



DV23-4400

DECEMBER 2023

REQUEST FOR PROPOSALS TECHNOLOGY FOR BUSES RFP TM-24-01



EQUANS BUS TECHNOLOGY & CAD/AVL PROPOSAL TO TOPEKA METRO.



From: Ineo Systrans USA Inc. Contact person: Mr. Kilian Ollivier <u>Kilian.ollivier@equans.com</u> Tel: 571 428 9392 8601 Dunwoody Place, Suite 115, Sandy Springs, GA 30350

To the attention of: Topeka Metropolitan Transit Authority Attn: Richard Appelhanz 201 N. Kansas Avenue Topeka, KS 66603

Ref: TECHNOLOGY FOR BUSES RFP TM-24-01

Dear Topeka Metro,

On behalf of EQUANS, thank you for the opportunity to submit a proposal for the implementation of Topeka Metro's new Bus technology and CAD/AVL system.

EQUANS is confident that this proposal reflects the importance of partnering with Metro, with the goal of building a strong and lasting business relationship.

EQUANS is not taking any exceptions to this RFP, including sample contract terms.

EQUANS has prepared this proposal with the objective of fully responding to the Metro requirements and strategic objectives as expressed in the RFP, such as a system that improves customer service through easily accessible real-time information, reliable passenger counting data and facilitate NTD reporting, reliable, robust and rugged Mobile Data Terminal (MDT) made for the rigor of transit, provide reliable and high speed 5G communications, automated and proven integration with Remix Scheduling for route, stop and schedule import, the ability to easily update route, schedule, add or cancel trip, post service alerts, modify announcements, and provide reliable historical data needed to support Metro in its mission for years to come through easy to use reports.

Your EQUANS project team will work with you to create a schedule that minimizes impact on existing operations. Our team will collaborate with you through the entire implementation process, including a comprehensive on-site training program for your staff. EQUANS' main competitive advantage is its dedication to customer support. By working with EQUANS, Metro will find a reliable partner for the next decade. EQUANS will provide unlimited customer support to ensure Metro's highest satisfaction.



Our Bus Technology and CAD/AVL platform can provide key advantages and benefits to Topeka Metro operations:

Ineo Systrans USA Inc. (EQUANS) 8601 Dunwoody Place, Suite 115, Sandy Springs, GA 30350





EQUANS is excited about partnering with Topeka Metro on this project and will commit the resources required for a successful project implementation, on time and on budget.

Please direct all communications during the solicitation and selection process to EQUANS' Business Development Manager, Kilian Ollivier, who will be available to answer any questions you may have.

This proposal is valid for a period of ninety (90) days after submission. We look forward in hearing from you and partnering with Topeka Metro.

Sincerely,

Baudouin HUON Chief Executive Officer – CEO Ineo Systrans USA Inc.

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A. INTRODUCTION AND EXECUTIVE SUMMARY

EQUANS appreciates the opportunity to respond to Topeka Metro's RFP for a new Computer Aided Dispatch/Automatic Vehicle Locator, and has applied significant effort and resources identifying what we believe to be the optimal configuration to satisfy your requirements and long-term vision. We are confident our proposed solution will deliver the precision and performance you expect for your investment, including seamless integration with your existing assets.

The EQUANS integrated Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL) platform comprises of the EQUANS CAD/AVL system, real-time passenger information, AVA, and highly accurate Automatic Passenger Counting, is a turnkey system that includes all costs required to design, produce, install, test, and maintain a complete package as well as train Topeka Metro staff.

EQUANS' fully integrated solution provides value to small and mid-sized transit agencies seeking tools for internal operations and real time passenger information from a single vendor. We take full responsibility for the function of the technology on the bus and on the backend, even for integration with third-party vendors.

Topeka Metro will be a key customer and key account for EQUANS, with a dedicated team consisting of a Project Manager and Project Engineer, for the next decade to come.

The EQUANS proposed solution will support Topeka Metro by providing the best CAD/AVL system on the market with the EQUANS CAD/AVL that is user-friendly for administrators, dispatchers, and passengers, and highly reliable Automatic Passenger Counting (APC).



Highlights of EQUANS proposed system also include a full reporting suite, NTD reporting, APC data by route, stop, block and run and backup manual passenger counting, and a robust, in-person training to ensure Topeka Metro is comfortable and well-versed in our system.

The EQUANS integrated system proposal is a turnkey system that includes all costs required to design, produce, install, test, and maintain a complete package as well as train Topeka Metro staff. EQUANS' fully integrated solution provides value to small and mid-size transit agencies seeking tools for internal operations and real time passenger information from a single vendor. We take full responsibility for the function of the technology on the bus and on the backend, even for integration with third-party vendors.

EQUANS offers a turnkey and integrated solution that can provide the following added value to Topeka Metro:













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Understanding of Scope and Specifications





B. PROPOSED EQUANS BUS TECHNOLOGY SOLUTIONS





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DV23-4400 EQUANS CAD/AVL System Proposal – Confidential Information















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B.14.4 JSUTRIDE WEB PORTAL

The Justride Web Portal offers an accessible and responsive web experience to purchase and manage mobile tickets, ABT tokens, and history, add funds to stored value, and manage rider accounts. It is hosted alongside the main agency website as a 'micro-site,' offering a visually branded experience with some customizable options. Riders can sign up for new accounts and also (if configured in the tariff) purchase print-at-home PDF tickets.



The Justride Web Portal offers the following functionality to riders:





- Buy Tickets
- Add Payment Instruments
- Access Ticket Receipts
- Check the account history
- Manage Rider Account

The customer web portal offers the same payment functionality as the Mobile App, with the added convenience of being able to print tickets for the fare products that have been configured accordingly.















...



A new way to pay your NICE fare!

Plan your trip, find your route, get real time bus arrival info for your stop AND pay your fare with @transitapp



Example of marketing launch of NICE Bus in Long island, NY on Twitter.



Example of Ads promoting the App.







Example of Bus Wraps



Interior bus advertisements





PROJECT MANAGEMENT AND APPROACH

EQUANS' project implementation methodology consists of implementing the EQUANS CAD/AVL system within time and budget, with minimal impact on the vehicle operations. EQUANS strives to provide the bestin-class customer support and training, at the highest level for all our customers.

The methodology employed by EQUANS provides the flexibility to adapt to each customer's specific needs, providing emphasis as needed to meet the demands of our customers.

Experienced, dedicated, and skilled EQUANS staff will be on hand to test, install and commission Topeka Metro new CAD/AVL system, ensuring a smooth, efficient roll-out. The implementation of the EQUANS CAD/AVL comes with a range of services to support our clients in the day-today operations of their technologies:



Best in class support: Topeka Metro will have one main point of contact, the EQUANS Project Manager, which will be dedicated throughout the project and the warranty and maintenance contract. Our field engineer will regularly visit Topeka Metro to work with your team and support in

the overall use of the system.

Navineo University: Supports the deployment and long-term partnership with on-site and remote training. At EQUANS, we believe that training should be ongoing. We provide training for new employees and daily support for all Topeka Metro employees.





Cloud Hosting services: EQUANS offers a turnkey, cloud-hosted system, based in the US, with high reliability and redundancy.

E-Learning Platform: Allows access to training materials and tutorials online at any time.





Clear Service Level Agreement (SLA) and Maintenance Contract: Ensure availability of the system and resources over the entire contract duration.

Hardware Repairs: EQUANS repairs any defective equipment during the warranty period and keep spares in house to provide quick replacement parts. Repair cost is included in the annual support fee.



Annual software update: Topeka Metro will be provided with the latest features and development as part of the EQUANS product's roadmap.

C.1 PROJECT COMMUNICATION

EQUANS understand that project communications between our team and Topeka Metro, is essential to the project success. The Project Manager will utilize Microsoft 365, or another platform preferred by Topeka Metro, as the main hub for project communication and documentation.





EQUANS will provide ongoing project management and coordination throughout the entire implementation to ensure project issues, schedule milestones, EQUANS resources, each stakeholder activity occurs in a coordinated and managed fashion.

The Project Manager is the main EQUANS representative and will serve as the primary gateway for all official project communication.

During the course of the project, EQUANS will schedule regular progress meetings, such as bi-weekly review meetings or technical meetings. As part of these meetings, EQUANS will maintain an Action Items List, comprising of unresolve item and their description, to be submitted to Topeka Metro a day before each meeting.

With Microsoft 365 digital tools such as OneDrive for project documentation storage and OneNote as the main project notebook, communication and meeting agenda/minutes are shared real-time with ease. Designated Topeka Metro staff can easily upload and comment on project documents as needed. Meetings on Microsoft Teams can also be recorded and transcribed for ensuring nothing will be missed or forgotten.



C.1.1 TEAM LOCATION

The EQUANS Project team is based out of Atlanta from which all project management, engineering, testing, maintenance, customer support and repairs are done.

During the course of the Topeka Metro project implementation, EQUANS project staff will spend a significant amount of time on site at Topeka Metro offices.

C.1.2 OVERSITE AND SUPPORT

EQUANS' Project Principal uses many different tools and methods for project supervision and guidance, to ensure that capable resources are assigned during various stages of a project.

If key personnel are temporarily or permanently unavailable, the Project Principal has access to a pool of resources which can be assigned to the Topeka Metro project if needed. The EQUANS team holds weekly internal meetings on each project to review progress, design, and strategize about upcoming events.





C.1.1 QUALITY ASSURANCE

EQUANS is committed to delivering the highest quality products and services that meet or exceed the needs and expectations of its customers and to managing the impact its activities have on the environment.

EQUANS is certified ISO9001. EQUANS follows proven, robust quality assurance methods inspired by the Project Management Body of Knowledge (PMBOK).

The project quality management is part of an overall quality management system put in place by the Project Quality Office. Project quality control is maintained through monthly progress review meetings. These progress meetings include Topeka Metro satisfaction questionnaire, stakeholders' management, human resource management, project scope and non-conformity management, project time and cost management, risk management and finally the insurance of quality review reports (QRR).

C.2 PROJECT SCHEDULE

EQUANS will prepare a Master Schedule of Work using MS Project to be submitted following Notice to Proceed. The schedule will identify the manufacture, delivery, and installation of equipment, training, test procedures, and delivery of documentation. The schedule will be updated by the EQUANS Project Manager monthly to reflect the progress attained in the previous month and the anticipated changes in the future.

EQUANS commits to a successful project delivery, on time and on budget.

A detailed project planning is the appendix.

C.3 IMPLEMENTATION APPROACH

Topeka Metro will have a dedicated team to support the project from the initial planning stages to installation, testing, and public launch. Regular progress meetings as well as progress updates and review with the Topeka Metro team are the backbone of communications throughout the entire project.

EQUANS commits to taking Topeka Metro from start to finish, from the first vehicle pull-out, to NTD Reports filings, when processes are not working to Topeka Metro's needs, to new staff needing training, and more.

Once EQUANS has received the Notice to Proceed, the Project Manager will work with Topeka Metro to draft the initial project plan, engage the required resources, and identify key stakeholders. An internal project planning session is held with the contract bid team, Project Engineer, and other project team members to confirm the scope, approach and deliverables.

A.1.1.PROJECT KICK OFF

The Kickoff meeting is performed on site at Topeka Metro office in Topeka, KS.

Progress meeting will be held on site at the Topeka Metro offices in Topeka, KS, or remotely via Microsoft Teams.

During our time together, EQUANS introduces the project team, partners, confirms the scope, roles, responsibilities, and goals of the project. We also review the project deliverables and project schedule to ensure we are all on the same page.





Progress meetings with the Topeka Metro staff are held weekly or bi-weekly virtually or on-site on an as needed basis. The frequency of progress meetings can be adjusted over the various phases. These meetings include a review of the project's progress, staff allocation, and assignments as required to meet the scope of services and timelines.

A.1.2.ON SITE MEETINGS

EQUANS' Project Manager and System Manager will be onsite during all significant project events.

This includes kick off, bus survey, system testing, training, installation. The EQUANS team will spend significant time onsite in Topeka.

During the CAD/AVL implementation, it is our goal to be available whenever you need us. EQUANS views this project as a partnership and will be there to support Topeka Metro every step of the way to ensure we are meeting the needs and expectations of Topeka Metro's, delivering the CAD/AVL solution and services we promised.

A.1.3.SYSTEM DESIGN

EQUANS is responsible for the engineering and design of the overall CAD/AVL system to meet Topeka Metro's requirements.

The system design is based on Topeka Metro's requirements. The project team will create a system design document that will describe the system architecture, interfaces, and migration plan for Topeka Metro's new technologies.

One of our site visits will be to conduct a survey of each vehicle type to determine equipment mounting placements and requirements. The survey also includes assessing the requirements for connections to existing in-vehicle components.

A.1.4.SYSTEM TESTING PLAN

EQUANS, working collaboratively with Topeka Metro, will develop acceptance procedures to ensure all software and equipment is installed properly and accepted. EQUANS will prepare and submit to Topeka Metro a detailed test procedure for each test to be performed.

The key tests performed are:

- Factory Acceptance Test (FAT)
- System Acceptance Testing

For all testing, EQUANS have the Project Manager and the System engineer on-site. All tests and inspections will be monitored and approved by the Topeka Metro and documented by EQUANS.

Any hardware or software component that fails an inspection or test will be replaced or otherwise corrected by EQUANS, and testing will be rescheduled.

C.3.1.1 FACTORY ACCEPTANCE TEST

All equipment installed on Topeka Metro buses are first evaluated in EQUANS offices for operational functionality, configured, and tested. This ensures any potential equipment or software functionality problems are caught and rectified before delivery to Topeka Metro.





30 days prior to the factory acceptance test, a list of the functional tests (test plan) that will be performed is provided to Topeka Metro for validation. Topeka Metro may request alterations or additional tests to be added. Test plan will include detailed test procedures, method and expected results of each test. Testing will be aligned with system functionality and performance required by Topeka Metro.

The testing platform is designed to replicate as close as possible the final production environment.



Following System testing, EQUANS will submit a written report for each inspection and test performed. Reports will be submitted to Topeka Metro for review and acceptance within 30 days of the completion of any test.

C.3.2 HARDWARE INSTALLATION PLAN

Once the trial phase is approved by Topeka Metro, EQUANS will move to the installation of the CAD/AVL system and any other required technologies and components.

EQUANS will provide a complete installation solution, including all materials, parts, interconnect cables, connectors, mounting brackets, stanchion extensions, hardware, labels, and other materials required to install and make operational the equipment.







C.3.2.1 VEHICLE SURVEY AND INSTALLATION GUIDELINES

One key part of the installation process is ensuring clear and professional installation specifications and guidelines. That is why a key step into the implementation process is the first vehicle survey, ensuring a thorough knowledge of Topeka Metro's vehicles and installation requirements.

Proper installation guides are a core requirement for any mobile installation. Due to the unique nature of our work, we perform a thorough design review up front, then tailor our installation to match the specific vehicles and system types involved in completing any given project. This process results in a detailed, step-by-step manual, complete with easy-to-follow instructions and drawings, showing our installers exactly what work is required.

Our installation guidelines have been praised by installation teams within the industry such as GILLIG, with the most comprehensive installation specifications they have seen to date.

The survey allows us to design the correct brackets, the correct cables, validate the placement of each piece of equipment, and avoid potential pitfalls or unknowns when performing the installation.

C.3.2.2 VEHICLE INSTALLATION PROCESS

EQUANS provides all labor, tools and equipment necessary to conduct the installations. Installations are scheduled with Topeka Metro and takes place at Topeka Metro's facilities.





Prior to starting the installation, EQUANS submits the installation documentation to Topeka Metro for approval.

During the installation, EQUANS field technicians follow the mounting location and wiring specifications as approved by Topeka Metro. Upon completion of an installation, the field engineer/lead technician inspects each installation and takes photographs of all installed components. EQUANS implements a quality assurance (QA) program to ensure the conformity of the installation. EQUANS provides procedures for preand post-installation and QA checklists of the tests the installers shall perform for each vehicle installation.

EQUANS schedules, conducts, and will successfully pass a commissioning test prior to releasing any vehicle for service.

EQUANS will

The list of vehicles equipped and ready for revenue service with the new system is updated daily.

- EQUANS is responsible for the complete installation of the new system and removal of any old equipment as necessary.
- Contractor staff: The installation will be performed by EQUANS' subcontractor and installation specialist, Elite Professionals. Elite will assign an installation lead, and an installation team. Elite will be supervised by EQUANS' field engineers and the overall coordination will be managed by EQUANS' Project Manager.
- Level of interference with current operations: There will be no interference with the current operations.
- EQUANS will provide a test environment with Topeka Metro prior to launch date and full contract execution.
- All installations will be completed by qualified professionals trained by EQUANS, and final inspections will be conducted and approved by Topeka Metro.
- All cables, wiring, switches, and circuits provided for installations are designed for the heavy-duty operation of the buses, and specifically designed for Topeka Metro.
- Mounted hardware will be installed according to industry standards and recommended practices. Mounting placements will be approved by Topeka Metro.
- Workspace required for installation: EQUANS requires from Topeka Metro that adequate access to vehicles and facilities to support the agreed upon installation schedule be provided, as well as sufficient space in the bus yard or maintenance shop to support the installation.
- All equipment provided is transferable to other transit buses as the need arises.
- New bus build: For new bus build, we will work with your bus manufacturer to install each new vehicle at the factory, so your buses arrive ready to go. EQUANS has a large experience will new GILLIG bus and installation of new GILLIG at the factory.

For reference, a similar project we recently completed with Rogue Valley Transportation District (RVTD – 45 fixed route bus with CAD/AVL, AVA, on-board signs, head signs and new Passenger Counting) the vehicle installation part took approximately 2 and a half weeks.





A.1.5.SYSTEM GO-LIVE

During this stage, the EQUANS project team reviews to ensure the application, internal teams, and marketing are ready and prepared to support the full operational go-live.

Once all vehicles are installed, the system is live and a 30-day observation and testing period begins – EQUANS will work with Topeka Metro to tweak the system, resolve any pending issues, and provide support until the system is satisfactory and fully accepted by Topeka Metro.

Once Topeka Metro has completed final system testing to its satisfaction, Topeka Metro will grant system acceptance to EQUANS, which triggers the start of the warranty period.

A.1.6.ONSITE SUPPORT DURING LAUNCH

EQUANS always have the Project Manager and a software engineer onsite during launch. Once launched, the software engineer will stay onsite, up to two weeks to support Topeka Metro users after launch. Please refer to **Section F.6** for the qualifications and expertise of the Project Manager and the Software Engineer.

C.3.3 TRANSITION FROM DOUBLEMAP TO EQUANS

EQUANS approach for transition from DoubleMap to our solution has been successfully implemented many times. EQUANS has already transitioned Green Bay Metro, from DoubleMap to EQUANS CAD/AVL.

As soon as EQUANS installs our system on the first Topeka Metro bus, our system will be live. While the installation is taking place on two to three buses per day, the old system will still be live on the other buses and at dispatch. Therefore, EQUANS will work with Topeka Metro to have a swift installation so Topeka Metro will have two systems live for only a short time. The brief overlap will allow for a smooth transition since no buses will be rendered offline and no edits to services will be required to take place.

For Topeka Metro internally, EQUANS will ensure one dispatcher station is logged into the new administrator platform to monitor and dispatch the buses that have the new EQUANS system. The other dispatcher(s) will stay logged into the old system while the remaining buses are still equipped with the old hardware/system. Again, the installation will be accelerated to mitigate any issues that may arise from temporarily using two systems.

A.1.7.TOPEKA METRO'S RESPONSIBILITIES

Topeka Metro's involvement during the project is minimal. EQUANS only requires Topeka Metro to be involved in the review, comment and approval of project related documentation and testing, provide general information such as up to date GTFS feed, and participate to project progress meetings.

To ensure project success, here are Topeka Metro's responsibilities during the project:

- Provide space in the bus yard or maintenance shop for installation.
- Participate in Project Meetings/Calls
- Review, comment and approve project documentation.
- Provide General Operational Information
- Participate in training and system testing.
- Provide Required Technical and schedule Data (GTFS)





Provide access to vehicles for installation.

C.4 TRAINING

EQUANS provides a program to train Topeka Metro in all details of the Electronic Fare Payment and CAD/AVL system including but not limited to the equipment, hardware, support, and software provided under this contract. EQUANS provides a comprehensive, on-site training program, which can be extended to remote web training sessions. All training sessions will be recorded.

EQUANS will ensure that all Topeka Metro receive sufficient training to complete their day to day duties.

The goal of the EQUANS Training program is to have your employees become experts on how to use the EQUANS' CAD/AVL throughout the deployment and work closely together to make the training program and overall project a success. The training program ensures that each staff member, at all levels of the organization, have the ability carry out their duties in a competent, efficient, and safe manner.

Training will be delivered by experienced and qualified EQUANS representatives and will adhere to all training course requirements needed to ensure the end users fully learn how to operate, administer, and maintain the CAD/AVL System. A detailed Training Plan with course outlines and training schedules will be provided to Topeka Metro in advance prior to the beginning of official training.

In addition, EQUANS is offering 1 year of unlimited, free training to Topeka Metro to ensure the best support in the use of the new AVL system.























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C.4.1.8 TIMING OF TRAINING

Training will be conducted concurrently with installation of the first vehicle, in order to have Topeka Metro administrative, operational, technical, and mechanical staff fully trained in advance of the time the CAD/AVL and APC system is deployed.

Training will start with driver training and dispatch training.

Maintenance training happens while buses are being installed during the full fleet installation, so Topeka Metro maintenance staff can witness firsthand how the hardware is being installed, as we guide your staff through the steps to configure, troubleshoot, or replace the equipment.

System administration and IT training usually occurs before the Go-Live. The Data Analysis and reporting training is usually the last training to be completed, after go-live once the full fleet has been installed so that Topeka Metro can start getting data from the entire fleet.

C.4.1.9 ADDITIONAL / ONGOING TRAINING

EQUANS will provide quarterly on-site training during the first year of the contract, followed by semi-annual training during the second year, and annual training thereafter.

EQUANS provides additional online and on-site training:

- New Topeka Metro staff training
- Refresher training
- New features / Upgrade training





EQUANS will provide unlimited ongoing training to Topeka Metro, at no cost, for a year post deployment, to ensure that Topeka Metro end-users are fully able to use the CAD/AVL system to its maximum capacity.

C.4.1.10 TRAINING DOCUMENTATION

EQUANS will supply Topeka Metro with electronic copies of all documentation and allow the agency to reproduce copies for their use. Training manuals in paper and electronic format are provided for each training session.

EQUANS will provide a Training Plan to be submitted to Topeka Metro for approval during the Design Review.

EQUANS will provide Maintenance Manuals (MM) documenting how the system components were installed; how to install and configure spare components; and the procedures for preventative maintenance, inspection, fault diagnosis, component replacement and warranty administration on each system component.

EQUANS will provide User Manuals for the fixed-route dispatchers, documenting use of all software functions.

EQUANS will provide Vehicle Operator Manuals documenting use of the MDT and on-board equipment.

Following initial in-classroom training, EQUANS will provide over the shoulder training in the dispatch office as they use the system in day-to-day operations for a duration of two weeks.

C.4.1.11 BUS IN A BOX (BIB)

EQUANS' Bus in the Box (BIB) provides hands on training in the classroom and can also serve as a maintenance tool for testing and troubleshooting equipment. The BIB units have equipment identical to the on-board solution deployed at Topeka Metro. BIB units are integrated with the test environment in the central system. The BIB allows Topeka Metro maintenance staff to perform test and diagnostic operations for every equipment installed on the fleet.

EQUANS will test any onboard firmware, application, database, and configuration changes on the Bus in the Box/ test bench setup before installing them on vehicles. The BIB units have equipment identical to the onboard solution deployed at Topeka Metro, such as the VLU, MDT, speakers, antennas, signs, etc.

The bus-in-a-box provided by EQUANS for the testing environment provide a physical training system to mimic the driver's environment from the CAD/AVL standpoint and have all features needed to support effective hands-on training for Topeka Metro bus operators.







Bus in the box, installed on a cart




D. MAINTENANCE AND SUPPORT

EQUANS understands that customer support is key to Topeka Metro, which requires a very high level of customer support and a defined Service Level Agreement with quick response time. EQUANS also provide a very long warranty period for each application including, but not limited to, back office and on vehicle software and equipment to operate as specified by Topeka Metro.

It is EQUANS policy to provide the highest support possible. Customer support is always provided on an unlimited basis via phone and email, and the EQUANS team is always available to answer any questions and support Topeka Metro.

With more than 600 employees, EQUANS has the highest ratio of support staff per client in the industry. This enables us to provide exceptional customer support and maintenance services to Topeka Metro.

D.1.1 HOW EQUANS WILL SUPPORT TOPEKA METRO

EQUANS sees customer support as key in the success of the partnership between Topeka Metro and EQUANS.

Your Project Manager is transitioned as Account Manager for all post-implementation services, support, and maintenance. Please note that all services needed for the operation and maintenance of the proposed system has been included in the annual maintenance pricing.

Additional on-site support is provided to Topeka Metro for specific activities, such as new bus commissioning, new features/interface deployment, training, or overall customer support.

EQUANS also provides long term warranty (Five years standard warranty and up to 12 years). The EQUANS warranty cover all defects in materials or workmanship of devices, software, and services.

To maintain a high level of customer support, EQUANS' maintenance program includes the following services:









D.1.2 SINGLE POINT OF CONTACT



D.1.3 TECHNICAL SUPPORT

System support during the warranty period include technical support and patches for all hardware and software, repair, system health check, and field service visit on site in Topeka.

Support contact is available to Topeka Metro via email, telephone, and an on-line, web-based issue reporting ticketing system, which is available on a 24/7 basis.

EQUANS will provide, license, install, and integrate all released software patches and updates for the EQUANS CAD/AVL solution and provide technical support during the warranty period, including technical support for all proposed hardware and software.

EQUANS will enable the ability to access the central software remotely, using a VPN connection approved by Topeka Metro for remote diagnostics and troubleshooting.

A specific Technical Support contact person will be appointed to handle all Topeka Metro reported issues. This contact person is the first point of contact for Topeka Metro to report all new technical issues and to follow up on previously reported issues and is available during normal Topeka Metro service operating hours.

D.1.4 WEB PORTAL CUSTOMER SUPPORT

EQUANS will provide an online ticketing system that allows Topeka Metro to view the status of their support requests at any time. Topeka Metro can open a support ticket by logging in to our customer support web portal, available 24/7, 365 days a year.

EQUANS support staff can track tickets and filter by customer or severity to ensure that all issues are addressed in a timely fashion.





The technical team member will immediately examine the issue to begin the process of issue resolution. All issues will be resolved based on their level of severity and associated response times, and EQUANS will provide Topeka Metro with regular status updates on resolution.

Topeka Metro can view the status of all support request(s) at any time through the online tracking system.

D.1.5 SOFTWARE UPGRADES

Software upgrades will be available to allow Topeka Metro to take advantage of improvements in both software and hardware capabilities of the EQUANS solution. EQUANS will always ensure that Topeka Metro is utilizing the latest software version available. The cost of upgrade is included with the Annual Maintenance and Support fees.

For as long as Topeka Metro is a client of EQUANS, we will provide annual upgrade to the latest software version. Training is included with any changes, upgrades or updates made.

D.1.6 FLEET EXPANSION

The EQUANS CAD/AVL is capable of expansion to additional vehicles and future growth in Topeka Metro's fleet should Topeka Metro expand its fleet during the contract period. The EQUANS CAD/AVL system is proven to operate seamlessly for fleet that can be of thousands of vehicles.

Topeka Metro can choose to transfer equipment from one bus to a new one or install new equipment directly at the bus manufacturer facility. EQUANS is an approved OEM system for factory installation at multiple bus manufacturer.

D.1.7 SERVICE LEVEL AGREEMENT (SLA)

Customer support is paramount to EQUANS and part of our DNA as a company.

EQUANS commits to providing timely response to any problems encountered by Topeka Metro. If there is a system failure or other problems, EQUANS assures Topeka Metro that we will respond immediately to correct problems so that the service disruptions are minimized.

EQUANS Service Level Agreement includes details for maintenance/support hours and time zone available, response time for various levels of severity, resolution procedures, issue escalation process. Through the SLA presented here, EQUANS can ensure timely response to Topeka Metro based on the incident gravity.



Our defined Service Level Agreement is as follows:







For any support request that requires on-site presence, EQUANS can have staff on-site at Topeka Metro within 24 hours.

Our high-level support and service comes at no additional cost, as it is a part of EQUANS' core values to cultivate long-term partnerships with our clients and ensure a high level of satisfaction.





Experience and Qualifications of the Firm





E. QUALIFICATIONS AND EXPERIENCE OF EQUANS

Ineo Systrans USA, Inc. (A company of EQUANS) is a subsidiary of the EQUANS Group and has been in the Computer Aided Dispatch / Automatic Vehicle Location (CAD/AVL) and Intelligent Transportation Systems (ITS) **business for 44 years** (Since 1979) and comprises of **600 employees** dedicated to CAD/AVL system.

Intelligent Transportation System (ITS) and CAD/AVL system for Public Transit Bus and Streetcars is the one core expertise of EQUANS.

EQUANS provide state of the art, innovative, and reliable solutions to public transit around the world, that improve the passenger experience, operational efficiency, safety, and maintenance. Our software suite, invehicle hardware, and mobile technologies support the operations of fixed route transit, paratransit, light rail, and ferry operations around the world.

EQUANS has a history and understanding of the realities of public transit operations and fixed route technologies, with more than 250 public transit agencies using our integrated CAD/AVL software around the world. We are dedicated to providing reliable hardware and software design for transit use and use a consultative approach to provide the best fit CAD/AVL system to our clients, while providing excellent customer support.

Some of the Cities and Public Transit Agencies EQUANS partners with includes Paris (4000+ fixed route bus), Geneva (Switzerland), Brussels (Belgium), Quebec City (Canada), or Memphis, TN.

Our CAD/AVL solution has been designed based on an open architecture that can integrate with existing or future systems. It is 100% cloud based with no need of additional infrastructure, and it is scalable, which allows agencies to keep up with the pace of technology changes with new features delivered as part of the product roadmap.

We are confident our expertise will bring new innovations and best practices to the Topeka Metro team, which will lead to a more sustainable, safe, accessible, and efficient quality of transit services in the Topeka Metro Region.



KEY FIGURES





Location of the offices from which the work will be provided is Atlanta, GA for all Project Management, engineering, testing, maintenance, and hardware repair.

E.1 FINANCIAL STABILITY AND RESOURCES

EQUANS is financially strong, has had continued healthy growth over the past 10 years and has 40+ years of experience in providing Intelligent Transportation System (ITS) for public transit agencies.

EQUANS has an exceptional record of completing work on schedule and commits to an on-time delivery of the Topeka Metro Fare Payment project.

EQUANS has more than 600 employees dedicated to Intelligent Transportation System and commits the necessary resources to successfully implement this project with Topeka Metro.









E.3 FOCUS ON OUR CUSTOMERS – SUPPORT SERVICES

EQUANS' goal is to make every customer a central element of its strategies. By working collaboratively with Topeka Metro, EQUANS can best understand Topeka Metro's needs and can provide support for both Topeka Metro staff and the evolution of operations long-term.

EQUANS' goal is to build a long and successful partnership with Topeka Metro. We provide flexible hours of contact, long term warranty services, and a reputation for providing excellent customer service and satisfaction. By choosing EQUANS, you choose to never walk alone.



E.4 SUBCONTRACTORS

EQUANS is partnering with several companies and key partners to achieve the best overall solution for Topeka Metro's project success:







E.5 PROJECT ORGANIZATION AND STAFFING PLAN

This section includes a description of the resources that will be available and assign to complete the Topeka Metro project. Their experience conducting similar projects are highlighted and a project organization chart is included.





EQUANS will work to impress Topeka Metro with our responsiveness, customer focus, and staff supporting the project. You will quickly witness the expertise our supporting staff members bring to the project—specifically in integration with third party systems, systems engineering, information technology, and support services.

The success of the Topeka Metro project is of utmost importance to us. The key members identified below will be assigned to the project and have prior experience working together to successfully deploy similar projects. EQUANS' dedicated project team are expert employees with the capacity and experience to perform this technology project with minimal disruption to ongoing Topeka Metro daily operations.

Rest assured your project team will be 100% dedicated to exceeding your expectations and will be supported by our internal subject matter experts in various fields such as vehicle engineering, real-time standards, or onboard software development. In addition to the key personnel identified, several Subject Matter Experts (SMEs) will also be assigned to the project. This includes:



E.6 PROJECT TEAM

The key staff members will be assigned full time during the project implementation. In addition, EQUANS commits to provide Topeka Metro with the necessary resources to complete the assignments in a way that will meet our contractual obligations and more.

The Project Manager and key EQUANS project staff will be onsite at Topeka Metro for critical project management meetings, resolution of major issues, equipment installation and oversite, onsite testing, design reviews, and periodic senior management presentations.

EQUANS will work closely with any subcontractor and coordinate all activities to ensure a seamless and smooth project implementation.

The Topeka Metro project organization is as follows:





E.6.1













E.6.3		
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EQUANS' Project Team will be onsite during all significant project events.

During the implementation, it is our goal to be available whenever you need us. We take supporting Topeka Metro very seriously. EQUANS views this project as a partnership and will be there to support Topeka Metro every step of the way to ensure we are meeting the needs and expectations of Topeka Metro's and delivering the new technology solution and services as promised.

Some of the key project events to expect our team onsite include: the system design and vehicle survey and the installation and testing, in the vehicles, to perform the site testing with Topeka Metro staff. Driver training and dispatch training will start at this time, so Topeka Metro drivers are able to use the Driver Information System and Topeka Metro dispatchers can start monitoring the first vehicles equipped with the EQUANS CAD/AVL.

We will also be on site during the installation of the remaining vehicles to support Topeka Metro employees and get them started and comfortable using the system.





E.7 REFERENCES









EQUANS has never had a contract been canceled, suspended or in current litigation due to inability to comply with the terms of the agreements.

Two projects in particular that we highlight below are similar in size and scope to the Topeka Metro CAD/AVL project, proving our capabilities in providing similar size and scope projects.



E.7.1 GREEN BAY METRO

EQUANS	





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E.7.5		











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Price





EQUANS PRICING NOTES :







EQUANS - INEO SYSTRANS USA Inc., 8601 Dunwoody Place, Suite 115, Sandy Springs, GA 30350







EQUANS - INEO SYSTRANS USA Inc., 8601 Dunwoody Place, Suite 115, Sandy Springs, GA 30350







PRICE QUOTE

Proposer Ineo Systrans USA Inc

RFP Number – TM-24-01 Technology for Buses

Please provide a price quote for each of the items listed below. Metro will select items based on the amount of money available for this project.

AVL/CAD *

APC

DMS

Total Contract Price

Installation & Training Start Dat

Annual Maintenance, Support and Updates

Note: You may quote dollar amounts for years 2-5, or maximum percentage increases. If there is no cost, enter \$0 on each line.

What would Topeka Metro need to provide in order for you to complete this project?

Please refer to the Technical Proposal document Section A.1.7 Topeka Metro Responsibilities

Metro is exempt from all taxes – do not include sales tax in your bid pricing. A project exemption certificate will be provided upon request. Price quoted must be the total cost of the contract, including (but not limited to) materials, labor, installation, training and travel expenses.

* Includes headsign update, annunciator update, customer facing app, and customer service support.





Equipment and Warranty





WARRANTY OF HARDWARE AND SOFTWARE

Customer Support is the main differentiator of EQUANS compared to all other vendors. EQUANS takes pride in providing the best customer support in the industry, with record level of customer satisfaction and long-term warranty services.

EQUANS exceeds Topeka Metro's warranty requirements of three years, and is offering a five-year standard warranty for the CAD/AVL hardware and software.

The Warranty period begins after system acceptance for Topeka Metro full fleet of vehicles. During the warranty period, EQUANS services the CAD/AVL or component defects and failures for the agreed warranty period, repair or replace any hardware not compliant with the warranties, and complete all maintenance and support needed by Topeka Metro. Should a malfunction occur which requires hardware to be replaced during the initial contract, the replacement equipment will be new with the latest technology at the time of replacement and/or installation. If required, EQUANS will send staff onsite to fix anything that requires to be fixed.

EQUANS guarantees that each product is free from defects in material and workmanship. EQUANS will correct defects that may occur as the result of faulty workmanship within the first year after installation and acceptance by the client at no additional cost. EQUANS will also pass along to the Topeka Metro any additional warranties offered by third party manufacturers at no additional costs to the Topeka Metro.

Additionally, all software fixes, patches and technical support are included for the duration of the contract. EQUANS also supports Topeka Metro throughout the entire system life period by repairing all defective equipment and supporting the proper operation of the system.

Please note that the CAD/AVL equipment provided as part of this contract have been designed for a 12-year lifespan, which is much higher than any competitors and allow us to support Topeka Metro long term without being forced to upgrade hardware after a few years.

RETURN MATERIAL AUTHORIZATION (RMA)

EQUANS provides rapid RMA turnaround for any critical component needs. We have spare equipment in house to provide a replacement equipment within five days if necessary and repair any defective equipment. In support of this Agreement, Topeka Metro should maintain an inventory of EQUANS' system components at the recommended level for use during completion of repairs.

All repair requests are done through the web customer portal. Topeka Metro enters the equipment that is malfunctioning, which automatically provides an RMA number. An EQUANS Technician will evaluate all products received and complete a Failure Analysis. If the product is repairable, EQUANS will repair the product. If the product is not repairable, EQUANS will replace the product with another from the inventory. The progress of each repair can be tracked in the Salesforce portal. If a resolution is not found, the unit will be replaced with a new unit supplied by EQUANS.

Once the equipment is repaired, EQUANS will update the portal, so Topeka Metro is aware that the equipment is returning. All repaired equipment will be certified, tested, and updated with the latest firmware prior to return to the spare parts pool.

Once the equipment is repaired, EQUANS updates the portal, so Topeka Metro is aware that the equipment is returning. All repaired equipment will be certified, tested, and updated with the latest firmware prior to return to the spare parts pool.




All EQUANS Hardware Repairs have a goal of 21 calendar days between receipt of hardware and return of hardware.

SPARE PARTS

In support of this agreement, EQUANS will keep spare equipment in house to be able to provide equipment replacement. Once a default is noticed, Topeka Metro technician should remove the equipment and create a maintenance ticket through the salesforce customer web portal.

If possible, the technician should replace the defective equipment with a spare. Otherwise EQUANS will send a replacement.

EQUANS will propose for consideration a list of spare parts to be provided, which include replacement parts, components, or sub-assemblies for all items of equipment provided.

EQUANS will provide spare parts in accordance with the agreed spare parts list.





Subcontractors and DBE Participation









Attachments

ACKNOWLEDGEMENT Corporation

STATE OF GA) COUNTY OF FULTON

1, Kenneth Evans	, a Notary Public in and for said County, in the St	tate aforesaid, do
hereby certify that Stephan	n Goquet	, and
Chadi Fl Ghyar	n, of Ineo Systrans USA Inc	,
	(a corporation)	······································

who are each personally known to me, appeared before me this day in person and severally acknowledged that they signed, sealed and delivered the foregoing instrument as their free and voluntary act as officers of the corporation identified above as the Proposer, and as the free and voluntary act of said corporation, for the uses and purposes therein set forth.

Given under my hand and notary seal, this 15 day of NOVEMBER, 2023.

My Commission Expires:

15 JUNE ZOZL

Notary Public



(SEAL)

Topeka Metro Technology for Buses

ACKNOWLEDGEMENT OF ADDENDA

The following form shall be completed and included in the proposal. Failure to acknowledge receipt of all addenda may cause the proposal to be considered unresponsive to the solicitation. Acknowledged receipt of each addendum must be clearly established and included with the Proposal. Make copies of this form if more than five (5) addenda were issued.

ACKNOWLEDGEMENT OF ADDENDA

The undersigned acknowledges receipt of the following addenda to RFP TM-24-01:

Addendum Number1	Dated: 11/17/2023				
Addendum Number2	Dated: 11/17/2023				
Addendum Number	Dated:				
Addendum Number	Dated:				
Addendum Number	Dated:				
Proposer Ineo Systrans U	ISA Inc				
Street Address 8601 Dun	woody				
Street Address Suite 115					
City, State, Zip Code Sandy Springs, GA 3035					
Authorized Signature Stepha God					
Title <u>COO</u>					
Telephone Number 571-264-2860					
Facsimile Number (FAX)					
E-Mail Address stephan.goguet@equans.com					

BUY AMERICA CERTIFICATION

Proposer will certify either compliance or non-compliance, not both. This certification must be submitted with the proposer's response.

Certificate of Compliance with 49 USC 5323(j)

The bidder hereby certifies that it will meet the requirements of 49 USC 5323(j), and the applicable regulations in 49 CFR Part 661 and any amendments thereto.

Signature:

Stephin that

Name & Title:

Company: Inc

Ineo Systrans USA Inc

2023

Date:

Certificate of Non-Compliance with 49 USC 5323(i)

Stephan Goguet, COO

The bidder hereby certifies that it cannot comply with the requirements of 49 USC 5323(j) and 49 CFR 661.5, but it may qualify for an exception pursuant to 49 USC 5323(j)(2)(A), 5323(j)(2)(B), or 5323(j)(2)(D), and 49 CFR 661.7.

Signature:		 	
Name & Title:		 	
Company:	-		
Date:			

DISADVANTAGED BUSINESS ENTERPRISES (DBE) CERTIFICATION

This contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, *Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs*. The national goal for participation of Disadvantaged Business Enterprises (DBE) is 10%. Metro's overall 2022-2024 goal for DBE participation is 1.62%; the race neutral goal is 1.25%, and the race conscious goal is 0.37%. There is no contract goal for this procurement.

The contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of this DOT-assisted contract. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as Metro deems appropriate. Each subcontract the contractor signs with a subcontractor must include the assurance in this paragraph (see 49 CFR 26.13(b)).

The contractor is required to pay its subcontractors performing work related to this contract for satisfactory performance of that work no later than 30 days after the contractor's receipt of payment for that work from Metro.

The contractor may not hold retainage from its subcontractors.

The contractor must promptly notify Metro, whenever a DBE subcontractor performing work related to this contract is terminated or fails to complete its work, and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. The contractor may not terminate any DBE subcontractor and perform that work through its own forces or those of an affiliate without prior written consent of Metro.

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Signature:	Stephic	that
	Stanhan Convet O	

Name and Title: Stephan Goguet, COO

Company Name: Ineo Systrans USA Inc

Date:

11	15	2023	
	(

FLY AMERICA CERTIFICATION

The Contractor agrees to comply with 49 U.S.C. 40118 (the "Fly America" Act) in accordance with the General Services Administration's regulations at 41 CFR Part 301-10, which provide that recipients and subrecipients of Federal funds and their contractors are required to use U.S. Flag air carriers for U.S Government-financed international air travel and transportation of their personal effects or property, to the extent such service is available, unless travel by foreign air carrier is a matter of necessity, as defined by the Fly America Act. The Contractor shall submit, if a foreign air carrier was used, an appropriate certification or memorandum adequately explaining why service by a U.S. flag air carrier was not available or why it was necessary to use a foreign air carrier and shall, in any event, provide a certificate of compliance with the Fly America requirements. The Contractor agrees to include the requirements of this section in all subcontracts that may involve international air transportation.

Signature:

Steph-

Name and Title: Stephan Goguet, COO

Company Name:	Ineo Systrans USA Inc		

11 15 2023

Date:

LOBBYING CERTIFICATION

The undersigned contractor certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan or cooperative agreement, the undersigned shall complete and submit Standard Form LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions. See 49 CFR 20.100.

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31 USC. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure. [Note: Pursuant to 31 USC 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such shalls to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such shalls to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 and not more than \$100

The undersigned contractor certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 USC 3801, et seq, apply to this certification and disclosure, if any.

Signature:

Steph-

2022

Name and Title:

Stephan Goguet, COO

Company Name: Ineo Systrans USA Inc

Date:

Topeka Metro Technology for Buses

NON-COLLUSION CERTIFICATION

This is my sworn statement to certify that this proposal was not made in the interest of or on behalf of any undisclosed entity. This proposal is not collusive.

This proposer has not been a party to any agreement or collusion in restraint of freedom of competition by agreement to bid a fixed price, to refrain from bidding, or otherwise. This proposer has not, directly or indirectly, by agreement, communication or conference with anyone, attempted to induce action prejudicial to the interest of Topeka Metropolitan Transit Authority, or of any proposer, or anyone else interested in the proposed contract.

Signature:

Step.

Name and Title: Stephan Goguet, COO

Company Name: Ineo Systrans USA Inc

Date:

2023

Proposals are Due No Later Than 3:00 PM Central Time, Thursday, November 30, 2023

RFP TM-24-01 Topeka Metropolitan Transit Authority

	I	POWER OF EXECUTION	
		Authorization of Bidder	
The undersigned, an _	Officer,	partner, proprietor, etc.)	of
Ineo Systrar	ns USA Inc		
		(name of company)	رر
a Corpora	tion		
	(corpora	tion, partnership, proprietorship)	
having its principal off hereby certifies that the nominate, constitute, a	ice or registered ag e Company has du ppoint and authori	gent at 8601 Dunwoody Suite 11 ly authorized by appropriate action ze Stephan Goguet, COO	5 Sandy Springs, GA 30350 and/or hereby does
		(name of individual signing	g document)
with full power to act _	alone (alone or in conju	unction with another person)	, on behalf of
Ineo Systran	is USA Inc		
	((name of company)	
and therefore to use 1			

and thereby to make, execute, seal and deliver on its behalf as CONTRACTOR and as its act and deed any and all proposals, contract proposals, contracts, change orders, monthly and final payment certificates and other like instruments. Such proposals, contract proposals, contracts, change orders, monthly and final payment certificates and other like instruments shall be binding upon said company as fully and to all intents and purposes as if such instruments had been duly executed, acknowledged and delivered by the authorized officers of the company when executed, by the aforementioned person(s).



Topeka Metro Technology for Buses

PROPOSAL CHANGE REQUEST

Complete this form for each condition, exception, reservation, or understanding (i.e., change) in the proposal. See PROPOSAL SCHEDULE, page 5 of this RFP, for the due date of all requested Proposal Changes.

Change Number	N/A EQUANS has no conditions, exceptions, reservations, or changes for this proposal
Proposer Ineo Systrans USA Inc	
RFP Number – TM-24-01	Page: Section:
Metro's Current Requirement:	

Proposer's Requested Change:

SUSPENSION / DEBARMENT CERTIFICATION In regard to 2 CFR Parts 180 and 1200

In accordance with 2 CFR Parts 180 and 1200, the contractor is required to verify that none of its principals or affiliates:

- 1) is included on the federal government's suspended and debarred list;
- 2) is proposed for debarment, declared ineligible, voluntarily excluded or disqualified;
- 3) within three years preceding this proposal, has been convicted of or had a civil judgment rendered against them for (a) commission of fraud or criminal offense pertaining to performing a public transaction, (b) violation of any federal or state antitrust statute, or (c) embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property;
- 4) is indicted or charged by a governmental entity for any of the charges in 3) above; and
- 5) has had any public transaction terminated for cause or default within three years preceding this proposal.

The contractor is required to include this requirement in any subcontracts related to this contract.

By signing and submitting its proposal, the proposer certifies that the certification in this clause is a material representation of fact relied upon by Metro. If it is later determined that the proposer knowingly rendered an erroneous certification, in addition to remedies available to Metro, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The proposer agrees to verify that none of its principals or affiliates is included on the federal government's suspended and debarred list at any time throughout the period of this contract. The proposer further agrees to include a provision requiring the same compliance in its subcontracts related to this contract.

Signature:	Stepha Jock
Name and Title:	Stephan Goguet, COO
Company Name:	Ineo Systrans USA Inc
Date:	11/15/2023

REQUIRED

Quantity

Equipment will be installed on twenty-six (26) fixed route buses. Please refer to Appendix 1 for existing equipment on the buses.

AUTOMATED VEHICLE LOCATION/COMPUTER AIDED DISPATCH (AVL/CAD)

Integrate with existing headsigns (all existing equipment is detailed in Appendix Integrate with or replace existing automated passenger counters

Provide real-time location of buses

Provide location updates every 15 seconds or less

At least 4G LTE cellular connectivity

Ability to easily import initial route and stop information

Ability to easily and intuitively update routes and stop information from a deskt interface, including the input of temporary stops and detours

Ability to schedule detours and route deviations which are reflected in all intern and customer-facing real-time maps

Ability to add or modify bus annunciator announcements from the desktop Ability to update inside and outside headsigns messages from the desktop including upcoming stops and PR messaging

Ability to define the geofence to trigger annunciators and head signs from the desktop

Ability to define approach heading into geofences to trigger events for annunciator and headsign output

Provide data feed using an industry-standard data format for real-time signage a stations/stops including, but not necessarily limited to, next 5 arriving buses wit arrival times, and routes served

Provide open API feed to customer-facing transit apps, e.g. Transit App, includin the ability to export GTFS and GTFS-RT feeds at no additional cost.

Provide GTFS-RT feed continuously from day one of operations.

Provide real-time updates to GTFS static and RT feeds when a detour occurs and routing must be modified.

Guarantee GFTS-RT feed will not be broken or inoperable due to updates in GTF static feed.

Provide backend support for dispatch and other bus operations

o Route performance analytics

o Real-time vehicle location mapping with ability to monitor speed, buses departing from defined routes, adherence to on-time performance (OTP) o Ability to playback historic bus movement, speed, etc.

o Run-time, dwell time, OTP, and headway dashboards and/or reports o National Transit Database (NTD) certified bus operating reports

View a summary of network-wide on-time performance for all routes, including daily, weekly, and monthly trends

o Investigate on-time performance issues as well as passenger ridership by: •route

stop along a route

distribution of how early and how late

time of day

•tabular heatmap format organized by schedule Users can:

•Edit how they define "on-time"

•Adjust the dates/times over which the reports are run

o Reports include information about service changes that impact on-time performance

o Reports include all scheduled stops with, as well as without, an observed departure time (including missed data and missing service)

o Download reports in CSV and Excel formats

Map-based historic playback of vehicle locations by route or a specified vehicle by

date/time range with playback functionality

o Users can investigate vehicles by:

o route

o destination

o trip or block being operated

o on-time performance or headway adherence

o date and time range

o operator

o bus



For internal real-time mapping, the ability to display the following information on mouse-over or click on vehicle/stop icon:

o Bus

Speed

Bus number/Operator designator

Route designator

Upcoming stop arrival times

o Stop

•Stop name and designator

Routes served

•List of next arriving buses and arrival times

Ability to predict arrival times based on both timepoints only and all stops Headsigns on buses running interlined routes or buses changing routes on next trip will update automatically upon approach to the station or other interlining location

Ability to run reports without vendor intervention or additional cost Support for custom report creation with no additional cost

Provide reporting tool for system performance including, but not limited to: downtime, apps/website usage, number of customer support requests Unlimited internal users, or other authorized users, to access the CAD/AVL syste at the same time

99.9% uptime or greater, with over-the-air updates and upgrades included in th license for no additional cost

Ability to combine multiple vehicle position feeds, in real-time, with the intent o producing a higher level of data accuracy and data redundancy in case one feed goes down

Tools to automatically monitor data feed uptime and health

Automatic processing of GTFS schedule data, up to every hour if changes have occurred.No human input should be required.

Predictions support GTFS-rt, including:

o GTFS-rt Vehicle Positions,

o GTFS-rt Trip Updates

o GTFS-rt ServiceChanges v3.1

Predictions factor in real-time service adjustments including:

o Canceled trips

o Added trips

o Detours

o Skipped stops

o Modified departure times

Proof of successful outcomes in GTFS-RT and other elements at a transit agency similar size around passenger

Can automatically populate a service alert based on real-time changes to servic

Create and edit real-time service alerts at the system, route, or stop level Approved staff can create the following service changes:

o Add trip

o Cancel trip

o Create detour

o Close stop

o Modify departure times

Approved staff can change the assignment of a vehicle, shifting it from one route/trip/block to another

See real-time changes to service through the real-time vehicle monitoring functionality

Passenger facing data reflects service changes through GTFS-rt data feeds and continues to provide real-time information and predictions for detoured routes Historical data reports include information about changes to service

CUSTOMER-FACING APP/WEBSITE

Ability to view on both desktop computers and iOS and Android smartphones with dedicated smartphone app or automatic resizing optimized for mobile screens Display of bus locations in real-time

Display location of nearest bus stops based on customer smartphone GPS location For a defined stop, display list of routes served and upcoming bus arrivals with predicted arrival times based on real-time bus performance

Display full route map with ability to display select individual routes

Provide link to route data on Topeka Metro website

Ability for Topeka Metro staff, from the desktop, to post and display system-wide notifications and service alerts to the customer-facing app/website on a scheduled or ad hoc basis

App will offer trip planning options with single modes, or combination of modes to complete a trip example: walking/transit, bike/transit

App will currently offer the ability to pay with electronic fare payment. Topeka Metro may not opt to use this feature now, but wants it to be available in the app's current design, rather than having to be designed at a later date.

DASSENGER CLISTOMER SERVICE SLIDDORT

PASSENGER COSTONIER SERVICE SUPPORT

Automated (SMS) text response service which delivers information about upcoming bus stop arrivals based on customer location or selected bus stop as well as service alerts.

Automated voice response service (IVR) which delivers information about upcoming bus stop arrivals based on selected bus stop as well as service alerts. Vendor will maintain IVR phone number "785-333-1113" for use in IVR operations as a part of this RFP and contract.

Vendor will integrate use of 2 and 3 digits numbers currently in use by Topeka Metro as identifying numbers for bus stops in IVR and texts that customers seek bus stop arrival estimates. In other words, Topeka Metro can continue using the same numbers to identify each bus stop via IVR and texting etc.

AUTOMATED PASSENGER COUNTERS (APCs)

Integrate with (or replace) 26 currently installed APC systems (front and rear doors) (all existing equipment is detailed in Appendix 1)

o We have 3 remaining sets from recently retired buses for a total of 26 sets

Ability to use GPS data to provide boarding/alighting counts for specific locations

Ability to transmit APC data in real-time via cellular or mobile data connection Ability to store and wirelessly transmit data without loss of data upon return to garage if cellular data service is lost

Ability to produce passenger reports, including average trip length in support of NTD required reporting

The vendor will be able to produce data reports from this APC data to provide to Metro or a 3rd party vendor to certify a certification process with the FTA to replace the NTD passenger data validation process.

Vendor will provide all needed services to attain NTD certification of passenger counts, average trip length, and all other NTD required passenger reports at no additional charge.

HARDWARE

All equipment will be available off-the-shelf, non-proprietary, designed for transit use (please provide references and dates in service for other transit properties) All equipment will be warrantied for 3 years from date of installation Will support onboard or remote login of operators

Informs vehicle operators of changes to service/ detours

All equipment will provide for battery backup and internal storage to retain data in case of an interruption in power or cellular communications Operating temperature range: $-40^{\circ} - 120^{\circ}$ F All software related troubleshooting matters will be able to be accessed remotely without interface or participation of Topeka Metro. Tablet device will have the ability to count passengers in real-time for reporting of passengers per stop if APCs aren't functioning.

Ability for tablet to be stowed and not require operator confirmation or touch. Transit agency prefers operators not to engage with it once the bus is in service (after the operator signs in)

VENDOR SUPPORT

Topeka Metro will retain exclusive ownership of all data produced by on-board systems

Vendor will develop and supply custom reports at no additional cost All collected data will be stored for the duration of the service agreement with the ability to transfer data in an openly accessible format at the end of the service agreement for no additional cost

All collected data will be accessible to Topeka Metro at all times during the duration of the service agreement at no additional cost

Vendor will supply on-site training for all dispatchers, supervisors, operators, administrators, planners, and maintenance staff at no additional cost

Vendor will provide additional remote training via webinar and phone as requested at no additional cost for the duration of the service agreement Vendor will supply full Users' Manuals for systems and software at no additional cost. The User manuals will cover initial start up tasks, regular daily tasks, rebuilding of blocks, routes, trips etc.

Vendor will be available via email and phone 24/7 and will respond within 1 hour in a personalized manner, not a automatic reply.

Vendor will be proactive in development of improvements in the supplied products and will provide the most recent stable updates for software and other systems at no additional expense and provide the necessary support and training to ensure successful deployment

Vendor will notify Topeka Metro (the Agency) of all software updates and provide training to implement any additional functionality and capabilities Vendor will include a maintenance/hosting agreement for the first 5 years along with an annual breakdown of the cost to add up to 5 additional one-year extensions

PREFERRED	Comply (C) Does Not Comply (NC)	Comments
CAD/AVL		
Ability to reuse previously defined detours For internal Agency real-time mapping, ability to: o Customize bus "flags" on real-time map with bus numbers, driver designators, and OTP status, and other bus-specific information Display the following information on mouse-over or click on icon: o Bus o Dwell time o Stop o Amenities and accessibility o Photos Ability to set alerts for performance parameters, e.g. OTP parameters, bus speed. These alerts will be sent via email. Display available open capacity of bus based on APC data		
Ability to define a speed fence where alerts can be sent if an Agency defined speed is exceeded. These alerts will be sent via email.		
Ability to provide on-bus annunciator announcements in Spanish.		
CUSTOMER-FACING APP/WEBSITE		
Display available open capacity of bus based on APC data Ability to push notifications about "favorite" stops and routes to app/website users Ability to display amenities available at a given stop Ability to display a photo of a given stop		
HARDWARE		

All equipment will be warrantied for 5 years from date of installation All onboard equipment uses wired connections Router(s) will be 5G forward-compatible Ability to live-stream on-board surveillance (cameras and audio) through secure link to Topeka Metro operations or authorized law enforcement

Support for LCD displays onboard buses

Ability to integrate with existing fareboxes (All existing equipment is detailed in Appendix 1) Ability to trigger the playback of MP3 audio files based on geofences with files and geofences loaded remotely from the desktop



Topeka Metro Bus Technology

Read-only view, generated on 04 Dec 2023



	ACTIVITIES	ASSIGNEE	EH	START	DUE	%	Feb 2024 Mar 2024 Apr 2024 May 2024 Jun 2024 Jul 2024 Aug 2024
	Notice to Proceed :		-	06/Feb	07/Feb	0%	Notice to Proceed :
1	⊘ Kick-Off Meeting	EQUANS	-	06/Feb	07/Feb	0%	Kick-Off Meeting
	Design:		-	12/Feb	05/Apr	0%	Design:
3	📀 Topeka Metro Bus Survey	EQUANS	-	12/Feb	16/Feb	0%	Topeka Metro Bus Survey
4	⊘ CAD/AVL System Design	EQUANS	-	19/Feb	11/Mar	0%	CAD/AVL System Design
5	Oesign Acceptance	Topeka Metro	-	21/Mar	22/Mar	0%	Design Acceptance
6	Ocomments on Design Docu	Topeka Metro	-	28/Mar	05/Apr	0%	Comments on Design Documents
	Equipment Manufacturing:		-	18/Mar	23/May	0%	Equipment Manufacturing:
8	O Equipment Manufacturing a	EQUANS	-	18/Mar	23/May	0%	Equipment Manufacturing and Delivery
_	Configuration, Testing, and Vali		-	06/Jun	07/Jun	0%	Configuration, Testing, and Validation:
10	Sactory Acceptance Test (F	EQUANS	-	06/Jun	07/Jun	0%	Factory Acceptance Test (FAT)
	Full Fleet Installation:		-	28/Jun	26/Jul	0%	Full Fleet Installation:
12	Installation of Vehicle Equip	EQUANS	-	28/Jun	15/Jul	0%	Installation of Vehicle Equipment
13	⊘ Training	EQUANS	-	28/Jun	15/Jul	0%	Training
14	System Acceptance Testing	EQUANS	-	12/Jul	18/Jul	0%	System Acceptance Testing
15	Sull System Acceptance	Topeka Metro	-	26/Jul	26/Jul	0%	Full System Acceptance







David C. Toland, Secretary

June 16, 2022

Toni Herring Computer Instruments, Inc. P.O. Box 518 Paola, KS 66071

Dear Mrs. Herring:

The Kansas Statewide Certification Program (KSCP) is pleased to notify you that your firm has met the requirements for certification as a **Woman Business Enterprise** (**WBE**) in accordance with KSCP policies and procedures, as part of the Department's Minority and Women Business Certification Program.

Your firm will be listed with the following work type(s). If you wish to expand your scope of business, you must make a written request to the KSCP for review and determination.

NAICS Code/Work Type(s): 541519-Other Computer Related Services

Attached is the **WBE** certificate that reflects the effective and renewal dates of your certification. In order to maintain your certification with KSCP, you must submit annual updates. You will also need to renew your certification every three years. The date of your renewal will be 1/15/2025. Notification will be sent to you at least 30 days prior to the renewal date of your certification. It is *your responsibility* to ensure that your certification is kept up to the date by submitting the required documentation as necessary.

If there is any change in the ownership or control of your firm, you must notify us immediately. Failure to report any of these changes to this office may result in the revocation of your certification.

Your name will appear in the Certification Directory for Minority and Women-Owned Businesses. The directory can be viewed at www.kansascommerce.gov. Click on Program Services and look for Minority and Women Business and click on the directory.

Sincerely,

Khonda Harris

Rhonda Harris, Director Office of Minority and Women Business Development

Attachment



Phone: (785) 296-5298 Fax: (785) 296-3490 TTY: 711 KansasCommerce.gov

Laura Kelly, Governor

Kansas Statewide Certification Program

This is to certify **Computer Instruments**, **Inc.** qualifies as a **Woman Business Enterprise (WBE)**

and has met the eligibility criteria established by the State of Kansas, Office of Minority and Women Business Development

NAICS Code/Work Type(s): 541519-Other Computer Related Services

6/14//2022

Effective Date

1/15/2025

Renewal Date

& honda Harris

Rhonda Harris, Director Office of Minority & Women Business Development







Proudly serving the communities of Allouez, Ashwaubenon, Bellevue, De Pere, and Green Bay



J

I hereby issue this certificate to serve and be used as required.

V dig What

CERTIFICATE OF COMPETENCE

