

STATEMENT OF WORK

KITS Warranty, Maintenance and Support Services

Prepared by:
Kimley Horn

For Review by:
City of Glendale

August 2024

STATEMENT OF WORK

KITS Warranty, Maintenance and Support Services

BACKGROUND:

The City of Glendale uses KITS as the centralized Advanced Transportation Management System (ATMS). The software system is used by engineers, operators, and maintenance staff to manage the City's Econolite traffic signals, perform engineering retiming of signals, perform real-time monitoring and maintenance diagnostics, and manage event traffic through commands to the traffic signals and message boards. This scope of services extends the yearly warranty, maintenance, and support services for KITS from September 2024 to August 2027.

SCOPE OF SERVICES:

The tasks included in this project are as follows:

WARRANTY, MAINTENANCE, AND SUPPORT (3 YEARS)

In this task, Kimley-Horn will support the City staff in resolving issues experienced with the KITS ATMS software, including integration related issues with the City's existing Econolite ASC/3 and EOS NTCIP compliant controller versions. This will include necessary resolutions for identified issues. Kimley-Horn understands the need for fast and reliable service when addressing issues with the ATMS, particularly during events where KITS is used to manage traffic signals, and DMS messages. As such, the City can expect to receive prompt service when an issue is identified, including onsite support to resolve an issue, and phone and email support. Kimley-Horn will provide up to two impromptu training sessions upon request for the City to cover topics on the KITS ATMS.

Typical maintenance services provided include:

- System integrity check, and system monitoring prior to major events
- Install KITS on new workstations
- Troubleshoot and fix mapping issues on City workstations
- Troubleshoot issues on the PC to connect to Historical Intersection Timing Data
- Onsite, impromptu training for operations and field technicians to help with day-to-day tasks
- Troubleshoot and fix DMS issues
- Technical support for the KITS Mobile Application for measuring travel times

Deliverable(s):

- Quarterly status reports on tasks completed
- Phone and email support
- Up to 40 hours of on-site support per year
- Up to 6 Bi-Monthly Site Visits or video conference calls per year
- Software patches for KITS Central System
- Attendance for up to 1 City staff at the KITS user group meeting
- Impromptu training and documentation
- Travel expenses for 1 City staff to attend the KITS user group meeting

Exhibit B - Compensation

FEE:

Payment for KITS maintenance and support shall be in one lump sum payment of **\$35,000** per year, payable at the beginning of each September. The initial contract period shall be for three (3) years starting from September 2024 and going through to August 2027.

This contract has two (2) years of optional extension renewals for **\$35,000** per year.

Task	Fee
Three (3) Years KITS: Warranty, Maintenance, and Support	\$105,000
KITS Maintenance Year 1 (September 2024 – August 2025)	\$35,000
KITS Maintenance Year 2 (September 2025 – August 2026)	\$35,000
KITS Maintenance Year 3 (September 2026 – August 2027)	\$35,000
Total:	\$105,000

Optional Additional Software Maintenance	Fee
Optional Year 4 KITS: Warranty, Maintenance, and Support	\$35,000
KITS Maintenance Year 4 (September 2027 – August 2028)	\$35,000
Optional Year 4 KITS: Warranty, Maintenance, and Support	\$35,000
KITS Maintenance Year 5 (September 2028 – August 2029)	\$35,000