July 30, 2024

<u>NOTICE TO ALL OFFERORS</u>

Gentlemen/Ladies:

**SUBJECT: Request for Proposals (RFP) RFP 4-2258
Paratransit and Microtransit Software**

This letter shall serve as **ADDENDUM No. 1** to the above subject Request for Proposal (RFP) issued by the Orange County Transportation Authority (OCTA).

A. Offerors are advised that the following change is in effect for RFP 4-2258:

  1. **RFP, Exhibit A, Scope of Work, Table of Contents, 7. "ATTACHMENT E: USERS"** is hereby deleted and replaced with **"ATTACHMENT E: COUNTS.**

  2. **RFP, Exhibit B, Price Summary Sheet,** is hereby deleted and replace with "**Exhibit B, Price Summary Sheet, Revision 1"** as **Attachment A to this Addendum.**

B. Response to questions received from Offerors by July 23, 2024:

  1. If the vendor pricing is based on per vehicle cost, can the Agency confirm the number of vehicles that will be provided for this service?

     Answer: See Attachment E: Counts.

  2. Can the Agency describe the issues it was facing with its incumbent software provider?
     Answer: OCTA found the platform's lack of flexibility made customization difficult, and integration with our other systems was challenging, implementation and maintenance costs were higher than expected when compared to the support services provided and implemented services/modules to improve the rider experience did not meet expectations.

  3. What is the budget for this project for 1 year and consecutive years?

Answer: The budget for the initial term is approximately $1,500,000. The budget for the option term is not readily available.

4. Does the Agency require the vendor to integrate with orbCAD for dispatching?

   Answer: No, we don't need the vendor to integrate with orbCAD for dispatching. However, we need a file or a way to get the list of names and assignments.

   If no, does the vendor need to provide the Agency with a dispatching software?

   Answer: Yes, the vendor needs to provide dispatching software.

5. What software modules are required from the vendor for this project?

   Answer: Agency cannot answer this directly. Vendor knows best what modules are required to meet Agency's scope of work and requirements.

6. What is the implementation schedule for this project?

   Answer: See Exhibit A, items 2 and 3 for OCTA's Top-Level Scope and Resources.

7. With reference to "B-Interfaces and Data Exchanges" in ''C42258_RFP_Exhibit A_Att A_Business Requirements_Post", is it a list of integrations required for this project or is it intended for data conversion processes.

   Answer: List of integrations required for this project.

8. What integrations with other service-related technologies are required? Can the Agency please list all required integrations?

   Answer: See Exhibit A, Scope of Work, Attachment B: Interfaces and Data Exchanges Requirements.

9. What does the Agency currently use for Fare Payment? Does the vendor need to integrate with the Agency's current provider?

   Answer: See Exhibit A, Scope of Work, Attachment A: Business Requirements, A2: Requirements List Tab, Item #36 Init Fare Collection System.

10. With reference to "A2-Requirement List" in ''C42258_RFP_Exhibit A_Att A_Business Requirements_Post" point 37, "Ability to handle multiple space types", can the Agency explain what it means by space type?

   Answer: Vehicle space types meaning whether they can accommodate a wheelchair, ambulatory person, other equipment, or a person to accompany the rider, etc.

11. With reference to "A2-Requirement List" in ''C42258_RFP_Exhibit A_Att A_Business Requirements_Post" point 98, "The system should be able to work seamlessly with the current OC ACCESS application, available through OCTA.net", can the Agency explain the type and the use of this application and does the vendor need to integrate with this for the project?

   Answer: Vendor needs to provide a customer portal that can be accessible from OCTA.net.

12. With reference to "A2-Requirement List" in ''C42258_RFP_Exhibit A_Att A_Business Requirements_Post" point 19, "Ability to add providers," can the Agency list the number of transportation providers?

   Answer: See answer provided in item 1.

13. Can the vendor provide descriptive answers or screenshots in the ''C42258_RFP_Exhibit A_Att A_Business Requirements_Post"?

   Answer: Yes, you can provide descriptive answers in column J & K. Screenshots can be provided in a separate document.

14. Does the Agency currently use tablets/MDTs?
   a. If yes, please confirm the model.

   Answer: Yes, Conduent/OrbStar , Trapeze DriverMate

   b. Is the Agency willing to purchase MDTs from the vendor?

   Answer: No, Agency prefers off-the-shelf tablets.

15. Does the Agency also have any existing fixed route services?

   Answer: Yes.

   a. Are there plans to integrate or commingle them with the microtransit and paratransit services?

   Answer: There are no plans to integrate the scheduling of fixed route services with microtransit and paratransit.

16. Can vendors provide their own pricing format along with the Agency's format?

    Answer: No.

17. Does the excel sheet titled "C42258_RFP_Exhibit A_Att A_Business Requirements_Post" require to be uploaded separately?

    Answer: Yes.

18. Is there a DBE goal for this project?

    Answer: No.

    a. And if yes, do vendors need to be currently DBE certified in California to submit a proposal?

       Answer: N/A.

19. What is and is not included in the 50-page limit (e.g., is the cover page, cover letter, forms, resumes, etc. counted toward the total)?

    Answer: The proposal will be evaluated on the information contained within the 50-page limit. Any marketing brochure, screenshots, or resume may be attached as an appendix and will not count toward the page limit.

    a. Is double spacing compulsory?

       Answer: Double spacing is required.

    b. If yes, can the page limit be increased?

       Answer: The 50-page limit stands.

20. Does the Agency have any specific zones for this project?
    a. If yes, what is the service area for this project?

    Answer: Yes, however it is multi-faceted. The OC ACCESS service operates under the ¾ mile ADA buffer that is based on fixed route lines, some of which service areas in Los Angeles County. Additionally, the Same Day Taxi service operates in all areas of Orange County, regardless of the fixed route operations and some of the Senior Mobility Program participants operate in within their city limits, other operate outside their city limits and up to 10 miles into adjacent counties to Orange County.

21. Will the Agency accept electronic signatures on the forms?

    Answer: Yes. It's accepted.

22. With reference to "Ownership of Records/Public Records Act" on page 6 of the RFP, can the vendor also submit a redacted version of the response?

Answer: No.

    a. How does the vendor request the Agency to keep software module information, pricing sheet and staff resumes as confidential and proprietary?

       Answer: Please refer to RFP, Page 6, N. Ownership of Records/Public Records Act.

23. Can the Agency share an editable version of the "Price Summary Sheet"?

Answer: No, an editable version of the "Price Summary Sheet" will not be provided.

24. Can the Agency clarify the tasks and boundaries of:
    a. OrbCAD vs the vendor

Answer: No, we don't need the vendor to integrate with orbCAD for dispatching. The vendor needs to provide dispatching software. Separately, we need a file or a way to get the list of names and assignments.

    b. Trip Brokering vs the vendor

Answer: Vendor is expected to be able to send trips to multiple providers in multiple ways and allow for multiple services to be integrated within its solution.

25. When the Agency says – "Provide a software solution that can include a brokerage solution with multiple vendors." – does the Agency mean that it needs a brokerage solution?

Answer: See answer to question item 24b above.

26. If available, can the Agency please share the recording or presentation slides of the pre-bid meeting?

Answer: See Attachment B.

27. Who are the existing fare payment vendors?
    a. And what are the existing fare payment methods?

Answer: See answer provided in Item 9.

28. In order to allow bidders to prepare a more customized and informed response to the RFP, can the Agency please provide an extension for the submission of proposals?

   Answer: No.

29. Under b. Proposed staffing and project organization point (3) asks for a table projecting labor-hour allocation by individual task. Are the "tasks" referenced here those that are found under 6 Contract Tasks on page 7 of 54 of the scope of work?

   Answer: Tasks shall refer to all tasks included in Exhibit A, Scope of Work

30. Under the Technical Proposal section b. Proposed Staffing and Project Organization, the proponent is asked to "Include an initial draft project schedule, which may be further revised during the initial planning phase." However, under Section C. Work Plan, there is an additional request that states: "Furnish a project schedule for completing the tasks in terms of elapsed weeks." Can OCTA elaborate on the difference between these requests and/or indicate if a single schedule can be provided to answer both questions? Could one master schedule also include the requested information under point (4), which reads "Provide the initial draft project schedule, which shall incorporate OCTA-specified modifications, including duration and start-date modifications, as necessary, to align with regular work-day activities, business cycles, holidays, and other work-day constraints for specific OCTA personnel who will be assigned to work on this project."

   Answer: A proposed project schedule can be provided to answer both questions.

31. Further to point (4) as quoted above, what modifications should be included in the schedule? Will OCTA provide these prior to the proposal due date or are we to assume modifications?

   Answer: See answer in item 30 above.

32. Requirement ID 301 specifies compliance with the OCTA's IS Preferred Standards & Practices, could you provide standards and practices?

   Answer: See Attachment C.

33. Section 4.5 of the SOW states "Provision, Install, Configure, Test, and Deploy
   the software and hardware – The services required to install, set-up and configure all software and hardware products.", What is required from a hardware perspective? Will the proposer be required to provide hardware? What is currently installed in the vehicles?

Answer: We prefer to make our own purchase of off-the-shelf tablets for use by drivers in the vehicles. Any other hardware requirements must be addressed by vendor and included in the pricing.

34. Does the price evaluation include the price for option years?

Answer: Yes

35. Is a supplementary price sheet permitted?

Answer: No.

36. Can you provide more context on what is required for requirements 30 and 31.
Please describe what is meant by parameters for trip information and if possible please provide associated use case.

Answer: These parameters drive what trips would be displayed in the vehicles and we want the ability to adjust those parameters. If the parameter is a three-hour window, the drivers would see all their trips in a three-hour window. Or if the parameter is 15 trips, the drivers would see 15 trips. Agency wants to be able to adjust these parameters by provider.

37. For requirements 68 and 69 can you clarify what is meant by additional fares,
and if possible please provide associated use case.

Answer: If driver needs to add an additional passenger that requires an additional fare, then driver has ability to add the additional fare. #69 is the reverse of #68, if driver needs to remove a passenger, then driver can remove the additional fare.

38. Can you clarify the function of and scope of what is needed in the connection between OC Access (octa.net) and the proposed solution? Is this an eligibility application or a software application?

Answer: Vendor is expected to provide a customer portal that is accessible from octa.net.

39. Please confirm that requirements on line 112-129 are specific data points needed for OCTA offered services.

Answer: No, some of these reports are to provide data for all providers or by individual provider.

40. Is it possible to remove the requirement that proposal content be double spaced?

Answer: See answer provided in #19.

41. Could we also request that the font size be revised to 11-point?

Answer: See answer provided in item19.

42. When is the deadline to submit questions for answers for this proposal?

Answer: July 23, 2024.

43. We'd like to request a 30 page extension to the 50 page proposal maximum. This would allow us to provide a more thorough and detailed proposal in response to the RFP's numerous amount of required responses.

Answer: See answer provided in item 19.

44. We'd also like to request that line spacing requirements be removed or at least allow for 1.5 spacing.

Answer: See answer provided in item19.

45. Would it be possible to extend the proposal submission deadline by two weeks? We are confident that such an extension would allow us to provide a more thorough and detailed proposal in response to the RFP's specifications.

Answer: No.

46. Would it be possible to supply an editable version of Exhibit B: Cost and Price Forms and Exhibit G: Proposal Exceptions and/or Deviations form?

Answer: No, an editable version will not be provided.

47. Can you please confirm if SOC 2 compliance is a requirement for vendors and underlying hosting platforms?

Answer: Yes

48. Can OCTA confirm if the price proposal needs to be submitted separately?

Answer: It should be included in the proposal submitted.

49. Could you share the estimated total number of vehicles and the maximum (peak) number of vehicles anticipated to be utilized for each of the services?

Answer: See answer in item 1.

50. In reference to RFP section A2: Requirements List tab and Exhibit A, could you clarify whether it is mandatory to provide responses for all fields in columns J and K, or if responses are only required when there is additional information to be conveyed?

Answer: Responses for columns J and K are only required if there is additional information to be provided.

51. OCTA states that one of its top-level business objectives is to "Provide a Software-asa-Service (SaaS) solution that will allow OCTA to integrate other services available to OC ACCESS riders under one (1) location and integrate with OCTA OC Bus app and vendor Transit App."

Does OCTA require that vendors must include all costs, inclusive of the costs on the part of the third-party trip planning software to integrate the vendor's solution, in the price summary?

Answer: Yes

If so, where in the price summary sheet should these costs be included?

Answer: See Exhibit B, Price Summary Sheet, first and second line items.

SOLUTION COSTS	COST	
Application Software/Licensing *	$	(This should represent the cost for the core software, SaaS Subscriptions, and/or Licensing.)
Third Party Software (if applicable) *	$	(This should represent the cost for any 3rd-party software that is required to support the system.)

52. Please describe the outcome OCTA is hoping to achieve by integrating the paratransit and microtransit software with orbCAD as well as what you would like this integration to include.

Answer: OCTA is not looking to integrate paratransit and microtransit software with orbCAD, but need to get list of names and route assignments from the software for the radio portion of orbCAD.

53. Please provide the details of the taxi software OCTA envisions the microtransit and paratransit software integrate with as well as how many separate integrations you envision as part of the project scope.

Answer: OCTA don't want any integration with taxi software; this should be a standalone solution.

54. Regarding the requirement to integrate with the INIT fare collection system, is OCTA requiring that this integration be complete as part of the scope of this project or is the requirement referring to a future consideration?

Answer: Yes, this is to be completed as part of the project and it can be implemented after go-live, within six months of INIT implementation at OCTA.

C. Offerors are advised the pre-proposal conference registration sheets, as well as PowerPoint presentation are attached to this Addendum as Attachment B.

Offerors are reminded to acknowledge the receipt of this Addenda No. 1 in the Letter of Transmittal and in Exhibit B entitled "Price Summary Sheet, Revision1" (Attachment A).

Questions regarding this Addendum No. 1 should be directed to the undersigned at (714) 560-5631.

Proposals are due **at or before 2:00pm. on August 8, 2024.**

Sincerely,

Sue Ding
Sr. Contract Administrator
Contracts Administration and Materials Management

PRICE SUMMARY SHEET
REVISION 1

ATTACHMENT A
ADDENDUM NO. 1 TO
RFP 4-2258
EXHIBIT B
REVISION 1

Enter below the proposed price for the tasks described in the Scope of Work, Exhibit A. Prices shall include direct costs, indirect costs, profits, and tax. The Authority's intention is to award a firm-fixed price contract for a two-year initial term, with one, five-year optional term.

SOLUTION COSTS	COST	
Application Software/Licensing *	$	(This should represent the cost for the core software, SaaS Subscriptions, and/or Licensing.)
Third Party Software (if applicable) *	$	(This should represent the cost for any 3rd-party software that is required to support the system.)
Project Implementation Effort	$	(The total cost for the project implementation effort should be the sum of the costs of all Tasks 1-8. Please see Section 7 of the Scope of Work, in Exhibit A of this RFP, for detailed description of Tasks 1-8.)
Task 1 - Project Management and Planning	$	
Task 2 - Requirements Gathering	$	OCTA expects a **twelve (12) month** schedule for completing the project implementaiton effort.
Task 3 - Design	$	
Task 4 - Construct/Build	$	
Task 5 - Test	$	
Task 6 - Train	$	
Task 7 - Deploy	$	
Task 8 - Post-Deployment Support/Warranty	$	
TOTAL COST of PROJECT IMPLEMENTATION EFFORT	$	
Support, Maintenance, Warranty	$	(First-year support cost only)
Environment (if applicable)	$	(Hosting Services, or On-Premise hardware costs.)
Travel and Expenses (if applicable)	$	(Shall be budgeted as a firm-fixed amount based on a calculated number of trips. Please provide the number of trips. OCTA will only pay for trips that are actually travelled.)
Total Cost for the Initial Term :	$	(This amount should reflect the Grand Total for the expected 12-month implementation, plus 1 year license as a production system.)

PRICE SUMMARY SHEET
REVISION 1

ATTACHMENT A
ADDENDUM NO. 1 TO
RFP 4-2258
EXHIBIT B
REVISION 1

Option Term **(Costs for 5 additional years)** (Please include cost projections based on trips and the rate per trip as applicable).		Option term may be exercised as a 5-year option. (Invoices must be based on *actual* costs, not projected costs).
Option Year 1 costs (Please include cost projections based on trips and the rate per trip as applicable).	$	Year 1 may be exercised as part of a 5-year option. (Monthly invoices must be based on *actual* costs, not projected costs).
Option Year 2 costs (Please include cost projections based on trips and the rate per trip as applicable).	$	Year 2 may be exercised as part of a 5-year option. (Monthly invoices must be based on *actual* costs, not projected costs).
Option Year 3 costs (Please include cost projections based on trips and the rate per trip as applicable).	$	Year 3 may be exercised as part of a 5-year option. (Monthly invoices must be based on *actual* costs, not projected costs).
Option Year 4 costs (Please include cost projections based on trips and the rate per trip as applicable).	$	Year 4 may be exercised as part of a 5-year option. (Monthly invoices must be based on *actual* costs, not projected costs).
Option Year 5 costs (Please include cost projections based on trips and the rate per trip as applicable).	$	Year 5 may be exercised as part of a 5-year option. (Monthly invoices must be based on *actual* costs, not projected costs).
Total Cost for the Option Term **(one, five-year option term):**	$	
GRAND TOTAL for **Initial and Option Terms:**	$	

PRICE SUMMARY SHEET
REVISION 1

ATTACHMENT A
ADDENDUM NO. 1 TO
RFP 4-2258
EXHIBIT B
REVISION 1

Provide the core software, third party software, and any unique technical components that are necessary to support the solution in the "List of Software and Technical Components" table below.

LIST OF SOFTWARE AND TECHNICAL COMPONENTS	Software or Component Consultant	High Level Purpose	Integration Complexity & Level of Effort (H / M / L)
Application Software: core software			
(example: 3rd party software ABC)			
(example: 3rd party software XYZ)			
TOTAL for SOFTWARE AND TECHNICAL COMPONENTS			

CONSULTANT-OFFERED ENHANCEMENTS	Cost	Comments
(example: enhancement #1)		
(example: enhancement #2)		
TOTAL	**$0.00**	

Professional Services Rate Schedule

RESOURCE RATES	Fully-Burdened Hourly Rate *
Program Manager	
Project Manager	
Architect	
Engineer / Developer	
Business Analyst	
Trainer	

These rates would be used for approved change requests.

Pre-Proposal Conference for

RFP 4-2258

PARATRANSIT AND MICROTRANSIT SOFTWARE

Orange County
Transportation Authority
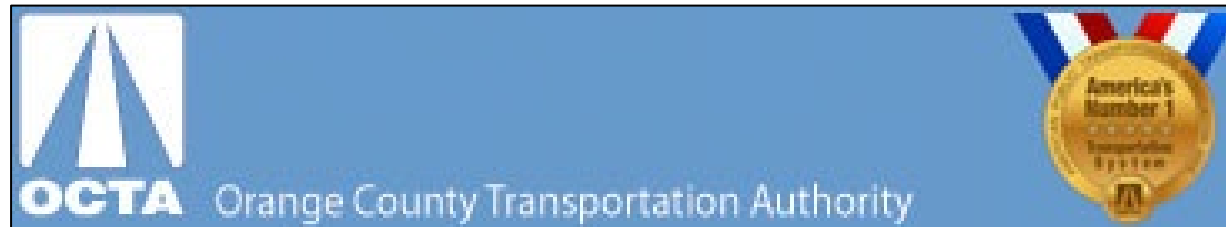
Agenda

- Introductions
- Purpose of Pre-Proposal Conference
- Review of RFP Documents
- Review of the Scope of Work
- Questions and Answers

CAMM NET Registration

Why register on CAMM NET?

https://cammnet.octa.net

- To receive e-mail notifications of Solicitations, Addenda and Awards
- View and update your vendor profile
- Required for Award

Key Procurement Dates

- Written Questions Due: July 23, 2024

- OCTA Responds: July 30, 2024

- Proposals Due: August 8, 2024
                                         @ 2:00 pm, **Pacific Time (PT)**

- Vendor Interview   August 27, 2024
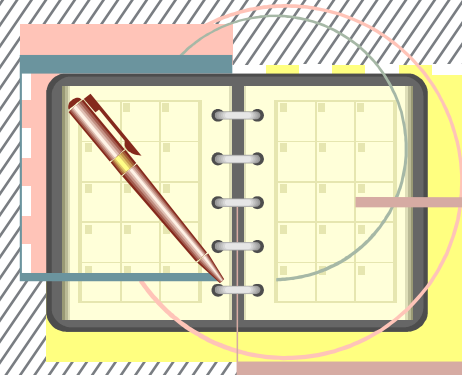
Key Procurement Information

- Questions must be submitted directly to Sue Ding, Sr. Contract Administrator, in writing, by **July 23, 2024, before 4:00 p.m. PT**

- E-mail recommended: sding@octa.net

- Any changes Authority makes to procurement documents will be by written Addenda only

- Addenda will be issued via CAMM NET

- Next Addendum will contain a copy of the Pre-Proposal sign-in sheet and today's presentation

- Award based on prime-sub relationship, not joint ventures.

Proposal Submittal Instructions

- Proposals are due by 2:00 p.m. PT, August 8, 2024.

- **Proposals must be submitted electronically through the URL link: https://www.octa.net/Proposal Upload Link at or before 2:00 p.m. PT, on August 8, 2024. Select "RFP 4-2258" from the drop-down menu and follow the instructions as prompted.**

Hard copy proposal submission will not be accepted for this RFP. Proposals must be submitted electronically at the link stated above and by the date and time as indicated
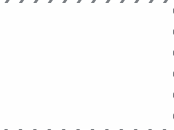
Proposal Submittal Instructions (continued)

- Authority has the right to:
  - accept or reject any and all proposals;
  - withdraw or cancel the RFP;
  - postpone proposal opening for its own convenience.

- Proposals received are considered public information

- Contract type is firm-fixed price contract specifying firm-fixed price for tasks specified in Exhibit A, Scope of Work.

Proposal Submittal

Contract Term

Initial Term: Two years, March 1, 2025 through February 28, 2027,
Option Term: Five years, March 1, 2027 to February 29, 2032

PROD System date: March 1, 2026

ANY EXCEPTIONS MUST BE IDENTIFIED IN THE EXCEPTION/DEVIATION SECTION OF THE PROPOSAL AND ON EXHIBIT G, PROPOSAL EXCEPTIONS AND/OR DEVIATIONS

Proposal Content

- Letter of Transmittal

- Technical Proposal
    a) Qualifications, related experience and references of Offeror
    b) Proposed staffing and project organization
    c) Work plan
    d) Cost and Price
    e) Exceptions / Deviations (Technical vs. Contractual)

FORMS SUBMITTAL

EXHIBIT B	PRICE SUMMARY SHEET
EXHIBIT D	STATUS OF PAST AND PRESENT CONTRACTS FORM
EXHIBIT E	CAMPAIGN CONTRIBUTION DISCLOSURE FORM
EXHIBIT G (IF NEEDED)	PROPOSAL EXCEPTIONS AND/OR DEVIATION

EVALUATION FACTORS	EVALUATION WEIGHTING
A) QUALIFICATIONS, RELATED EXPERIENCE AND REFERENCES OF OFFEROR B) PROPOSED STAFFING AND PROJECT ORGANIZATION	**25%** **20%**
C) WORK PLAN D) COST AND PRICE	**30%** **25%**

Award

Award Process

- Evaluation Committee recommends highest ranking Offeror to Finance and Administration (F&A) Committee

- F&A Committee makes recommendation to Board of Directors (BOD)

- BOD may accept/reject staff's recommendation

- All firms submitting a proposal will be notified of Award via CAMM NET

Proposed Agreement

- Proposed Agreement
  - Please review the Proposed Agreement (Exhibit C) so you are aware of the contractual requirements of the project

- Exceptions
  - Any exceptions must be identified in Exhibit G – Proposal Exceptions and/or Deviations Form
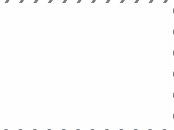
Scope of Work
(Refer to RFP Exhibit A)

Kaneka Chhim, Sr. Business Analyst
Consultant, Information System

Project Overview and Scope of Work

- Questions?

Proposal Submission

- **Proposals are due by 2:00 p.m. PT, August 8, 2024**.

- **Proposals must be submitted electronically through the URL link:**

  https://www.octa.net/Proposal Upload Link at or before 2:00 p.m. PT on August 8, 2024.

  Select "RFP 4-2258" from the drop-down menu and follow the instructions as prompted.

- **Hard copy proposal submission will not be accepted for this RFP**

- **Please send me an email with your contact information at sding@octa.net as today's sign-in registration**.

- **Please register on CAMM NET**

PRE-PROPOSAL CONFERENCE REGISTRATION

RFP #: 4-2258   **Date: July 16, 2024**

Title: Paratransit and Microtransit Software

Company Name	Attendee	Email Address / Phone Number
SCSOFT AMERICAS LLC.	Wan Ting CHAN	wanting.chan@aurotransit.com
Rideco	Misha Dautovich	misha.dautovich@rideco.com
Via Transportation	Krista Glotzbach	krista.glotzbach@ridewithvia.com 415-275-2453
Via Transportation	Rob Bryans	Rob.bryans@ridewithvia.com 437-240-6076
Spare Labs	Kristen Lau	kristen@sparelabs.com 512-866-8012
The Soyemi Group, LLC	Sanya Soyemi	sanya.soyemi@soyemi.com 909-838-8614

OCTA IS Preferred Standards & Practices

The following preferred standards and practices should be considered to appropriately engineer and plan for technical solutions when working with OCTA. These are preferred standards and practices may not apply to all solutions.

3rd Party Non-OCTA Managed Environments

1. The Contractor shall maintain network security and confidentiality, while providing the required software and monitoring tools to ensure the network remains compliant with security standards including:

    a. Appropriate administrative, technical, and physical safeguards designed to protect against Information Security events; including regular security assessments made available upon request

    b. Compliance to the standards of applicable Data Protection Laws

    c. Compliance to procedures for Change Management, patching, disaster recovery, and backups

    d. Provision of written Information Security policies for the Agency upon request

    e. If required OCTA staff shall be provided remote access to vendor-maintained data, during the contract lifetime. Upon contact completion all OCTA data should be returned

2. Applications, data, and log backups should NOT be maintained on the same physical media as the originals and properly encrypted and protected

3. Authorized users should only access the systems using an authenticated, role-based login and be uniquely authenticated using a strong password policy

    a. All remote access should be limited, documented, and protected to the greatest extent possible

4. Only privileged accounts may access and use tools with administrative capabilities, to conform to the concept of least privilege

5. The Contractor should provide the capability to log and track user activities

6. The Contractor should provide the capability to log and track changes to applications, databases, and operating systems

7. The Contractor should use strong encryption methods such as AES and/or RSA, or an equivalent.

    a. Sensitive data will be protected, both in transit and while at rest

8. When using File Transmission Protocol (FTP), the Contractor should utilize Secure File Transmission Protocols (SFTP) for the transfer of sensitive data and/or files via interfaces and portals

9. Physical destruction or degaussing of all media storage devices that retained Agency data will be done before releasing the media outside of the control of the Contractor.

10. The Contractor should immediately notify the Agencies Cyber Security team in the event (potential or real) of any incident/event resulting the loss (potential or real) of revenue, data, or security breach has occurred

11. The Contractor should use physical and environmental security to protect all information systems and media in their environment

If Applicable

12. The Contractor should NOT use 3rd parties unless approved by the Authority in writing and the authorization maintained by the Contractor

13. PCI DSS Compliance

    a. No PCI data should be shared with those not authorized to view or access it

    b. The Contractor should ensure that no cardholder data, such as Credit Card numbers or card verification value data, is stored unless properly protected

    c. The Contractor and the BOS should be compliant with the PCI DSS for a Level 2 merchant or the appropriate merchant level as defined by the PCI Security Standards Council

    d. The Contractor should provide PCI Attestation of compliance by either a qualified ISA or an independent QSA, or as required by PCI DSS

    e. Quarterly vulnerability scans should be conducted by an approved scanning vendor; including annual internal and external penetration testing results and annual Security Assessment Questionnaires (SAQs)

14. HIPAA Compliance

    a. No HIPAA data should be shared with those not authorized to view or access it

    b. Systems containing health information should be properly protected per applicable requirements

15. PII Compliance

a.   The Contractor should remain in accordance with California statutes, the Agencies' privacy policy, and National Institute of Standards and Technology (NIST) best practices for general information security

b.   No PII should be shared with those not authorized to view or access it

c.   The Contractor should remain vigilant towards the protection of the confidentiality of PII in accordance with the Agencies' privacy policy and with the California Civil Code Section 1747.08