

Draft Version 05/13/08
SECTION C
Statement of Work

I. BACKGROUND MATERIAL

A. PURPOSE OF THE NTD

The National Transit Database (NTD) is a program of the Federal Transit Administration (FTA) in the US Department of Transportation (DOT). It is the primary source of statistics on the transit industry in the U.S. The NTD collects detailed financial, operational, and capital asset data each year from over 650 transit providers in urbanized areas across the Nation, including Puerto Rico and the Virgin Islands. Each month, these transit providers also report data on ridership, service operations, and safety and security to the NTD. Additionally, State, Territorial, and Tribal Departments of Transportation report data on behalf of over 1,400 transit providers in rural areas. Under 49 USC 5335, which establishes the National Transit Database, all recipients of FTA Formula Grants under 49 USC 5307 (Urbanized Area Formula Grants) and under 49 USC 5311 (Formula Grants for Other Than Urbanized Areas) must report to the NTD. A number of transit providers in urbanized areas also report voluntarily to the NTD in order to benefit their local urbanized area in the apportionment of Urbanized Area Formula Grants.

This database serves many needs. As set forth in 49 USC 5335, the NTD was established “to help meet the needs of.... the public for information on which to base public transportation service planning.” To accomplish this purpose, the statute further directed the establishment of a Uniform System of Accounts (USOA) to create uniform categories for financial and operating information reporting to the NTD by the transit industry. In conjunction with the NTD reporting manuals, the USOA establishes a uniform system of accounts, definitions, and records for the transit industry. This allows local and State governments to make operating and capital cost comparisons across transit providers, and across transit options, such as a comparison of the operating costs and capital costs associated with a light rail system vs. a bus system.

In addition, NTD data underpins the annual apportionments by FTA of about \$5 billion in formula funding for urbanized areas. For this reason, the NTD Program also requires that data reported according to the USOA be audited and certified by the Chief Executive Officer (CEO) of the reporting transit provider, as inaccurate data included in the NTD affects not only the funding of the reporting transit provider, but of every other transit provider included in the apportionment.

Furthermore, NTD data are also essential to FTA in meeting a statutory obligation to report to Congress every two years on the condition and performance of the Nation’s transit systems. In addition to providing current and retrospective information for the Conditions and Performance Report (C&P Report) that fulfills this obligation, data reported to the NTD also underpins the Transit Economic Requirements Model (TERM), which is used to estimate the Nation’s transit capital investment needs for the next twenty years for the C&P Report.

Finally, NTD data also provides an essential source of data to FTA in meeting various statutory requirements, such as the Americans with Disabilities Act of 1990 and the Government Performance and Results Act (GPRA). NTD data used in FTA’s performance measures

include, among others, total transit ridership, the number of counties with rural transit service, and transit-related fatalities and injuries.

B. OVERVIEW OF THE NTD CONTRACT

The first portion of the proposed contract is for NTD Operations, Data Collection, and Data Validation, on either a Firm Fixed-Price or a Fixed-Price with Economic Adjustment basis, with seven CLINs. The second portion of the proposed contract is for NTD Systems Development and for NTD Special Analyses, with five CLINs on an indefinite quantity and indefinite deliverable (IDIQ) basis. FTA requires that the selected firm be capable of full operations of all CLINs on November 1, 2008. Due to the continuous nature of the NTD production schedule, this contact will require that the selected firm complete certain work products what were begun by the previous contractor.

The NTD collects financial, operational, capital asset, and safety and security data for transit providers in both urbanized and rural areas. The contractor must have subject matter experts on the team in order to successfully handle this data through collection, validation, analysis, and publication, as well as to coordinate the annual systems improvement and development processes.

The annual cycles for data collection and systems development overlap, even within a single Module. The following table illustrates the overlap for the Annual Module, using calendar year 2008 as a typical example.

Month	2007 Report Year	2008 Report Year	2009 Report Year
January '08	Reporting Deadline for October Fiscal Years	Continue Software Development	
February '08		Continue Updating of Reporting Manual	
March '08			
April '08	Reporting Deadline for December Fiscal Years		
May '08	Closeout for October & January Reporters		
June '08		Complete 2008 Software and Reporting Manual	
July '08	Closeout for April Reporters	Database Opens for Reporting	
August '08	Final Database Closeout		Begin Identifying New Software Requirements
September '08	Apportionment Data Set and Final Reports Due		Report on Recommendations
October '08		Reporting Deadline for June Fiscal Years	Public Notice-and-Comment
November '08			Public Notice-and-Comment
December '08			Finalize New Software Requirements

The contractor must be able to develop revisions to NTD systems, software, and Manuals for the upcoming year, while beginning data collection for the current year, and while completing validation for data from the previous year. The contractor must be able to improve and develop the NTD software, using a process such as the Systems Development Life Cycle (SDLC) methodology, and standards such as the Project Management Institute (PMI) standards.

Changes to the NTD Software and to the NTD Reporting Manuals are subject to the public notice and comment provisions. Final decisions on the software changes to be made each year are dependent on completion of the public notice and comment process. FTA will provide preliminary decisions early in the software development process, but software in the Federal environment may periodically require accommodation of the notice-and-comment process.

C. BACKGROUND ON THE NTD

FTA has procured operation of the NTD for over 20 years, and NTD data publications have been promulgated nationally since 1981.

The NTD collects and processes many types of transit data in four reporting modules:

1. NTD Annual Module

The original NTD reporting module is for the annual reporting of data on revenues, expenditures, assets, service operations, and resource consumption by over 650 transit providers in urbanized areas (areas of over 50,000 persons) in the United States, including Puerto Rico and the US Virgin Islands. The data in this module is reported by each transit provider on the basis of each transit provider’s fiscal year. The data in this module then becomes the basis for the annual apportionment of approximately \$5 billion in funds by FTA under Section 5307 (including the Small Transit Intensive Cities (STIC) apportionment) and under Section 5309 funds for Fixed-Guideway Modernization. The following table summarizes the typical Annual NTD Module reporting cycle, which is based on the fiscal year of each transit provider reporting to the NTD:

For Fiscal Years Ending:	NTD Report Due Date	Approximate Number of Reporting Transit Providers
June 30	October 28	350
September 30	January 28	100
December 31	April 30	200

During the four months between the end of a transit provider’s fiscal year and the due date of the NTD report, the contractor will be responsible for providing technical assistance to the transit providers to assist them in the completion of their NTD reports. The bulk of the validation work under this contract, however, begins once the report has been submitted. Nevertheless, the quality of the technical assistance provided by the contractor will play a significant role in reducing the time and effort needed to complete the validation process.

2. NTD Monthly Module

The second NTD module is for the monthly reporting of ridership and service operations by the urbanized area transit providers. The Monthly NTD Module currently collects unlinked passenger trips, vehicle revenue miles, vehicle revenue hours, vehicles operated in maximum service, and the number of service days. While all of the data elements in this module are also reported in the Annual Module, the Monthly Module serves two important needs. First, it provides operational data on a timelier basis than the Annual Module, as it is not reliant upon the completion of each transit provider's fiscal year. Secondly, because data are reported monthly, it is able to produce an annual transit operations data set on a calendar year basis. The Monthly Module requires continuous data validation by the contractor to support the monthly publication of this data on the NTD Website and the monthly performance reports requested by FTA.

3. NTD Safety & Security Module

The third NTD module is for the monthly reporting of transit safety and security data by the urbanized area transit providers.

In general, transit providers in urbanized areas are required to submit a detailed report to the Safety & Security NTD Module for each major incident, which includes all incidents involving one or more fatalities, one or more injuries requiring immediate transportation away from the scene for medical treatment, more than \$25,000 in property damage, or an immediate evacuation for life-safety reasons. Transit providers in urbanized areas are then also required to provide either a monthly or quarterly summary report of minor incidents, depending on the size of the reporting transit provider. The NTD Safety & Security Module Reporting Manual on the NTD Website, www.ntdprogram.gov, provides complete details on the current requirements for the Safety & Security Module.

Currently, the NTD receives approximately 8,000 monthly and quarterly minor incident summary reports over the course of each year from transit providers. In addition, the NTD also receives over 5,000 major incident reports over the course of each year from transit providers.

4. NTD Rural Module

The fourth NTD reporting module is for the annual reporting of rural financial, operational, capital asset, and safety data by the State, Territorial, and Tribal Departments of Transportation (DOTs) on behalf of the over 1,600 small transit providers in non-urbanized areas that receive grants under 49 U.S.C 5311. Currently, 53 Native American Tribes receiving Tribal Transit Grants from FTA report directly to the NTD. FTA expects the number of Native American Tribes reporting to the NTD to increase to between 100 and 150 over the next several years. 54 State and Territorial DOTs also report to the NTD on behalf of all other Section 5311 Grant Recipients that are not already reporting directly to the NTD as direct-recipient Native American Tribes or as reporters in urbanized areas. The Rural NTD Module is currently in its second year of operation.

5. Uniform System of Accounts (USOA)

The transit industry is comprised of many individual transit providers of both varying size and modes of operation. In order to achieve the desired consistency in reporting NTD data, it is necessary that all transit providers meet the same accounting and reporting requirements.

Accordingly, the FTA created and published the Uniform System of Accounts (USOA). The USOA is the basic reference document for the NTD. The USOA describes the accounting requirements for compliance in recording NTD data. The USOA is available on the NTD Website, www.ntdprogram.gov. The NTD contractor plays a key supporting role for FTA in ensuring that the provisions of the USOA are applied by NTD reporters.

6. Reporting Manuals

The Reporting Manual is the basic reference guide for each NTD Module, and guides the completion of submissions by reporters. Updates to the Reporting Manuals for each NTD Module each year also notify transit providers of reporting changes, announce new FTA requirements for the upcoming report year, and clarify existing reporting requirements. Updates to the manuals for these purposes will typically require modifications to the reporting software to match the manuals, and vice versa. The most recent editions of each Reporting Manual are available on the NTD Website, www.ntdprogram.gov.

7. NTD Rule

The NTD is established by law under 49 U.S.C. 5335. FTA implemented this statutory provision by issuing the NTD Rule at 49 CFR Part 630. The NTD Rule specifies the handling of requests for extensions, reporting waivers, late and incomplete reports, and of questionable data items. The NTD Rule can be found on the NTD Website, www.ntdprogram.gov.

D. NTD DATA PRODUCTS

As noted earlier, NTD has a wide variety of uses, including for transit planning, the Conditions & Performance Report, and various special analyses. There are also a number of standardized NTD data products that have been developed over time for both internal FTA use and for public users. Examples of these data products from previous years can be found on the NTD Website, www.ntdprogram.gov.

1. Transit Profiles

The Transit Profile is a one-page summary of the data submitted to the Annual NTD Module by each of the urbanized area transit providers. Formats for these reports and data analyses have been developed over the years. FTA may propose minor alterations to the format of the Profiles in future years, while retaining the overall one-pager format. A sample Transit Profile is included in Section J. A full set of Transit Profiles from previous years can be found on the NTD Website, www.ntdprogram.gov.

2. Transit Data Tables

The Transit Data Tables organize almost all of the financial and operational information reported in the Annual NTD Module by transit provider, mode of service, and type of service. FTA may propose minor alternations to the number and formats of these tables in future years, while retaining the overall scope of the tables as the basic output of data from the NTD Annual Module. A sample Data Table is included in Section J. A full set of Transit Profiles from previous years can be found on the NTD Website, www.ntdprogram.gov.

3. National Transit Summaries and Trends

The National Transit Summaries and Trends report summarizes the results of the current year's various NTD Modules and identifies trends in key aggregate statistics in the Annual NTD Module from previous years. To see the most recent version of this report, please refer to the NTD Website, www.ntdprogram.gov. FTA may propose alterations to the scope and format of the exhibits in the NTST in future years.

4. Historical Data Tables

These tables present key operational and financial statistics from the various NTD Modules in time series format, organized by transit provider, mode of service, and type of service. These data tables will be updated annually.

5. Formula Apportionment Data Set

NTD data is the basis for three data sets that are produced annually to support the apportionment of federal funds. These data sets are:

- (1) Urbanized Area Formula Apportionment Data Set (Section 5307);
- (2) Section 5307 Small Transit and Intensive Cities (STIC) data set; and
- (3) Fixed-Guideway Modernization Data Set (Section 5309).

The formulas for apportioning Urbanized Area Formula Grants are specified by law. The data elements currently utilized in the formula apportionment are Vehicle Revenue Miles; Passenger Miles; Operating Expenses; Vehicle Revenue Miles; and Directional Route Miles. Directional Route Miles are split by transit mode, type of service, and whether they are fixed guideway or non-fixed guideway. Congress could alter this formula, however, and somewhat different data might be required in the future.

The formula apportionment data sets are not made available to the public.

6. Conditions and Performance Report

Every two years, FTA has a statutory obligation (23 U.S.C. 502(h) and 49 U.S.C. 308(e)) to report to Congress on the condition and performance of the Nation's transit systems. Most of the data from this report comes directly from the NTD. This report also includes estimates from the Transit Economic Requirements Model (TERM) on the Nation's transit capital investment needs for the next twenty years, and NTD data is a major source of data input into TERM. Although the report is only published every two years, FTA will typically request an interim update of the transit exhibits in the C&P Report each year.

7. Monthly Database

Each month, FTA updates the Monthly Database files on the NTD Website to reflect data from the most-recently reported month of data by NTD reporters, as well as to reflect any changes or updates to previous months' data. The Monthly Database is comprised of two files, one containing the actual raw data from the NTD Monthly Module, and the other containing data that is adjusted to account for major data anomalies, such as a major change in the method of reporting by certain transit providers reporting to the NTD.

8. Monthly Ridership Report

Each month, FTA has a Conference Call with its Regional Offices to discuss the latest trends in transit ridership, and FTA's progress towards meeting its ridership goals. This Conference Call is supported by a report of ridership data for the Top 150 transit providers, with the data aggregated by mode, transit provider, urbanized area, FTA region, and the Nation as a whole. Ridership data is presented based on the increase of ridership over a July to June Fiscal Year.

9. Urbanized Area Analysis

This analysis is produced each year to summarize transit data reported to the Annual Module by each of the Urbanized Areas covered by the NTD.

10. Special Analyses

FTA frequently has needs for special data analyses of NTD data that are not included among the standard data tables and reports provided elsewhere in this contract. Additionally, FTA may request special analyses on behalf of the Congress, the Government Accountability Office (GAO), the Office of Management and Budget (OMB), DOT's Office of the Inspector General (OIG), DOT's Office of the Secretary of Transportation (OST), or the general public.

E. NTD SYSTEM ARCHITECTURE:

The NTD currently uses Web-based Internet reporting software linked to an Oracle Relational Database Management System. The system is currently supported by Intel-compatible hardware running on the Windows 2003 Server operating system.

The NTD Online Reporting System (ORS) consists of a three-tiered architecture that allows NTD reporters, data analysts and administrators, as well as software developers, to access the applications and data through a single point of entry based on permissions associated with a User ID and a password. The system currently consists of four production servers, and three servers for development, testing, and training.

In the first tier, users of the NTD connect to the Internet through their local connection protocols and access the NTD ORS through the Web Server. The Web Server and Production Server are in a secure Demilitarized Zone (DMZ), and are protected behind a firewall. The Web Server operates using JBoss Version 4.2.

The second tier consists of the Application Server, which currently runs JBoss and supports the front-end of the NTD application using Java. The Application Server is a component-based product that resides in the middle tier of the server-centric architecture. It provides middleware services, along with data access.

The third tier is the Database Server. The Relational Database Management System (RDBMS) for the NTD is currently Oracle 11. Further, database pre-submission validation is connected to ORACLE allowing automatic updating of information based on data input by reporting transit providers through the NTD Reporting Software. The ORACLE system is also used to manage and document communications that occur between the NTD staff and the reporters.

The remaining servers consist of three servers for testing, development, and training and another three servers for COOP/Disaster Recovery. All servers (production, COOP, and testing) will reside on the DOT network and domain, with the production servers located in the

DOT primary data center in Frederick, MD, the COOP servers located in the FTA COOP data center in the DOT building in Washington, DC, and the test servers located at a contractor-provider location.

The NTD Website, www.ntdprogram.gov, provides the gateway to the ORS. Access to the ORS is by a user ID and password. The Website also has a public area that provides general information about the NTD program, NTD user documentation, and access to NTD data. Both the public area of the NTD Website and the NTD ORS are configured to support all of the most-common Web browsers.

Reports from the Oracle Database are run through the ORS using Jasper Reports 2.0.5.

F. FURTHER INFORMATION:

Further documentation on the NTD, including reporting procedures, forms, definitions of operational terms, and NTD Reporting Manuals can be found on the NTD Website, www.ntdprogram.gov.

II. GENERAL PROVISIONS:

A. LOCATION REQUIREMENT:

FTA will not provide a building or office space for the contractor to conduct NTD operations, except as explicitly provided for in this Scope of Work (SOW).

FTA will provide space for the housing of the NTD's production servers and for the housing of the Continuity of Operations/Disaster Recovery (COOP) environment for the NTD's backup production servers. The NTD production servers will be housed at a site in Frederick, MD. The COOP site will be at the DOT Headquarters in Washington, DC. FTA will provide access to these facilities for the contractor's staff as necessary to accomplish the duties outlined in this SOW. The contractor shall house test and development servers at its own facility.

Contractors located outside of the Metropolitan Washington Area should include in CLIN 0001 the cost of travel by four persons for six one-day meetings with FTA at the DOT Headquarters Building during the course of each year as part of the fixed-price segment of this contract. This would cover four quarterly progress meetings and two other meetings to be scheduled as necessary.

B. SUPPLIES:

NTD will be supported with Government-provided and Government-owned hardware and software necessary for the performance of this contract. FTA shall provide servers for production, COOP, and for testing and development. FTA shall also provide workstations for the contractor staff. This also includes providing a necessary copies and licenses of the software used for NTD, which currently consists of Oracle, JBoss, Jasper.

Requests for replacement of hardware provided by FTA shall be submitted to the Contracting Officer's Technical Representative (COTR), and shall specify the reason for the replacement request. The contractor shall be responsible for the maintenance of the hardware and software, including the implementation of any software updates and patches. The contractor shall also be responsible for the cost and effort to replace any hardware provided by FTA that is damaged due to negligence by the contractor or the contractor's staff. Additionally, the contractor shall be responsible for the cost and effort to replace any hardware provided by FTA to the contractor's facility that is damaged due to willful acts of destruction or forces of nature.

FTA will retain all rights to ownership of the NTD data and the software provided, including all enhancements or development to the NTD system made by the contractor. Upon conclusion of the contract, the contractor shall provide FTA with a copy of the provided software, as modified over the course of this contract. The contractor must not redistribute the software provided to any other party without FTA's explicit written consent, except as mandated by law. The contractor must not retain any copies or derivatives of software provided by FTA after expiration of this contract.

FTA will provide a government e-mail system for NTD communications. The contractor must use the government e-mail system for all e-mail communications with NTD reporters and all e-mail communications related to NTD with anyone outside of FTA.

The contractor shall include in its proposal any other anticipated software needs not previously mentioned in this section. Other software needs arising during the time of this contract must be submitted to the COTR in writing.

C. INTELLECTUAL PROPERTY:

All intellectual property produced under this contract, including, but not limited to, all databases (including the data within them), manuals, analyses, reports, and publications produced under this contract, shall be the property of FTA. The contractor must not exploit any intellectual property produced under this contract for gain outside of this contract. The contractor must not retain, beyond the conclusion of this contract, any copies or derivatives of intellectual property produced under this contract and not in the public domain.

D. KEY PERSONNEL:

In accordance with FAR Clause 1252.215-70, the contractor shall identify the following key personnel assigned to this contract:

The contractor shall identify a Project Manager, who must be responsible for the performance of the work. The name of the Project Manager, and an alternate or alternates, who must act for the Project Manager when the Project Manager is absent, must be designated in writing to the Contracting officer. The Project Manager must have full authority to act for the Contractor on all matters relating to daily operation of this Project.

The contractor must maintain at least three subject matter experts on the staff, one for the Annual and Monthly NTD Modules, one for the Rural NTD Module, and one for the Safety & Security NTD Module. These subject matter experts should function as quality control specialists for the validation of the data in their respective Modules. The subject matter experts should have responsibility for identifying transit data validation issues that are not covered by the automatic validation checks. These subject matter experts should have the lead in preparing the contractor's annual recommendations to FTA under CLIN 0001, Task 5, for improvements to the survey collection methodology in order to increase the accuracy of the reported data and reduce reporting burden.

The contractor shall identify a Technical Lead, who must be responsible for the performance and maintenance of all hardware and operational activities related to the development and support of the NTD application. The Technical Lead shall be familiar with all the technology involved in the development and support of the NTD system, although the Lead does not need to be fluent in the specific application languages used

The contractor must maintain at least one staff member able to fluently speak, read, and write in Spanish for interactions with reporters from Puerto Rico.

E. TECHNICAL ASSISTANCE:

CLINs 0002, 0003, 0004, and 0005 call for the contractor to provide technical assistance to NTD reporters regarding the NTD reporting requirements, as specified by the NTD Reporting Manuals, the Uniform System of Accounts, and the NTD Rule. The term “technical assistance” in each of these CLINs shall incorporate the following provisions of this subsection (subsection II.E) by reference.

Technical assistance to NTD reporters shall consist of:

- answering questions from NTD reporters regarding NTD reporting requirements;
- discussing the applicability of those reporting requirements to specific situations of NTD reporters;
- assisting NTD reporters in resolving validation issues with their own NTD reports; and
- walking NTD reporters through the completion of their reports upon request, or as necessary to ensure a complete and accurate report from the NTD reporter.

Due to the large amounts of data collected by the NTD, from a wide variety of reporters of all sizes and circumstances, FTA is not able to provide established “scripts” for answering technical assistance questions or assisting NTD reporters with the completion of their reports. The contractor’s staff shall develop an intimate familiarity with and a detailed understand of the NTD reporting requirements, as expressed in the Reporting Manuals and in the Uniform System of Accounts, so as to be able to respond to a wide variety of situations requiring technical assistance.

The contractor shall provide technical assistance to NTD reporters by telephone, by mail, and by electronic means. The contractor shall maintain either a Postal Address or a Post Office Box for the receipt of physical communications from reporting transit providers.

The contractor shall ensure that technical assistance is available to NTD reporters between 8am and 8pm Eastern Time. In particular, the contractor shall ensure that NTD reporters from the Pacific Time Zone, Alaska, Hawai’i, and US possessions in the Pacific are able to receive technical assistance until 8pm Eastern Time.

The contractor shall respond to inquiries from phone calls, e-mails, faxes, and written letters within one business day of receipt. If a complete response cannot be made within one business day, an acknowledgement of receipt and an estimated action time will be made to the contacting party within one business day.

Technical assistance shall also include handling requests for new NTD access accounts, including username and passwords. The contractor shall work with mandatory applicants for new NTD ID’s to complete the NTD ID application form. The contractor shall also work with voluntary applicants for NTD ID’s to complete the NTD ID application form, and to provide any supplementary information requested by FTA to ensure that the voluntary NTD ID applicant is an eligible NTD reporter. The contractor shall then implement FTA’s decision on these requests. The processing of NTD ID applications may involve several rounds of communication with the applicant in order to assemble to required documentation. Information on the NTD ID application is found in the NTD Reporting Manuals, available at www.ntdprogram.gov.

Technical assistance shall also include sending reporters appropriate reminder notices, subject to FTA’s technical direction. These reminder notices include reminders regarding:

- upcoming report dates;

- completion of unfinished past-due reports;
- deficiencies from past reports; and
- recommendations for avoiding reporting deficiencies.

The contractor shall send reporters written notifications of missed deadlines for the submission of a report. The contractor shall also send reporter written notification of their failure to respond to validation questions within one week of the original deadline for the report submission or for the validation issue response.

Technical assistance shall also include preparing draft and final NTD correspondence for signature by FTA staff, and sending this correspondence to their intended recipients. This correspondence includes, but is not limited to:

- approval or denial of NTD Reporting IDs for NTD ID applicants;
- approval or denial of reporting waivers, exemptions, or extensions;
- notifications to the reporters of a "Failure to Report" or a "Failure to Respond to Validation"; and
- close-out letters providing transit providers with a detailed accounting of the final status of their NTD reports for the year.

The contractor shall also provide FTA with a physical mailing list or an electronic mailing list derived from the NTD upon FTA's request.

All written communications between the contractor and FTA, NTD reporters, or the general public must be grammatically correct. The contractor must follow the executive memorandum on plain language, and use plain language in written communications with NTD reporters or the general public, including such written communications drafted for FTA. Detailed information on writing in plain language can be found at www.plainlanguage.gov.

The contractor must maintain electronic documentation of all technical assistance external contacts regarding NTD business, including contacts with NTD reporters, potential NTD reporters, members of the general public, or State, Local, Tribal or Federal government agencies. This requirement applies to all contacts received by the contractor directly, as well as all contacts routed from FTA or through FTA to the contractor. Documentation of each contact must include, when applicable:

- Means of contact (e.g. phone, e-mail, letter, etc.)
- Date of the contact
- Time of the contact (for phone and e-mail contacts)
- Contractor personnel involved and outside personnel involved
- Questions received and responses provided
- Questions posed by the contractor's personnel and the response provided
- Date of resolution of questions
- A summary of any other relevant information discussed during the contact

Examples of contacts that the contractor shall document include, but are not limited to:

- submissions of requests for waivers or extensions;
- the submission of initial or revised reports for all or part of an NTD Module;
- submissions of CEO or auditor certifications;
- submissions of supporting documentation for the NTD report (e.g. information on the calibration of automatic passenger counters (APC's));
- reminder notices, notifications of failure to report, or close-out letters;
- requests for NTD IDs for new reporters;

- requests for User IDs and passwords for an individual; and
- notifications (such as for Federal Register Notices, new Reporting Manuals, or upcoming training sessions.)

Documentation of contact with NTD reporters must be kept for three years, unless delivered to FTA sooner than three years due to termination of the contract.

F. DATA VALIDATION:

CLINs 0002, 0003, 0004, and 0005 provide for the contractor to conduct data validation for each of the NTD Modules, in accordance with the reporting requirements specified by the NTD Reporting Manuals, the Uniform System of Accounts, and the NTD Rule. The term “data validation” in each of these CLINs shall incorporate the following provisions of this subsection (subsection II.F) by reference.

The contractor shall make all reasonable efforts to ensure that NTD reporters submit their reports to their NTD, and that the reports submitted to the NTD are complete. If the contractor is unable to resolve omissions in a transit provider’s NTD report, the contractor shall recommend that transit provider to FTA for removal from the NTD, which would make that transit provider ineligible to receive FTA formula grants.

For each Module, the Contractor shall validate each submitted report to ensure the reasonableness of the data and that each report complies with the reporting requirements specified in the Reporting Manuals and in the Uniform System of Accounts. To guide this process, each year FTA and the Contractor shall agree on a Validation Manual for each Module, which shall describe the automatic and manual validation checks that will be applied to each submitted NTD report. At least 30 days prior to the launch of the Module, the contractor shall provide FTA with a preliminary Validation Manual for the Module, which shall incorporate new automatic and manual validation checks based on lessons learned from the previous year’s validation activities.

A report that has been fully validated against the checks in the Validation Manual and is judged by the Contractor to be both reasonable and in compliance with the requirements of the Reporting Manual and the USOA shall be presented to FTA for a “closeout without issues.”

If the Contractor is unable to validate the submitted report in compliance with the Validation Manual, then:

- 1) If the contractor judges the report to be complete, truthful and accurate, as supported by either explanations from the transit provider, or as supported by other evidence (e.g. previous years’ closeout documentation), for why the data is reasonably outside the ranges of the validation checks, then the contractor shall present the report to FTA for a “closeout without issues.”

- 2) If the contractor finds the report to be complete, but inconclusively accurate, as supported by explanations from the transit provider, then the contractor shall present the report to FTA for a “closeout with issues”, with recommendations for:
 - data items to be marked as “questionable” in the NTD, if any;
 - data items to be excluded from the apportionment data set, if any;
 - recommendations for the handling of the reporter’s data in the next report year; and
 - recommendations to the reporter for obtaining a “closeout without issues” in the next report year.

- 3) If the contractor finds the report to be incomplete or inaccurate in a number of minor ways, and that the transit provider is unable to provide revised accurate data, then the contractor shall present the report to FTA for a “closeout with issues”, with recommendations for:
 - data items to be marked as “questionable” in the NTD;
 - data items to be excluded from the apportionment data set, if any;
 - recommendations for the handling of the reporter’s data in the next report year; and
 - recommendations to the reporter for obtaining a “closeout without issues” in the next report year.

- 4) If the contractor finds the report to be incomplete or inaccurate in significant ways, and that the transit provider is unable to provide revised accurate data, the contractor shall recommend that transit provider to FTA for a “closeout with failure to report” and removal from the NTD, which would make that transit provider ineligible to receive FTA formula grants.

G. TRANSITION:

At any time, the contractor shall provide to FTA, upon request, copies of all software, databases, and work products completed under this contract. Upon termination of the contract, the contractor must provide to FTA, all interim work products that have not yet been completed due to the termination of the contract. The contractor must also implement all necessary procedures, and make all necessary efforts, to ensure an orderly and continuous transition of NTD operations to the successor contractor.

III. SPECIFIC TASKS:

1. NTD Operations, Data Collection, and Validation

These CLINs are for definite deliverables. The quantity for CLINs 0001 – 0005 shall be months of operation. The quantity for CLINs 0006 and 0007 shall be the final apportionment data sets and the final annual reports and data tables specified by CLINs 0006 and 0007, respectively.

CLIN 0001: NTD SYSTEMS OPERATIONS

The contractor shall operate, maintain, and improve the basic underlying IT systems and software for the entire NTD project. The contractor must perform the following tasks:

- (1) Operations: Operate the hardware and software for all NTD Modules;
- (2) NTD Website: Develop and operate the website for the NTD Program;
- (3) IT Security: Comply with all statutory and regulatory requirements for Federal information technology systems;
- (4) Certification and Accreditation Support: Provide support for the certification and accreditation of the NTD by FTA's designated representative;
- (5) NTD Systems Maintenance and Enhancement Review: Make recommendations to maintain, improve and enhance the NTD systems, including the system architecture, the Website, and the Online Reporting System;

(1) Operations

The Contractor shall be responsible for overseeing the operation, maintenance and upgrading of the NTD System and all associated hardware. The Contractor shall operate the NTD Online Reporting System (ORS) ensure that it accurately accepts submitted data, records that data in the database, and accurately returns that data in response to database queries and reports, in accordance with the system functionality described in the Reporting Manuals.

NTD system operations shall also include:

1. Maintaining the operations environment
2. Maintaining a test and development environment for the testing of all application upgrades and security patches (including for the servers' Operating Systems) before deployment
3. Maintaining a Continuity of Operations (COOP) environment
4. Maintaining data archives of all NTD data
5. Deploying FTA-owned or FTA-managed network applications
6. Handling the transition of the NTD to upgraded hardware and software platforms, as they are released over the course of this contract

The contractor shall operate all NTD Modules using the existing architecture, and assume operations on November 1, 2008 in a smooth transition from the existing system. The contractor must submit any alterations or improvements to the system architecture to FTA in writing for approval. All alterations and improvements must adhere to the established Change Management and Software Development Life Cycle procedures for FTA. To ensure proper testing and tracking is done for all systems, all changes to FTA applications must be entered into a specified change management system and approved by the FTA Configuration Control Board (CCB) in advance of the change.

The contractor shall be responsible for maintaining the NTD application on FTA-owned hardware, with the production equipment located in the DOT Data Center located at Frederick,

MD. NTD daily operations, including basic hardware support and security updates to the operating system will be handled by FTA and will not be the responsibility of the contractor. The NTD application shall utilize the DOT Network and Infrastructure, including Active Directory, Exchange Services, Network, Firewalls, and security controls.

The test and development environment shall be wholly supported by the contractor. FTA will supply the hardware for the test and development environment, but will not supply a location for the test and development environment. The contractor must match the testing and development environment to the production and COOP environments as closely as possible. The contractor shall utilize the DOT Infrastructure at their location, using FTA-supplied workstations, network equipment, and telecommunication circuits. The contractor will also comply with the Federal Desktop Core Configuration for their workstations.

The contractor shall configure, test, and maintain the Continuity of Operations (COOP) environment at the DOT Headquarters Building in Washington, DC to the same standards as the production environment. The contractor shall maintain the COOP site as a "hot site," and shall daily backup the production systems to the COOP systems. The contractor shall provide operational and technical support for annual testing of the COOP servers. The contractor shall maintain a COOP plan at all times, and shall execute this plan in the event of a service disruption.

The contractor shall be responsible for support and problem resolution of the NTD application and NTD Website. The contractor shall use of a help desk tracking system approved by FTA for documentation of all support and problem resolution activities. This documentation must include adequate explanation of the cause and resolution of the issues reported.

The contractor must ensure that the NTD ORS is available to reporters and FTA staff 24 hours a day, 365 days a year. The contractor must ensure that the NTD Website is available to reporters, FTA staff, and the general public 24 hours a day, 365 days a year. The contractor must allow neither the application nor the Website to experience outages of more than 300 total hours in any 365-day period due to either flaws in the design of the application or the Website. This time does not include outages due to scheduled and planned upgrades, patches, and improvements to the application and the Website. The contractor must notify FTA in writing of all planned outages of either system at least one week in advance for routine maintenance.

During all situations where there is an outage or potential outage, the Contractor must do everything possible to remedy the situation as soon as possible and keep the FTA staff informed of all actions and status. The contractor shall notify FTA in writing of the actual length in minutes of each outage, planned and unplanned, upon the restoration of operations. For any unplanned outages, the contractor shall submit to FTA an After Action Report within one week of the outage including the following:

- causes of the outage,
- steps taken to resolve the issue; and
- any lessons learned or ways to prevent future outages of this type,

The contractor must implement multilevel security systems and protect against unauthorized users entering or modifying the system. The contractor shall implement and maintain Secure Socket Layer (SSL) technology for access to the NTD ORS.

The contractor shall maintain a roster of users authorized for access to the NTD, and shall process all requests for new users at the direction of FTA. Access is regularly provided to

personnel from transit providers for purposes of reporting, to contractor staff, to FTA staff, and to personnel from State governments for read-only access to submitted data.

The contractor shall implement the requirements for E-Authentication guidelines, which are currently being finalized. Information about the E-Authentication requirements is available at: <http://www.whitehouse.gov/omb/egov/c-5-authent.html>

(2) NTD Website

The contractor shall develop and operate the NTD Website, www.ntdprogram.gov, as a comprehensive source of information on the NTD Program, including, but not limited to:

- NTD Background and History
- NTD Reporting Manuals
- Information on the Uniform System of Accounts
- Information for transit providers on how to apply for an NTD Reporting ID
- Information on NTD Training
- Information on how to obtain technical assistance in completing reports
- Current and Historical Data from all NTD Modules
- Current and Past Reports from all NTD Modules
- Frequently Asked Questions (FAQ)
- Other information relevant to the NTD Program provided by FTA for posting on the Website

The contractor must make all documents on the Website available in PDF and HTML formats. The contractor must make all data series on the Website available in Microsoft Excel format and in delimited format, as directed by FTA.

The contractor must ensure compliance of the NTD Website with all relevant statutory and administrative requirements, including Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794(d)). Information on these requirements is available at: <http://www.access-board.gov/>

(3) Information Technology Security Requirements

(a) The Contractor shall be responsible for the Information Technology (IT) security for all NTD Systems, and for all systems operated by or connected to a DOT network, regardless of location. This includes the security of the NTD Website, the NTD databases, and staff workstations. This also includes the hardware, software, and the management, operation, maintenance, programming, and system administration of computer systems. The contractor shall develop and maintain its software applications and operating systems in accordance with:

- the Computer Security Act of 1987 (15 U.S.C. 271 *et seq.*);
- the Clinger-Cohen Act of 1996 (40 U.S.C. 1401(3));
- the Government Information Security Reform Act (GISRA) of 2000 (44 U.S.C. 3531, *et seq.*);
- the Federal Information Security Management Act (FISMA) (44 U.S.C. 3541, *et seq.*)
- the National Institute of Standards and Technology (NIST) Security Guidelines 800 Series;
- DOT Order 1630.2B, Personnel Security Management; and
- the Departmental Information Resource Management Manual (DIRMM), and associated guidelines, ,

The DIRMM is available at: <http://cio.ost.dot.gov/portal/site/cio/dirmm/index.html>

The NIST Security Guidelines 800 Series are available at:

<http://csrc.nist.gov/publications/PubsSPs.html>

Within 30 days of contract award, the contractor shall develop and provide to the Government for approval, an IT Security Plan which describes the processes and procedures the contractor will follow in performance of this contract to ensure the appropriate security of IT resources developed, processed, or used under this contract.

(b) The contractor must ensure that the following banners are displayed on all DOT systems (both public and private) operated by the contractor prior to allowing access:

Government Warning

****WARNING**WARNING**WARNING****

Unauthorized access is a violation of U.S. Law and Department of Transportation policy, and may result in criminal or administrative penalties. Users shall not access other user's or system files without proper authority. Absence of access controls IS NOT authorization for access! DOT information systems and related equipment are intended for communication, transmission, processing and storage of U.S. Government information. These systems and equipment are subject to monitoring by law enforcement and authorized Department officials. Monitoring may result in the acquisition, recording, and analysis of all data being communicated, transmitted, processed or stored in this system by law enforcement and authorized Department officials. Use of this system constitutes consent to such monitoring.

****WARNING**WARNING**WARNING****

(c) Work under this contract involves access to sensitive information, which shall not be disclosed by the contractor unless authorized by FTA. Sensitive information in this contract includes any information that, if subject to unauthorized access, modification, loss, or misuse could adversely affect the national interest or the conduct of Federal programs.

(d) The contractor shall ensure that its personnel with privileged access to DOT systems shall have completed background screening at an appropriate level in accordance with DOT regulations, including, but not limited to, Order 1630.2B on Personnel Security Management.

(e) FTA will periodically provide security-awareness and role-based training in DOT IT Security policies and procedures, computer ethics, and information technology rules of behavior and best practices in accordance with DIRMM requirements. The contractor shall ensure that its employees complete this training at FTA's direction.

(f) The contractor shall provide DOT personnel access to the contractor's facilities, installations, operations, documentation, databases and personnel used in performance of the contract. The contractor shall provide this access to the full extent required to carry out a program of IT inspection, investigation and audit; to safeguard against threats and hazards to the integrity, availability and confidentiality of the data; to safeguard against threats and hazards to the function of NTD systems; and to preserve evidence of computer crime.

(g) The contractor shall incorporate the substance of this subsection on IT Security Requirements into all subcontracts involving the operations, maintenance, or development of IT systems in fulfillment of this contract.

(4) Certification and Accreditation Support

FTA requires the NTD Systems to be certified and accredited at least once every three years, and after any major change to the system or the environment. The contractor shall support FTA's designated representative in the certification and accreditation process whenever it occurs and perform following tasks:

- Baseline verification for all servers
- Responding to certification and accreditation questions from examiners
- Implementing steps required for NTD systems to be certified and accredited
- Assistance in developing the following documents:
 - System Security Plan
 - Risk Assessment Report
 - Standard Test and Evaluation (ST&E)
 - Plan of Action and Milestones
 - Certification and Accreditation Statement
 - Contingency Plan
 - Configuration Management Plan
 - Hardware/Software Plan
 - Rules of Behavior

(5) NTD Systems Maintenance and Enhancement Review

The contractor shall continually maintain NTD systems, including the Website, databases, the COOP environment, and the overall system architecture.

The contractor shall continually monitor the NTD ORS's and the NTD Website's performance and response times. The contractor shall report to FTA whenever response times or performance has decreased by more than 25% from the start of this Contract, or whenever the NTD systems have reached 95% or more of system capacity, and provide FTA with recommendations for improvement.

The contractor shall annually conduct a formal review of, and propose improvements to, the NTD Systems, including the hardware platform, the software platform, the databases, the COOP environment, the NTD Website, the contact documentation system, and the data query tool (once developed and implemented). This review shall include an annual self-assessment of compliance with the Federal IT system requirements mentioned in this Section. This review shall also incorporate:

- results from monitoring NTD ORS and NTD Website performance and response times;
- results of the annual test of the COOP plan;
- lessons learned from support of the certification and accreditation process.

This review shall also consider:

- the data submission and collection workflow, including the data forms and the e-file system for documentation
- the NTD ORS on-line help text
- the automatic pre-submission data validation checks
- development of appropriate validation checks for the new Rural Module and the recently re-designed Safety & Security Module
- the data validation workflow
- the Reporting Manuals
- the Validation Manuals
- the contact documentation system
- the pre-programmed data reports in the system

The contractor shall provide the results of this review, and recommendations for improvements based upon this review, to FTA by September 30 each year. Recommendations relating solely to the operations of the Monthly Module or of the Safety & Security Module may be provided in a supplementary report by February 28 each year. In the first year, the contractor shall conduct a preliminary review, and provide the results of this review, and any proposed improvements, in writing to FTA by December 1.

CLIN 0002: ANNUAL NTD MODULE: DATA VALIDATION AND TECHNICAL ASSISTANCE

The contractor shall provide technical assistance (see Section II.E above) for the Annual NTD Module throughout the reporting process to increase the timeliness of and improve the accuracy of NTD reports.

The contractor shall validate the data submitted to the NTD Annual Module (see Section II.F above) to ensure that it is complete and accurate.

The following table illustrates a typical cycle of close-out targets for managing the flow of data from the Annual NTD Module to be validated for each report year. The “close-out target” represents the day by which a transit provider’s report should have been presented to FTA for approval of close-out.

Reports Due	Approx. # of Full Reports Expected	Close-Out Targets		
		April 1	May 15	July 20
October 28	300	200	100	0
January 28	100	0	100	0
April 30	200	0	0	200

The contractor must complete final close-out of all Annual NTD Reports by August 15, each year. Final close-out shall mean that FTA has accepted for close-out the NTD reports of all transit providers, including the reports of any transit providers previously presented to FTA for closeout and returned to the contractor for further validation.

The contractor shall submit the final database, along with a memo summarizing decisions on questionable data and any adjustments made to the data, to FTA by August 31. FTA may from time-to-time rely upon preliminary data from the Annual NTD Module prior to close-out.

CLIN 0003: MONTHLY NTD MODULE: DATA VALIDATION AND TECHNICAL ASSISTANCE

The contractor shall provide technical assistance (see Section II.E above) for the Monthly NTD Module throughout the reporting process to increase the timeliness of and improve the accuracy of NTD reports.

The contractor shall validate the data submitted to the NTD Monthly Module (see Section II.F above) to ensure that it is complete and accurate. The contractor shall validate submitted data within one month of its receipt. The final close-out of each transit provider's monthly data shall be included in the final close-out of the transit provider's annual report.

The contractor must update the Monthly Database (see Section I.D.8 above) and provide the Monthly Ridership Report (see Section I.D.9 above) by the second business day of each month. These reports must include all available preliminary data from the month two months earlier, and validated data for the month before that. For example, on the second business day of April, these reports must include preliminary data for February and validated data for January. The contractor must also include estimates for any missing data from Top 150 transit providers in the Monthly Ridership Report.

CLIN 0004: SAFETY & SECURITY NTD MODULE: DATA VALIDATION AND TECHNICAL ASSISTANCE

The contractor shall provide technical assistance (see Section II.E above) for the Safety & Security NTD Module throughout the reporting process to increase the timeliness of and improve the accuracy of NTD reports.

The contractor shall validate the data submitted to the NTD Safety & Security Module (see Section II.F above) to ensure that it is complete and accurate. The contractor shall validate submitted data within one month of its receipt. The final close-out of each transit provider's safety and security data shall be included in the final close-out of the transit provider's annual report.

The contractor must provide monthly data tables to FTA, summarizing the most recent safety and security reports to the NTD. The contractor shall include in these reports:

- for each mode of each transit provider, a summary of the number of incidents of each type reported, the number of fatalities, the number of injuries, and total property damage;
- for each transit mode and each type of incident, a summary of the number of incidents reported, the number of fatalities, the number of injuries, and total property damage;
- for each transit mode, the reported causes of each reported evacuation and each reported fire;
- for each transit mode, a summary report of collisions, including impact type, point of impact, location type, surface conditions, fatalities, injuries, and total property damage;
- for each rail transit mode, the number of reported derailments of each derailment type;

- for each transit mode, a summary of grade crossing collisions, including grade crossing type, grade crossing features, surface conditions, fatalities, injuries, and total property damage;
- for each transit mode, a summary of incident types and frequencies by day and time of day;
- for each transit mode, a summary of fatalities by cause and characteristics of the deceased; and
- for each transit mode, a summary of the number of security incidents reported of each type;

CLIN 0005: RURAL NTD MODULE: DATA VALIDATION AND TECHNICAL ASSISTANCE

The contractor shall provide technical assistance (see Section II.E above) for the Rural NTD Module throughout the reporting process to increase the timeliness of and improve the accuracy of NTD reports.

The contractor shall validate the data submitted to the NTD Rural Module (see Section II.F above) to ensure that it is complete and accurate.

The contractor shall present all reports from the Rural Module to FTA for close-out by May 31 each year. The contractor shall prepare and close out an annual database for the Rural NTD Module and provide it to the COTR, by July 15th each year. Final close-out shall mean that FTA has accepted for close-out all Rural NTD reports, including any reports previously presented to FTA for closeout and returned to the contractor for further validation. The contractor shall submit with the final database a memo summarizing decisions on questionable data, and any adjustments made to the data. FTA may from time-to-time rely upon preliminary data from the Rural NTD Module prior to close-out.

The contractor shall submit the final database, along with a memo summarizing decisions on questionable data and any adjustments made to the data, to FTA by August 1. FTA may from time-to-time rely upon preliminary data from the Annual NTD Module prior to close-out.

CLIN 0006: PRODUCTION OF FORMULA APPORTIONMENT DATA SETS

The contractor shall produce audited and validated data sets for FTA to use in the apportionment of funds appropriated by Congress. The apportionment data sets currently consist of:

- (1) Urbanized Area Formula Apportionment Data Set (Section 5307),
- (2) Section 5307 Small Transit and Intensive Cities (STIC) Data Set, and
- (3) Fixed-Guideway Modernization Data Set (Section 5309).

The contractor shall not make these data sets available to the public.

The contractor shall extract from the validated NTD database all data needed to compute each of the data sets. The contractor shall conduct a final review of data discrepancies, data anomalies, incomplete data, uncertified data, and missing data. The contractor shall provide recommendations on how to handle these situations based on information gained during the validation process on the reasonableness of the data. The contractor shall adjust the formula apportionment data set to “hold harmless” certain transit providers identified by FTA in the

apportionment, due to the negative impacts of strikes, natural disasters, or other unusual circumstances in the current year's NTD reporting. The contractor shall also adjust the formula apportionment data set, as directed by FTA, to exclude data that was deemed by FTA to be of insufficient quality for inclusion in the apportionment. The contractor shall clearly identify data differences in the apportionment data sets from the NTD.

The contractor shall also conduct a final review to verify changes in fixed guideway information; consistency of reporting from multiple reporters in urbanized areas to detect under- or over-reporting of data; reporting of Urbanized Area Formula statistics from a reporter in a small urbanized area with service to a large urbanized area.

The contractor shall provide the results of its reviews and its recommendations in a transmittal memorandum for the Formula Apportionment Data Sets. The contractor shall organize this memorandum by urbanized area size and by mode to assist FTA in its review.

The contractor must deliver the Formula Apportionment Data Sets to FTA by August 31 each year.

CLIN 0007: PRODUCTION OF ANNUAL REPORTS AND UPDATE OF HISTORICAL DATA TABLES

The contractor shall annually prepare, expand, and improve the annual NTD reports, based on data from the various NTD Modules. These reports shall include:

- Transit Provider Profiles;
- Transit Data Tables;
- National Transit Summaries and Trends;
- Summary Profile of the 50 Largest Transit Providers; and
- Historical Data Tables.

The contractor shall complete the Transit Profile for a reporter within 10 business days of closing out the data for the reporter.

The contractor shall complete and deliver delimited files of the Annual and Rural Databases by August 31 each year.

The contractor shall deliver the Data Tables and update the Historical Data Tables for the Annual and Rural NTD Modules to FTA by September 30 each year.

The contractor shall deliver the National Transit Summaries and Trends to FTA by September 30 each year. On that date, the contractor shall also deliver to FTA: ten bound, printed, color copies of the National Transit Summaries and Trends; and ten bound, printed, color copies of a compilation of all Transit Profiles for that year as well.

The contractor shall load the complete set of annual reports and historical data tables for all NTD Modules onto CDs and mail them to all reporters by September 30 each year.

NTD SYSTEMS DEVELOPMENT, SPECIAL ANALYSES, AND TRAINING SUPPORT

2. NTD Analysis and Reports

These CLIN's are for indefinite quantities and indefinite deliverables (IDIQs). The exact quantities and deadlines to be delivered shall be determined later. CLINs 0008, 0009, and 0012 shall be based on quantities per hours of work. CLINs 0010 and 0011 shall be based upon the number of training sessions supported or conducted, respectively.

CLIN 0008: NTD SYSTEMS DEVELOPMENT

FTA's minimum need for NTD Systems Development is for 3760 labor hours per year. FTA's maximum need is for 9,400 labor hours.

The contractor must update the NTD ORS each year. These system updates are necessary to reflect changing reporting requirements, to clarify existing reporting requirements, to reflect new approaches to ease reporting burden, and to increase the number and sophistication of automatic validation checks. Systems development must be coordinated with revisions to the relevant Reporting and Validation Manuals. Development and revision of these manuals is an integral part of the systems development process. The contractor shall use their expertise in survey design and methodology to improve the data collection software and documentation for the NTD to increase the quality of data submitted to FTA, reduce the validation workload, and reduce the reporting burden.

The contractor must conduct all software development and improvement using a process such as the Systems Development Life Cycle (SDLC) methodology and using standards such as those of the Project Management Institute (PMI), unless some other similar methodology or standards are approved in writing by the COTR.

The contractor shall annually revise the manuals that govern NTD reporting and data processing, and the ORS that executes NTD reporting and data processing. A Reporting Manual currently exists for each NTD Module. A Validation Manual currently exists for the Annual NTD Module. These manuals must be updated by the contractor during the base period. The contractor shall develop Validation Manuals for the Rural, Monthly, and Safety & Security NTD Modules during the base period. The contractor must update all of the manuals in each subsequent year of this contract.

The contractor shall make the Reporting Manuals available on the NTD Website. The contractor shall not make the Validation Manual publicly available, without FTA's written consent. The contractor shall make preliminary copies of the Manuals available to FTA for review and approval at least two weeks in advance of final delivery. The contractor shall deliver five color, printed, bound copies of each final manual to FTA each year.

The contractor shall deliver to FTA and implement revised NTD ORS software for the Annual and Rural NTD Module by July 1 each year, which is the end of the fiscal year for the majority of the first wave of NTD Reporters. The contractor shall deliver and post on the NTD Website the final Reporting Manuals for the Annual and Rural NTD Modules by May 31 each year.

The contractor shall deliver to FTA revised NTD ORS software for the Monthly and Safety & Security NTD Module by October 31 each year, unless the contracting officer directs in writing that the delivery may occur by January 1 of the subsequent year. The contractor shall implement revised NTD ORS software for the Monthly and Safety & Security NTD Module on January 1 each year. The contractor shall deliver and post on the NTD Website the final Reporting Manuals for the Monthly and Safety & Security NTD Modules by October 31 each year, unless the contracting officer directs in writing that delivery may occur by November 30.

FTA anticipates that another major deliverable under this CLIN over the course of this contract will be development efforts to incorporate more automatic validation checks, new automatic data reports, and more interactive features into the Rural NTD Module.

FTA anticipates that another major deliverable under this CLIN over the course of this contract will be a development effort to integrate the Monthly and Annual NTD Modules to reduce reporting burden and data confusion. This would involve removing data fields in the Annual NTD Module that duplicate collections from the Monthly NTD Module, and instead begin requiring these data fields to be reported monthly by the urbanized area NTD reporters.

FTA anticipates that a major deliverable under this CLIN over the course of this contract will be a request to expand the collection of Capital Asset Conditions in the Annual NTD Module. Currently, the Annual NTD Module collects detailed capital asset data on transit vehicle fleets, but not on transit buildings, stations and structures. This additional functionality would expand the Annual NTD Module to include collection of information on the number and purpose of transit of buildings, as well as their age, square footage, replacement cost, and other information, as well as miles of bridges, overpasses, subways, and other structures. This expanded functionality will integrate seamlessly with the Annual NTD Module, be based on the NTD ORS, and shall interface with the NTD Oracle relational database. This CLIN also funds revisions to the Reporting, and Validation Manuals based on the expanded capabilities for Capital Asset Condition Reporting. When this task is assigned, the contractor shall use their expertise in transit capital asset data and experience and expertise in survey design and methodology to develop the specifications for expanded capital asset reporting, design the appropriate updates to the reporting software, and clearly describe the new reporting requirements in writing in the Reporting Manual.

FTA anticipates another major deliverable under this CLIN will be development of a data query tool for the NTD Website. The data query tool must be user friendly, to provide easy access to data by not just transit professionals at transit providers, transit suppliers, transit planners, and transit consultancies, but also to the general public. The data query tool must provide access to data based on a number of identifiers, such as a combination of transit provider, transit mode, type of service, urbanized area, State, or region. The data query tool must provide access to data in time series format, or in comparative format for a number of different data elements. Further specifications for the data query tool will be formulated in conjunction with FTA under this contract.

During the period of performance of this contract, the Census Department may publish new urbanized area definitions, based on data from the 2010 Census. FTA anticipates that incorporating the latest definitions of urbanized areas into the NTD will be another major deliverable under this CLIN

CLIN 0009: SPECIAL ANALYSES

FTA's minimum need for this CLIN is for 520 labor hours of special analysis work for the Annual, Monthly, and Rural NTD Modules. FTA's maximum need is for 2560 labor hours (about one and a quarter full-time equivalent employees) of special analysis work for the Annual, Monthly, and Rural NTD Modules.

Under this CLIN the contractor shall perform special data analyses based upon data reported to the NTD. The contractor shall use their expertise in transit data of all kinds, as well as their experience with NTD data gained through this contract, to regularly inform FTA of major data issues that may impact the results of requested special analyses. Special analysis requests will often require the contractor to employ expertise in economic regression, seasonal adjustment, data modeling, and cost-benefit analysis. Examples of special analyses that may be conducted under this CLIN are reports on transit fuel consumption, seasonal variations in monthly ridership, reports on the ages of fixed guideways and transit vehicles, and reports on operating cost efficiency. Other examples include reports on the number of transit fires, the number of transit trespassings, and the percent of grade crossing collisions resulting in fatalities.

FTA anticipates that a major special analysis under this CLIN will be the compilation of historical data tables from 1979 to the present for the Annual NTD Module. To complete this special analysis, the contractor must:

- review data from prior years for consistency and for quality;
- document any definitional changes in the data series, and provide these issues to FTA for a final decision on data continuity; and
- similarly document any other major data consistency and quality issues in the historical data, and provide these issues to FTA for a final decision on data continuity.

FTA anticipates that another major special analysis under this CLIN will be the development of historical data tables for the Rural Module and for the Safety & Security Module.

FTA anticipates that another special analysis under this CLIN will be to create tables based on NTD data for presentation in the Department's biannual Conditions and Performance Report to Congress, coauthored by FTA with FHWA. Examples of these requests include information on transit assets (e.g., number of vehicles, stations, maintenance facilities) transit use (e.g., passenger miles traveled, passenger travel speed, capacity utilization), the provision of transit services (e.g., revenue vehicle miles, directional route miles), transit safety and security (e.g., fatalities, injuries, arrests), and finance (e.g., sources of funding, operating expenditures, capital expenditures).

FTA anticipates that another special analysis under this CLIN will also be to provide a data source for the Transit Economic Requirements Model (TERM) to forecast capital investment requirements presented in the C&P Report.

FTA anticipates that some or all of these requests will also be made in years in which the C&P Report is not formally produced for Congress, as part of its ongoing activities to further develop and improve this report.

Specific details of the types of analyses requested for this CLIN in the past can be found by examining the Transit Sections of the 2006 Conditions and Performance Report at:

<http://www.fhwa.dot.gov/policy/2006cpr/index.htm>

CLIN 0010: NTD TRAINING WORKSHOP SUPPORT

FTA's minimum need is support for 2 workshops per year, and FTA's maximum need is support for 10 workshops per year. Support for the workshop will consist of sending three contractor personnel, at least one of whom must be a data analyst, to attend and participate in FTA-organized training sessions around the country. Between 1 and 8 of these workshops will be two day Urbanized Area Workshops, which FTA is currently developing in conjunction with the National Transit Institute. Between 0 and 2 of these workshops will be one day Rural Workshops. The role of contractor staff in these sessions will be to answer questions, participate in discussions, and provide a hands-on perspective to the sessions.

CLIN 0011: SAFETY & SECURITY TRAINING SUPPORT

FTA has a recurring need to provide training to reporting personnel from transit providers for the NTD Safety & Security Module. This training is to serve two purposes, (1) to inform veteran reporters of changes to the Safety & Security Module from the previous report year, and (2) to provide new reporters (either new personnel, or personnel from newly reporting transit providers) with the necessary instruction to begin submitting quality NTD Safety & Security reports.

The contractor shall develop a distance-learning system, such as an on-line interactive presentation or a "Webinar" that would meet the needs for Safety & Security training described above.

CLIN 0012: COOP IMPLEMENTATION

The contractor shall implement the NTD COOP Plan developed under CLIN 0001 whenever necessary to maintain NTD Operations, and then return to normal system operations upon resolution of the problem.