Request for Proposals (RFP) Cover Page

RFP Issue Date:
January 12, 2021
RFP Title:
Intelligent Transportation System
RFP Number:
2020-012
Version 1.0
Issuing & Using Agency:

Butler County Regional Transit Authority
Attn: Procurement
3045 Moser Court
Hamilton, OH 45011

Proposals for Furnishing the Product(s)/Service(s) Described Herein Will Be Received Until:
February 12, 2021 until 3:00 PM (EST)

All Inquiries For Information Should Be Directed To: ISSUING AGENCY, address listed above at Phone: *(513) 785-5023*

IF PROPOSALS ARE MAILED OR HAND DELIVERED, SEND DIRECTLY TO:

BCRTA Procurement, 3045 Moser Court., Hamilton, OH 45011

The Reference Number, Date and Time of proposal submission deadline, as reflected above, must clearly appear on the face of the returned proposal package.

In Compliance With This Request for Proposals And To All Terms, Conditions, Clauses, and Requirements Imposed Therein and Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services Described Herein In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation.

Name and Address of Firm:

Syncromatics Corporation

523 West 6th Street, Suite 444,

Los Angeles, CA   Zip Code: 90014

Telephone: (213) 328-5471

Fax Number: (310) 734-6831

Date: 2/17/21

By: *Jeff Hunter*
(Signature in Ink)

Name: Jeff Hunter

Title: Business Development Manager
(Please Print)

FEI/FIN Number: 20-5349016

E-Mail Address: jeff@gmvsync.com

DISADVANTAGED BUSINESS ENTERPRISE (DBE): ( ) YES (X) NO

gmv SYNCROMATICS

RFP #2020-012
Intelligent Transportation
System

Technical Proposal

February 17, 2020

PREPARED FOR:
Butler County Regional Transit
Authority
Attn: Procurement
3045 Moser Court
Hamilton, OH 45011

SUBMITTED BY:
Jeff Hunter
Business Development Manager

Table of Contents

1. Cover Letter

February 17, 2021

Dear BCRTA stakeholders:

We look forward to partnering with your community to deliver industry leading transit technology. If you have any questions, please don't hesitate to contact me at (213) 328-5471 or jeff@gmvsync.com.

Sincerely,

Jeff Hunter

Jeff Hunter
Business Development Manager
Authorized to represent GMV Syncromatics on all
matters related to this proposal.

2. Executive Summary

2-1. What Makes GMV Syncromatics Unique

As you consider this proposal and others, we'd like to highlight why GMV Syncromatics is a great fit for this project.
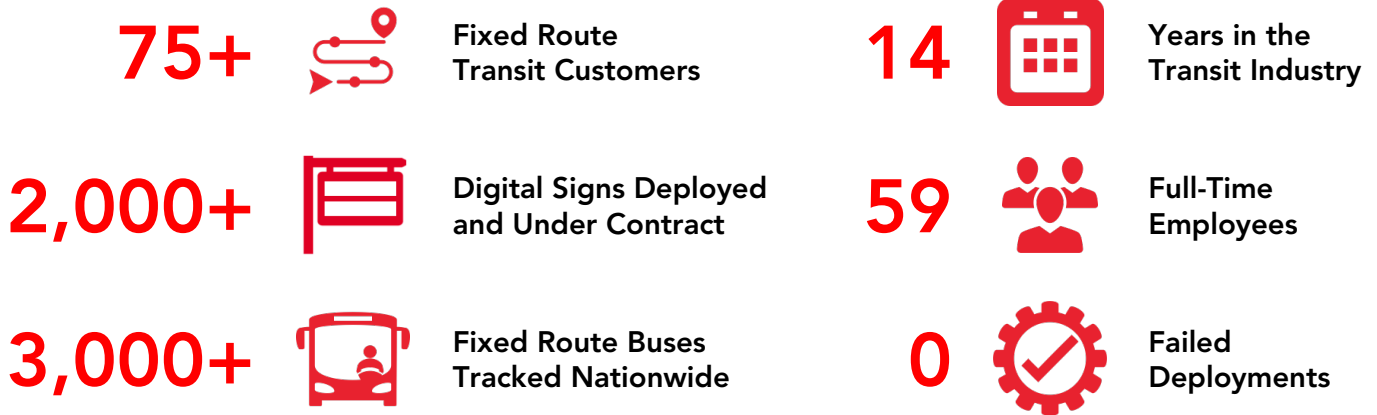
2-2. System Diagram

This diagram provides an overview of the GMV Syncromatics technology on and off the bus. **Yellow highlighted items are included in the base system. Blue highlighted features are capabilities of the GMV Syncromatics system that are included in our proposal as optional.**

3. Qualifications and Experience

3-1. About GMV Syncromatics

By the Numbers

75+ Fixed Route Transit Customers

2,000+ Digital Signs Deployed and Under Contract

3,000+ Fixed Route Buses Tracked Nationwide

14 Years in the Transit Industry

59 Full-Time Employees

0 Failed Deployments

Company Timeline

2006 GMV Syncromatics is founded as "Syncromatics" by an engineering student in his Los Angeles dorm room.

2016 Syncromatics tops 30 employees and is named one of the Best Places to Work by the LA Business Journal.

2018 Syncromatics joins forces with international technology leader GMV, becoming GMV Syncromatics.

2020 GMV Syncromatics grows to 50 employees and opens its second office in Houston.

Innovating with GMV

GMV is an international leader in transportation technology based in Madrid, Spain.

As a company of GMV, we have access to their wide network of resources. Together, we work to build a better future for transportation.

What Makes Us Unique

Startup...ish We still have that scrappy startup passion, but with the stability and resources of GMV.

We Rely on Our Tech More of us commute by bus than any other mode. We know what riders need and expect.

Our Locations

Corporate headquarters in **Los Angeles, CA**

Production and logistics facility in **Houston, TX**

Remote staff are ready to help **across the country**

3-2. Marquee Projects

GMV Syncromatics is the exclusive Intelligent Transportation Systems provider for **MV Transportation's** fixed route operations. MV selected GMV Syncromatics' web based CAD/AVL platform to replace its aging internal "Timepoint" system on legacy MV operations across the United States. MV will also exclusively offer GMV Syncromatics' fixed route CAD/AVL technologies in new MV operated contracts. This partnership gives GMV Syncromatics direct access to a large fleet of MV vehicles and experience managing software user access rights in a tiered structure of operations (corporate / regional / division).

In the summer of 2016 GMV Syncromatics provided GPS tracking, dispatch software, and real time passenger information for over 400 official buses at the **Democratic National Convention** in Philadelphia. GMV Syncromatics DNC solution provided Secret Service, FBI, Department of Homeland Security, and Philadelphia Police with real time situational awareness for all delegate, staff, and media transportation vehicles. GMV Syncromatics also operated a mobile website for participants to track the buses and get bus arrival predictions. Despite significant protests, severe weather, and record crowds, the transportation ran smoothly. Due to the short term nature of the event, GMV Syncromatics had to deploy all 400 tracking units in less than 48 hours and remove all equipment after the event in under 24 hours.

In 2016, **Los Angeles Metro**, the 2nd largest bus fleet in North America, selected GMV Syncromatics to implement a real time electronic signage program at 300 bus shelters across Los Angeles County. This $4M project is now fully deployed and combines real time bus arrival data and schedule data from more than 20 regional transit operators in Southern California to provide a seamless user experience for bus riders, 60% of whom do not have a smartphone. We have since taken our experience at LA Metro to a project for Houston Metro which is starting now and will involve 1,500+ digital signs deployed over the course of the next 3 years.

The **Los Angeles Department of Transportation** has partnered with GMV Syncromatics since 2008 to provide Intelligent Transportation Systems technology to millions of bus passengers on the DASH community bus service. In 2013, GMV Syncromatics expanded the relationship to include all LADOT Commuter Express vehicles, for a total of over 300 vehicles. The fleet is managed and dispatched from 4 different bus yards by 2 different operating contractors. LADOT requires controlled software access that limits contract operators to only their own division while ensuring that headquarters staff have full visibility of the entire system. We are now in process deploying technology across 150+ more buses that are on order with a variety of OEMs for a broad service expansion at LADOT.

3-3. Value Proposition

GMV Syncromatics' fully integrated ITS solution provides value to small and mid-sized transit agencies that seek tools for internal operations and real time passenger information from a single vendor. We take full responsibility for the function of the technology on the bus and on the backend, even for 3rd party integrations – we provide a solution with one party responsible to ensure things are operating well.

3-4. Mission Statement and Core Values

GMV Syncromatics' mission is to improve public transportation by solving clients' problems with useful & reliable technology. Any new project we pursue must align with this focus.

With an intuitive, web-based software interface, the solution is especially attractive to transit agencies that do not have significant IT resources to manage technology in house or agencies with IT teams who are already spread too thin. The hardware configuration is straightforward with as few components as possible, and the modularity of the system enables clients to expand their technology incrementally as budgets/grants allow.

GMV Syncromatics' core values, the benchmarks we consider when we hire and fire employees, and what we expect of every member of our team, are to:

- Deliver on Our Promises
- Solve Problems
- Share Knowledge

These core values manifest themselves in every interaction we have with clients, colleagues, and suppliers to ensure we have healthy and productive relationships. Only once a strong relationship is present can we proceed with the technical and operational work of Intelligent Transportation Systems.

3-5. GMV as GMV Syncromatics' Parent Company

As of 2018, GMV Syncromatics is a wholly owned subsidiary of GMV, an international technology company based in Spain with broad operations in various industries around the world. GMV has been a majority owner of GMV Syncromatics since 2015, and GMV Syncromatics has experience stable growth under GMV's ownership.

GMV's global transportation division deploys Intelligent Transportation Systems in cities like Barcelona, Madrid, and Sydney. Other GMV divisions focused in satellite control systems, cyber security, and aviation provide robust diversification.

GMV's corporate leadership is prepared to provide credit and financial assurances on behalf of Syncromatics to enable procurement of inventory, accelerated hiring, and other expansion activities to support Syncromatics pursuit of ambitious projects.

Point of Contact:
Miguel Martinez
Corporate Manager of Business Development, Marketing and Communication
mmartinez@gmv.com

3-6. Organizational Culture

The Long View

GMV Syncromatics is a company that prioritizes sustainable growth and long-term relationships, not quarterly earnings reports. Privately held throughout its history, GMV Syncromatics' understands that in the government services business, our reputation is our most valuable asset. We protect our reputation be choosing selectively which projects to pursue. We operate under a Software as a Service business model that prioritizes annual customer renewals over sales of equipment. Our philosophy is to do whatever it takes to get the job done and keep our customers satisfied, and we know that this business strategy will pay dividends in the long run.

Open Innovation

We don't believe that we have all the answers, so we willingly partner with other technologies in the commercial and transportation sectors to deliver a fully integrated solution for our clients. We design our tools on top of industry standards like the Android mobile operating system, Google Maps, and the General Transit Feed Specification to ensure that our open architecture can welcome third party innovation. We avoid building our own hardware wherever possible and instead focus on sourcing the best commercially available equipment from expert manufacturers.

We recognize that our clients can be our greatest source of innovation to drive product development. We host an annual user conference to invite our clients to gather informally to share ideas and best practices, and serendipitously great new product ideas emerge from these events. We work closely with clients to develop new features to ensure the result of our labor will be useful to our current clients, and in turn, to our future clients.

Our Office: No Walls, Dog Friendly

We don't let corporate bureaucracy constrain our teams, and we don't let walls prevent collaboration between our staff. GMV Syncromatics' open office layout is designed to encourage interaction and cross pollination between our engineers, project managers, customer service reps, account managers, and everyone in between. Furthermore, we want our people to be happy at work because happy people provide great customer service. To this end we provide free snacks and encourage staff to bring their furry family members to the office.

A Transit Oriented Company

GMV Syncromatics walks the walk when it comes to public transit. In 2014 we relocated our offices to Downtown Los Angeles to provide more convenient accessibility to our staff that commute via public transportation. Los Angeles is a car town, but more than half of our employees commute via bus and rail every day. We provide transit subsidies for 100% of the cost of employees who commute by transit.

This is good for business because it helps us recruit and retain employees that don't want to spend hours each day commuting in a car. It's good for our community because we are helping reduce traffic and pollution by taking cars off the road. But most importantly, this is good for our clients, because our staff know the transit experience first-hand from their daily commutes, and they bring this experience to help solve problems for our clients.
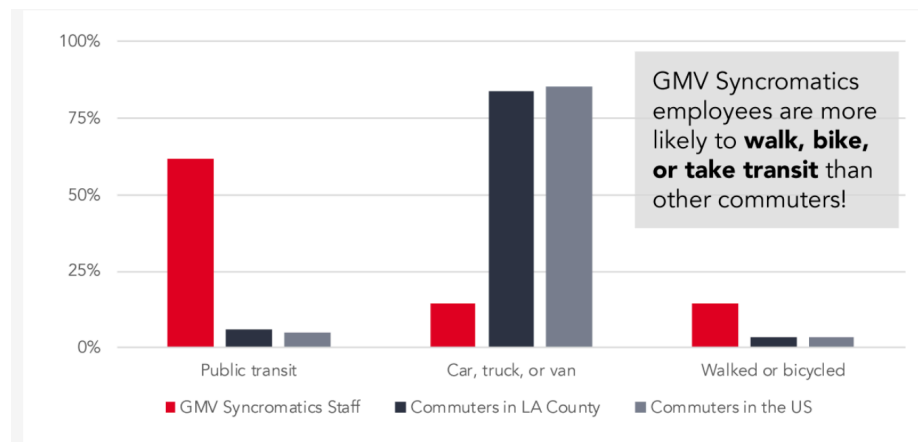

GMV Syncromatics employees are more likely to **walk, bike, or take transit** than other commuters!

Legend: GMV Syncromatics Staff | Commuters in LA County | Commuters in the US

Figure: Mode used for most of commute's distance (Los Angeles County and US data from 2018 US Census ACS)

Customer Satisfaction

GMV Syncromatics uses a variety of continuous feedback loops to monitor customer satisfaction and respond when issues arise. All of these data sources feed into regular reviews of customer health.
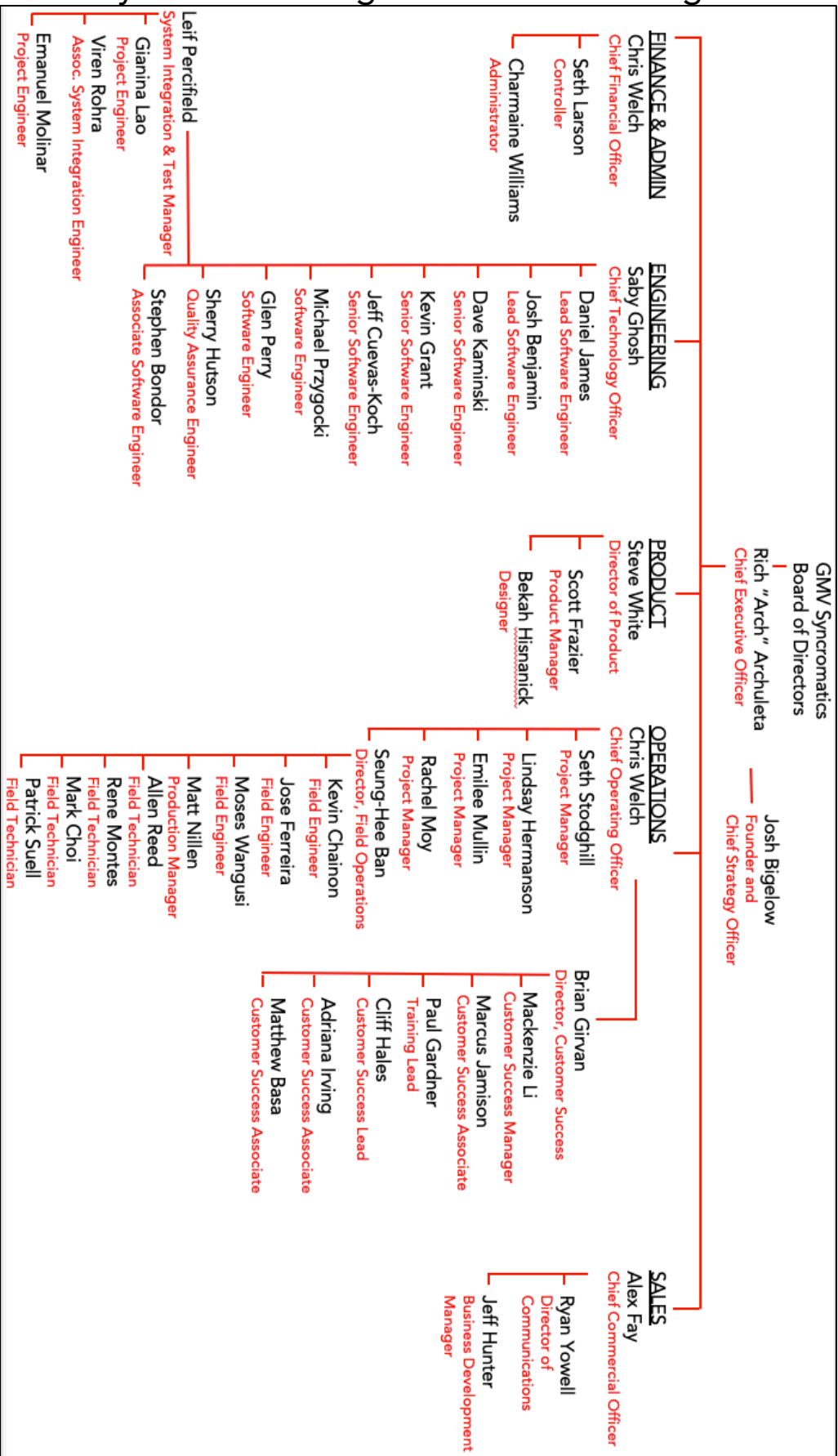
- We regularly conduct a one-question **Net Promoter Score** survey: "On a scale of 1-10, would you recommend GMV Syncromatics to a friend or colleague?" of all software users at regular intervals. We consider an average rating of 8 to be acceptable at present, and our executive team monitors results in a weekly management meeting. Any specific negative outlier responses indicate particular heartburn at a specific client, and we can investigate these on a case by case basis.

- We track **Support Ticket Resolution Metrics** to identify trends related to customer service inquiries or technical support requests. We have established targets for closing out a certain percentage of support tickets in 24 hours, 7 days, and 14 days. While the majority of support tickets are closed to the customer's satisfaction within 24 hours, the 20% that take over 7 days are generally the result of waiting for client feedback or vehicle availability.

Ticket Closure %
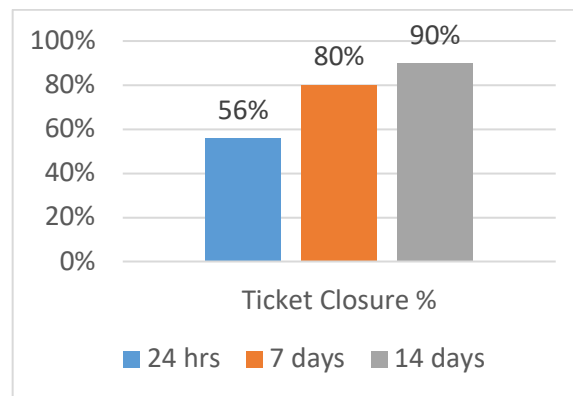
- We monitor customer retention trends and swarm on any customers that have indicated that they are dissatisfied or considering other options. To date, we have never lost a client due to performance or price issues because of our relentless focus on customer satisfaction and retention. In some cases, we have lost a client due to a change in prime operating contractor (where GMV Syncromatics was a subcontractor) or the dissolution of a university shuttle service.

- GMV Syncromatics conducts an annual **User Conference** to get face time with our clients and get their feedback on desired improvements to the technology that guide our product roadmap. This also provides clients an opportunity to share their ideas with each other – spreading knowledge throughout the industry.

- Sales people that work on a given deal transition into an **Account Management** role once a contract is signed, so we have continuity in relationships and accountability for the ongoing success of our projects and happiness of our clients. Our sales team knows that unhappy clients will not come back to us for future technology needs, and this is a strong incentive to monitor client satisfaction on a person to person level. We regularly conduct account management checkups by phone, through client site visits, and at industry conferences around the country.

- **Field Service Visits** provide us with the opportunity to get feedback from operators and maintenance personnel, not just agency management or planning staff. While our employee field technicians are on site for maintenance of expansion work, they are our eyes and ears to watch for problems before they grow too large.

3-7. GMV Syncromatics Organization and Management Team

GMV SYNCROMATICS

GMV Syncromatics Board of Directors

Rich "Arch" Archuleta — Chief Executive Officer

Josh Bigelow — Founder and Chief Strategy Officer

FINANCE & ADMIN
Chris Welch — Chief Financial Officer
- **Seth Larson** — Controller
- **Charmaine Williams** — Administrator

ENGINEERING
Saby Ghosh — Chief Technology Officer
- **Daniel James** — Lead Software Engineer
- **Josh Benjamin** — Lead Software Engineer
- **Dave Kaminski** — Senior Software Engineer
- **Kevin Grant** — Senior Software Engineer
- **Jeff Cuevas-Koch** — Senior Software Engineer
- **Michael Przygocki** — Software Engineer
- **Glen Perry** — Software Engineer
- **Sherry Hutson** — Quality Assurance Engineer
- **Stephen Bondor** — Associate Software Engineer
- **Leif Percifield** — System Integration & Test Manager
  - **Gianina Lao** — Project Engineer
  - **Viren Rohra** — Project Engineer
  - **Emanuel Molinar** — Assoc. System Integration Engineer / Project Engineer

PRODUCT
Steve White — Director of Product
- **Scott Frazier** — Product Manager
- **Bekah Hisnanick** — Designer

OPERATIONS
Chris Welch — Chief Operating Officer
- **Seth Stodghill** — Project Manager
- **Lindsay Hermanson** — Project Manager
- **Emilee Mullin** — Project Manager
- **Rachel Moy** — Project Manager
- **Seung-Hee Ban** — Director, Field Operations
  - **Kevin Chainon** — Field Engineer
  - **Jose Ferreira** — Field Engineer
  - **Moses Wangusi** — Field Engineer
  - **Matt Nillen** — Production Manager
  - **Allen Reed** — Field Technician
  - **Rene Montes** — Field Technician
  - **Mark Choi** — Field Technician
  - **Patrick Suell** — Field Technician

- **Brian Girvan** — Director, Customer Success
  - **Mackenzie Li** — Customer Success Manager
  - **Marcus Jamison** — Customer Success Associate
  - **Paul Gardner** — Training Lead
  - **Cliff Hales** — Customer Success Lead
  - **Adriana Irving** — Customer Success Associate
  - **Matthew Basa** — Customer Success Associate

SALES
Alex Fay — Chief Commercial Officer
- **Ryan Yowell** — Director of Communications
- **Jeff Hunter** — Business Development Manager

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Chris Welch – Chief Financial Officer, Acting Chief Operating Officer

Background	Chris has over 30 years of management-level experience and has guided five companies as a C-level executive. His has served in industries including transportation, automotive services, education and retail food & beverage and has been with GMV Syncromatics for over five years.
GMV Syncromatics	• Executive responsibility for the success of all GMV Syncromatics projects, including costing, deployment, and ongoing management • Top-level oversight of project management, finance, and operations
Other Relevant Experience	• **Chairman** – City of Glendale Transportation Commission • Chief Financial Officer – Baromitor Petroleum • Chief Operating Officer – Freshi Films
Education	• University of California, Los Angeles – M.B.A., Finance • University of California, Berkeley – A.B., Architecture

Saby Ghosh – Chief Technology Officer

Background	Saby has 15 years of experience in software engineering and management, bringing a unique perspective on technology strategy and evolution to GMV Syncromatics. He has served various roles across several industries including automotive retail, financial services, healthcare, and regulatory technology. Saby focuses on creating an efficient, methodical, data driven approach to engineering operations, aligned with industry trends and business objectives. He is highly driven by the future of ITS, new technology for IoT and real-time data, and the possibilities of AI.
GMV Syncromatics	• Supervises the software engineering team • Manages hardware and software requirements and identifies off-the-shelf products to integrate into GMV Syncromatics' platform at scale • Responsible for all aspects of data center operations, including system design, hardware provisioning, and system optimization • Integrates networks of video devices, LCD screens, and other visual display endpoints into the GMV Syncromatics passenger information system
Other Relevant Experience	• Director, Software Engineering – First Capitol Consulting • Manager, Software Engineering - Connecture • Director, Information Technology – Autoland
Education	• University of Southern California, M.S. – Electrical Engineering

Alex Fay – Chief Commercial Officer

Background	With more than 10 years' experience in government and business operations, Alex approaches each project with experience on multiple fronts. He is responsible for ongoing relationships with GMV Syncromatics' customers and vendors, and he oversees new business opportunities and marketing efforts.
GMV Syncromatics	• Leads the sales and marketing departments including proposal writing, client account management, and sales presentations • Responsible for forecasting, budgeting, and strategic planning
Other Relevant Experience	• Senior Business Development Manager – Quallion • Senior Director, Clean Technology – Los Angeles Mayor Antonio R. Villaraigosa's Office of Economic Development • Legislative and Environmental Deputy – Los Angeles City Councilmember Bill Rosendahl
Education	• University of California, Los Angeles – B.A., History; Minor, Public Affairs

Steve White – Chief Product Officer

Background	Steve leads the strategic product direction, product management, and design efforts at GMV Syncromatics, charting a course for the company's integrated software and hardware products. With a background in live event production, Steve learned the art of "user experience" design in the physical world. This real-world design experience and his love of cities led to a deep interest in urban planning and transportation. Combining that passion for transportation and design, Steve leads the product department from a user-centric point of view, guiding the development of GMV Syncromatics' pioneering solutions.
GMV Syncromatics	• Leads new product development • Responsible for working with clients, partners, and internal teams to develop the
Other Relevant Experience	• Content and Media Manager – Bounce AEG • Director of Product – GMV Syncromatics
Education	• University of Southern California – B.A., Cinema-Television Production, Philosophy

Rich "Arch" Archuleta – Chief Executive Officer

Background	Arch joined the GMV Syncromatics team as its CEO in 2020. He has over two decades of experience in executive-level management in the technology field. Prior to GMV Syncromatics, Arch led the product development and management of assistive technology tools for the visually impaired at Vispero. Arch also served as the CEO of Plastic Logic, an innovative manufacturer of e-paper displays, and as General Manager and Senior Vice President of Hewlett-Packard leading global product businesses. Arch received his BS and MS in Electrical Engineering from Stanford University and attended the Executive Development Program at the Kellogg Graduate School of Management.
GMV Syncromatics	• Leads executive team • Responsible for interdepartmental coordination and execution, corporate development, corporate strategy
Other Relevant Experience	• VP, Hardware Product – Vispero • CEO – Plastic Logic • Senior Vice President – Hewlett Packard
Education	• Kellogg School of Management, Northwestern – Executive Development Program • Stanford University – M.S. Electrical Engineering • Stanford University – B.S. Electrical Engineering

3-8. Additional Company Details

Please find the basic points you need to know in evaluating our firm's competence and credibility summarized below.

- GMV Syncromatics was incorporated in 2006 and has enjoyed over 14 years of steady growth and deployment excellence.
- GMV Syncromatics maintains a full-time staff of 59 employees.
- GMV Syncromatics has provided references for current clients similar in size and scope as well as a complete list of our municipal transit agency clients.
- GMV Syncromatics has never failed to complete a deployment, has never had any client take remedial action of any kind in response to underperformance, and has a 100% successful deployment record.
- No executive, officer, or director has been involved in any firm that failed to complete a contract.
- No staff member of GMV Syncromatics has had any license, permit or certification revoked.
- GMV Syncromatics has 75+ customers and has never lost a customer for performance or service quality reasons.
- Syncromatics Corporation, d.b.a GMV Syncromatics is a California corporation (ID#C2891361). The corporation was legally incorporated in California in 2006 and has been in continuous operation since then. The corporation is in good standing nationwide and with the State of California.
- The company's federal tax identification number is: 20-5349016; our State Board of Equalization number is: AS 101-043737; our State Department of Employment (EDD) number is: 279-5859-4; Our DUNS number is: 78 530 1347.
- GMV Syncromatics has or will procure all necessary business licenses, insurance coverage, and certifications that may be required to do business in the event of an award. This includes certificates meeting all coverage minimums and naming appropriate agency entities as an additional insured.
- The company has never filed for bankruptcy
- GMV Syncromatics is located at 523 West Sixth Street, Suite 444, Los Angeles, CA 90014.
- Jeff Hunter, Business Development Manager, is the primary point of contact for all matters pertaining to this RFP, and authorized to make commitments on behalf of GMV Syncromatics. He can be contacted at (213) 328-5471 and jeff@gmvsync.com.

3-9. Financial Capacity

Financial Statements for GMV (parent company - 100% owner) are provided below. We combine the financial resources and stability of the big legacy CAD/AVL players (via our parent company) with the nimble innovation of a startup managed in California.

3-10.   Project Team Organization

gmv SYNCROMATICS   **Bcrta**

	GMV Syncromatics	BCRTA
ACCOUNT MANAGEMENT	Jeff Hunter — Business Development Manager	Purchasing Manager
PROJECT MANAGEMENT	Chris Welch — COO · Lindsay Hermanson — Project Manager	Project Manager
TRAINING AND SUPPORT	Brian Girvan — Director, Customer Success · Customer Success Team	Operations Team
INSTALLATION	Martin Glaze — Director, Field Operations · Kevin Chainon — Field Engineer · Leif Percifield — Systems Engineering	Maintenance Team

BCRTA will have a full team to support your project from the initial planning stages through pilot installation, full installation, testing, and public launch. Once the initial setup is completed, GMV Syncromatics' Customer Success Team will continue to support you throughout the contract term to ensure you maximize the value you get from our products.

This team will support regular project status meetings and reports throughout the implementation phase, as well as periodic check-in meetings over the life of the project. There is no additional charge for this level of service – it is an integral part of our approach to developing long term partnerships with our clients.

We encourage you to be conscious of a sense of accountability amongst your vendors and seek comfort in the knowledge that the sales team and the deployment team make one team. If you choose GMV Syncromatics, you'll continue to have a relationship with the person who sold you the product, and the following section outlines how we will remain committed to the ongoing success through proactive account management.

3-11.　Project Manager

Lindsay Hermanson
Project Manager at GMV Syncromatics

Role on Project Team:
Project Manager

- Retains authority to make on-site decisions on behalf of GMV Syncromatics
- Lead the deployment of the project through the implementation phase
- Work directly with client staff to develop a project plan and review

Role at GMV Syncromatics

- Manages large-scale integrated software/hardware/mobile app deployments that modernize transit operations and improve rider experience
- Contributes to the Agile product development cycle through generating, detailing, and prioritizing feature requests and bug fixes
- Plans and coordinates the work of cross-functional teams and third-party vendors to facilitate reliable software/hardware integrations and ensure customer success
- Forges and maintains relationships with customers, including the company's largest, LADOT
- Has become an expert in use of Optibus, GMV Syncromatics' scheduling partner's software

Other Professional Experience

- Director of Client Services, Ethis Inc.
    - o Managed and directed the work of 3 writers, communications manager, graphic designer, administrative assistant, bookkeeper, and all third-party vendors
- Production Manager, Ethis Inc.
    - o Managed all projects (consistently 30-40 concurrently) from project initiation to deliverable at a healthcare marketing and communications agency. Clients included Bausch + Lomb, Alcon, Johnson & Johnson, and Shire
- Marketing & Social Media Manager, UnitedStyles
    - o Created and managed marketing and social media campaigns for apparel website startup

Training and Education

- Bachelor of Arts, Political Science
  University of California, Los Angeles

Professional Certifications

- HTML, CSS, and Web Design Circuit, General Assembly
- Speaks Spanish and Mandarin Chinese

3-12.   Key Project Personnel

Leif Percifield
System Integration Manager at GMV Syncromatics
Role on the Project Team: System Integration Lead

Role on the Project Team
- o Oversee all aspects of the technology design and documentation of the physical equipment to be installed
- o Manage the project engineers responsible for bills of materials and customer specific integrations
- o Supervise testing and validation processes
- o Ensure all system components function properly, are installed to spec, and documented

Role at GMV Syncromatics
- o Manages design and testing of all hardware components
- o Oversees overlap of software and hardware integration
- o Leads engineering documentation control
- o Contributes to company-wide continuous quality improvement

Other Professional Experience
- Director of Technology, 3rd Ave Software
- Prototype Engineer, Newell Brands
- Senior Hardware Engineer, Junction
- Media Developer, Los Alamos National Laboratory

Training and Education
- B.F.A. Media Arts, New Mexico Highlands University
- M.F.A. Design and Technology, Parsons The New School for Design
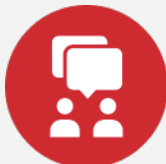
Brian Girvan
Director of Customer Success at GMV Syncromatics
Role on the Project Team: Customer Success Lead

Role on the Project Team
- o Act as main point of contact for hardware and software support
- o Consult on product features
- o Lead software training efforts
- o Manage account after implementation

Role at GMV Syncromatics
- o Supervises a team of full-time support resources dedicated to remote and onsite troubleshooting
- o Takes ownership of and works the most complex customer issues to resolution
- o Offers tailored advice to users about novel product features and system configuration recommendations
- o Spearheads the deployment of GTFS third party data integrations for CAD/AVL customers

Other Professional Experience
- Business Development Manager, GMV Syncromatics
- Senior Accountant, Ernst & Young

Training and Education
- B.A. Economics, University of California San Diego

Scott Frazier
Product Manager at GMV Syncromatics
Role on the Project Team: Software Lead

Role on the Project Team
- o Leads requirements gathering and user research process
- o Guides development of new product features
- o Manages integration with third-party data and apps

Role at GMV Syncromatics
- o Manages Transit Management product vertical and development team
- o Defines new user-facing features for development
- o Creates and maintains product roadmap of development priorities
- o Develops and maintains company-wide product management processes

Other Professional Experience
- Project Manager; Paragon Language Services, Inc.
- Writer, Urbanize LA

Training and Education
- Master of Public Administration, California State University-Los Angeles
- B.S. Mathematics, University of Arizona

Kevin Chainon
Project Field Engineer at GMV Syncromatics
Role on the Project Team: Project Engineer

Role on the Project Team
- Lead the system design process to define specific configurations of GMV Syncromatics technologies to deploy on client vehicles and at client facilities
- Prepare project specific design documentation, including installation package for each vehicle type
- Provide on site supervision for GMV Syncromatics staff and contract installers

Past GMV Syncromatics Projects
- Gold Coast Transit – Oxnard, CA (55 buses); Project Engineer
- Mountain Line – Missoula, MT (31 buses); Project Engineer
- Cherriots – Salem, OR (75 buses); Project Engineer

Other Professional Experience
- Project Manager, SNCF (French National Railway)   2012 - 2015

Training and Education
- M.S. Industrial Engineering, CESI Engineering School (Paris, France)
- B.S. Electrical and Computer Science, University Institutes of Technology (Paris, France)
- Project Management Certificate, UCLA
- Lean Management, Six Sigma, Agile Project Management

Martin Glaze
Director of Deployments at GMV Syncromatics

Role on Project Team:
Logistics Lead

- Manage the planning, procurement, assembly, and test of project hardware
- Oversight of the field technicians and any installation subcontractors that will be working on client vehicles to install equipment
- Provide input on design of new software features from the perspective of an experienced transit executive and operations manager
- Provide "voice of the client" feedback on all deliverables and plans prior to execution to ensure that our approach is sensitive to the needs of transit agency staff

Role at GMV Syncromatics

- Oversees the successful deployment of GMV Syncromatics technology, including CAD/AVL systems and digital signage, for new customers.
- Supervises Field Engineering, Production, and Logistics and Procurement teams within GMV Syncromatics' Operations department.
- Ensures high-quality production and installation of hardware through rigorous product testing.
- Coordinates with GMV Syncromatics Project Managers and the Direct of Customer Success to facilitate the transition from deployment to system acceptance.

Other Professional Experience
- **General Manager (Interim), Connect Transit (Normal, IL)**
  Supervised department managers in Finance, HR, Marketing, Procurement, and the Chief Operating Officer, including 135 indirect employees, for an agency with an operating budget of over $13 million; implemented strategic goals adopted by the Board of Trustees.

- **Chief Operating Officer, Connect Transit**
  Supervised the department managers in Operations, Maintenance, Safety & Training, and Information Technology, with four direct and 125 indirect employees; provided operational recommendations, state and federal regulatory compliance and service analysis to General Manager and Board of Trustees.

- **Operations Manager, Connect Transit**
  Evaluated a new CAD/AVL system to upgrade operations and provide better customer service, and implemented simultaneously with a comprehensive route restructure.

Training and Education
- Bachelor of Science in Operations Management
  Ball State University

Jeff Hunter
Business Development Manager at GMV Syncromatics
Role on the Project Team: Account Executive

Role on the Project Team
- Provides executive level oversight to project implementation and escalates any significant issues
- Ensures continuity through the sales, proposal, implementation, and maintenance stages of the project
- Assist with long term client technology roadmap planning

Role at GMV Syncromatics
- Account Manager and client advocate for small and medium clients nationally
- Leads presence at industry conferences nationally
- Develops both new client and service provider relationships

Other Professional Experience
- Vice President, Strategic Initiatives – BioIQ
- Senior Operations Manager - BioIQ
- Customer Service Manager – BioIQ

Training and Education
- B.A. Philosophy; University of California, Santa Barbara

3-13. References

Maui Bus – Maui, HI

Greenlink – Greenville, SC

Victor Valley Transit Authority

4-1. Computer Aided Dispatch / Automatic Vehicle Location

GMV Syncromatics CAD/AVL solution is a marriage of cloud-based software for dispatch and administrative users and rugged in-vehicle Mobile Data Terminal for vehicle operators.

Dispatch List View

Dispatch Map View

Headway Management Tools

This is what the driver sees. The dial indicator tells a driver if they are too far ahead or behind the ideal spacing.

Figure 2. Driver View of MDT Bunching Screen

Figure 3. Photo of LADOT Dispatch

The dispatch bunching screen is accessed via a web browser, and no per-seat software licenses are required. Dispatchers can set up a single window on their screen to display bunching wheels, or dedicate one or more monitors to display the real time bunching visualization.

The system also includes detailed reporting that allows administrators to see historical averages on specific routes at specific times of the day and on specific days of the week, as well as the headway performance by stop to identify any choke points in the route. By measuring the headways and instances of bunching, an operator can quantify the benefits of this technology. By using a headway based KPI, a transit agency is closely aligning their internal metrics with the goal of improving the customer experience for transit riders.

Integration with Existing Hardware

OpenMDT Plus + Dock   MDT + VLU

OpenMDT Technical Details

Open Platform for Diverse Applications

Remote Control

Default Driver Views

The MDT screen is color-coded based on current status. If the vehicle is currently running on time, dials and progress meters will be green. Red represents late, and blue represents early. As you can see in the screenshot below, this driver started his route on time for the first two stops, but is falling behind schedule and running late at the third stop.

Automatic Trip Switching to Reduce Driver Workload

MDT Messenger and Recognition Alerts

Store and Forward

Roof Mount Antennae

Using the (Mobile Data Terminal) MDT matters

Although it may seem simple, one of the things that consistently undermines the results of any ITS system is getting drivers to sign in consistently to the operator terminals, especially during unexpected or chaotic circumstances. That means explicitly declaring your driver ID, route, and run; it also means signing out when you're out of service so dispatcher and rider-facing systems reflect that. A well designed, simple, fast sign in process increases driver compliance, and we have specific software tools to discover and solve any missed assignments and correct them remotely.

If the driver isn't able to sign in or forgets, or if your dispatchers would like to make the assignments themselves for a future date, you can do that. You can set a standard assignment plan and apply it to multiple future dates.

Dispatch Sign-in Methods

Off-Route Alerts

Speed and Location Alerts:

Vehicle Breadcrumb History:

Daily Schedule Analyzer

Route Editor

Managing Transfers

Managing Severe Weather Events

Data Integration with Third Party Software

CAD/AVL System Health Monitoring

MDT Maintenance Mode provides onboard diagnostics for core system and peripherals

4-2. Covert Alarm and Emergency Management

Emergency Alarms

4-3. Digital Vehicle Inspection

4-4. Vehicle Health Monitoring - TransitLinq

4-5. Headsian Intearation

4-6. Surveillance Camera DVR Integration for Live Streaming

4-7. Scheduling / Planning - Optibus

Sincerely,

Mike Loeffler
Regional Manager, North America
Optibus, Inc.

Contents

Optibus Experience

The Optibus platform is unique in several respects:

Platform upgrades

Platform Overview

Solution Modules Offered

Data Driven Demographics Planning

Custom Map Layers

Timetable

Scheduling

Electric Vehicle (EV) Scheduling

Rostering

CAD/AVL Integration

Daily Operations Module

Optibus Operations Module

Customer Success Staffing Qualifications – Key Personnel

Kevin English – Team Leader (Project Manager)

Kevin English is the Head of Customer Success at Optibus for North America, based in New York City. He has built his 20-year career working directly with clients and software/services products. Working for firms such as IBM, IPONWEB, and Dynamic Yield, Kevin has held a range of roles from management consulting to product management and customer success working with large enterprises in industries such as telco, financial services, eCommerce and advertising. He is passionate about helping his clients realize their business outcomes through the use of technology while growing, scaling and motivating large teams. Kevin holds a Bachelor of Science in Finance from Boston College.

Ted Graves –Solution Engineer

Ted Graves is a Solution Engineer with Optibus, where he supports clients in making the most out of Optibus tools through training and ongoing support, as well as applying their needs and insights to shape the company's products. Prior to Optibus, Ted worked in a variety of roles relating to urban transportation policy, planning, and analytics, including bus operations planning at the New York City MTA. He holds a Master of City and Regional Planning from UC Berkeley and a Bachelor of Arts in Linguistics from McGill University.
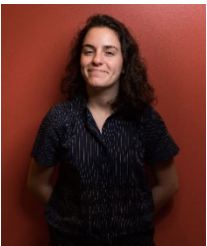
Leila Hawa – Solution Engineer

Leila Hawa is a Solution Engineer with Optibus based in New York. She helps clients run efficient transit operations by leveraging Optibus, and shuttles feedback grounded in the client experience to the team to help improve Optibus products. Before starting with Optibus, Leila conducted transport planning research with the Transportation Research at McGill Group, where she focused on equity and land use. Leila holds a Master of Engineering in Civil Engineering (transport planning) and a Bachelor of Engineering in Civil Engineering from McGill University.

Kallista Wilson –Solution Engineer

Kallista Wilson is a Solution Engineer based in San Francisco, where she assists clients by familiarizing them with the use of Optibus tools and products and providing ongoing technical support to optimize their public transit operations. Prior to her role at Optibus, Kallista worked for the California Air Resources Board Cap-and-Trade Program. She holds a Master of Science in Transportation Engineering from UC Berkeley and a Bachelor of Science in Civil Engineering from UC Davis.

Sahar Zada – Team Leader (Project Lead)

As a Solution Engineer, Sahar assists clients in planning their optimal public transit schedule while meeting various operational constraints. This includes integrating and implementing the Optibus system with public transit operators around the globe, working with engineering and product teams as a customer advocate to ensure the product fits their needs and providing clients with ongoing support. Sahar holds a Transportation Engineering degree from the Technion – Israel Institute of Technology and has several years of experience in transportation planning, modeling, and traffic engineering.

Kevin Nguyen – Application Engineer

Kevin Nguyen is an Application Engineer committed to delivering transit-related technical solutions to his clients. Ensuring product quality and usability based upon agency and operator needs are his principal responsibilities. Kevin analyzes current transit networks and operations and works with each client's respective teams to find efficiency gains as well as quality operator shifts. Kevin holds a Bachelor of Science in Information Technology from the University of Maryland and has vast experience in transit technology.

Services & Support

Milestone	Description	Duration	Scope	Comments

Data Security

Quality Assurance Program

4-8. Automatic Passenger Counting (APC) System

Hardware

GMV Syncromatics APC Software

Key Points: Software

APC Diagnostics via OpenMDT Plus

APC Reporting Module

Historical bus crowding data for service planning

Continuous Development

Troubleshooting a High "Unknown Stop" Percentage

Digital Passenger Counting to Augment APC Data

4-9. Next Stop Annunciator

Unique AVAS Capabilities

Use cases for GMV Syncromatics AVAS

Key Risks of Using Other, Unsophisticated Annunciators

Web Based Annunciator Control Panel

Text to Speech Software Engine

4-10. Real-Time Passenger Information

GMV Syncromatics' real-time passenger information (RTPI) tools are all presented with YOUR brand front and center, even though the data is stored in the cloud. It is our goal and philosophy to meet riders where they are. We know that high school seniors have different technical knowledge than senior citizens. So we provide information via a Smartphone App, but also via traditional desktop and mobile websites, and text message or call in systems.

Web Browser

iOS and Android

Basic Phones – IVR and SMS

Digital Signage

Method	Features / Sample
Smartphone App	Fully featured native app, customized for your brand (iOS, Android) Search "METROTrack" in the app store to view the app for Rock Region Metro.
Mobile Website	Mobile geo-location of stops iPhone / Android / Blackberry / Windows Phone www.thebuslive.com – see it now on a mobile device (Merced County Transit)
Desktop Website	Fully featured, optimized for larger screen. See the same URL above on a desktop device. Can also be embedded within agency website, see: http://rrmetro.org/rider/plan-your-trip/transit-trackers/find-my-bus/
SMS - Text Messaging	Arrival predictions by stop #: e.g. Text "ladot 6143" to 41411 Subscription based rider alerts customized by route/stop/day of week/time
IVR - Telephone	Call (213) 785-3858, press 0, enter stop # 6143
3rd Party Applications (Google Maps, Transit App, Proprietary Apps, etc…)	GMV Syncromatics natively produces GTFS-RT that can be uploaded directly to third parties to ensure that the client's routes and real time arrivals are visible on Google Maps, Apple Maps and the Transit App
LED/LCD Signs	Various sizes and formats for transfer centers or individual stops

Integration with Transit App, Google Maps, Apple Maps
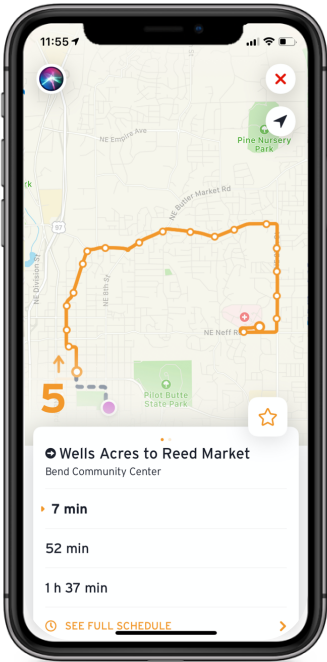
GMV Syncromatics provides a comprehensive API that publishes all real-time passenger information for use by approved third parties. In addition to the GMV Syncromatics real-time passenger information tools, we propose to publish real-time information via Google Maps, Apple Maps and the Transit App via GTFS-RT.

GMV Syncromatics has a significant history working with third party arrival prediction providers. While we offer custom branded apps for our clients, we know that this tool is often most used by residents of your community and it may be challenging to make visitors aware of your service unless you reach them where they are – using the applications that are already on their devices

The screenshots below show how dispatchers can publish Service Alerts via GTFS-RT to these external applications to deliver information to riders in the same interface as dispatch (detours, closures, safety/emergency messages) in real-time.
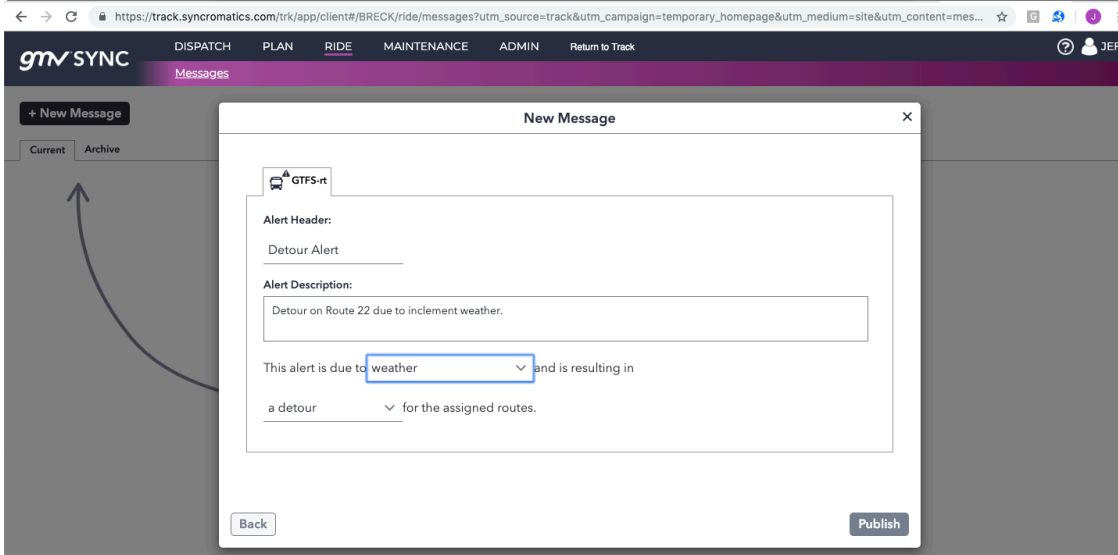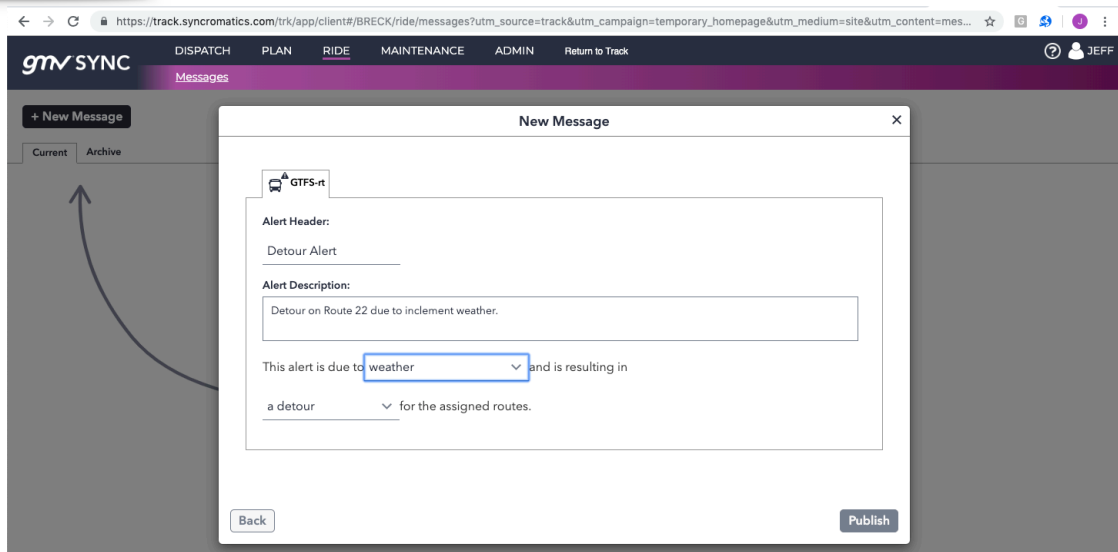
Bike Share Integration for Multi-Modal Journeys

GMV Syncromatics can integrate with bike share programs to promote multi-modal transportation options to transit riders. If a program like this were to come to BCRTA, we would be capable of supporting it as a first/last mile solution for you.

The example below from our LADOT client site shows a dynamic integration of real-time availability of bicycles in the LA Metro BikeShare program in Downtown LA. We integrated the BikeShare API to display locations and number of bikes available at each location within the bus tracking website. This application helps advance the City of Los Angeles' multi-modal mobility goals by encouraging first/last mile use of bicycles in conjunction with transit.

You can see this at: **https://ladotbus.com/map**
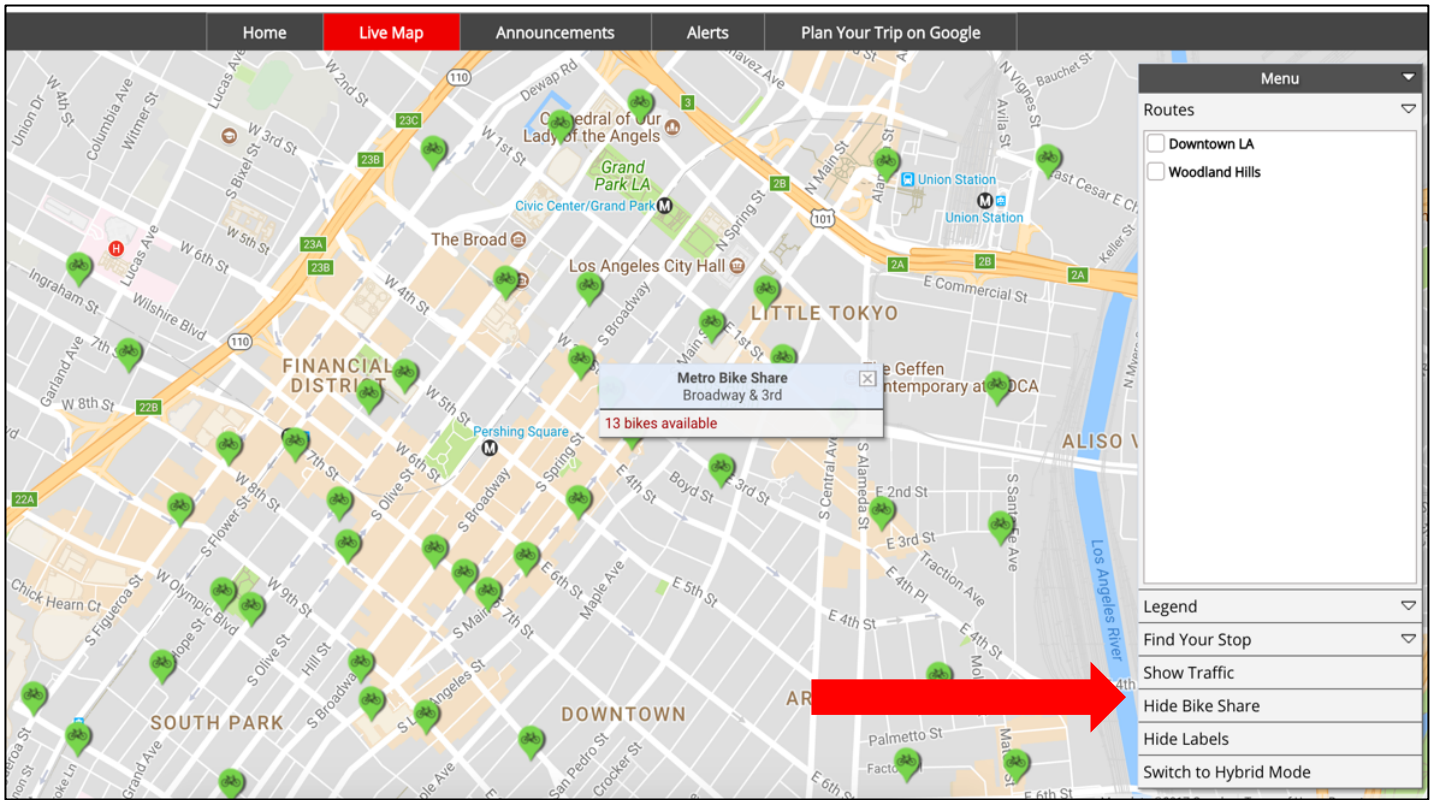
Desktop and Mobile Website

When riders visit the public portal, they will be seeing your brand and your web address. Riders will never go to www.GMVSyncromatics.com to view your data – the web portal is branded for the agency. The public portal is compatible with all major browsers and allows users to choose a specific route and stop to receive arrival predictions. It also presents riders with associated stop numbers and information for visiting the mobile site or calling/texting to get updated information after they leave the computer.

Some riders may not know the exact stop they're looking for but know where they are. These users may prefer to view the live map and click on buses or stops to view arrival predictions and other information.
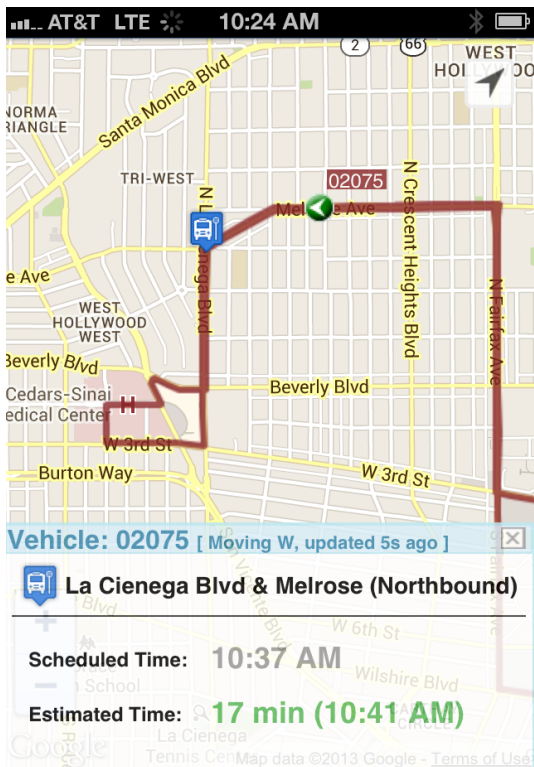
Where Is My Bus?

Which one is it, and when will it be here?

➢ Make the rider's stop the center of the screen, and eliminate the other noise
➢ Let them pick a vehicle to track
➢ Show them their location next to the stop
➢ Keep It Simple--Show Me My Bus!
➢ Show all vehicles' real-time location and status
➢ iPhone, Blackberry, Android, Windows

➢ GPS geolocation automatically finds nearest stops to you at the first step
➢ Step by step navigation to get from landing to **"Where's the bus?"** in 3 easy steps
➢ Administrators can create announcements which will appear here in real time, and can be push notified via text/SMS
➢ Linked to your branded portal, example http://ladotbus.com
➢ iPhone, Blackberry, Android, Windows
➢ Embeddable in 3rd party applications

The Rider Feedback System

Rider Knows Best

- ➢ Show the rider real-time predictions
- ➢ Ask the rider to tell us if it isn't right ("Is It Accurate?"), and if not, which prediction is the problem
- ➢ If there's a problem, ask riders to describe what was expected so it gets recorded and our staff knows where the problem was
- ➢ Catalog and analyze this data to tune your settings and identify stops or routes that might need to be looked at

Arrival Prediction Algorithm
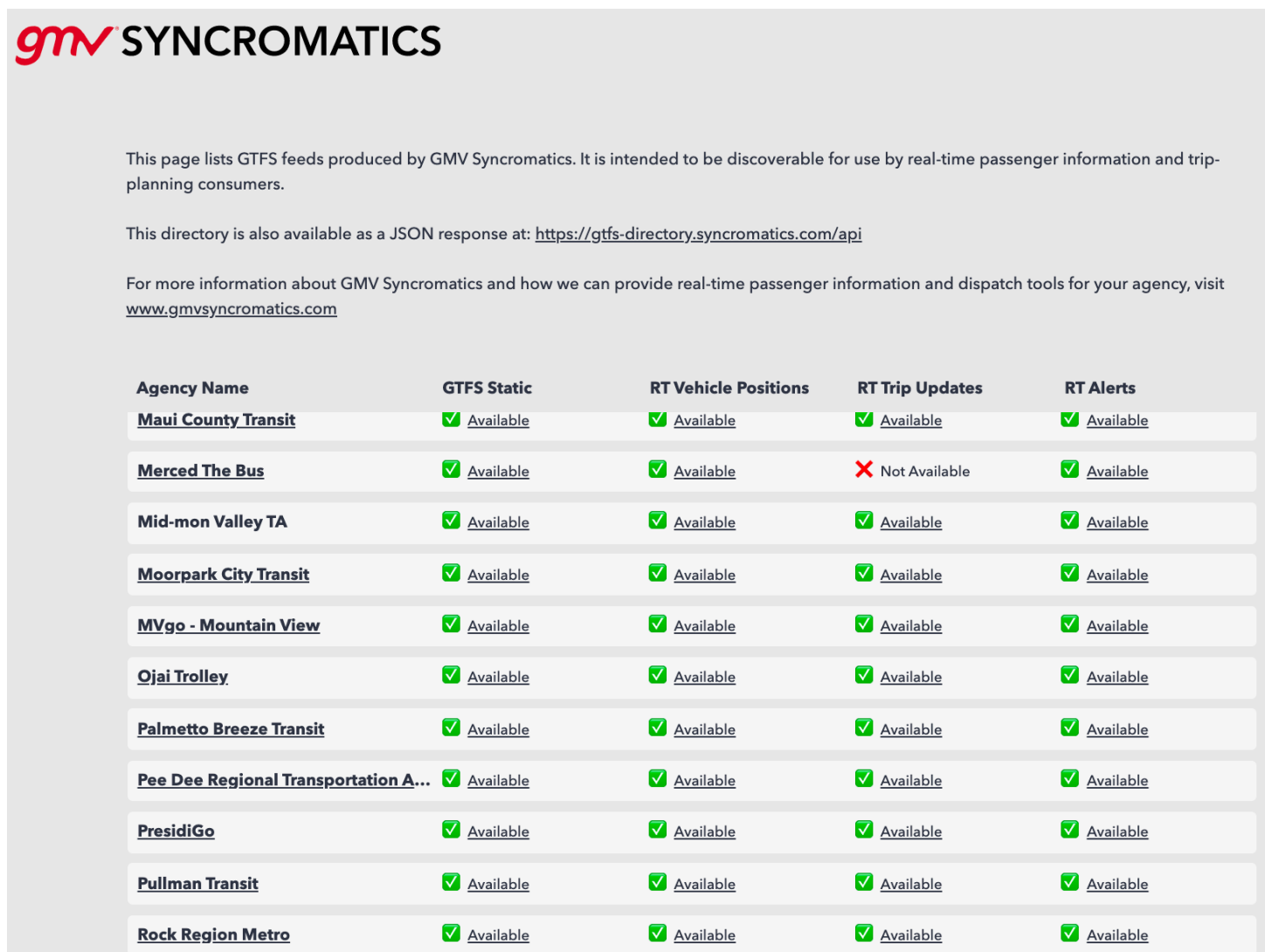
Complete GTFS Export + GTFS-RT

The GMV Syncromatics system exports and hosts a complete set of GTFS, including all schedule and stop data.

GMV Syncromatics natively produces GTFS files that can be uploaded directly to Google to ensure that the client's routes are visible on the Google Maps public site or other third party transit apps. GMV Syncromatics hosts the GTFS files within your public portal so that you don't have to update Google whenever there is a change.

GMV Syncromatics also natively supports GTFS-RT for all customers, so we can make real-time data available to third party apps using this standard.

We organize all of this into a GTFS directory, to make access simple for 3rd parties who are publishing transit data. Below is a screenshot from our publicly available web page at: **https://gtfs-directory.syncromatics.com/**

gmv SYNCROMATICS

This page lists GTFS feeds produced by GMV Syncromatics. It is intended to be discoverable for use by real-time passenger information and trip-planning consumers.

This directory is also available as a JSON response at: https://gtfs-directory.syncromatics.com/api

For more information about GMV Syncromatics and how we can provide real-time passenger information and dispatch tools for your agency, visit www.gmvsyncromatics.com

Agency Name	GTFS Static	RT Vehicle Positions	RT Trip Updates	RT Alerts
Maui County Transit	✅ Available	✅ Available	✅ Available	✅ Available
Merced The Bus	✅ Available	✅ Available	❌ Not Available	✅ Available
Mid-mon Valley TA	✅ Available	✅ Available	✅ Available	✅ Available
Moorpark City Transit	✅ Available	✅ Available	✅ Available	✅ Available
MVgo - Mountain View	✅ Available	✅ Available	✅ Available	✅ Available
Ojai Trolley	✅ Available	✅ Available	✅ Available	✅ Available
Palmetto Breeze Transit	✅ Available	✅ Available	✅ Available	✅ Available
Pee Dee Regional Transportation A…	✅ Available	✅ Available	✅ Available	✅ Available
PresidiGo	✅ Available	✅ Available	✅ Available	✅ Available
Pullman Transit	✅ Available	✅ Available	✅ Available	✅ Available
Rock Region Metro	✅ Available	✅ Available	✅ Available	✅ Available

4-11. Sync MESSAGES – Multi-Channel Rider Notifications

4-12.   Open API and Third-Party Data Access

All the data collected, hosted, and generated by the proposed system is the property of your agency, and it is freely available in automated formats at any time. GMV Syncromatics will not extra charge fees at any time for you to access your data.

GMV Syncromatics will offer our API at no charge to developers you wish to access your data. This access is completely controlled by unique API keys, and we ensure that no unauthorized developers are able to access your data.

Formats
✓   RESTful APIs are web-based with HTTP endpoints
✓   Available in JSON format for standards compliance
✓   CSV/XLS downloadable via API call or via GUI on the CAD/AVL front-end system

Data Available
✓   Route/Stop/Schedule Database
✓   Real-time Arrival Predictions
✓   Real-time Vehicle Locations
✓   Real-time Bus Occupancy (# onboard)
✓   Real-time Bus Crowding (% Full)
✓   Arrive/depart stop records of actual service
✓   Schedule adherence data
✓   And more…

Real Time Passenger Information Data: https://syncromatics.docs.apiary.io/#
(e.g. for sharing bus locations, arrival predictions, crowding status, and service alert messages with Transit App and others. We developed this before GTFS-RT emerged as the standard, and our API supports functions that are not yet fully defined in GTFS-RT)

Operational Data API: https://syncromaticstrackapi.docs.apiary.io/#
(e.g. for accessing driver assignments, on time performance data, viewing infotainment content, interacting with incident management system, view diagnostic data for vehicle components and digital signs,

The APIs are comprehensive such that any data that is accessible via the SYNC web application can be retrieved separately via API. In fact, the SYNC web applications for dispatch, rider notifications, and other functions are actually built on top of the APIs (just as a 3rd party would), so we eat our own dog food in the API department. All future enhancements to our software will also be built on top of the API.

As an example, here is a screenshot from the API documentation that describes how our software, or a third party front end, would initiate a VOIP call to a driver, all drivers on a route, or all active drivers in the system. This gives us the flexibility to offer a family of apps that all connect to the same VOIP system (Fixed Route Operator, Mobile Supervisor, Paratransit (runs in background), and web based dispatch).

This example shows how a user could search through the entire log of text messages sent between dispatchers and drivers to find instances of a specific keyword, or pull the entire history between a particular operator and dispatch. This could be used for assessing dispatcher performance or spotting trends in operational issues.

Stop Times Export

In our system's nomenclature, a "stop time" is an instance of a single bus servicing a single stop, and it includes data about stop level on time performance (early or late arrivals and departures measured in seconds, boardings, alightings, crowding upon arrival, crowding upon departure, driver, trip, route, and more. From this data, we can reconstruct almost any operational performance analysis query.

The "Stop Times Export" function is a tool used to automatically transfer data from our cloud-based servers to a local data warehouse or business intelligence tool. It provides a comprehensive set of operational data at a very granular level.

If there are future external reporting requirements that we do not currently support, we would seek to add them to this endpoint.

Export stop times ⟩

Returns a list of exported stop times with driver, vehicle, pattern, and trip information.

Requires `read.drivers` privilege.

`GET` https://**track-api.syncromatics.com**/1/`customer_code`/exports/stop_times.`format`?`start=YYYY-MM-DD`&`end=YYYY-MM-DD`

Parameters

customer_code	● Alphanumeric code of the customer.	String
start	● Start date to search for stop times. This is inclusive; stop times at any time of day on this date will be included. Example: `YYYY-MM-DD`.	String
end	● End date to search for stop times. This is inclusive; stop times at any time of day on this date will be included. Example: `YYYY-MM-DD`.	String
format	○ Optional alternative method to specify the format of the response. Overrides the `Accept` header. •••	String

The full set of response data items are shown below, and these can be expanded as needed by a customer feature request.

Response

ATTRIBUTES

▼ object

Field	Type	Value
vehicle_href	string	/1/SYNC/vehicles/1
vehicle_name	string	1234
driver_href	string	/1/SYNC/drivers/1
driver_first_name	string	Pat
driver_last_name	string	Patterson
pattern_href	string	/1/SYNC/patterns/1
pattern_name	string	Blue Line to Downtown
pattern_short_name	string	Blue
stop_href	string	/1/SYNC/stops/1
stop_name	string	1st/Main
stop_number	string	23
trip_href	string	/1/SYNC/trips/1
trip_id	number	1
trip_name	string	Blue Line to Downtown 2
block_href	string	/1/SYNC/blocks/1
route_name	string	Blue Line
route_href	string	/1/SYNC/routes/1
run_href	string	/1/SYNC/runs/1
run_name	string	Run # 1

Field	Type	Description / Value
arrive	string	2017-01-01T00:00:00.000-07:00
arrive_variance	number	Variance from arrive represented in seconds. Negative numbers are early, positive numbers are late, zero is exactly on schedule. 1200
scheduled_arrive: `2016-12-31T23:40:00.000-07:00` (optional) — Scheduled arrival time. Calculated by subtracting `arrive_variance` from `arrive`.	string	
depart	string	2017-01-01T00:00:00.000-07:00
depart_variance	number	Variance from depart represented in seconds. Negative numbers are early, positive numbers are late, zero is exactly on schedule. 1200
scheduled_depart: `2016-12-31T23:40:00.000-07:00` (optional) — Scheduled departure time. Calculated by subtracting `depart_variance` from `depart`.	string	
ons	number	Number of passengers who boarded the vehicle. 0
offs	number	Number of passengers who disembarked the vehicle. 0
arrival_passengers	number	Number of passengers on the vehicle when it arrived at the stop. 0
departure_passengers	number	Number of passengers on the vehicle when it departed from the stop. 0

No Integration with Enterprise Networks Required (fully web-based / cloud hosted)

GMV Syncromatics CAD/AVL system is fully cloud hosted, so it does not require any integration with the IT infrastructure at client facilities whatsoever.

4-13.   Schedule Import and Management

In order to provide schedule adherence reports and real time On Time Performance monitoring for drivers and dispatchers, our system needs to be aware of the transit schedule – what a given bus or driver is supposed to be doing. We compare what actually happened to the target schedule to produce comparison reports. We commit to taking responsibility, in collaboration with BCRTA, for importing your routes and schedules into our system.

Importing Schedule Data

4-14.   Reports and Data Analytics

INSIGHTS Analytics Platform

Drill Down into Reports for More Detail

Custom Date Range and Comparison to Prior Period

Auto-Schedule Report Distribution by Email

Export Reports as Excel or PDF

On Time Performance, Filtered by All Stops vs. Timepoints

Schedule Adherence Day-Time Heatmap

Schedule Adherence by Driver and Driver Performance Trends

Data Ownership

Operational and Planning Value of Reports

Daily Schedule Performance Report

NTD Reporting

Additional Reports

4-15. INSIGHTS Builder – Custom Analytics

Features:

Sample Ridership Dashboard Composed of Five Custom Data Visualizations

How Does Insights Builder Work?

4-16.   Digital Signage for Real-Time Passenger Information

Electronic Signage Technical Solution

Multimedia Content Management

Templates

Enplug enables building custom displays and dynamic templates within the web-based software. Non technical users can configure custom content in minutes – similar to using Powerpoint.

Step 1: Choose a Template
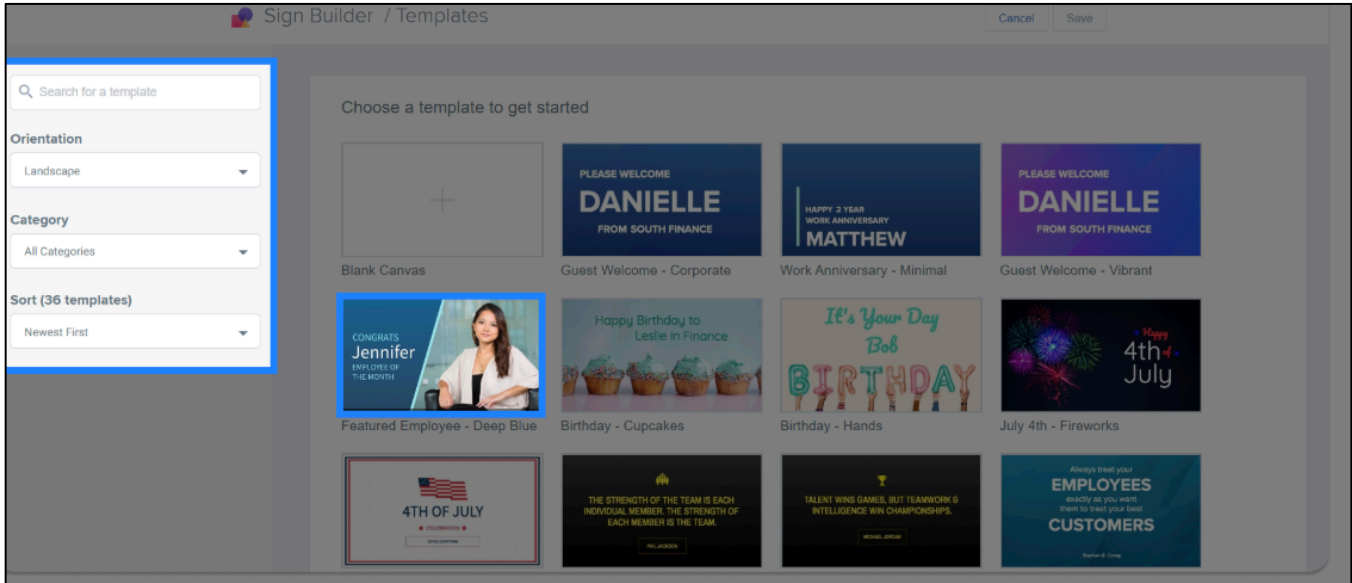
Step 2: Customize Text and Graphics

The Data tab in the Enplug Templates app, allows you to create or import spreadsheets of linked data to your sign. You can create dynamic templates by linking data triggered by a specific date, time, and images. For example, upload a spreadsheet with employee names and work anniversaries to automatically cycle through folks who deserve recognition.

Graphics and Video

Twitter

The **Twitter App** allows users to bring in live content from Twitter to ensure the content is always fresh and up to date without any extra effort beyond normal social media posting. The app provides security and approval settings to ensure that offensive content does not make it on to the screens, and each user can customize this app. The app can feature selectively "approved" posts, all posts from a given account and/or specific hashtag references.

Configure / Approve Posts

Automatically Formatted Output for Digital Signs
(portrait and landscape layouts available)
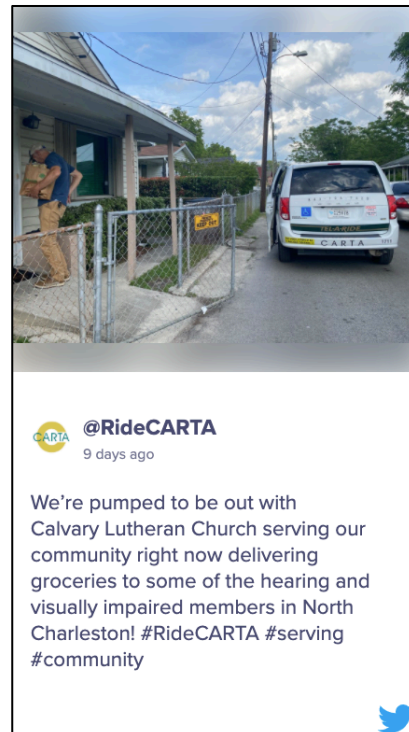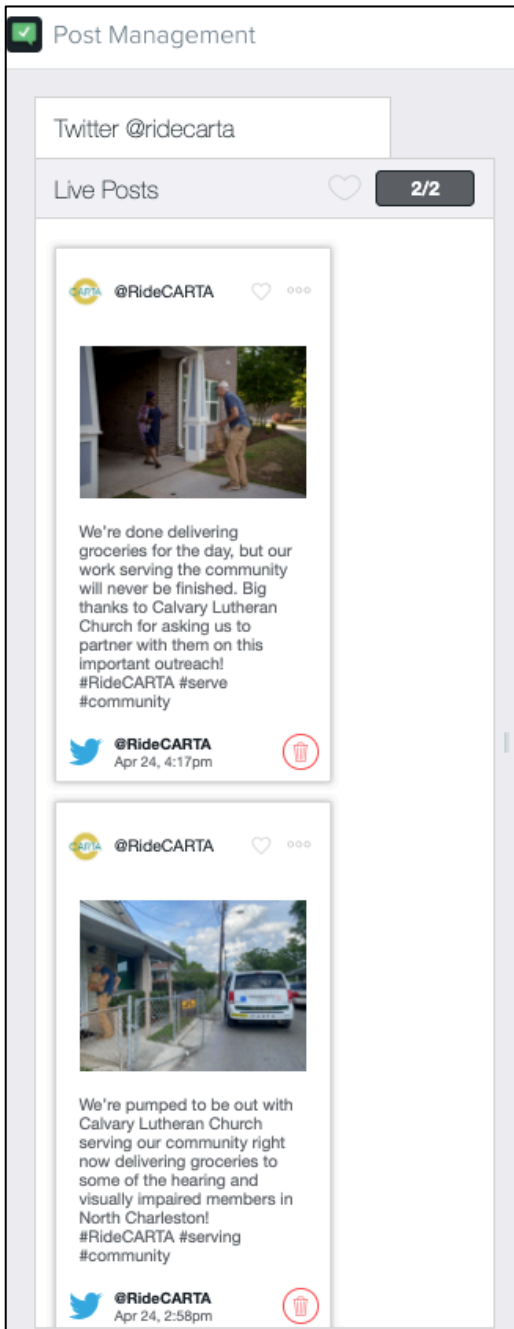
Weather

The **Weather App** can bring live weather forecasts and current conditions onto the screens, and each screen location can be customized to ensure the local weather forecast is accurate.

Weather / Setup   My Locations   Save

Choose your city

Customize your weather app by choosing the location to display weather for.

Display Preview

Location: Charleston, SC

Charleston, SC, USA

City Title (Optional)

Degrees   ● Fahrenheit   ○ Celsius

Background Color Matches Weather

Charleston

76°F

86° 68°   83° 66°   76° 56°
Mon   Tue   Wed

News

Space Photos of the Week: X-Rays, Binary Stars, and Mars Moles
June 08, 2020
Full story: **WIRED.COM**

How a busted trade request got Anthony Davis to Los Angeles
Oct 8, 2020

IT WAS SUPPOSED to be a quiet summer night for Anthony Davis.

Full story: ESPN.COM
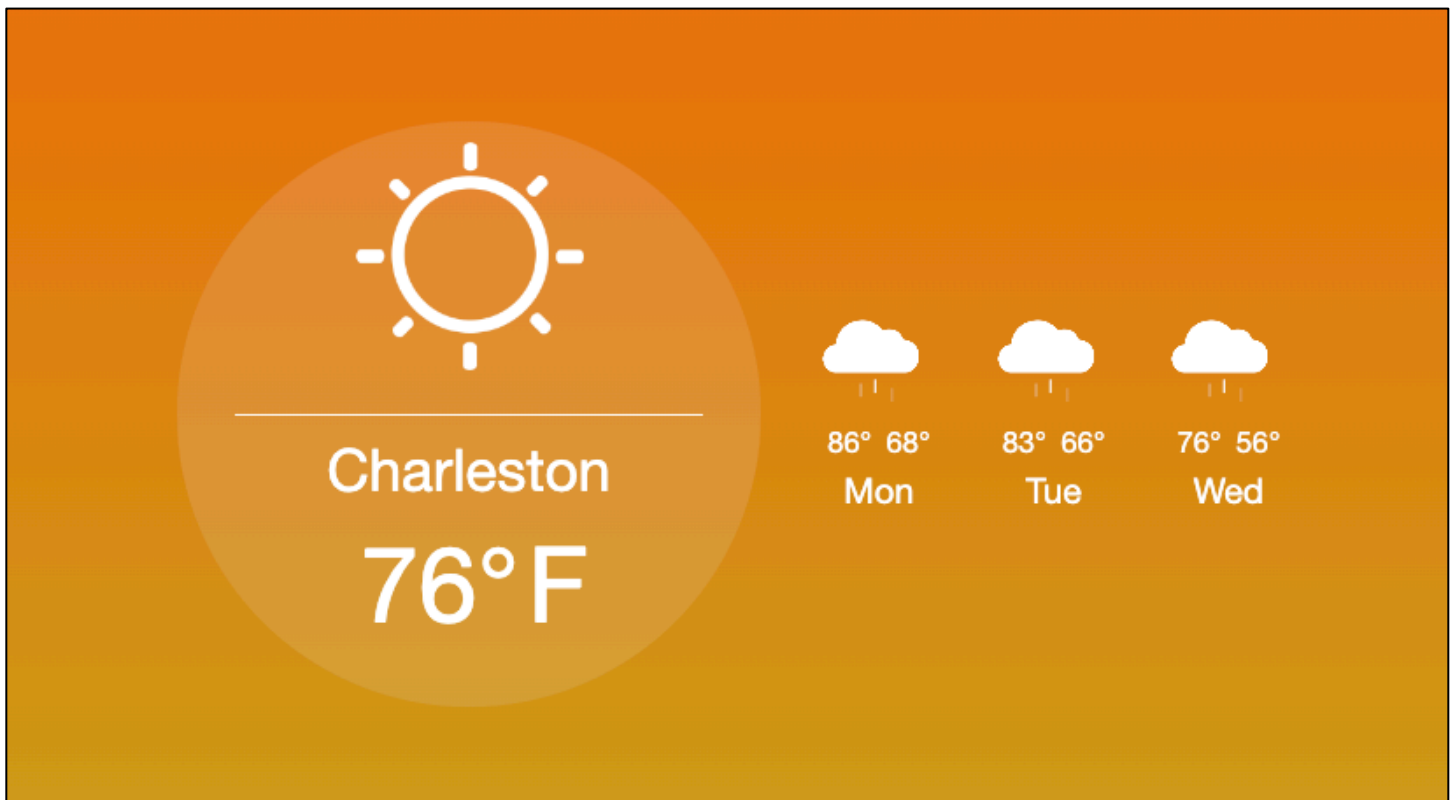
Show a live stream of any RSS feed including news outlets like Forbes and ESPN.
Pull the latest stories to keep your displays' content consistently fresh.
Add any number of RSS feeds to show a mix of news outlets.

Any RSS News Feed
Just copy and paste the URL of your favorite RSS feeds to showcase the latest news surrounding your interests. Or, choose from our selection of pre-made feeds including the Wall Street Journal, ESPN and TechCrunch.

Set and Forget
Your display will pull the latest and best stories from your desired RSS feed to ensure your content stays fresh, with no additional work from you.

The Full Story
Pull the cover image, headline, and description of any story to give your viewers the full-picture.

New York Yankees swept the Minnesota Twins yet again to advance to the ALCS
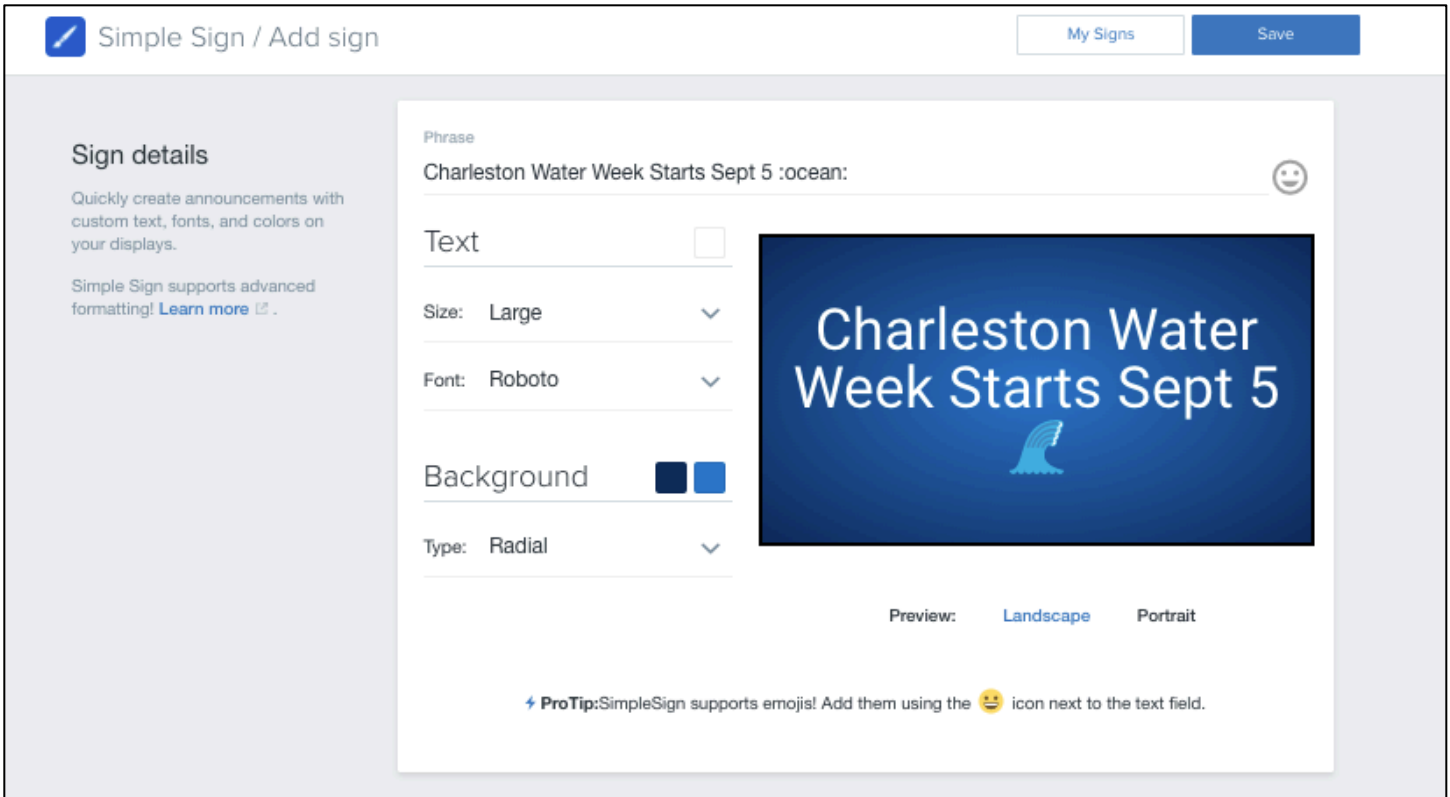
Web Page

Simple Sign

The **Simple Sign App** is a great tool to quickly prepare a message with a little graphic flair to push out to the signs. A basic text/graphics editor allows anyone, even with no graphic design skills, to make content updates (if they have the appropriate permissions).

Emojis provide an easy and fun way to add graphic content.

▶ YouTube

Select and save your favorite YouTube videos to display on your Enplug devices at any time.
Preview video features including duration and image thumbnails.
Showcase live stream YouTube videos on your displays to have viewers watch real time content.
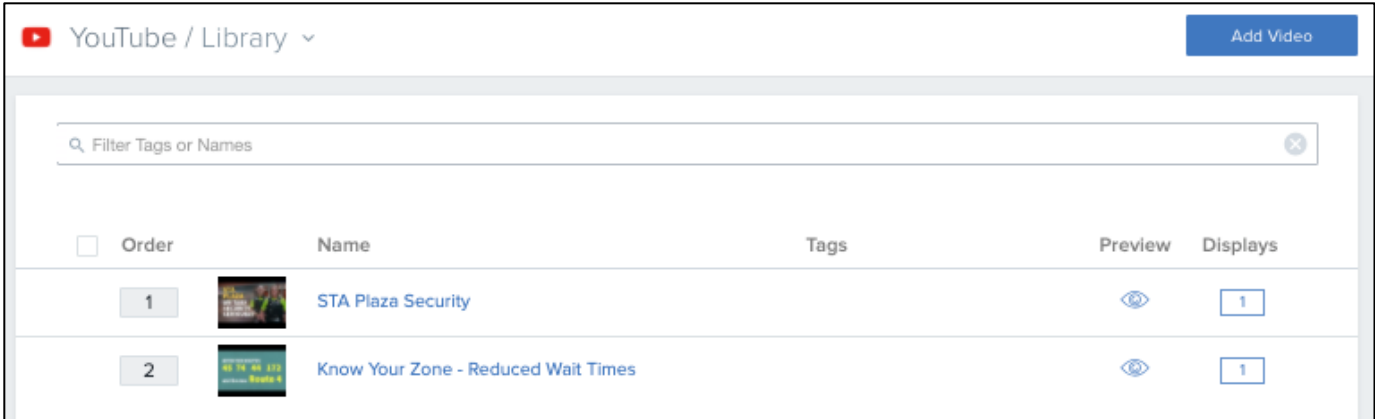
Preview, save, and play YouTube videos
Easily preview, save, and play YouTube videos on your Enplug displays. To start playing a video, simply copy and paste a YouTube video URL into the YouTube App.

Unlimited YouTube Videos
Add as many YouTube videos as you'd like to play. Easily enable and disable videos at your convenience in your Enplug Dashboard.

Live Stream Videos
Play any YouTube Live video broadcasts or add your own live stream to show on Enplug.

⚠ Emergency Alert

Integrate alerts from your Common Alert Protocol (CAP) system for consistent warning messages across multiple displays.

> *The CAP is a digital format for exchanging emergency alerts that allows a consistent alert message to be disseminated simultaneously over many different communications systems. FEMA worked with the Organization for the Advancement of Structured Information Standards (OASIS) to develop a standardized international technical data profile that defines a specific way of using the standard for the purposes of the Integrated Public Alert and Warning System (IPAWS).*
>
> https://www.fema.gov/common-alerting-protocol

Override default content with high-priority alerts to your audience safe and aware during emergencies.

SEVERE THUNDERSTORM WARNING
NATIONAL WEATHER SERVICE SACRAMENTO CA

AT 254 PM PDT...NATIONAL WEATHER SERVICE DOPPLER RADAR INDICATED A SEVERE THUNDERSTORM OVER SOUTH CENTRAL ALPINE COUNTY...OR ABOUT 18 MILES SOUTHEAST OF KIRKWOOD...MOVING SOUTHWEST AT 5 MPH. HAIL...INTENSE RAIN AND STRONG DAMAGING WINDS ARE LIKELY WITH THIS STORM.

TAKE COVER IN A SUBSTANTIAL SHELTER UNTIL THE STORM PASSES.

EXPECTED: April 21, 2018 at 5:30am

⚠ **ALERT**

Customized Alert Themes
Choose from our four font and color combinations or create your own for vivid warnings.

Logo Option
Upload your company logo to keep your public alerts and warnings on-brand.

Push or Pull Integration
Use webhooks to push or pull alerts into your app from your CAP system.

Providers

| RAVE MOBILE SAFETY	Blackboard	⊚ ALERTUS®	Other CAP System

Zoning

Zoning provides a mechanism to display multiple content types at once in a split screen display. This method enables the display of multimedia content in the main area of a screen and bus arrival times in a ticker at the bottom of the screen, for example. Or banners can be added to the top/bottom of the screen.

All of these content types and more can be woven together into a playlist that provides a high touch, interactive feel to viewers.

Here's an example of a screen configured with 5 zones:

1. Main – Twitter (@JohnSmith27)
2. Bottom ticket – weather
3. Right Top – Clock
4. Middle Right – Uber wait time
5. Right Bottom – live traffic map of the area
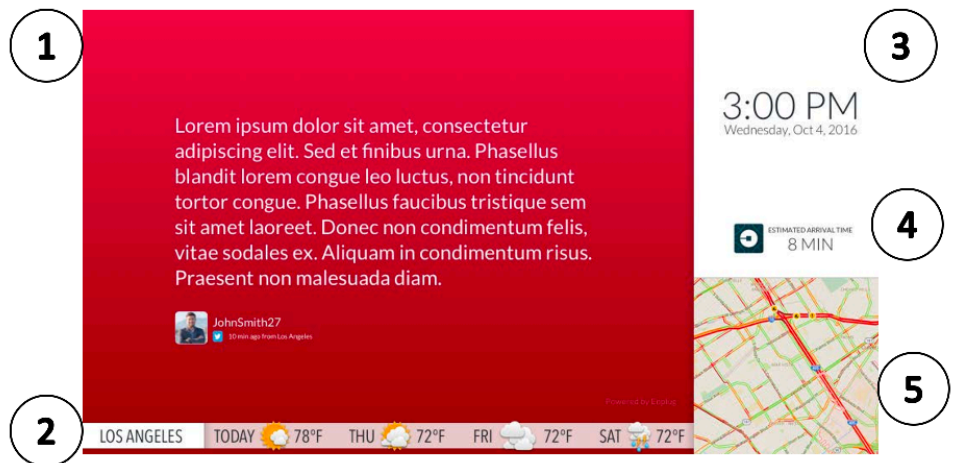
Zoning Examples:

Los Angeles Times

For Shailene Woodley, shooting the scenes of 'Big Little Lies' was nothing but fun

Jun 29, 2017

It wasn't the showiest part in the bunch, but it packed a wallop. In the HBO miniseries "Big Little Lies," Shailene Woodley played the wounded, resilient Jane opposite a royal Hollywood trio of Reese Witherspoon, Nicole Kidman and Laura Dern. It was a young actress' dream. "I felt like a kid in a candy shop," every day on set, she says.

Full story: latimes.com

Powered by Enplug

LOS ANGELES ODAY ☀ 84°F | 72°F   TUE ⛅ 79°F | 71°F   WED 🌧 76°F | 68°F

DISCOVER
Los Angeles

DISCOVER L.A.'S NEIGHBORHOODS

Los Angeles is a trend-setting global metropolis with an extraordinary history and a rich cultural heritage. It's known as the Entertainment Capital of the World and is home to renowned museums, along with 75 miles of sunny coastline. With so much to see and do, the best way to discover L.A. is by exploring L.A.'s vibrant multicultural neighborhoods. Use this map as your guide to find the perfect hotel in a neighborhood that suits your style.

THE VALLEY
HOLLYWOOD
DOWNTOWN
WESTSIDE
BEACH CITIES

WEDNESDAY

FEB 1

LOS ANGELES

Enplug SDK

Our SDK makes it simple to build custom apps on the Enplug platform. Turn your existing webpage into an Enplug App or create a new experience from scratch.

Limitless potential with Enplug's open Software Development Kit that allows creation of 3rd party apps.

GMV Syncromatics has used the Enplug SDK to build specific apps for displaying real time transit information at stationary signs and onboard infotainment displays.

Dashboard
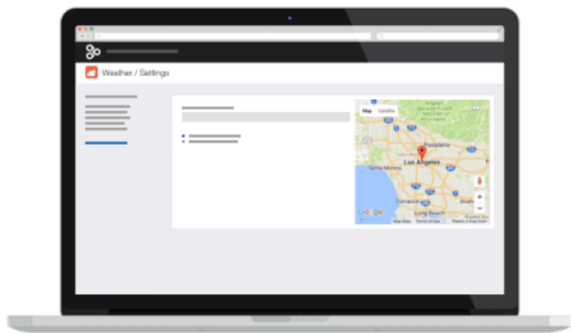
Use the Dashboard JS SDK to build the user-facing page for setting up your app with our CMS.

Display

Use the Player JS SDK to integrate your app with Enplug's Media Player for HD displays.

Remote Monitoring of Signs

Hardware Diagnostic Parameters Monitored Remotely:

Sample of "Daily Sign Status Report" Automatically Sent via Email Every Morning:

Open APIs / Third Party Data Access

Multimedia Display - LCD Screen

Media Player

Solar Powered LED Signs

Solar Powered Pole Mount

Integrated Lighting Built Into Pole Mount Solar LED Sign

Solar Powered Shelter Mount

Grid Powered LED Signs

Custom Digital Sign Display Templates and Branding

5. Options for Future Expansion

5-1. VoiceCONNECT VOIP Radio System

VOIP Features are Integrated into Users Regular Software Tools

Mobile Supervisor

Cost Savings vs. Two-Way Radios

Expanded Functionality

How Does It Work?

5-2. Agency Branded Mobile Apps for iOS and Android

- ✓ iPhone, Android
- ✓ How To Ride
- ✓ Trip Planner
- ✓ Announcements: Detours, Closures, Delays
- ✓ Favorite stops, Custom alerts
- ✓ Contact Form
- ✓ Schedules
- ✓ Customizable Sections

Your App
Your Name
Your Logo and Colors
Your Customized Content

BCRTA Tracker

Available on the App Store

ANDROID APP ON Google play
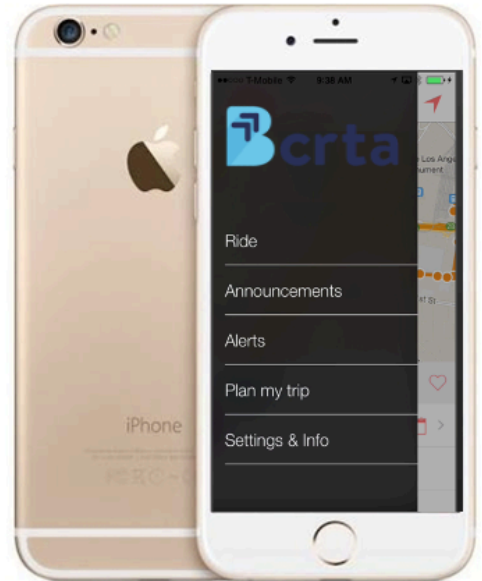
Reminders and Push Notifications

The Smartphone app includes the option for riders to set customizable reminders for any stop and any given day or time. These reminders will automatically trigger a push notification at the desired day and time, so that users will have instant, automatic access to arrival predictions for their stop without even having to open the app.

In addition to user-customizable push notifications, agency staff can send a push notification to inform riders of system delays or other pertinent information at any time. This could be related to weather delays, detours, upcoming public meetings, or anything else as the agency sees fit. From the dispatch software, you have the opportunity to send notifications to the Smartphone App, to users who have subscribed via text message, or both.

Smartphone App Features

The Live Bus Map is the core and most used screen in the smartphone app. It allows riders to see the location of buses on any route and tap on any stop for immediate access to arrival predictions.

The smartphone app carries the agency brand, not GMV Syncromatics'. Your riders will build their relationship with the agency as they use the app, from the logos on the menu and splash screen to the custom pages embedded within the app. All route colors will match those of the web software and will be defined to match your pre-existing marketing and printed map or schedule info. The app experience is one that reflects your brand at all times.
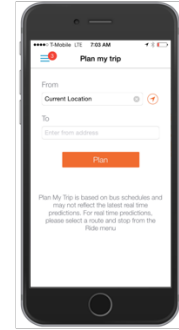
The trip planner is fully integrated with the native mapping apps on smartphones, which means it has access to more than just your agency's data. When a user plans a trip within your app, if their trip takes them outside of your agency's service area, **the app can provide seamless connection information within the your service area and to neighboring cities' transit systems in the same application.**
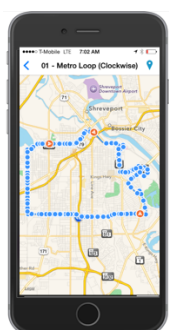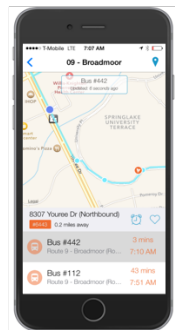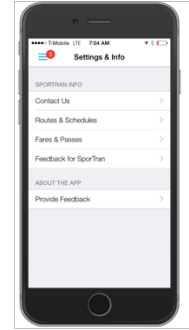
Live bus map   Arrival predictions   Trip planner   Custom agency info

5-3. IVR (Telephone) and SMS (Text) Arrival Information

For riders that don't have a smartphone for app/web-based access, GMV Syncromatics offers voice and text endpoints to get arrival predictions and real-time service information.

- ➢ Creating "stop numbers"
- • Each stop will be assigned a unique stop number, e.g. 6142, that the agency can post on the physical bus stop signs and GMV Syncromatics adds to the RTPI website
- • This stop number becomes the access point for voice and text access

- ➢ IVR/Phone
- • You will receive a local telephone number in the agency's area code
- • Riders call in and use the stop number to access the information
- • Riders can also select route and stop from menus
- • System recognizes return callers and allows them to store favorite stop numbers for frequently used stops
- • Example: dial 213-785-3858, press 0, enter stop 6142

- ➢ SMS/Text
- • Riders text in their stop number along with an agency identifier to the system
- • Real-time arrival time of next buses are returned
- • Example: text "ladot 6142" to 41411

5-4. Bike Rack Sensor Integration

The GMV Syncromatics Connector Box (aka "GPIO Module" (General Purpose Input/Output) allows our system to interface with a variety of onboard sensors to gather data from onboard accessories.

We can outfit the bus bicycle rack with a sensor harness from SportWorks (the leading manufacturer of transit bus bike racks) or Byk-Rak that will tell the central system when one or more of the bike rack slots is currently occupied. We will log that data for reporting purposes so that transit agency staff can identify popular origin/destination pairs for bicycle riders and target programs accordingly. We will also display the real-time status of bike rack availability in passenger information services so that transit riders with bikes will know there is room on the bus for them AND their bike (real-time status for passengers available by scheduled date of System Acceptance).

5-5. Onboard Multimedia Infotainment

6. Work Plan

6-1. Proposed Timeline

6-2. Narrative Project Schedule

6-3. Sample Detailed Project Plan

There are necessarily a large number of moving pieces when an agency deploys an ITS system. This can be confusing, and it's easy to lose track even if you've done this before. We certainly understand this more than any one of our clients, so we propose to use modern tools to manage the end-to-end deployment of your ITS solution. This starts with your Project Manager and Smartsheets (www.smartsheets.com). This gives you access to view, comment and in some cases edit directly on the project plan. At the very least, you can always rest assured that our team is communicating across areas of responsibility, locations and time. We bring this and a variety of other tools to bear so that you feel little to no confusion on what the project status is at any given time.

#	Task Name	Duration	Start	Finish
1	**Project Commencement**	16d	03/20/21	04/09/21
2	Award Notification	1d	03/20/21	03/20/21
3	Finalize Contract Document	7d	04/01/21	04/09/21
4	Approval and Notice to Proceed	1d	04/01	03/01/21
5	**Design & Planning**	55d	03/20/21	06/03/21
6	Project Kickoff Meeting	1d	04/15/21	04/15/21
7	Fleet Survey	3d	04/15/21	04/19/21
8	Finalize Baseline Project Plan	7d	04/15/21	04/23/21
9	**Equipment Provisioning, Staging and Bench Testing**	30d	03/20/21	04/29/21
10	Automated Voice Annunciator	30d	03/20/21	04/29/21
11	Automatic Passenger Counter	30d	03/20/21	04/29/21
12	Interior LED Integration	30d	03/20/21	04/29/21
13	Headsign Integration	30d	03/20/21	04/29/21
14	Covert Alarm Integration	30d	03/20/21	04/29/21
15	Vehicle Health Monitoring	30d	03/20/21	04/29/21
16	**Software Provisioning**	30d	04/23/21	06/03/21
17	Drawing Fixed Routes and Stops	21d	04/23/21	05/21/21
18	Creating User and Driver Accounts	21d	04/23/21	05/21/21
19	Importing and Validating Schedules	21d	04/23/21	05/21/21
20	RTPI Configuration (Web Portal, Integrations)	30d	04/23/21	06/03/21
21	**Deploy and Test System**	45d	06/01/21	08/02/21
22	Install System	30d	06/01/21	07/12/21
23	Mobile Data Terminal & Cradlepoint Integration	30d	06/01/21	07/12/21
24	Automated Voice Annunciator Installation	30d	06/01/21	07/12/21
25	Automatic Passenger Counter Installation	30d	06/01/21	07/12/21
26	Interior LED Installation	30d	06/01/21	07/12/21
27	Headsign Integration	30d	06/01/21	07/12/21
28	Covert Alarm Integration	30d	06/01/21	07/12/21
29	Vehicle Health Monitoring Installation	30d	06/01/21	07/12/21
30	Testing and System Validation	16d	07/12/21	08/02/21
31	Conduct 7-day Road Testing	7d	07/12/21	07/20/21
32	Outstanding Items Identification and Resolution	10d	07/20/21	08/02/21
33	**Training**	7d	07/15/21	07/23/21
34	Driver/Supervisor Training	7d	07/15/21	07/23/21
35	Planner/Dispatch Training	7d	07/15/21	07/23/21
36	Maintenance Training	7d	07/15/21	07/23/21
37	Executive Training	7d	07/15/21	07/23/21
38	**Internal / Soft Launch**	18d	08/02/21	08/26/21
39	**PUBLIC LAUNCH**	1d	07/31/21	07/31/21
40	**System Acceptance Completed**	23d	07/31/21	08/31/21
41	Mobile Data Terminal Acceptance	23d	07/31/21	08/31/21
42	Automated Voice Annunciator Acceptance	23d	07/31/21	08/31/21
43	Interior LED Acceptance	23d	07/31/21	08/31/21
44	Headsign Integration Acceptance	23d	07/31/21	08/31/21
45	Farebox Integration Acceptance	23d	07/31/21	08/31/21
46	Digital Signs Acceptance	23d	07/31/21	08/31/21
47	Real Time Passenger Information System Acceptance	23d	07/31/21	08/31/21
48	Software Configuration System Acceptance	23d	07/31/21	08/31/21
49	Warranty + Maintenance Transition	1d	08/31/21	08/31/21

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6-4. System Design

6-5. Vehicle Equipment Installation

on any deficiencies that need corrective action

6-6. Installation Quality Assurance

System Acceptance Testing

6-7. CAD/AVL Installation Photos from Cherriots (Salem, OR)

6-8. Free and Unlimited Training Forever

Training Curriculum

Training Manuals

Training Module Syllabi

Data Conversion

7. Warranty and Support Plan

7-1. Free and Unlimited Customer Support

7-2. Long Term Support for Hardware

7-3. Long Term Support for Software

7-4. Support Details

Designated Account Representation

Process for Response Procedures

Standard Support Escalation Policy:

Level 1 Escalation:

7-5. Warranties

7-6. Hosting of Software, Data, and Infrastructure

Data Usage

Web Based, Vendor Hosted Software and Data

Transparent Status Page

As part of our solution, we follow best practices in transparency for modern, web-based technology. Our real-time status page shows the operational condition of all of our services. This can be accessed any time at:
https://status.gmvsyncromatics.com

gmv SYNCROMATICS

SUBSCRIBE TO UPDATES

All Systems Operational

About This Site

Welcome to the GMV Syncromatics home for real-time status updates. Here you'll find announcements about upcoming maintenance and other performance-related notices.

Real-Time Tracking	Operational
Arrival Predictions	Operational
Track / Sync Websites	Operational
Track API	Operational
Public Portal	Operational
RTPI API / Smartphone App	Operational
Messaging	Operational
VOIP	Operational
Digital Signs	Operational

Backups

Data Center Practices to Ensure Redundancy

System Downtime – Service Level Agreement

Permissions Management

In the screenshot below, you can see each permission set explained as it appears in our software. As an administrator, you can create and manage all users of your system.

7-7. Security Summary

8. Continuous Improvement

8-1. GMV Syncromatics Product Roadmap

Forward Looking Product Roadmap

8-2. New Features and Continuous Development

9. Required Attachments

Please see the required forms, beginning on the following page. If there are any omissions, they were not intentional and GMV Syncromatics will immediately remediate them upon notification.
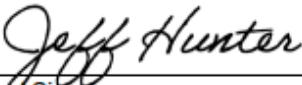
9-1. Attachment A – Summary of Proposal Requirements

ATTACHMENT A – SUMMARY OF PROPOSAL REQUIREMENTS

Failure to Submit Any of the Following Documents May Render Your Proposal
Non-Responsive

Proposal Submission: Complete the following checklist indicating that the documents required for this proposal are enclosed.

     X RFP Cover Page

     X ATTACHMENT A – SUMMARY OF PROPOSAL REQUIREMENTS

     X Attachment B - Price Proposal Form (Bid Form) -

     X Attachment C – Approved Request for Approved Equals

     X Attachment D – Receipt of Addenda

     X Attachment E – Federal Clauses for Signature

     X Bureau of Worker's Compensation Certificate

     X Employer Liability Insurance Certificate

     X Commercial General Liability Insurance Certificate

     X Commercial Auto Liability Insurance Certificate

     X Proposer's Warranty Information (as required)

Jeff Hunter	*Business Development Manager*
Authorized Signature	Title
Jeff Hunter	**Business Development Manager**
Signature Name Printed	Title Printed
Syncromatics Corporation	2/17/21
Company Printed	Date

9-2. Attachment B – Price Proposal Form (Bid Form)

Attachment B has been separately provided in Sealed Envelope

9-3. Attachment C – Approved Request for Approved Equals

ATTACHMENT C – APPROVED REQUEST FOR APPROVED EQUAL

Please submit with NA if no Approved Equals Requested

DATE: 2/17/21

BIDDER: Syncromatics Corporation

SECTION: N/A   PAGE: N/A

BIDDERS REQUEST:

N/A

_____

_____

_____

_____

_____

_____

BCRTA RESPONSE:

APPROVED: _____

DENIED: _____

COMMENTS: _____

_____

_____

SIGNATURE _____ DATE _____

9-4. Attachment D – Receipt of Addenda

ATTACHMENT D – RECEIPT OF ADDENDUMS

The undersigned acknowledges receipt of the following addenda to the Documents.

(Give number and date of each. Please submit with NA if no addendums issued)

Addendum Number _____1_____   Dated_____1/21/21_____

Addendum Number _____2_____   Dated_____2/1/21_____

Addendum Number _____3_____   Dated_____2/1/21_____

Addendum Number _____   Dated_____
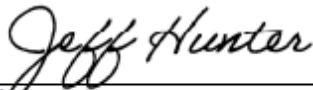
Addendum Number _____   Dated_____

Addendum Number _____   Dated_____

Addendum Number _____   Dated_____

Failure to acknowledge receipt of all addenda may cause the Proposal to be considered non-responsive to this Request for Proposal, which will require rejection of the Proposal.

Jeff Hunter
_____
Signature

Business Development Manager
_____
Title

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9-5. Attachment E – Federal Clauses for Signature

ATTACHMENT E – FEDERAL CLAUSES FOR SIGNATURE

Please sign and date each clause as required:

GOVERNMENT-WIDE DEBARMENT AND SUSPENSION

2 CFR part 180
2 CFR part 1200
2 CFR § 200.213
2 CFR part 200 Appendix II (I)
Executive Order 12549
Executive Order 12689

Debarment, Suspension, Ineligibility and Voluntary Exclusion

The Contractor shall comply and facilitate compliance with U.S. DOT regulations, "Non-procurement Suspension and Debarment," 2 C.F.R. part 1200, which adopts and supplements the U.S. Office of Management and Budget (U.S. OMB) "Guidelines to Agencies on Governmentwide Debarment and Suspension (Non-procurement)," 2 C.F.R. part 180. These provisions apply to each contract at any tier of $25,000 or more, and to each contract at any tier for a federally required audit (irrespective of the contract amount), and to each contract at any tier that must be approved by an FTA official irrespective of the contract amount. As such, the Contractor shall verify that its principals, affiliates, and subProposers are eligible to participate in this federally funded contract and are not presently declared by any Federal department or agency to be:

a) Debarred from participation in any federally assisted Award;

b) Suspended from participation in any federally assisted Award;

c) Proposed for debarment from participation in any federally assisted Award;

d) Declared ineligible to participate in any federally assisted Award;

e) Voluntarily excluded from participation in any federally assisted Award; or

f) Disqualified from participation in ay federally assisted Award.

By signing and submitting its bid or proposal, the bidder or proposer certifies as follows:
The certification in this clause is a material representation of fact relied upon by the AGENCY. If it is later determined by the AGENCY that the bidder or proposer knowingly rendered an erroneous certification, in addition to remedies available to the AGENCY, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The bidder or proposer agrees to comply with the requirements of 2 C.F.R. part 180, subpart C, as supplemented by 2 C.F.R. part 1200, while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

Date: 2/17/21

Signature: *Jeff Hunter*

Company Name: Syncromatics Corporation

Title: Business Development Manager

Lobbying Restrictions

31 USC § 1352
2 CFR § 200.450
2 CFR part 200 Appendix II (J)
49 CRF part 20

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

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering A-48 into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

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

3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

Date: 2/17/21
Signature: _Jeff Hunter_
Company Name: Syncromatics Corporation
Title: Business Development Manager

9-6. Insurance Coverage

GMV Syncromatics' insurance GMV Syncromatics is prepared to acquire any additional insurance necessary to service this contract. A sample insurance certificate from a current client is below.

Worker's Compensation

ACORD®	**CERTIFICATE OF LIABILITY INSURANCE**	DATE (MM/DD/YYYY) 5/21/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Risk Strategies Company 700 Airport Boulevard, Suite 300 Burlingame, CA 94010	CONTACT NAME: Sara Alamayehu		
	PHONE (A/C, No, Ext): 650-762-0400		FAX (A/C, No):
	E-MAIL ADDRESS: salemayehu@risk-strategies.com		
	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A : Hartford Insurance Company of MidW		37478

INSURED Syncromatics Corporation 523 W 6th Ste Ste 444 Los Angeles CA 90014	INSURER B :
	INSURER C :
	INSURER D :
	INSURER E :
	INSURER F :

COVERAGES   CERTIFICATE NUMBER: 48820094   REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE	$
	CLAIMS-MADE OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$
	POLICY PRO-JECT LOC						PRODUCTS - COMP/OP AGG	$
	OTHER:							$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	$
	ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS ONLY NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
	UMBRELLA LIAB OCCUR						EACH OCCURRENCE	$
	EXCESS LIAB CLAIMS-MADE						AGGREGATE	$
	DED RETENTION $							$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N			57WECIY1407	5/15/2019	5/15/2020	✓ PER STATUTE OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	Y	N/A				E.L. EACH ACCIDENT	$ 1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Evidence of Coverage.

CERTIFICATE HOLDER	CANCELLATION
Bullhead City, Arizona 2355 Trane Rd Bullhead City AZ 86442	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE *MB Christian* Mike Christian

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48820094 | 2019/20 WC | Lindsay Crenshaw | 5/21/2019 11:30:14 AM (PDT) | Page 1 of 1

Employer Liability / General Liability / Auto Liability

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
10/22/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Simon Gurfinkel		
SIMON GURFINKEL INSURANCE AGENCY	PHONE (A/C, No, Ext): 323-656-0645		FAX (A/C, No): 323-656-2637
8205 SANTA MONICA BLVD	E-MAIL ADDRESS: Gurfinkelsimon@yahoo.com		
SUITE 14			
LOS ANGELES CA 90046	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A: TRAVELERS PROP CASUALTY CO OF AMERICA		25674
INSURED	INSURER B:		
GMV SYNCROMATICS	INSURER C:		
523 W. SIXTH STREET #444	INSURER D:		
LOS ANGELES CA 90014	INSURER E:		
	INSURER F:		

COVERAGES   **CERTIFICATE NUMBER:**   **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	✓ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ✓ OCCUR	Y	Y	ZPP-15R92563-20-I5	01/20/2020	01/20/2021	EACH OCCURRENCE	$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 300,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: ✓ POLICY ☐ PRO-JECT ☐ LOC OTHER:						GENERAL AGGREGATE	$ 2,000,000
							PRODUCTS - COMP/OP AGG	$ 2,000,000
								$
A	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ ALL OWNED AUTOS ☐ SCHEDULED AUTOS ✓ HIRED AUTOS ✓ NON-OWNED AUTOS	Y	Y	BA-003L952040-20	01/20/2020	01/20/2021	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
A	✓ UMBRELLA LIAB ☐ OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE ☐ DED ☐ RETENTION $	Y	Y	CUP-3L953313-20-IP	01/20/2020	01/20/2021	EACH OCCURRENCE	$ 4,000,000
							AGGREGATE	$ 4,000,000
								$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N ☐ N/A	.				☐ PER STATUTE ☐ OTH-ER	
							E.L. EACH ACCIDENT	$
							E.L. DISEASE - EA EMPLOYEE	$
							E.L. DISEASE - POLICY LIMIT	$
A	CYBERFIRST/PROFESSIONA			ZPL-15R9262A-20-I5	01/20/2020	01/20/2021	EACH ACT/AGGREGATE	$2,000,000/$2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Additional Insured:
The City of Wilsonville, its elected and apointed officials, officers, agents, employees, and volunteers

CERTIFICATE HOLDER	CANCELLATION
City of Wilsonville	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
29799 SW Town Center Loop East	AUTHORIZED REPRESENTATIVE
Wilsonville OR 97070	*Simon gurfinkel*

ACORD 25 (2014/01)