NORTHBRIDGE TRANSIT AUTHORITY

Request for Proposals: Fleet Telematics and Depot Records Modernization

Fleet Telematics and Depot Records Modernization

Solicitation	RFP-2026-0417
Project	Fleet Telematics and Depot Records Modernization
Issued by	Northbridge Transit Authority, Office of Procurement
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Response due	April 17, 2026 at 2:00 p.m. local time
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This document is fictional and was generated for software demonstration and end-to-end testing. It is not a real solicitation, no real vendor is named, and no submission is requested. All names, addresses, prices and events are invented.

1 Introduction and Background

The Northbridge Transit Authority (the Authority) is issuing this Request for Proposals to obtain a qualified contractor to modernize fleet telematics data handling and depot records management across its six operating depots. The Authority currently maintains approximately 2.4 million pages of procurement, maintenance and operating records in a mixture of paper files, shared network folders and legacy document systems.

The successful Bidder will provide software, implementation services, training and ongoing support. The Authority intends to award a single contract covering a three-year base period with two optional one-year extensions. Work shall be performed at Authority facilities and, where the Authority approves in writing, at the Bidder's own location.

This is a competitive negotiated procurement. The Authority may award to one Bidder, may award by lot, or may reject any or all proposals when it determines that rejection is in the public interest. The Authority is not obligated to pay any cost incurred in preparing a response.

- Ingest, index and quality-check approximately 2.4 million pages of depot records.
- Normalize telematics feeds from 412 buses and 96 support vehicles into one data store.
- Provide role-based access for approximately 640 users across six depots and the central office.
- Deliver training, documentation and a transition plan that does not interrupt revenue service.
- Support the Authority's records retention schedule and its legal hold process.
- Meet the insurance, bonding and MWBE requirements stated in Sections 4 and 6.

2 Project Scope

The scope includes discovery, configuration, data migration, integration, testing, training and transition to steady-state support. The Authority will provide access to its records rooms, sample record sets, subject-matter staff and existing system interfaces. The Bidder is responsible for confirming assumptions during the discovery phase and for raising any conflict with the specification before contract execution.

The Authority's depots vary in size and network conditions. Two depots operate with intermittent connectivity and require a documented offline mode. The Bidder shall demonstrate that indexing, search and export continue to function during a network outage and that queued work reconciles automatically when connectivity returns.

Records include procurement files, maintenance work orders, vehicle inspection reports, incident reports, training records and correspondence. Some series contain personally identifiable information and are subject to access restrictions. The Bidder shall implement access controls at the series level and shall log every export.

3 Key Dates and Submission

Event	Date	Notes
RFP issued	March 2, 2026	Posted to the Authority procurement portal
Pre-proposal conference	March 12, 2026	Virtual; attendance optional
Questions due	March 18, 2026	Submitted in writing only
Addendum 1 issued	March 24, 2026	Answers to questions, revised dates
Addendum 2 issued	March 30, 2026	Revised Form 3A and records transfer clause
Proposals due	April 17, 2026	2:00 p.m. local time; late proposals rejected
Evaluations	April 20 - May 8, 2026	Committee review and scoring
Shortlist interviews	May 13 - 15, 2026	Scripted demonstrations
Notice of intent to award	May 22, 2026	Subject to Authority board approval
Contract start	July 1, 2026	Transition complete within 120 days

Proposals shall be submitted electronically as a single searchable PDF plus a separate price file. The Authority will not accept image-only submissions except for signed forms that are scanned after signature. Files shall be named using the form number and the Bidder's legal name.

1. Register the Bidder's legal name and contact in the procurement portal.
2. Upload the technical volume, the price volume and all required forms before the deadline.
3. Submit the Bid Bond with the proposal; a proposal without a Bid Bond is non-responsive.
4. Acknowledge Addendum 1 and Addendum 2 in the proposal cover letter.
5. Provide three references using Form 3B.

4 Required Forms, Bid Bond and MWBE Participation

The forms listed below are mandatory. A proposal missing a mandatory form may be rejected without further evaluation. Forms must be signed by an individual authorized to bind the Bidder.

Form	Title	Required with
Form 3A	Bidder Information	Proposal and Bid Bond
Form 3B	References and Experience	Technical volume
Form 4	Non-Collusion Affidavit	Signed original
Form 5	MWBE Participation Form	Technical volume
-	Pricing Schedule, Revision C	Price volume
-	Certificate of Insurance	Before contract execution

4.3 Bid Bond. A Bid Bond in the amount of five percent (5%) of the total Bid Price shall accompany each proposal. The Bid Bond shall be issued by a surety licensed to do business in the State and shall name the Northbridge Transit Authority as obligee. Bids received without a Bid Bond will be rejected as non-responsive. Form 3A must be submitted together with the Bid Bond, and the surety's name and bond number shall be recorded on Form 3A.

4.4 Performance and Payment Bonds. The successful Bidder shall furnish a Performance Bond and a Payment Bond, each in the full amount of the contract price, within ten business days of contract execution. Bond forms are subject to the Authority's review and shall reference this solicitation number.

4.5 MWBE Participation. The Authority has established a Minority- and Women-Owned Business Enterprise (MWBE) participation goal of eighteen percent (18%) of the total contract value. Bidders shall describe how they will meet the goal, identify committed MWBE subcontractors on Form 5, and report participation quarterly after award. A Bidder that cannot meet the goal shall document its good-faith efforts and may be asked to present them to the evaluation committee.

4.6 Form 3A Revisions. Addendum 2 replaced several fields on Form 3A. Bidders shall use the revised form and shall not submit the earlier version. The revised form adds surety information, the MWBE contact and a certification regarding debarment.

5 Evaluation Criteria

Proposals will be scored by an evaluation committee using the weights below. The committee may seek clarification, may request a demonstration, and may contact references. Scores are not released during the procurement.

Criterion	Weight	Basis for evaluation
Technical approach and solution fit	30	Understanding of scope, architecture, offline mode
Experience and references	20	Comparable transit or public-sector deployments
Staffing and key personnel	10	Named staff, availability, escalation
Price	30	Total evaluated price including options
MWBE participation	5	Committed participation and reporting approach
Compliance and sustainability	5	Forms, insurance, accessibility, records policy

The Authority may shortlist up to three Bidders for interviews. Shortlisted Bidders will be asked to demonstrate the proposed solution using synthetic data provided by the Authority. The demonstration is scored as part of the technical criterion and is not a separate award stage.

6 Insurance and Bonding Requirements

6.1 General. Before contract execution, the Bidder shall furnish a Certificate of Insurance evidencing the coverages below. The Certificate of Insurance shall name the Northbridge Transit Authority as an additional insured for general liability and automobile liability, and shall state that coverage may not be cancelled without thirty (30) days' written notice to the Authority.

Coverage	Minimum limit	Notes
Commercial general liability	$1,000,000 per occurrence	$2,000,000 aggregate
Automobile liability	$1,000,000 combined single limit	Owned, hired and non-owned
Workers' compensation	Statutory	Employer's liability $1,000,000
Professional liability	$2,000,000 per claim	Retroactive date acceptable
Umbrella or excess liability	$2,000,000	May satisfy excess limits
Cyber liability	$1,000,000	Required if Authority data is stored offsite

6.2 Certificate of Insurance. The Certificate of Insurance must be issued by an insurer authorized to do business in the State and rated A- or better. The Authority will reject a Certificate of Insurance that omits the additional insured endorsement, the waiver of subrogation, or the thirty-day cancellation notice. A sample certificate is included in the insurance folder of this demonstration pack.

6.3 Subcontractor Insurance. The Bidder shall require each subcontractor to carry insurance consistent with this section and shall provide certificates for subcontractors performing more than ten percent of the work. The Bidder remains responsible for its subcontractors' compliance.

7 Contract Terms and Conditions

The contract will be the Authority's standard professional services agreement. The following terms are not negotiable: records ownership, audit rights, data confidentiality, termination for convenience on thirty days' notice, and the Authority's right to withhold payment for defective work.

- Term: three-year base period plus two optional one-year extensions.
- Payment: net thirty days after acceptance of each milestone deliverable.
- Warranty: twelve months from final acceptance, covering defects and configuration errors.
- Data ownership: all Authority records and derived indexes remain Authority property.
- Audit: the Authority may audit the Bidder's performance records on ten business days' notice.
- Confidentiality: the Bidder shall protect Authority records and report any suspected breach within 24 hours.
- Termination: for convenience on thirty days' written notice; for cause with cure period.
- Governing law: the State in which the Authority is located.

8 Detailed Requirements

The subsections below state the Authority's minimum requirements. Bidders shall respond to each subsection in the order presented and shall cross-reference the requirement numbers in their response. Omission of a response will be treated as non-compliance for that requirement.

8.1 Data retention and records disposition

Requirements related to data retention and records disposition are stated in the referenced section. Bidders shall indicate, for each requirement, whether it is met by the proposed solution, met through configuration, delivered by a subcontractor or not met. Exceptions shall be listed in the Compliance Matrix and priced separately where applicable.

The Authority will evaluate data retention and records disposition against the criteria in the evaluation section. Responses should be specific about sequencing, dependencies and assumptions. Where the Bidder proposes an alternative, the alternative shall be described in full and accompanied by a statement of its effect on schedule, cost and service levels.

Experience with data retention and records disposition on comparable transit or public-sector engagements shall be summarized in no more than two pages. The summary shall identify the client, the period of performance, the contract value and the results actually achieved. References may be contacted at the Authority's discretion.

Requirements R-8.1.1 to R-8.1.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.1.1 — The Bidder shall provide an escalation path and response times for unresolved issues for data retention and records disposition.
2. R-8.1.2 — The Bidder shall provide audit evidence retained for the contract term plus three years for data retention and records disposition.
3. R-8.1.3 — The Bidder shall provide named backup staff and a current cross-training record for data retention and records disposition.

8.2 Depot network coverage and offline operation

The Authority will evaluate depot network coverage and offline operation against the criteria in the evaluation section. Responses should be specific about sequencing, dependencies and assumptions. Where the Bidder proposes an alternative, the alternative shall be described in full and accompanied by a statement of its effect on schedule, cost and service levels.

Experience with depot network coverage and offline operation on comparable transit or public-sector engagements shall be summarized in no more than two pages. The summary shall identify the client, the period of performance, the contract value and the results actually achieved. References may be contacted at the Authority's discretion.

For depot network coverage and offline operation, the Bidder shall propose a quality assurance method, including sampling approach, acceptance criteria and the process for correcting defects. The method shall be applied during transition and throughout the contract term, and results shall be reported to the Contract Administrator each month.

Requirements R-8.2.1 to R-8.2.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.2.1 — The Bidder shall provide a test plan covering normal operation, degraded mode and recovery for depot network coverage and offline operation.
2. R-8.2.2 — The Bidder shall provide a written knowledge-transfer session before each phase acceptance for depot network coverage and offline operation.
3. R-8.2.3 — The Bidder shall provide a change log with version numbers, approvers and effective dates for depot network coverage and offline operation.

8.3 Integration with the fare and scheduling systems

Experience with integration with the fare and scheduling systems on comparable transit or public-sector engagements shall be summarized in no more than two pages. The summary shall identify the client, the period of performance, the contract value and the results actually achieved. References may be contacted at the Authority's discretion.

For integration with the fare and scheduling systems, the Bidder shall propose a quality assurance method, including sampling approach, acceptance criteria and the process for correcting defects. The method shall be applied during transition and throughout the contract term, and results shall be reported to the Contract Administrator each month.

The Authority expects integration with the fare and scheduling systems to be addressed within the total not-to-exceed price. If additional effort is required, the Bidder shall state the estimated level of effort, the basis for the estimate and the proposed pricing basis in the Price Proposal.

Requirements R-8.3.1 to R-8.3.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.3.1 — The Bidder shall provide a reconciliation of source records to indexed records at each cutover for integration with the fare and scheduling systems.
2. R-8.3.2 — The Bidder shall provide a documented procedure with a named owner and a stated review cycle for integration with the fare and scheduling systems.
3. R-8.3.3 — The Bidder shall provide a sample-based quality check with a defined acceptance threshold for integration with the fare and scheduling systems.

8.4 Role-based access control and audit logging

For role-based access control and audit logging, the Bidder shall propose a quality assurance method, including sampling approach, acceptance criteria and the process for correcting defects. The method shall be applied during transition and throughout the contract term, and results shall be reported to the Contract Administrator each month.

The Authority expects role-based access control and audit logging to be addressed within the total not-to-exceed price. If additional effort is required, the Bidder shall state the estimated level of effort, the basis for the estimate and the proposed pricing basis in the Price Proposal.

All work related to role-based access control and audit logging shall comply with the Authority's records retention policy and with applicable state and federal requirements. The Bidder shall not remove, alter or transmit Authority records except as authorized in writing by the Contract Administrator.

Requirements R-8.4.1 to R-8.4.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.4.1 — The Bidder shall provide a monthly report to the Contract Administrator with exceptions listed for role-based access control and audit logging.
2. R-8.4.2 — The Bidder shall provide an escalation path and response times for unresolved issues for role-based access control and audit logging.
3. R-8.4.3 — The Bidder shall provide audit evidence retained for the contract term plus three years for role-based access control and audit logging.

8.5 Disaster recovery and business continuity

The Authority expects disaster recovery and business continuity to be addressed within the total not-to-exceed price. If additional effort is required, the Bidder shall state the estimated level of effort, the basis for the estimate and the proposed pricing basis in the Price Proposal.

All work related to disaster recovery and business continuity shall comply with the Authority's records retention policy and with applicable state and federal requirements. The Bidder shall not remove, alter or transmit Authority records except as authorized in writing by the Contract Administrator.

The proposed schedule for disaster recovery and business continuity shall be provided as a milestone chart with dependencies, review points and the Authority's required response times. Durations shall be stated in calendar days and shall account for Authority review periods.

Requirements R-8.5.1 to R-8.5.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.5.1 — The Bidder shall provide named backup staff and a current cross-training record for disaster recovery and business continuity.
2. R-8.5.2 — The Bidder shall provide a test plan covering normal operation, degraded mode and recovery for disaster recovery and business continuity.
3. R-8.5.3 — The Bidder shall provide a written knowledge-transfer session before each phase acceptance for disaster recovery and business continuity.

8.6 Bidder training and knowledge transfer

All work related to bidder training and knowledge transfer shall comply with the Authority's records retention policy and with applicable state and federal requirements. The Bidder shall not remove, alter or transmit Authority records except as authorized in writing by the Contract Administrator.

The proposed schedule for bidder training and knowledge transfer shall be provided as a milestone chart with dependencies, review points and the Authority's required response times. Durations shall be stated in calendar days and shall account for Authority review periods.

The Bidder shall identify the key personnel responsible for bidder training and knowledge transfer, their relevant experience and the percentage of time each will devote to the engagement. Substitutions after award require the Contract Administrator's written approval.

Requirements R-8.6.1 to R-8.6.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.6.1 — The Bidder shall provide a change log with version numbers, approvers and effective dates for bidder training and knowledge transfer.
2. R-8.6.2 — The Bidder shall provide a reconciliation of source records to indexed records at each cutover for bidder training and knowledge transfer.
3. R-8.6.3 — The Bidder shall provide a documented procedure with a named owner and a stated review cycle for bidder training and knowledge transfer.

8.7 Transition and cutover planning

The proposed schedule for transition and cutover planning shall be provided as a milestone chart with dependencies, review points and the Authority's required response times. Durations shall be stated in calendar days and shall account for Authority review periods.

The Bidder shall identify the key personnel responsible for transition and cutover planning, their relevant experience and the percentage of time each will devote to the engagement. Substitutions after award require the Contract Administrator's written approval.

Risks associated with transition and cutover planning shall be listed with likelihood, impact and mitigation. The Authority will consider whether the proposed mitigation is proportionate and whether the Bidder has allocated responsibility clearly among itself, its subcontractors and the Authority.

Requirements R-8.7.1 to R-8.7.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.7.1 — The Bidder shall provide a sample-based quality check with a defined acceptance threshold for transition and cutover planning.
2. R-8.7.2 — The Bidder shall provide a monthly report to the Contract Administrator with exceptions listed for transition and cutover planning.
3. R-8.7.3 — The Bidder shall provide an escalation path and response times for unresolved issues for transition and cutover planning.

8.8 Cybersecurity controls and incident reporting

The Bidder shall identify the key personnel responsible for cybersecurity controls and incident reporting, their relevant experience and the percentage of time each will devote to the engagement. Substitutions after award require the Contract Administrator's written approval.

Risks associated with cybersecurity controls and incident reporting shall be listed with likelihood, impact and mitigation. The Authority will consider whether the proposed mitigation is proportionate and whether the Bidder has allocated responsibility clearly among itself, its subcontractors and the Authority.

Documentation for cybersecurity controls and incident reporting shall be delivered in editable and searchable formats, indexed by requirement and updated at each major release. The Authority will not accept image-only

documentation as the sole deliverable.

Requirements R-8.8.1 to R-8.8.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.8.1 — The Bidder shall provide audit evidence retained for the contract term plus three years for cybersecurity controls and incident reporting.
2. R-8.8.2 — The Bidder shall provide named backup staff and a current cross-training record for cybersecurity controls and incident reporting.
3. R-8.8.3 — The Bidder shall provide a test plan covering normal operation, degraded mode and recovery for cybersecurity controls and incident reporting.

8.9 Accessibility conformance for published documents

Risks associated with accessibility conformance for published documents shall be listed with likelihood, impact and mitigation. The Authority will consider whether the proposed mitigation is proportionate and whether the Bidder has allocated responsibility clearly among itself, its subcontractors and the Authority.

Documentation for accessibility conformance for published documents shall be delivered in editable and searchable formats, indexed by requirement and updated at each major release. The Authority will not accept image-only documentation as the sole deliverable.

Training for accessibility conformance for published documents shall include instructor-led sessions at Authority facilities, a recorded reference module and written quick-reference guides. The Bidder shall provide training materials at least ten business days before the first session.

Requirements R-8.9.1 to R-8.9.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.9.1 — The Bidder shall provide a written knowledge-transfer session before each phase acceptance for accessibility conformance for published documents.
2. R-8.9.2 — The Bidder shall provide a change log with version numbers, approvers and effective dates for accessibility conformance for published documents.
3. R-8.9.3 — The Bidder shall provide a reconciliation of source records to indexed records at each cutover for accessibility conformance for published documents.

8.10 Invoicing, payment milestones and cost reporting

Documentation for invoicing, payment milestones and cost reporting shall be delivered in editable and searchable formats, indexed by requirement and updated at each major release. The Authority will not accept image-only documentation as the sole deliverable.

Training for invoicing, payment milestones and cost reporting shall include instructor-led sessions at Authority facilities, a recorded reference module and written quick-reference guides. The Bidder shall provide training materials at least ten business days before the first session.

The Bidder shall demonstrate invoicing, payment milestones and cost reporting in a scripted walkthrough during the shortlist interview. The walkthrough shall use the Bidder's proposed production configuration and synthetic Authority data supplied in advance by the Authority.

Requirements R-8.10.1 to R-8.10.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.10.1 — The Bidder shall provide a documented procedure with a named owner and a stated review cycle for invoicing, payment milestones and cost reporting.
2. R-8.10.2 — The Bidder shall provide a sample-based quality check with a defined acceptance threshold for invoicing, payment milestones and cost reporting.
3. R-8.10.3 — The Bidder shall provide a monthly report to the Contract Administrator with exceptions listed for invoicing, payment milestones and cost reporting.

8.11 Service levels and remedy credits

Training for service levels and remedy credits shall include instructor-led sessions at Authority facilities, a recorded reference module and written quick-reference guides. The Bidder shall provide training materials at least ten business days before the first session.

The Bidder shall demonstrate service levels and remedy credits in a scripted walkthrough during the shortlist interview. The walkthrough shall use the Bidder's proposed production configuration and synthetic Authority data supplied in advance by the Authority.

the Bidder shall describe its proposed approach to service levels and remedy credits in sufficient detail for the Authority to evaluate feasibility, staffing and risk. The response shall identify the roles responsible, the systems involved and the measurable outcomes the Bidder commits to. A restatement of the specification without an implementation description will receive a lower score.

Requirements R-8.11.1 to R-8.11.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.11.1 — The Bidder shall provide an escalation path and response times for unresolved issues for service levels and remedy credits.
2. R-8.11.2 — The Bidder shall provide audit evidence retained for the contract term plus three years for service levels and remedy credits.
3. R-8.11.3 — The Bidder shall provide named backup staff and a current cross-training record for service levels and remedy credits.

8.12 Spare parts, consumables and warranty coverage

The Bidder shall demonstrate spare parts, consumables and warranty coverage in a scripted walkthrough during the shortlist interview. The walkthrough shall use the Bidder's proposed production configuration and synthetic Authority data supplied in advance by the Authority.

the Bidder shall describe its proposed approach to spare parts, consumables and warranty coverage in sufficient detail for the Authority to evaluate feasibility, staffing and risk. The response shall identify the roles responsible, the systems involved and the measurable outcomes the Bidder commits to. A restatement of the specification without an implementation description will receive a lower score.

Requirements related to spare parts, consumables and warranty coverage are stated in the referenced section. Bidders shall indicate, for each requirement, whether it is met by the proposed solution, met through configuration, delivered by a subcontractor or not met. Exceptions shall be listed in the Compliance Matrix and priced separately where applicable.

Requirements R-8.12.1 to R-8.12.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.12.1 — The Bidder shall provide a test plan covering normal operation, degraded mode and recovery for spare parts, consumables and warranty coverage.

2. R-8.12.2 — The Bidder shall provide a written knowledge-transfer session before each phase acceptance for spare parts, consumables and warranty coverage.
3. R-8.12.3 — The Bidder shall provide a change log with version numbers, approvers and effective dates for spare parts, consumables and warranty coverage.

8.13 Document intake, indexing and quality sampling

the Bidder shall describe its proposed approach to document intake, indexing and quality sampling in sufficient detail for the Authority to evaluate feasibility, staffing and risk. The response shall identify the roles responsible, the systems involved and the measurable outcomes the Bidder commits to. A restatement of the specification without an implementation description will receive a lower score.

Requirements related to document intake, indexing and quality sampling are stated in the referenced section. Bidders shall indicate, for each requirement, whether it is met by the proposed solution, met through configuration, delivered by a subcontractor or not met. Exceptions shall be listed in the Compliance Matrix and priced separately where applicable.

The Authority will evaluate document intake, indexing and quality sampling against the criteria in the evaluation section. Responses should be specific about sequencing, dependencies and assumptions. Where the Bidder proposes an alternative, the alternative shall be described in full and accompanied by a statement of its effect on schedule, cost and service levels.

Requirements R-8.13.1 to R-8.13.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.13.1 — The Bidder shall provide a reconciliation of source records to indexed records at each cutover for document intake, indexing and quality sampling.
2. R-8.13.2 — The Bidder shall provide a documented procedure with a named owner and a stated review cycle for document intake, indexing and quality sampling.
3. R-8.13.3 — The Bidder shall provide a sample-based quality check with a defined acceptance threshold for document intake, indexing and quality sampling.

8.14 Fleet telematics data ingestion and normalization

Requirements related to fleet telematics data ingestion and normalization are stated in the referenced section. Bidders shall indicate, for each requirement, whether it is met by the proposed solution, met through configuration, delivered by a subcontractor or not met. Exceptions shall be listed in the Compliance Matrix and priced separately where applicable.

The Authority will evaluate fleet telematics data ingestion and normalization against the criteria in the evaluation section. Responses should be specific about sequencing, dependencies and assumptions. Where the Bidder proposes an alternative, the alternative shall be described in full and accompanied by a statement of its effect on schedule, cost and service levels.

Experience with fleet telematics data ingestion and normalization on comparable transit or public-sector engagements shall be summarized in no more than two pages. The summary shall identify the client, the period of performance, the contract value and the results actually achieved. References may be contacted at the Authority's discretion.

Requirements R-8.14.1 to R-8.14.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.14.1 — The Bidder shall provide a monthly report to the Contract Administrator with exceptions listed for fleet telematics data ingestion and normalization.
2. R-8.14.2 — The Bidder shall provide an escalation path and response times for unresolved issues for fleet telematics data ingestion and normalization.
3. R-8.14.3 — The Bidder shall provide audit evidence retained for the contract term plus three years for fleet telematics data ingestion and normalization.

8.15 Records retention schedules and legal holds

The Authority will evaluate records retention schedules and legal holds against the criteria in the evaluation section. Responses should be specific about sequencing, dependencies and assumptions. Where the Bidder proposes an alternative, the alternative shall be described in full and accompanied by a statement of its effect on schedule, cost and service levels.

Experience with records retention schedules and legal holds on comparable transit or public-sector engagements shall be summarized in no more than two pages. The summary shall identify the client, the period of performance, the contract value and the results actually achieved. References may be contacted at the Authority's discretion.

For records retention schedules and legal holds, the Bidder shall propose a quality assurance method, including sampling approach, acceptance criteria and the process for correcting defects. The method shall be applied during transition and throughout the contract term, and results shall be reported to the Contract Administrator each month.

Requirements R-8.15.1 to R-8.15.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.15.1 — The Bidder shall provide named backup staff and a current cross-training record for records retention schedules and legal holds.
2. R-8.15.2 — The Bidder shall provide a test plan covering normal operation, degraded mode and recovery for records retention schedules and legal holds.
3. R-8.15.3 — The Bidder shall provide a written knowledge-transfer session before each phase acceptance for records retention schedules and legal holds.

8.16 Subcontractor management and MWBE reporting

Experience with subcontractor management and MWBE reporting on comparable transit or public-sector engagements shall be summarized in no more than two pages. The summary shall identify the client, the period of performance, the contract value and the results actually achieved. References may be contacted at the Authority's discretion.

For subcontractor management and MWBE reporting, the Bidder shall propose a quality assurance method, including sampling approach, acceptance criteria and the process for correcting defects. The method shall be applied during transition and throughout the contract term, and results shall be reported to the Contract Administrator each month.

The Authority expects subcontractor management and MWBE reporting to be addressed within the total not-to-exceed price. If additional effort is required, the Bidder shall state the estimated level of effort, the basis for the estimate and the proposed pricing basis in the Price Proposal.

Requirements R-8.16.1 to R-8.16.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.16.1 — The Bidder shall provide a change log with version numbers, approvers and effective dates for subcontractor management and MWBE reporting.

2. R-8.16.2 — The Bidder shall provide a reconciliation of source records to indexed records at each cutover for subcontractor management and MWBE reporting.
3. R-8.16.3 — The Bidder shall provide a documented procedure with a named owner and a stated review cycle for subcontractor management and MWBE reporting.

8.17 Change control and configuration management

For change control and configuration management, the Bidder shall propose a quality assurance method, including sampling approach, acceptance criteria and the process for correcting defects. The method shall be applied during transition and throughout the contract term, and results shall be reported to the Contract Administrator each month.

The Authority expects change control and configuration management to be addressed within the total not-to-exceed price. If additional effort is required, the Bidder shall state the estimated level of effort, the basis for the estimate and the proposed pricing basis in the Price Proposal.

All work related to change control and configuration management shall comply with the Authority's records retention policy and with applicable state and federal requirements. The Bidder shall not remove, alter or transmit Authority records except as authorized in writing by the Contract Administrator.

Requirements R-8.17.1 to R-8.17.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.17.1 — The Bidder shall provide a sample-based quality check with a defined acceptance threshold for change control and configuration management.
2. R-8.17.2 — The Bidder shall provide a monthly report to the Contract Administrator with exceptions listed for change control and configuration management.
3. R-8.17.3 — The Bidder shall provide an escalation path and response times for unresolved issues for change control and configuration management.

8.18 Acceptance testing and defect resolution

The Authority expects acceptance testing and defect resolution to be addressed within the total not-to-exceed price. If additional effort is required, the Bidder shall state the estimated level of effort, the basis for the estimate and the proposed pricing basis in the Price Proposal.

All work related to acceptance testing and defect resolution shall comply with the Authority's records retention policy and with applicable state and federal requirements. The Bidder shall not remove, alter or transmit Authority records except as authorized in writing by the Contract Administrator.

The proposed schedule for acceptance testing and defect resolution shall be provided as a milestone chart with dependencies, review points and the Authority's required response times. Durations shall be stated in calendar days and shall account for Authority review periods.

Requirements R-8.18.1 to R-8.18.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.18.1 — The Bidder shall provide audit evidence retained for the contract term plus three years for acceptance testing and defect resolution.
2. R-8.18.2 — The Bidder shall provide named backup staff and a current cross-training record for acceptance testing and defect resolution.
3. R-8.18.3 — The Bidder shall provide a test plan covering normal operation, degraded mode and recovery for acceptance testing and defect resolution.

8.19 Data migration from legacy repositories

All work related to data migration from legacy repositories shall comply with the Authority's records retention policy and with applicable state and federal requirements. The Bidder shall not remove, alter or transmit Authority records except as authorized in writing by the Contract Administrator.

The proposed schedule for data migration from legacy repositories shall be provided as a milestone chart with dependencies, review points and the Authority's required response times. Durations shall be stated in calendar days and shall account for Authority review periods.

The Bidder shall identify the key personnel responsible for data migration from legacy repositories, their relevant experience and the percentage of time each will devote to the engagement. Substitutions after award require the Contract Administrator's written approval.

Requirements R-8.19.1 to R-8.19.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.19.1 — The Bidder shall provide a written knowledge-transfer session before each phase acceptance for data migration from legacy repositories.
2. R-8.19.2 — The Bidder shall provide a change log with version numbers, approvers and effective dates for data migration from legacy repositories.
3. R-8.19.3 — The Bidder shall provide a reconciliation of source records to indexed records at each cutover for data migration from legacy repositories.

8.20 Reporting, dashboards and ad hoc extracts

The proposed schedule for reporting, dashboards and ad hoc extracts shall be provided as a milestone chart with dependencies, review points and the Authority's required response times. Durations shall be stated in calendar days and shall account for Authority review periods.

The Bidder shall identify the key personnel responsible for reporting, dashboards and ad hoc extracts, their relevant experience and the percentage of time each will devote to the engagement. Substitutions after award require the Contract Administrator's written approval.

Risks associated with reporting, dashboards and ad hoc extracts shall be listed with likelihood, impact and mitigation. The Authority will consider whether the proposed mitigation is proportionate and whether the Bidder has allocated responsibility clearly among itself, its subcontractors and the Authority.

Requirements R-8.20.1 to R-8.20.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.20.1 — The Bidder shall provide a documented procedure with a named owner and a stated review cycle for reporting, dashboards and ad hoc extracts.
2. R-8.20.2 — The Bidder shall provide a sample-based quality check with a defined acceptance threshold for reporting, dashboards and ad hoc extracts.
3. R-8.20.3 — The Bidder shall provide a monthly report to the Contract Administrator with exceptions listed for reporting, dashboards and ad hoc extracts.

8.21 Physical security at depot record rooms

The Bidder shall identify the key personnel responsible for physical security at depot record rooms, their relevant experience and the percentage of time each will devote to the engagement. Substitutions after award require the Contract Administrator's written approval.

Risks associated with physical security at depot record rooms shall be listed with likelihood, impact and mitigation. The Authority will consider whether the proposed mitigation is proportionate and whether the Bidder has allocated responsibility clearly among itself, its subcontractors and the Authority.

Documentation for physical security at depot record rooms shall be delivered in editable and searchable formats, indexed by requirement and updated at each major release. The Authority will not accept image-only documentation as the sole deliverable.

Requirements R-8.21.1 to R-8.21.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.21.1 — The Bidder shall provide an escalation path and response times for unresolved issues for physical security at depot record rooms.
2. R-8.21.2 — The Bidder shall provide audit evidence retained for the contract term plus three years for physical security at depot record rooms.
3. R-8.21.3 — The Bidder shall provide named backup staff and a current cross-training record for physical security at depot record rooms.

8.22 Environmental and safety compliance

Risks associated with environmental and safety compliance shall be listed with likelihood, impact and mitigation. The Authority will consider whether the proposed mitigation is proportionate and whether the Bidder has allocated responsibility clearly among itself, its subcontractors and the Authority.

Documentation for environmental and safety compliance shall be delivered in editable and searchable formats, indexed by requirement and updated at each major release. The Authority will not accept image-only documentation as the sole deliverable.

Training for environmental and safety compliance shall include instructor-led sessions at Authority facilities, a recorded reference module and written quick-reference guides. The Bidder shall provide training materials at least ten business days before the first session.

Requirements R-8.22.1 to R-8.22.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.22.1 — The Bidder shall provide a test plan covering normal operation, degraded mode and recovery for environmental and safety compliance.
2. R-8.22.2 — The Bidder shall provide a written knowledge-transfer session before each phase acceptance for environmental and safety compliance.
3. R-8.22.3 — The Bidder shall provide a change log with version numbers, approvers and effective dates for environmental and safety compliance.

8.23 Insurance, bonding and indemnification

Documentation for insurance, bonding and indemnification shall be delivered in editable and searchable formats, indexed by requirement and updated at each major release. The Authority will not accept image-only documentation as the sole deliverable.

Training for insurance, bonding and indemnification shall include instructor-led sessions at Authority facilities, a recorded reference module and written quick-reference guides. The Bidder shall provide training materials at least ten business days before the first session.

The Bidder shall demonstrate insurance, bonding and indemnification in a scripted walkthrough during the shortlist interview. The walkthrough shall use the Bidder's proposed production configuration and synthetic Authority data

supplied in advance by the Authority.

Requirements R-8.23.1 to R-8.23.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.23.1 — The Bidder shall provide a reconciliation of source records to indexed records at each cutover for insurance, bonding and indemnification.
2. R-8.23.2 — The Bidder shall provide a documented procedure with a named owner and a stated review cycle for insurance, bonding and indemnification.
3. R-8.23.3 — The Bidder shall provide a sample-based quality check with a defined acceptance threshold for insurance, bonding and indemnification.

8.24 Staffing plan, key personnel and escalation

Training for staffing plan, key personnel and escalation shall include instructor-led sessions at Authority facilities, a recorded reference module and written quick-reference guides. The Bidder shall provide training materials at least ten business days before the first session.

The Bidder shall demonstrate staffing plan, key personnel and escalation in a scripted walkthrough during the shortlist interview. The walkthrough shall use the Bidder's proposed production configuration and synthetic Authority data supplied in advance by the Authority.

the Bidder shall describe its proposed approach to staffing plan, key personnel and escalation in sufficient detail for the Authority to evaluate feasibility, staffing and risk. The response shall identify the roles responsible, the systems involved and the measurable outcomes the Bidder commits to. A restatement of the specification without an implementation description will receive a lower score.

Requirements R-8.24.1 to R-8.24.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.24.1 — The Bidder shall provide a monthly report to the Contract Administrator with exceptions listed for staffing plan, key personnel and escalation.
2. R-8.24.2 — The Bidder shall provide an escalation path and response times for unresolved issues for staffing plan, key personnel and escalation.
3. R-8.24.3 — The Bidder shall provide audit evidence retained for the contract term plus three years for staffing plan, key personnel and escalation.

8.25 Software licensing and source code escrow

The Bidder shall demonstrate software licensing and source code escrow in a scripted walkthrough during the shortlist interview. The walkthrough shall use the Bidder's proposed production configuration and synthetic Authority data supplied in advance by the Authority.

the Bidder shall describe its proposed approach to software licensing and source code escrow in sufficient detail for the Authority to evaluate feasibility, staffing and risk. The response shall identify the roles responsible, the systems involved and the measurable outcomes the Bidder commits to. A restatement of the specification without an implementation description will receive a lower score.

Requirements related to software licensing and source code escrow are stated in the referenced section. Bidders shall indicate, for each requirement, whether it is met by the proposed solution, met through configuration, delivered by a subcontractor or not met. Exceptions shall be listed in the Compliance Matrix and priced separately where applicable.

Requirements R-8.25.1 to R-8.25.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.25.1 — The Bidder shall provide named backup staff and a current cross-training record for software licensing and source code escrow.
2. R-8.25.2 — The Bidder shall provide a test plan covering normal operation, degraded mode and recovery for software licensing and source code escrow.
3. R-8.25.3 — The Bidder shall provide a written knowledge-transfer session before each phase acceptance for software licensing and source code escrow.

8.26 Performance benchmarking and annual review

the Bidder shall describe its proposed approach to performance benchmarking and annual review in sufficient detail for the Authority to evaluate feasibility, staffing and risk. The response shall identify the roles responsible, the systems involved and the measurable outcomes the Bidder commits to. A restatement of the specification without an implementation description will receive a lower score.

Requirements related to performance benchmarking and annual review are stated in the referenced section. Bidders shall indicate, for each requirement, whether it is met by the proposed solution, met through configuration, delivered by a subcontractor or not met. Exceptions shall be listed in the Compliance Matrix and priced separately where applicable.

The Authority will evaluate performance benchmarking and annual review against the criteria in the evaluation section. Responses should be specific about sequencing, dependencies and assumptions. Where the Bidder proposes an alternative, the alternative shall be described in full and accompanied by a statement of its effect on schedule, cost and service levels.

Requirements R-8.26.1 to R-8.26.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.26.1 — The Bidder shall provide a change log with version numbers, approvers and effective dates for performance benchmarking and annual review.
2. R-8.26.2 — The Bidder shall provide a reconciliation of source records to indexed records at each cutover for performance benchmarking and annual review.
3. R-8.26.3 — The Bidder shall provide a documented procedure with a named owner and a stated review cycle for performance benchmarking and annual review.

8.27 Privacy impact assessment and data minimization

Requirements related to privacy impact assessment and data minimization are stated in the referenced section. Bidders shall indicate, for each requirement, whether it is met by the proposed solution, met through configuration, delivered by a subcontractor or not met. Exceptions shall be listed in the Compliance Matrix and priced separately where applicable.

The Authority will evaluate privacy impact assessment and data minimization against the criteria in the evaluation section. Responses should be specific about sequencing, dependencies and assumptions. Where the Bidder proposes an alternative, the alternative shall be described in full and accompanied by a statement of its effect on schedule, cost and service levels.

Experience with privacy impact assessment and data minimization on comparable transit or public-sector engagements shall be summarized in no more than two pages. The summary shall identify the client, the period of performance, the contract value and the results actually achieved. References may be contacted at the Authority's discretion.

Requirements R-8.27.1 to R-8.27.3

The following minimum requirements apply in addition to the narrative above:

1. R-8.27.1 — The Bidder shall provide a sample-based quality check with a defined acceptance threshold for privacy impact assessment and data minimization.
2. R-8.27.2 — The Bidder shall provide a monthly report to the Contract Administrator with exceptions listed for privacy impact assessment and data minimization.
3. R-8.27.3 — The Bidder shall provide an escalation path and response times for unresolved issues for privacy impact assessment and data minimization.

9 Inquiries and Protests

Questions shall be submitted in writing to the Procurement Office (555-0142, procurement@nta.example.invalid). Oral answers are not binding. The Authority will issue written answers as addenda, and each Bidder is responsible for monitoring the procurement portal for addenda.

A Bidder may protest the solicitation terms before the proposal deadline, or the award after the notice of intent. Protests shall be filed in writing within five business days and shall state the grounds with specificity. The Procurement Officer will respond within ten business days. A protest does not suspend the procurement unless the Authority directs otherwise.

10 Attachment Checklist

#	Attachment	Status
1	Form 3A - Bidder Information (revised by Addendum 2)	Mandatory
2	Form 3B - References and Experience	Mandatory
3	Form 4 - Non-Collusion Affidavit	Mandatory
4	Form 5 - MWBE Participation Form	Mandatory
5	Pricing Schedule, Revision C	Mandatory
6	Technical Proposal	Mandatory
7	Bid Bond (5% of total Bid Price)	Mandatory
8	Certificate of Insurance	Before award
9	Appendix acknowledgments (A through D)	Mandatory

End of RFP-2026-0417 solicitation. Synthetic demo data — not a real solicitation.