to determine the available and most appropriate communication protocols for use in mobile data communication. These methods may include, but may not necessarily be limited to both conventional radio (e.g., 450 Mhz) and/or wireless communication networks maintained by existing cellular carriers (802.11b/g 2.4 Ghz unrestricted).

2.3.2 Log-On Functionality

A. Initial Power-On Sequence

Once the MDC unit is powered up, it will automatically display a driver log-on form screen requesting the driver's identification number and the vehicle's odometer reading.

The MDC unit will display the vehicle's current odometer reading as calculated. The MDC unit will allow the driver to manually correct the calculated vehicle odometer value.

B. Driver Log-In

Drivers must be able to log-on to the MDC unit by entering their employee identification, run number, and/or the vehicle's odometer reading into the MDC unit.

The MDC unit will validate the log-on information with the scheduling/Dispatch software.

Should the driver turn off the ignition during the course of his/her shift for less than 30 minutes, he/she must not be required to logon again as current data will be retained in the MDC unit.

2.3.3 Driver Checklists

After successful logon, the MDC software shall display a pre-trip inspection screen that shall be filled in by the vehicle operator after conducting his/her pre-trip inspection of the vehicle. Such lists must be user definable.

2.3.4 Display Functionality

A. Basic Functionality

All driver screens shall always display the following information:

- Current system time, the time should be able to be depicted by a twenty-four (24) hour clock, or alternatively an AM/PM designation;
- Communication network status; and
- New message indicator.

B. Basic Controls

Software will also provide users with the ability to:

- Switch between a 'day' mode graphics display and a 'night' mode graphics display that have been optimized for the ambient lighting expected under those conditions;
- Adjust volume; and
- Adjust backlighting of display.

2.3.5 Communication Functionality

The MDC shall have, at a minimum, the following communication functionalities:

A. Visual/Audio Alerts

MDC shall be capable of providing visual and audible alerts to indicate incoming messages.

The MDC unit shall be capable of sending a message and notifying the driver of the success or failure of the transaction.

B. Operator Response

The driver must be able to acknowledge incoming messages (as deemed necessary). After the driver acknowledges an incoming message, it shall be displayed on the MDC unit.

The MDC unit shall also be capable of allowing the driver to respond to a message. This acknowledgement shall be through use of the units function keys. The MDC unit shall be capable of sending a message and notifying the driver of the success or failure of the transaction. The option will be given to the driver to resend the message should the message not be delivered successfully. This sending method is known as "Send and Notify."

The MDC unit shall restrict access to all functions while the vehicle is in motion. GPS telemetry, current system time, communication network status, and new message indicator may be displayed during vehicle motion.

C. Messages and Message Queue

The MDC unit must be capable of receiving pre-defined messages when a specific numeric code is sent from the host application.

The MDC unit shall be capable of queuing messages in a buffer and repeatedly attempting to deliver them to the host application. Each message shall be configured to attempt delivery indefinitely or to attempt delivery only for a fixed period of time after which the message will be discarded. This sending method is known as "Store and Forward."

The MDC unit shall also be capable of sending messages that are sent only once, regardless of whether they are acknowledged. This sending method is known as "Send and Forget,"

The MDC unit shall be capable of receiving pre-defined messages when a specific numeric code is sent from the host application.

The MDC unit shall be capable of sending a series of "canned" messages that can be user defined by the customer in conjunction with the vendor.

The MDC unit will be capable of requesting the manifest from the server.

2.3.6 Automatic Vehicle Location

A. Communication Protocols

The MDC unit will have an option that will allow Automatic Vehicle Location information to be passed to the server and stored in the database based on automatic refresh rates every 60 seconds or more frequently depending upon the transmission capacity of the communications infrastructure.

B. Navigation Functionality

The MDC must be capable of displaying in-vehicle maps and providing turn list directions.

The MDC must be capable of providing navigation directions including voice annunciation and visual display of trip route and turn directions. This process shall be hands-free, and drivers should not have to enter destination address to use the map navigation, as the software will do this automatically.

Drivers will not have to start the map navigation as a separate software application. The navigation functionality will be integrated into the in-vehicle software application.

C. Display Functionality

The MDC unit shall allow the driver to scroll through the manifest up to the maximum number of transmitted trips as determined by the paratransit operator.

The MDC unit shall be capable of adding, updating, and saving new trip data without driver action.

The MDC unit shall provide drivers with a manifest, passenger/trip information and other screen displays that permit performance of other actions.

The MDC unit shall alert driver to changes in manifest via color-code established by the purchaser.

D. Manifest Screens

The MDC unit Manifest Screen must provide drivers with an overview of their manifest sufficiently detailed to understand trip origins, destinations, and sequence.

Additional trip message lines must be available by scrolling.

All trips must be shown on the display in ascending order of estimated stop times.

The current trip must be located at the top of the manifest screen.

When the driver completes the current trip, the MDC unit shall automatically delete it from the manifest screen. The screen must display multiple rider pick-ups and drop-offs from the same address.

At any time after the driver has logged on to the system and received a manifest, the MDC unit shall have capability to dynamically update the manifest by inserting additional trips sent to it by the dispatch system. Trip insertions must also follow the protocol of displaying trips in ascending order of estimated stop time.

At any time after the driver has logged on to the system and received a manifest, the MDC unit shall update the manifest and delete all cancelled trips.

The driver must be able to access the additional screens that provide additional functionality via single keystrokes, use of function keys, or similar one-stroke methods. Access to additional screens must be restricted while the vehicle is in motion.

The driver must also be able to access the passenger/trip information screen from the Manifest Screen by a single keystroke, using a keypad key.

E. Passenger/Trip Information Screen

The MDC shall have a passenger/trip information screen that provides the driver with detailed information about each stop (pick-up or drop-off).

If the level of detail in this screen exceeds the visible viewing area of the display screen, additional lines of trip information shall be viewable through use of a scrolling function.

The driver shall be able to edit trip information by pressing the arrow keys. Vendor should indicate which data elements are editable by the driver; information, at a minimum, should include passenger type, fare, and number of passengers at stop.

The driver must be able to access the manifest screen from any display screen on the unit via a single touch or keystroke.

The driver must be able to access additional screens from the detailed passenger trip information screen by a by a single touch or keystroke.

The driver must be able to view future scheduled trips for the specified client displaying date, scheduled time and pick up location.

If the rider and trip numbers, number of riders, attendants and companions, and fare amounts and types were in the original trip message that was transmitted to the MDC unit, the MDC shall have preformatted screens where this data is automatically populated in the appropriate fields.

F. Other Action Screens

The MDC unit shall provide additional functionality to permit voiceless communication between vehicle and dispatch.

Such screens shall display a list of information requests to be completed by the driver and transmitted to system dispatch that are necessary to complete data required for each trip. The MDC unit shall be capable of automatically providing some data, such as odometer reading, and shall be capable of time-stamping all critical events.

After the driver has used the MDC unit to record a rider's boarding, the unit shall issue prompts regarding any other data that needs to be completed by the driver before the driver can return to any other screen.

G. Data Messaging

(i) Predefined Messages

The following types of message traffic shall be supported by the MDC unit and related software, enabling voiceless communication between driver and dispatch. To the extent feasible, information flow/transmission shall be packaged as pre-defined, enabled by the driver by simple keystrokes or touch screen action. Pre-defined messaging shall be customizable and shall be established, based on consultation between the purchaser and the vendor, prior to installation. Messages shall include, but not necessarily be limited to:

- Driver log-On
- Driver log-off
- Pick-up location arrival
- Pick-up performed
- Drop-off location arrival
- Drop-off performed
- Additional passenger boarding
- Additional passenger alighting
- Rider no-show
- Rider cancels at the door
- Rider not ready within pick-up window

The MDC unit shall automatically provide odometer reading, time-stamp, and coordinate location with the transmission of each of the message types above.

(ii) Emergency Messages

The MDC unit shall be capable of transmitting a silent emergency message to dispatch indicating that the driver requests immediate assistance.

2.3.7 Hardware

Bidder's bid proposal shall include the cost of eight (8) MDC units and related mounting and installation hardware, vehicle cabling, required electrical components, all communication components, inclusive of modems, antennae, and receivers, and all shipping and delivery costs, as necessary.

A. MDC Unit

Supplied MDC units shall meet the following technical specifications:

- 64 megabytes flash card
- Minimum 6" backlit transfective color touch screen with adjustable backlighting
- Audio speaker/adjustable volume
- Integrated GPS receiver with built-in antenna or multi-function Antenna - GPS, 802.11, WAN

B. General Operating Parameters

MDC units shall meet the following general operating requirements:

- Dust and water resistant
- Operating environment: -22 °F to 145 °F

C. General Functionality

MDC units shall function during day-to-day operations under the following requirements:

- Real-time data communication
- Automatic manifest updates
- User defined reporting data intervals
- Track driver behavior, including driving speeds
- Device locking mechanism while vehicle in motion
- Automatic Vehicle Location (AVL)
- Turn-by-turn voice directions
- GPS location, including speed direction, accuracy
- Odometer and mileage tracking
- Real-time and historical vehicle tracking
- Manifest stop listing

- Automatic updates to the manifest in real-time
- Audible tone when the update is received
- Color coding
- Real-time messaging between dispatch and drivers

2.3.8 Dispatch Interface/GPS/AVL Functionality

In addition to the in-vehicle functionality described above, the bidder's technology solution shall provide the following functionality to system dispatch operations:

A. Reporting

Event Based Reporting

When a function is performed, the location of the vehicle shall be reported along with any data relevant to the performance of that particular function.

B. Distance Traveled Reporting

Every time the vehicle has moved a predetermined distance the MDC shall automatically report the vehicle's location to the host system in order to avoid unnecessary reports from vehicles that have not moved from their previously reported positions.

C. Time Elapsed Reporting

Vendor shall indicate the frequency of coordinate reporting, based, in part, upon the transmission capacity of the communications infrastructure, costs, etc. If a report is not received at the specified interval then the host system shall be alerted to the fact that for one reason or another that vehicle is out of coverage.

D. Hybrid GPS Reporting

System may incorporate the advantages of all three of the preceding methods. The requirement of GPS is to receive information ONLY WHEN desired and not waste airtime sending GPS information that is not useful to the dispatch operations.

E. Emergency Situations

Reporting rates shall be automatically adjusted in the event of a system emergency.

F. Poll-on-Demand

MDC shall be capable of reporting GPS based on a polling request message from the Host-end Application Software at the dispatch location.

2.4 Project Manager

2.4.1 Designation of Manager

The proposer shall name one (1) individual from the firm who shall have complete authority and control over all aspects of customization, data conversion, installation, testing, and training. This individual shall be named in the proposal and a resume of the individual's qualifications to oversee this project shall be detailed. This manager shall have oversight responsibility for all matters with Hanover Township. A list of other project installations directly under the control of this individual shall be named in the proposal.

2.4.2 Single Point of Contact

The proposer's project manager shall be the sole point of contact between the vendor and Hanover Township for all business matters concerning the purchase, customization, installation, testing, and training phases of this project.

The Township recognizes that other individuals will lead some phases of work during the project. It is the Township's intent, however, to have one individual in an authoritative position to represent the proposer in all aspects of the project.

2.5 Products Offered

2.5.1 Use of Existing Market Products

The Township will not purchase products that represent beta versions or products that have not been installed in other operating environments in other transit system in the United States.

2.5.2 Current Version

The Township requires the proposer to offer the latest and tested release version of each software product/module included in its proposal.

2.6 Technical Support

2.6.1 Scope

The Township requires that the proposer offer one full year of full technical support as part of its base bid proposal. This technical support shall include, but not necessarily be limited to:

- Phone and email support with service technician/engineer during all normal administrative business hours maintained by participating purchasing agency.
- Provision of diagnostics/repairs via remote control access to system hardware/software.
- On-site technical support when required.
- Product upgrades, new releases, patches, etc. when issued by the vendor throughout the first five (5) years of implementation. The product upgrades, new releases, patches, etc. for year 1 must be included in the proposer's base bid. The product upgrades, new releases, patches, etc. for years 2 through 5 should be included as alternates in the bid proposal.

User Groups/Newsletters/Technical Bulletins

Proposer shall immediately include the Township, after notice of award, in all mailing lists to receive product newsletters, e-mail announcements, bulletins, or other technical matters concerning all software products offered.

The Township shall be given access rights to web-based program of support upon notice of award.

If the proposer offers training classes, refresher courses, or sponsors organized user group meetings, such support shall be listed in the vendor's proposal.

2.7 Installation, Testing, and Acceptance

2.7.1 Access to Hanover Township Location

Throughout the period of software installation, the Township shall designate a local project manager to coordinate the vendor's local installation efforts. All contact with the purchaser regarding project matters, site visits, project schedule, training, etc. shall be coordinated through this project manager.

2.7.2 Installation

The proposer's implementation schedule shall document major milestones during the development, customization, and installation phases of the project.

Upon completion of the installation phase, the vendor shall notify the Township in writing, of the readiness of the system installation for testing.

The vendor may stage installation to best ensure compatibility of all integrated scheduling products.

2.7.3 Testing

Upon notification of that the system is ready for testing; the purchaser and the vendor will schedule a date for performance testing. Testing shall commence when notified by the vendor that the software is ready for testing.

A. On-Site Representation

Proposer shall have the Project Manager and/or a duly qualified software engineer on-site during the initial testing of all software products.

B. Testing Period

The Township shall operate the system in test mode for a minimum of one week, up to a maximum of 30 days, during the testing period. During this time, the Township shall compile a list of issues, bugs, software glitches, etc., that shall be the responsibility of the vendor to correct during an additional 30-day period.

C. Errors, Corrections, and Fixes

If, after testing, software does not perform to specifications or vendor representations, vendor shall be given 30 days after notification of the problem to remedy the issue.

D. Final Testing

Upon satisfactory fix of all software bugs, integration problems, etc., the Township will again commence a final testing period to verify that the vendor has addressed the identified problems.

E. Acceptance

After final testing is completed to the satisfaction of the Township, the Township Administrator will issue a letter of acceptance to the vendor.

2.8 Training

2.8.1 General

Vendor shall be required to train Township staff to proficiency on all software products provided. All training shall be conducted on-site at the Township

location and all training schedules shall be coordinated with the Township's project manager.

2.8.2 Training Program

Vendor shall be required to provide a combination of classroom and "hands-on" training for all software products provided. Training content and duration shall be stated specifically in the proposer's written offer in response to this procurement.

2.8.3 Computer Hardware for Training

It shall be the responsibility of the Township to provide the computers necessary for the selected vendor to provide all "hands-on" modules of software training.

2.8.4 Training on Ancillary Software

If the complete system offered by the vendor relies on third party software, it shall be the responsibility of the vendor to provide training, in structure and in content, on that software equal to that provided for its own products.

See the minimum training requirements above.

2.9 Work Elements to be Provided/Performed by Hanover Township

The Township understands that during the performance and execution of any contract arising from this procurement, certain support may be provided to the selected vendor, including, but not necessarily limited to provision of: (1) data, information, and other material needed to populate software system databases, etc.; (2) workspace for the vendor's employees and contractors while performing work on-site; (3) requisite staff for training at a time mutually agreeable to conduct such training; and (4) other implementation support, as necessary.

2.10 Manuals and Documentation

Vendor shall provide six (6) copies of the software manuals for each product offered as part of this procurement.

3.0 Preparation and Submission of Bid

- A. The Bidder/vendor must submit his, her, or its bid on the attached bid proposal forms furnished by the Township. All blank spaces on the bid form must be filled in if applicable. Authorized signature must be the individual owner of a sole proprietorship, a general partner of a partnership, a duly authorized officer of a corporation, or the manager of a limited liability company. All signatures and spaces to be completed in ink or typewritten, when applicable. Prices/Costs shall be in United States dollars. Incorrect completion, execution or submission of bids shall be sufficient grounds for rejection of a bid.

- B. All bids shall be submitted in a sealed envelope stating the following information on the face of the envelope:
Bidder's Name, Address, and shall be marked "Hanover Township Dispatch Transportation Software Project".
- C. Bids must be received by the Township at the Township's Clerk's Office no later than 10:00 a.m. on February 25, 2013. Bidders shall be responsible for the actual delivery of bids during business hours to the address indicated. It shall not be sufficient to show that the bid was mailed in time to be received before scheduled closing time for bids.
- D. Conditional Bids. Qualified bids are subject to rejection in whole or in part.
- E. Authority to Act as Agent. Upon request, the Bidder will provide proof to the Township that the signature on the bid form has the authority to bind the Bidder to the price(s) quoted and to the terms and conditions of a contract.
- F. Errors in Bids. When an error is made in extending total prices, the unit bid price will govern. Carelessness in quoting prices or in preparation of bid will not relieve Bidder. Erasures or changes in bids must be initialed.
- G. Withdrawal of Bid. Any Bidder may withdraw or modify his or her bid at any time prior to the scheduled closing time for receipt of bids. However, only telegrams, letters or other written requests for modifications or corrections of a previously submitted bid which are addressed in the same manner as the bid, and are received by the Township prior to the scheduled closing time for receipt of bids, will be accepted. The bid, when opened, will then be corrected in accordance with such written request, provided that the written request is contained in a sealed envelope which is plainly marked "Modification of Hanover Township Dispatch Transportation Software Project".
- H. The Bidder shall provide a name, address, and phone number of one contact person who will be responsible for implementation of the total package bid.

3.1 Examination by Bidder

The Bidder shall, before submitting a bid, carefully examine the bid documents and become familiar with the Township's Senior Service Department Transportation operations and requirements hereunder. If the bid is accepted, the Bidder will be responsible for all errors in its bid resulting from its failure or neglect to comply with these instructions. The Township will not, in any case, be responsible for any change in anticipated profits or any unanticipated losses resulting from such failure or neglect.

3.2 Bid Bond

Each bid shall be accompanied by a Bid Bond, certified check, cashier's check, or bank draft in an amount equal to five percent (5%) of the bid, made payable to the Township to guarantee that if the bid is accepted, the bidder shall execute an Agreement within seven (7) days of the award of the contract consistent with the provisions set forth in these bid documents. In the event the bidder fails to execute said Agreement within said 7 days, the amount of the check or Bid Bond shall be forfeited to the Township as liquidated damages, and not as a penalty.

3.3 Basis of Award

- A. Award, Rejection or Negotiation of Bids. The contract will be awarded to the lowest responsible and responsive bidder complying with the provisions of these bid documents, provided the bid price is reasonable and it is to the interest of the Township to accept it. The Township reserves the right to reject the bid of a bidder who (a) has previously failed to perform properly or complete on time contracts of a similar nature and/or other project, (b) when investigation shows that the bidder is not in a position to perform the contract, (c) is delinquent on any state or federal taxes, (d) is barred from bidding on this contract or any other contract pursuant to 720 ILCS 5/33E-3 and 720 ILCS 5/33E-4 and/or other applicable law and/or regulation, (e) has not satisfactorily completed projects similar in size, scope and complexity to this project.
- B. Notwithstanding the foregoing, the Township also reserves the right to reject any or all bids and to waive or not to waive any irregularities, informalities or variances therein, or to accept any bid considered by the Township to be in the best interest of the Township. The Township also reserves the right to accept all or part of a bid when the Township Board of Trustees determines that it is in the best interest of the Township.

3.4 Collusive Bidding

The Bidder represents and warrants that its bid is made without any previous understanding, agreement or connection with any person, firm, or corporation making a bid for the same Project Work; without prior knowledge of competitive prices; and is in all respects fair, without outside control, collusion, fraud or otherwise illegal action.

3.5 Material Inspection and Responsibility

Materials, the style, make or quality of which is specifically designated, shall be as specified. Should any substitution of material or item of equipment or apparatus be made, the Township's written approval must be obtained prior to installation.

3.6 Completion Dates

The successful bidder must furnish and install all software, licenses, software licenses, hardware, including but not limited to the 8 MDCs, and ancillary equipment and materials required hereunder and test, de-bug, provide an operational “live” and fully functional system in strict compliance with the requirements under these bid documents on or before May 7, 2013, and complete all training and other work required hereunder on or before June 28, 2013.

3.7 Payment

The Township will tender payment for the Project Work as provided in, and subject to the terms and conditions of the Agreement to be approved by the Township Board of Trustees (the “Agreement”) as more fully described below.

3.8 Non-Discrimination

No vendor/contractor who is the recipient of Township funds, or who proposes to perform any work or furnish any goods provided for herein shall discriminate against any worker, employee or applicant for employment because of religion, race, sex, sexual orientation, color, national origin, ethnicity, marital status, ancestry, age, physical or mental disability unrelated to ability, or an unfavorable discharge from the military service, nor otherwise commit an unfair employment practice.

3.9 Binding Obligation and Non-Assignability

By submitting a bid, the Bidder agrees that if awarded the bid said successful bidder shall be contractually bound to perform the Project Work in compliance with the Agreement and the requirements of these bid documents. Successful bidder shall not assign the whole or any part of the bid award or any obligations created or under the Agreement without the written consent of the Township.

3.10 Taxes

The Township is a Tax Exempt Organization and is not subject to sales, consumer, use, and other similar taxes required by law. Accordingly the bidder shall exclude such taxes from its proposal. The Township agrees to furnish its tax exempt number to the successful bidder for purchases made on behalf of the Township for the Project Work.

3.11 Insurance

Each Bidder should attach a copy of its certificate(s) of insurance with its Bid Proposal.

3.12 Investigations Prior To Bid Award

The Township may make such investigations as are deemed necessary to determine the ability of the Bidder to perform the Project Work, and the Bidder shall furnish all such information and data for this purpose as the Township may request. The Township reserves the right to reject any bid if the evidence submitted by, or investigation of such Bidder, fails to satisfy the Township that such Bidder is properly qualified to carry out the obligations of the Project Work required herein.

3.13 Bid Proposal Amount

The Bid proposal amounts submitted by Bidder shall include all applicable prices, materials, labor, services and incidentals for the Project Work including but not limited to all software, hardware, MDCs, materials, labor, licenses, software licenses, tests, de-bugging, demonstrations, training, and all other fees, expenses, costs, profits and overhead of Bidder to complete the Project Work in strict compliance with the requirements herein.

3.14 Certifications and Affidavits

The Contractor shall complete the Contractor's Certification forms and Affidavits attached to the Proposal form. Failure to do so may result in disqualification of the Bidder.

3.15 Agreement.

As noted above, the Agreement between the successful bidder and the Township is subject to approval by the Township Board. Please note the following:

- A. Any indemnification language that requires the Township to indemnify the vendor or any other person or entity for any liability, claims, etc. other than for the Township's own negligence and/or breach of contract by the Township will not be accepted.
- B. The Agreement must contain or be amended to provide warranties or representations acceptable to the Township, including warranties or representations against copyright infringements, wrongful use and infringements of other rights of third parties, including intellectual property rights, attributable to the software (excluding infringements attributable to the Township's alterations to the software or similar acts by the Township).
- C. Neither the Township nor the successful bidder shall be liable for consequential, indirect, incidental or punitive damages under the Agreement.
- D. The Agreement must prohibit or be amended to provide for prohibition against the disclosure of confidential information by the successful bidder in form acceptable to the Township.

- E. The Agreement will be governed by Illinois law, and venue for purposes of enforcement of the Agreement shall be the Circuit Court of Cook County, Illinois or the Northern District Court of Illinois.
- F. Restrictions on disclosure of the Agreement must provide (or be amended to provide) for exceptions to the extent disclosure is required by law. The Agreement will be subject to disclosure pursuant to requests under the Freedom of Information Act.
- G. The bid documents, including but not limited to the Specifications and requirements thereunder shall be incorporated into the Agreement.
- H. Provisions that unreasonably limit vendor's liability will not be acceptable.
- I. The Agreement will be subject to such further modifications as required by the Township.

3.16 Bid Notice.

The attached Bid Notice which was published in the Daily Herald on January 23, 2013 is incorporated herein.

4.0 Bid Notice Form.

Each bidder must submit its bid on the Bid Proposal Form attached hereto.

5.0 Certifications and Affidavits.

Each Bidder must sign and include the attached certifications and affidavits with its bid proposal.