**GTFS-Realtime   
Master Service Agreement**

The purpose of this guidance document is to assist Transit Providers interested in implementing GTFS-Realtime with the drafting of a User Agreement Scope of Work (SOW), as required to participate in the Master Service Agreements (MSAs) for GTFS-Realtime Services.

This document provides a template with suggested information for Transit Providers to fill in when drafting their SOW document. This template covers the Transit Provider’s desired operating objectives, intended operating environment, and any desired services.

As part of the ordering process, Transit Providers will share their initial User Agreement SOW with the GTFS-Realtime MSA vendors and receive back a specific solution description and pricing.

Note: All Transit Provider User Agreements issued against this MSA must be executed prior to MSA expiration and may be fulfilled/completed in its entirety within twelve (12) months following the MSA term end date.

**User Agreement Scope of Work**

**Template and Guidance for Transit Providers**

# INCORPORATE MSA BY REFERENCE

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

# DESIRED OPERATING OBJECTIVES

The Transit Provider should include the anticipated length of the User Agreement and provide a brief description of the Transit Provider’s objectives for implementing GTFS-Realtime. This should include, but not be limited to:

* Any specific goals the Transit Provider is looking to achieve,
* The anticipated use cases (i.e., types of service alerts and/or changes),
* The desired journey planning integrations (up to three), and,
* If applicable, any additional requirements for the GTFS-Realtime Services from the California Transit Data Guidelines that exceed those specified in the MSA.

Including objectives may provide further clarity for internal scoping decisions, allow MSA vendors to better tailor their proposals to the Transit Provider’s needs, and provide a rationale for negotiating default service level agreements (if needed).

# INTENDED OPERATING ENVIRONMENT

## Description of Transit Agency

Please provide a brief description of the Transit Provider and its service area. This should include, but not be limited to, the service area, number of total vehicles, the vehicle types, and an overview of routes and operating hours. Photographs and/or maps are highly encouraged.

## Description of Existing Technology Stack

Please describe the Transit Provider’s current vendor relationships related to the following: the status of the Transit Provider’s General Transit Feed Specification (GTFS) Schedule (also known as Static) feeds, Computer-Aided Dispatch / Automatic Vehicle Location (CAD-AVL) systems, Automatic Passenger Counter (APC) systems, existing customer information channels, current fare collection methods, and whether the Transit Provider contracts out any bus operations to a private company.

For each technology, the Transit Provider should note if it anticipates wanting to integrate with the GTFS-Realtime Services via the Ingestion Point. Transit Providers are encouraged to be as specific as possible when describing these technologies (i.e., product name, model numbers, associated vendor, data format, etc.).

At a minimum, the Transit Provider should provide a link to the Transit Provider GTFS Schedule (also known as Static) feed. Transit Providers are encouraged to describe its processes around GTFS Schedule feed creation and updates including, but not limited to, any associated vendors, standard update frequency, and update process (i.e., update in vendor software and export to permalink, update in-house, etc.).

## Hardware

Please specify if the Transit Provider intends to purchase hardware off the MSA or “bring your own” hardware.

### Hardware Purchase from MSA

If the Transit Provider intends to purchase hardware off the MSA, please use the table below to identify which device is desired from the available MSA vendor offerings:

| Device Make | Device Model | Quantity (incl. spares) | Connectivity Plan (i.e., cellular, Wi-Fi, wired, etc.) |
| --- | --- | --- | --- |
|  |  |  |  |

* Spares: Although the Transit Provider will have the opportunity to order additional devices at any point during the contract, ordering some quantity of spare devices initially for your inventory is recommended if you wish to avoid any delays associated with ordering additional devices; 5%-10% is a reasonable range.
* Connectivity: The Transit Provider will provide the connectivity plan for the devices but should specify its desired approach and carrier to ensure compatibility.

Please specify if there are additional functionality requirements or integrations with other devices/software which the Transit Provider desires.

Please specify if the Transit Provider intends to purchase installation services or if it intends to install on their own. If the Transit Provider intends to purchase installation services, it should indicate the desired location for installation for each vehicle.

The Transit Provider should demonstrate whether it meets the requirements for Standard Installation using the table on the next page. The Transit Provider is highly encouraged to provide photographs demonstrating it meets the Standard Installation requirements.

If a vehicle does not meet the requirements for Standard Installation but wishes to purchase installation services, the Transit Provider should indicate this as Custom Installation.

Installation Table

| Vehicle # | Vehicle Make & Model | Device to be Installed | Description of Install Location | Install Type (Standard or Custom) | Available power via a USB, automobile auxiliary power outlet, or other similar source?\* | Available flat surface near enough to the required vehicle power supply connection to use the On-Vehicle Device’s power cable (or be suitable for connection via eyelets)?\* | Available access to antenna mount points and ability to route antenna cabling to antenna mount points on window or roof, if needed?\* |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

\*If Transit Provider answers “no”, Custom Installation is required.

The Transit Provider is highly encouraged to provide photographs to support responses.

### “Bring Your Own” Hardware

If the Transit Provider intends to “bring your own” hardware, please identify the device make and model which will be used, as well as the connectivity plan (i.e., cellular data plan, Wi-Fi router, wired ethernet, etc.). If the device is being used for other functionality besides GTFS-Realtime Services, please describe the uses and any associated vendors.

| Device Make | Device Model | Connectivity Plan (i.e., cellular, Wi-Fi, wired, etc.) | Other functions, if applicable |
| --- | --- | --- | --- |
|  |  |  |  |

## Management

Please identify the Transit Provider point of contact (POC) and provide the POC’s email, phone, and mailing address. The Transit Provider is also encouraged to provide contact information for its Cal-ITP Account Manager, as well as any other relevant vendors (i.e., GTFS Schedule, CAD/AVL, etc.).

The Transit Provider is encouraged to provide its desired project implementation plan, including an aspirational timeline for installation and commissioning. The project implementation plan should also include any desired milestones. If the Transit Provider intends to add additional requirements to Service Acceptance, these should be noted here. The Transit Provider will work jointly with the Contractor to collaboratively refine and finalize the project implementation plan.

## Reporting

In the table below, please specify the format and file type desired for each of the required reports detailed in the MSA.

* If the Transit Provider would like additional reports and/or additional feed accuracy metrics beyond those specified in the MSA, please specify the metric, metric expression, and report format.
* If the Transit Provider would like to receive historical data in a format other than .csv files in a single compressed ZIP, please specify (i.e., PDF, doc, xlsx, etc.).

| MSA Requirements | Format |
| --- | --- |
| 1. Sharing Canonical GTFS-Realtime Validator results with the Transit Provider within twenty-four (24) hours of receipt. Validator results are required to be shared in the following situations: As a component of Service Acceptance;  * Prior to the initiation of Feed Acceptance process; * With every update to the associated GTFS Schedule Feed(s); * With every update to the Service Change and Alerts Management Service; * After any change to the GTFS-Realtime Services; and * Within thirty (30) calendar days of publication of a new version of the Canonical GTFS-Realtime Validator. |  |
| 1. Reporting all identified Service Unavailability Events and Journey Planning Application Events, including those resulting from Exclusion Events, to the Transit Provider within an hour of identification, with reference to the unique and trackable ID numbers if an associated customer support inquiry was created. |  |
| 1. Providing a report within fifteen (15) calendar days of a new calendar quarter which contains content covering the previous calendar quarter (i.e., report provided in April will cover the first calendar quarter data (January – March)) and which shall contain, at a minimum, the following components:    1. Measurement of the Contractor’s actual performance relative to the Key Performance Indicators and the accrual of Service Credits, if applicable (Exhibit A.2);    2. Presentation of prediction results using specified accuracy metrics (Section 1.1.3); and    3. Summary of any Service Unavailability Events, Journey Planning Application Events, all customer support inquires made by the Transit Provider in the reporting period, and any pending customer support inquiries from previous reporting periods with reference to the unique and trackable ID number, as applicable. |  |
| 1. Providing a Microsoft Excel file within fifteen (15) calendar days of the Transit Provider’s fiscal year end, for the purpose of the Federal Transit Administration (FTA) National Transit Database (NTD) reporting, with the following information:    1. Annual Vehicle Revenue Miles for each transit mode; and    2. Annual Vehicle Revenue Hours for each transit mode. |  |

## Training

In this component of the SOW, the Transit Provider should provide information related to its desired training format and timing. The Transit Provider should consider:

* How many employees will participate in the training?
* Will the training be a “train the trainer” format or will everyone participate?
* Is the Transit Provider’s preference to conduct the training virtually or in-person?
* Does the Transit Provider already know what days/weeks will be better for employee availability?

## Changes to the SLAs [ OPTIONAL ]

In this component of the SOW, the Transit Provider should indicate whether it wishes to ask for changes to the default SLAs. Although the SLAs can be modified, MSA vendors are not obligated to agree to any SLAs set below or above the default levels.

# ADDITIONAL SUPPORT SERVICES

In this component of the SOW, the Transit Provider should indicate any and all additional support services that it wishes to purchase. Additional support services are available for both software and hardware purchases and are designed to cover any non-standard needs related to project management, implementation, and operations. Transit Providers with limited staff resources available may want to consider purchasing additional support services. If you are unsure whether you need this support, it is recommended to discuss with the MSA vendor in more detail what is included in their base offering. Transit Providers should consider the following questions in discussions with the MSA vendors:

* Do you potentially need a project manager from your MSA vendor as an additional service?
* Do you potentially require extensive training of your staff by the MSA vendor as an additional service?
* Do you potentially want support in creating and maintaining a GTFS Schedule feed as an additional service?

# WHAT MSA VENDOR(S) SHOULD RETURN TO YOU

Upon sharing your SOW with the MSA vendor(s) (see below for an email template), you should expect to receive the following in response:

* Solution description
* Point of contact for implementation and ongoing support
* Initial project implementation plan, incorporating your desired timelines & milestones where possible
* Initial service acceptance plan, including proposed commissioning testing for hardware devices
* Considerations for implementation and integration
* Initial training plan, incorporating your desired formats where possible
* Suggested additional support services
* Device lead times (if applicable)
* Pricing for mandatory items
* Pricing for optional items

# WHAT TO EXPECT REGARDING NEXT STEPS

Once you receive information and pricing from the MSA vendor(s), you will select an MSA vendor and work collaboratively with them to finalize the specific details of your User Agreement. This will include:

* Final project implementation plan, with defined steps, milestones, and timelines
* Final service acceptance plan, including mutually agreed upon commissioning and functionality testing for hardware
* Final training plan
* Final journey planning applications for integration
* Installation plan for On-Vehicle devices, if applicable

# CONTRACT EMAIL TEMPLATE

*[Address Fields]*

To: *[\_\_\_\_\_\_\_\_\_\_; we suggest BCCing all Vendors at once]*

CC: [hello@calitp.org](mailto:hello@calitp.org)

BCC: *[\_\_\_\_\_\_\_\_\_\_; insert Vendor email addresses; see Contractor Contact Information in CA DGS’s MSA User Instructions document]*

*[Subject Line]*

AGENCY NAME SOW for CA MSA GTFS-Realtime

*[Email Body]*

My name is *\_\_\_\_\_\_\_\_\_\_* and I’m the ROLE for AGENCY NAME in CITY/STATE.

AGENCY NAME has been working toward the goal of creating GTFS-Realtime feed(s) for our fleet of VEHICLE TYPE/TYPES, with support from Cal-ITP (CCed).

I’m reaching out to start the process of purchasing from the State of California’s Master Service Agreements and would like to receive more specific information from your company, including its pricing for this project.

Attached please find our Scope of Work (SOW) with further details on the project.

Please let me know if you have any questions. We request that your response to this inquiry be received within XX business days (DATE)[[1]](#footnote-0) for consideration.

Thank you,

[SIGNATURE]

1. Unless otherwise specified by the transit provider, the vendor shall respond within five (5) business days of the request. [↑](#footnote-ref-0)