**Contactless Payments**

**California Master Service Agreement**

**User Agreement Scope of Work**

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

***The SOW is intended to prompt vendors for proposals, as such agencies may include as many requests for information as needed (within MSA scope) without firm commitment to select such requests. Final decisions and rates will be reflected during the contracting phase.***

# INCORPORATE MSA BY REFERENCE

MSA #\_\_\_\_\_ and its amendments are hereby incorporated by reference as if attached hereto.

# Description

*Please provide a brief description of your agency, including but not limited to the following items:*

* *service area*
* *ridership profile*
* *fare revenue*
* *number of routes/map*
* *fleet size*
* *interlining*
* *specify if any bus operations are contracted out.*
* *What are your objectives in implementing contactless payments (i.e. customer convenience, faster boarding, modernizing, hygiene, ridership, etc.)?*

# DETERMINING INTERNAL RESPONSIBILITIES FOR THE PROJECT

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

# FARE STRUCTURE AND BUSINESS RULES

*This section will describe only products you plan to offer on the contactless system. While vendors can accommodate many requests related to business rules, this is a good opportunity to simplify business rules and fare structures. If possible, please specify if you anticipate certain fare products to rollout in phases (i.e. base fares at launch and discounts at a later date, etc.).*

**Overview of base fares and caps**

CATEGORY A VENDOR shall configure the base fare calculation (the one-way fares), to be transmitted to CATEGORY B VENDOR. Fares vary by service and are calculated as [CHOOSE ALL THAT APPLY: FLAT, ZONE, BASED, DISTANCE-BASED]. The PADs shall support the proposed fare structure below. AGENCY may adjust the price points for the fare products in preparation for launch.

|  |  |  |
| --- | --- | --- |
|  | **SERVICE A** | **SERVICE B** |
|
| **One Way** | $ | $ |
| **Daily Cap** | $ | $ |
| **Monthly Cap** | $ | $ |

**Transfers**

CATEGORY A VENDOR shall prepare a data definition and transmit data to CATEGORY B VENDOR to support the transfer rules specified below. Any custom development work required by CATEGORY B VENDOR may be subject to additional costs.

* **Intra-agency transfers (within each service):** DESCRIBE HERE
* **Inter-agency transfers (across AGENCY and other operators):** DESCRIBE HERE.

**Discounts**

The following information on discounts is for vendor reference only. AGENCY currently includes the following discount groups: [LIST ALL APPLICABLE CAL-ITP BENEFITS COMPATIBLE DISCOUNTS]. In the future, AGENCY may request to include other discount groups when pathways are available, which may be subject to additional costs.

The current fare structure for discounted fares is below. AGENCY reserves the right to adjust pricing for discounted fares in preparation for launch.

|  |  |  |
| --- | --- | --- |
|  | **SERVICE A** | **SERVICE B** |
|
| **One Way** | $ | $ |
| **Daily Cap** | $ | $ |
| **Monthly Cap** | $ | $ |

**Additional services not included in the Scope of Work**

At launch, only [TYPE(S)] services shall be equipped with a contactless open loop payment system. Expansion to other services in the future will be at the discretion of AGENCY and its selected vendors.

# ON-BOARD TECHNOLOGIES

The following information is for the vendors’ reference only. The vendors are not responsible for the quality or availability of the systems described below, and any subsequent impacts on the project implementation.

* **Fleets –** FLEET SIZE PER VEHICLE TYPE
* **CAD/AVL** – LIST PROVIDER (OR TIMELINE TO LAUNCH IF NONE IS YET AVAILABLE)
* **GTFS-RT** – LIST PROVIDER(OR TIMELINE TO LAUNCH IF NONE IS YET AVAILABLE)
* **Connectivity** – LIST NETWORK PROVIDER AND DESIRED SET-UP (ROUTER, SIM CARD, A MIX, ETC.)

# ITEMS SPECIFIC TO CATEGORY A (PADS)

CATEGORY A VENDOR shall install PADs near *[specify desired placement if known].* PAD placement and power integration specifications to be determined at time of site visit with approval of AGENCY’s fleet manager. The following hardware quantities are to be installed.

|  |  |
| --- | --- |
| **PADs to be Installed** | # |
| **Spare PADs** | # |
| **Total** | **#** |

AGENCY shall be granted an individual dashboard that will provide the status of devices, as well as access to submit service requests.

AGENCY expects minimum reporting expectations (revenue report, operations report, KPI report), as outlined by the MSA. *[Outline additional reporting needs if necessary].*

**Value-add Requests**

CATEGORY A VENDOR shall provide service and pricing information in their proposal for *[List value-add requests for which you’d like to receive additional information. You may include final selections in contracting]*

*Value-add described below:*

|  |  |  |  |
| --- | --- | --- | --- |
| *Option* | *Base offering (if accepting this, there is no need to specify in the SOW as it is already expected as per the MSA)* | *Value-add Option (please specify in scope and document selections in final contract)* | *Value-add Pricing* |
| *Project management* | *Contractor will detail their Project Implementation plan and assign a point of contact for the Agency.* | *Vendor-led project management beyond the implementation plan. This additional project management support may include staff augmentation functions to manage a change process within the Transit Agency and is billed by Vendor for resources providing project management services* | *Hourly Rate* |
| *Integration(s) with 2D Barcode Processor* | *Although some PADs are already equipped to physically read 2D bar/QR codes, bar/QR codes cannot be validated without an integration.* | *Integration will allow PADs to validate bar/QR codes with selected vendor. Must confirm that PADs to be ordered shall include barcode scanning hardware.* | *One time* |
| *Training* | *Vendor shall provide all applicable manuals and non-localized training material for all applicable different types of users of the system to the Transit Agency, prior to Commissioning and as agreed in the User Agreement Scope of Work. Vendor shall also provide up to 12 hours of training (on-site or remote) to Transit Agency personnel covering, at minimum, the following topics: Device installation procedures, operational procedures, configuration, Level 1 Support (see definition in Exhibit G: Definitions), incident management and customer support procedures, device management, reporting, and transit customer support. Vendor shall provide a Training Plan to the Transit Agency indicating the target audience, topics covered, training format and timeline.* | *“Extensive Training”:*  *Vendor to provide a comprehensive training program that prepares the Transit Agency’s trainers for operation, financial administration, elementary troubleshooting, maintenance, and administration of the contactless fare payment system components provided by the Contractor (this is known as the “train-the-trainer” principle).* | *Hourly Rate* |
| *PAD installation* | *Agency leads installation of PADs.* | *Vendor installs the PADs.* | *Per Unit* |
| *Custom Solution Work* | *N/A* | *Vendor to provide customized value-added features, capabilities or integrations as requested by the Transit Agency, by way of time billed by Contractor for project management and custom solution development.* | *Hourly Rate* |
| *Customer support* | *Vendor shall have support personnel available during business hours (8:00 am until 6:00 pm Pacific Time from Monday to Friday) for Level 2 and Level 3 support.* | *“Premium customer support”*  *Vendor to provide 24/7 Level 2 and Level 3 Support to the Transit Agency.* | *Fixed Monthly Cost* |
| *Warranty* | *Vendor shall provide warranty in accordance with the DGS General Provisions – Information Technology* | *“Extended hardware warranty”*  *An extension of the hardware warranty up to five (5) years after commissioning.* | *Fixed Monthly Cost* |

# DETERMINING WHETHER ANY CHANGES ARE NEEDED TO DEFAULT CATEGORY A SERVICE LEVEL AGREEMENTS (SLAS) IN THE USER AGREEMENT

*Please outline your preferred changes to the SLAs (see* [*Exhibit A.1 Performance Measures*](https://www.camobilitymarketplace.org/contracts/)*) here or confirm acceptance as-is.*

# ITEMS SPECIFIC TO CATEGORY B (TRANSIT PROCESSOR SERVICES)

Pursuant to this Agreement, CATEGORY B VENDOR shall process open loop transactions for AGENCY. Please refer to the sections above for applicable business rules and technologies. CATEGORY B VENDOR shall provide final charge management services to enable base fares, fare caps, and rider discounts through the Cal ITP Benefits tool for AGENCY service.

CATEGORY B VENDOR shall enable a Traveler Portal for AGENCY, allowing riders to manage travel histories.

CATEGORY B VENDOR shall configure a control portal for AGENCY service. AGENCY accepts CATEGORY B VENDOR standard reports as described in Exhibit A of the MSA (revenue, operations, KPI, customer metrics, bad debt/debt recovery, and dispute/chargeback reports). CATEGORY B VENDOR shall make available data reports in CSV format.

Within one month of launch, CATEGORY B VENDOR shall make available an API to relay ridership and transaction data for AGENCY service that will contribute to the Cal-ITP Metabase.

**Value-add Requests**

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

|  |  |  |  |
| --- | --- | --- | --- |
| *Option* | *Base offering (if accepting this, there is no need to specify in the SOW as it is already expected as per the MSA)* | *Value-add Option (please specify in scope and document selections in final contract)* | *Value-add Pricing* |
| *Supporting EMV Level 3 Certification of Agency’s PAD Provider* | *N/A* | *Generally applies to new technology stacks only (see vendor integration mapping document provided in MSA documentation for list of existing integrations). Vendor shall support EMV Level 3 certification of the Transit Agency’s Payment Acceptance Devices to Agency’s Payment Processor.* | *One-time cost* |
| *Premium final charge management services* | *N/A* | *Vendor to augment or replace the fare calculation performed by the Agency’s PAD Provider.*  *Transit Agency may request the Vendor provide as part of value-added Premium Final Charge Management Services:*   * *Calculation of inter-agency fares and fare caps for Transit Agencies connected to the Transit Processor* * *MTT Model 3 pre-paid ticket purchase and validation* * *Etc.* | *Fixed % of revenue* |
| *Custom Solution Work* | *N/A* | *Vendor to provide customized value-added features, capabilities or integrations as requested by the Transit Agency by way of time billed by Contractor for project management, custom solution design and custom solution development and deployment.* | *Hourly Rate* |
| *Customer support* | *Vendor shall have support personnel available during business hours (8:00 am until 6:00 pm Pacific Time from Monday to Friday) for Level 2 and Level 3 Support to the Transit Agency via Agency’s PAD Provider for issues involving Transit Processor Services. Note that the Agency’s PAD Provider acts as the conduit for all Level 2 and 3 Support services, unless agreed otherwise in the User Agreement Scope of Work.* | *“Premium Customer Support”*  *Vendor to provide 24/7 customer support to Transit Agency for Level 2 and Level 3 Support.* | *Fixed % of revenue* |

# DETERMINING WHETHER ANY CHANGES ARE NEEDED TO DEFAULT CATEGORY B SERVICE LEVEL AGREEMENTS (SLAS) IN THE USER AGREEMENT

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