

**Appendix B
Calculation of Charges**

Contract Management Fees	Monthly Cost	Contract Months	Projected Yearly Cost	Projected Contract Cost
Collections Management Fee	\$ 75,096.45	60	\$ 901,157.40	\$ 4,505,787.00
Counting Management Fee	\$ 27,492.12	60	\$ 329,905.44	\$ 1,649,527.20
Product Support Management Fee	\$ 26,214.34	60	\$ 314,572.08	\$ 1,572,860.40
Total			\$ 1,545,634.92	\$ 7,728,174.60

Collection Services	Crew Shift Cost	Projected Number of Crew Shifts Per Week	Projected Yearly Cost	Projected Contract Cost
Single Space Crew Rate	\$ 406.85	88	\$ 1,861,737.02	\$ 9,308,685.11
Multi Space Crew Rate	\$ 346.96	20	\$ 360,838.50	\$ 1,804,192.50
Data Collection	\$ 406.85	10	\$ 211,561.03	\$ 1,057,805.13
Total			\$ 2,434,136.55	\$ 12,170,682.74

Counting Services	Hourly Rate	Projected Number of Operators	Projected Yearly Cost	Projected Contract Cost
Coin Room Hourly Rate (per operator)	\$ 25.02	3	\$ 156,154.11	\$ 780,770.54

Equipment	Unit Cost	Qty	Projected Yearly Cost	Projected Contract Cost
Collection Vaults	\$ 311.00	300	\$ 18,660.30	\$ 93,301.49
Collection Carts	\$ 1,036.33	6	\$ 1,243.59	\$ 6,217.97
Coin Room Jet Sorter	\$ 27,651.00	1	\$ 5,530.20	\$ 27,651.00
Coin Sorters Upgrade	\$ 136,357.00	1	\$ 27,271.40	\$ 136,357.00
Total			\$ 52,705.49	\$ 263,527.47

DBA/IT Services	Hourly Rates
Oracle DBA Support	\$ 157.25
IT Support	\$ 139.00

Optional Services	Weekly Rates
Special Revenue Collections	\$ 346.96
Data Input Services	\$ 27.13
Street Survey Crew	\$ 3,792.44
Installation Crew	\$ 6,408.74
Removal Crew	\$ 6,594.62
Activation Crew	\$ 2,195.72
Acceptance Testing Crew	\$ 3,776.79
Meter Greeter	\$ 2,808.42
Procurement Burden Rate (%):	4.99%

Appendix C

**SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY
SERVICE ORDER FORM**

Contract Title:

Contract No.: _____

Project Title:

Project No.: _____

SERVICE ORDER DESCRIPTION

Task Title			
<input type="checkbox"/> New Service Order <input type="checkbox"/> Revised Service Order			
Work to be Performed			
Schedule			
1. Start Date: _____ Estimated Completion Date: _____			
Budget Amount: \$ _____ Index Code: _____			
Deliverables			
<table><thead><tr><th>Descriptions</th><th>Date Requested</th><th>Quantity</th></tr></thead></table>	Descriptions	Date Requested	Quantity
Descriptions	Date Requested	Quantity	
APPROVALS			
Approved _____ Date: _____ Program Manager			
Approved _____ Date: _____ SFMTA Chief Financial Officer			

APPENDIX D-EQUIPMENT

AND OTHER ENHANCEMENTS

(SOME OPTIONAL)

SF Meter Contract

This Appendix D is attached to, incorporated in and made a part of APPENDIX A SCOPE OF WORK to Contract No. SFMTA#2011/12-08, Section D.5 entitled "Equipment Requirements". The following is a high-level overview; additional technical information and applicable vendor or third party warranty details are available upon request from Contractor. All warranties associated with the items below are as specified in Exhibit 1 to this Appendix D.

1. Vehicle Box Surveillance Camera

In accordance with Section I. D.5.k), the equipment description of the motion-activated, wireless surveillance cameras to be added to the collection vehicle boxes (inside the rear of the vehicle) on 11 Serco vehicles is as follows: The unit conceals a DVR and pinhole camera that records high-quality MPEG-4 video on an SD card. The camera and DVR can run wirelessly on AA batteries or AC power. The camera and DVR are hardwired and concealed in a metal box and run on 12 volt vehicle battery power while in the vehicle but can run on AC power when taken out of the vehicle.

2. Detailed Coin Sorter Upgrade Specification

The summary below includes the parts/equipment, support services and maintenance agreement that are included with the Coin Sorter Upgrade as referenced in Section II.E. The pricing includes an annual site visit from Money Systems Technologies (MST).

ITEM	DESCRIPTION OF SUPPLIES / SERVICES
1	Rebuild 4 MST Sorters, including the replacement of the following parts: coin sorter plates, rubber wheels, coin tracks, count sensors, motion sensors, hopper conveyor complete, coin hopper with sensor
2	Rebuild 4 Vertical Conveyors, including the replacement of the following parts: top roller with shaft, bottom roller with bearings, bottom shaft, top roller bearings, chain, sprockets, conveyor belt
3	Replace All Stainless Steel Hoses/Tubes
4	Freight
5	Labor & Travel Expenses for 2 MST personnel for 7 days
6	Annual Maintenance Agreement (Parts & Labor, excluding vertical conveyor belts, sorting plates, electronics and computer parts), including 1 annual MST site visit
7	Weight Indicator
8	Stainless Steel Platform Scales
9	Labor for scale setup and calibration
10	Quarterly Jenssen Scale Calibration (every 90 days)

3. Coin Room Jet Sorter Solution

In order to process all pay station coin boxes using the new Jet Sorter, Contractor has provided the detailed specifications for the parts and services that will be required to support this request, and such specifications are attached hereto in Exhibit 1. Due to the

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separation requirement of MUNI, Port and SFMTA monies, the foregoing is the preferred and recommended approach by SFMTA and Contractor.

3.1. JET SORTER ENHANCED APPLICATION

ITEM NO.	DESCRIPTION OF SUPPLIES / SERVICES
1	JetSort 6644
2	Gravity Tray
3	Communication Kit 7
4	CRM Wedge-Software

3.2. JET SORTER ENHANCED APPLICATION

ITEM NO.	DESCRIPTION OF SUPPLIES / SERVICES
1	Additional coin bags
2	Brinks processing
3	Annual JetSort Maintenance

4. Communications/Smart Phone Device

The proposal included three types of phones. SFMTA personnel will be provided with the Nexus 4S Google phone. This phone is an Android 4.0 device and some of the features of this web enabled smart phone include:

- Unlimited Voice, Text & Data
- HTML Web Browser
- NFC Proximity Sensor
- Otterbox

The Serco staff and managers will retain the original equipment that was included in the proposal.

5. RFQ for enhancement to AW118

The SFMTA has replaced about 6000 legacy MacKay parking meters with new IPS Smart meters. About half of those 6000 meters still have the Medeco Lock and the other half are equipped with new NexGen locks. The meters equipped with the NexGen locks are not scheduled in MeterSecure and therefore do not report whether they were collected, accessed or skipped. These meters are however listed in the MeterSecure database since it serves as main source for SFPM meter inventory.

Over the next few years the SFMTA is planning to replace the remaining Legacy MacKay meters with Smart meters that will also have Medeco NexGen locks.

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Due to this change from legacy to Smart meters, data currently provided by MeterSecure and WinEmu will become incomplete and therefore reliance on the data from the NexGen system becomes more important. Another important factor will be the implementation of the import process for the maintenance csv files from the various vendors (currently under development by SFMTA).

It is the goal of the SFMTA for the NexGen database to become the main source of meter inventory information in the future, and therefore the dbo.LockHist table in the NexGen SQL database will become an important data source for the SFPMMMS.

Nexgen SQL database resides on the SA server, which is the same server that contains the WinEmu database. The address for this server and database is as follows:
192.168.2.20 (SAServer)\SASERVER\SASERVERSQL\Databases\VendSecDb\ This SQL database can be accessed using the VPN connection and the same user name and password to access the WinEmu database.

5.1. Enhancement 1

Under this Contract No. SFMTA#2011/12-08 Serco is required to provide a weekly report that lists all the missed collections and because the meters equipped with NexGen locks are currently not reported, because the lock history for these meters is residing in a different SQL database, as described above, SFMTA requests and Contractor shall provide an enhancement to verify "meter collected" status against both MeterSecure and Nexgen databases. The Skipped Meters Report resides in Reports -> Collections -> Skipped Collections Filtered by date Report.

The Nexgen database contains several tables, but for the purpose of this enhancement, the data anticipated to be required to perform and complete this Enhancement 1 is located in the dbo.LockHist table. This table contains several columns including the one listing the AssetNumber (post id) and the EventCode (code indicating if a meter was collected C, or other codes as outlined in the attached document).

Most meters, when collected, generate two or more entries in the database (this depends how many times the collector touches the lock), and the only entries in the EventCode column that affects this enhancement is the code B or Skipped.

The verification of the post id collection status needs to be completed against both MeterSecure and Nexgen databases before listing any post id in Skipped Collections Filtered by Date report.

In addition to adding the dual database verification above, the actual Skipped Collections Filtered by Date report needs to be enhanced by five new columns.

The first column, named "MCR Fault Code", will need to populate data (if available) from a csv file that will be submitted on a daily basis from a new application called Xora. This file (still under development by Serco) will contain the post id and a fault code. This code

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needs to be translated into a text explanation and inserted in this new column matching the post id. For example if the csv file lists post id 701-00001 with a fault code 1, the text in the report will be populated as "Out of order". Please provide a preferred format for this file if needed.

The second column, named "Maint CSV Code", will need to populate data (if available) from the daily maintenance csv files that will be submitted by the parking meter vendors from their respective management systems. Since this file is currently under development by SFMTA, the provision of additional formatting requirements may be needed.

The third column, named "Repair Route", will need to be populated with the "Repair District Code". Since these codes are already in the SFPMMMS database, this entry can be matched from the post id.

The fourth column, named "MacKay Mechanism Status", will need to be populated with the mechanism status (OK or DEF) similarly to "Mechanism Status Changes Filtered by Post/Date" report. In the instances where status of the mechanism has changed throughout the day from OK to DEF or vice versa the DEF status takes a precedent for that particular date and post id.

The fifth column, named "Comments", should be editable by an authorized user (permissions module needs to be enhanced with "Meter Condition Report Modification Permission"). Once a user is authorized to edit "Comments" field, inputted comments should be retained by the database similarly to Data Correction Module comments' section. This will allow a collection operator to provide explanations for listed skipped post ids that were not explained by any of the automated sources.

5.2. Enhancement 2

In 2010 a change was made on how data was matched up between data received from vendor csv files and data received from the coin sorter csv files. For the routes that have legacy meters the common denominator is the "vault id" and for the routes that have smart meters the common denominator is the "sub-route" number. This change accommodated the data to be matched up for the →Reports →SMS →Daily Revenue Variances Report.

With the anticipated implementation of a NexGen enhancement, called "End of Cable", the vault number associated with the respective sub-route, will be available from the NexGen SQL database from the dbo.LockHist table. This is achieved by associating Nexgen lock numbers with post ids that have the same collection vault with assigned sub-route. The vault number will be recorded in the "AssetNumber" column and the sub-route number in the "RouteName" column. The vault number will be recorded at beginning and the end of the collection of meters on a sub-route. In the event multiple vaults are used on a sub-route, there will be multiple entries in the AssetNumber column.

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The goal of this enhancement is to eliminate the need to manually enter a sub-route number into the coin sorter application during actual coin sorting of the smart meter revenues. Instead, this enhancement will provide an ability to automatically match coin room records and smart meter vendors csv file records on vault level rather than totaling it up by the sub-route. The logic flow is as follows:

- 5.2.1. **AUDIT:** take post ids with the same vault numbers from Nexgen DB, match them against smart meter vendor CSV file, and total the revenue streams (coin, credit card and smart card) by revenue type.
- 5.2.2. **PROCESS:** take vault number revenue totals from coin room CSV files produced by MST/JetSorter machines.
- 5.2.3. For a variance report, the result would be a matching of the revenue by vault number rather than by sub-route number. It would also automate the entire process vs. relying on coinroom operative to manually enter correct sub-route associated with collection vault. All mismatches should be displayed in EXCEPTION section of the variance report.

NOTE: In light of this enhancement, the data correction functionality needs to be reviewed to confirm that exceptions resulting from this automation can be appropriately handled.

Implementation of this enhancement will also affect the following reports:

- Reports →Collections →Daily Revenue Activity Sorted by Collection Vault report
- Reports →Collections →Vault Weights Filtered by Date report
- Reports →Collections →SMS Daily Collections report
- Reports →SMS →Daily Process Collections report.

Codes for MCR (Meter Condition Report) column:

Numeric Code	Fault Description
1	Out of Order
2	Key Slot Jammed
3	Low Battery
4	Vandalized Meter
5	Broken Coin Canister
6	Loose Pole
7	Bent Pole
8	Pole No Meter

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Numeric Code	Fault Description
9	No Pole, No Meter
10	Null IDN
11	Green Light On, Key Won't Turn
12	Lock Not On Route
13	No Comm
14	Spinner 180 ^o
15	Spinner 360 ^o
16	Construction Zone
17	IPS - No Card Reset
18	IPS - Blank screen
19	IPS - Bad Collection Card
20	NEXGen - Red Light

As described in more detail in Exhibit 1 to this Appendix D, the optional warranty period applicable to this Section 5, is six months and is subject to limitations and exclusions from the subcontractor SIT(SCG).

6. Dashboard

The proposed off-the-shelf software for the web-based Dashboards (Graphic Visualizations) will be licensed to SFMTA by the vendor. Serco will develop dashboards that can be configured, including agreed upon views of SFPM and RedBeam. The Dashboard will include 100 initial DBA programming hours, 10 web client interactor user licenses (which are the number of log-ins allowed) and 3 desktop users (a desktop user can create and edit reports and has administrative rights) for a term of 5 years.

7. RFID Technology

The following items and services are optional, and pricing has not been included.

RFID technology support service is to be quoted by Contractor upon request and is subject to negotiation. The technology and software would be licensed to SFMTA by the vendor.

Each vault has a hardened, metal-mount RFID tag permanently affixed with a unique identification number. The RFID tag mounting position will allow reading only at the counting station at which is to be emptied.

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At each counting station an RFID reader, such as the Motorola DS 9808R, will be positioned to read only the vault located at the counting station to which it is associated. The RFID reader will be attached via USB cable to the counting station computer and will utilize wedge software for insertion of the RFID data into the counting software.

As vaults are received from the collection crew, magnetic RFID labels identifying the Crew ID will be affixed to each vault in near proximity to the permanently affixed vault RFID tag. As the vault is positioned at a counting station, the operator will depress the “tare” button on the scale interface. This action via the wedge software will initiate the RFID reading of the vault ID, crew ID and recording of the vault “full” weight via the scale.

Subsequently, the operator will empty the vault and depress the “tare’ button to record the vault “empty” weight via the scale into the counting software.

Utilizing RFID technology, the operator will no longer be required to scan the vault ID nor the crew ID.

Alternatively, the requirement for the magnetic RFID labels for crew identification may be relieved. In this instance, only the Vault ID would be entered into the counting software. At the end of each day, a newly developed application would interrogate the Redbeam Asset Management software to determine the Crew ID associated with each Vault ID for that day and insert that data into the CSV file before upload into SFPM.

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Exhibit 1 to this Appendix D *

SUMMARY OF ITEMS FOR APPENDIX D - EQUIPMENT FOR SF METER CONTRACT			
	Item Procured	Manufacturer	Warranty Period
1A	Truck Camera	Swann Communications USA Inc.	1 Year
1B	DVR	Sold by TOMTOP.COM	1 Year
2A	MST Coin Sorter Equip	Money Systems Tech.	Parts 1 Year; Labor 90 days
2B	Jennsen Scales - Weight Indicators	Rice Lake	1 Year
2C	Jennsen Scales - Platform Scales	TotalComp	1 Year
3	Jet Sorter	Cummins-Allison Corp.	Parts 1 Year; Labor 90 days
4	SmartPhone	Nexus S 4G Android	Phone - 1 Year
5A	Nexgen SQL Database	Serco SCG UK	6 months from implementation date
5B	Medeco Padlock w Cylinder	Medeco Engineered Security Soln.	2 Years
6	Dashboards	Tableau Software	[to be provided by Serco]

***Additional details available upon request.**