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State of New Hampshire

DEPARTMENT OF SAFETY
JAMES H. HAYES BLDG. 33 HAZEN DR.
CONCORD, N.H. 03305
(603) 271-2791

ROBERT L. QUINN
COMMISSIONER OF
SAFETY

June 2, 2021

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

Requested Action

Authorize the Department of Safety (DOS), Division of State Police (NHSP), to enter into a contract with Iteris, Inc., VC#264470-P001, 1700 Carnegie Avenue, Suite 100, Santa Ana, CA 92705, in the amount of $285,178.00 to provide and implement an inspection software solution to be utilized by Troopers conducting commercial motor vehicle inspections. Effective upon Governor and Council approval through June 30, 2023, with an option to extend for two (2) two-year periods at the sole decision of the State. Funding source: 86.3% Federal Funds, 13.7% Highway Funds.

Funds are available in the SFY2021 operating budget and contingent upon the availability and continued appropriations in SFY2022 through SFY2023 with authority to adjust between fiscal years through the Budget Office if needed and justified.

	SFY2021	SFY2022	SFY2023	Total
02-23-23-234015-31060000-Dept. of Safety-NHSP-MCSAP Grant 038-500177 – Software License/Maint/Network	$21,630	$78,379	$80,169	$180,178
02-23-23-234010-13660000-Dept. of Safety-NHSP-SP Fed Grants 103-502664 – Contracts for Operational Services	$105,000	$0.00	$0.00	$105,000
Total	$126,630	$78,379	$80,169	$285,178

Explanation

This contract provides the New Hampshire State Police Commercial Motor Carrier Enforcement Unit with commercial motor vehicle (CMV) inspection software that has access to real-time carrier, vehicle and driver data and federal information systems inclusive of but not limited to Safety & Fitness Electronic Records (SAFER), Commercial Driver's License Information System (CDLIS), Inspection Selection System (ISS) and Past Inspection Query (PIQ). This enhanced technology will provide more efficient options to review and research a multitude of required data sources dramatically improving Trooper safety by reducing the amount of time spent roadside while completing their respective inspection reports. Reducing Trooper time on task will allow more time to address their safety and the public they serve. The software will increase inspection reporting accuracy and uniformity and provide continuous updates. The Federal Motor Carrier Safety Administration (FMCSA) awards Motor Carrier Safety Assistance Program grant funds to states for the purpose of implementing a feature rich interface which meets their inspection data minimum requirements.

The State of New Hampshire, acting through the Department of Safety (DOS), Division of State Police (NHSP) posted a Request for Proposal (RFP DOS 2021-100) on the State's Administrative Services website from October 5, 2020 through November 20, 2020. Proposals were received from two vendors. The contract was awarded to Iteris, Inc. as the lowest cost vendor who met the qualifications and criteria contained in the RFP.

In the event that the Federal funds become no longer available, General Funds/Highway Funds will not be requested to support this program.

Respectfully submitted,

Robert L. Quinn
Commissioner of Safety

RFP Final Scoring Summary
Project Name: CMV Inspection/CVIEW RFP 2021-100
Closing Date : 11/20/20

Evaluation Factor	Points Available	Intelligent Imaging	Iteris
Adherence to Mandatory Requirements	(Pass/Fail)	Pass	Pass
Proposed System and Services to be Provided	45	29.50	31.32
Technical, Service and Project Management	15	4.40	12.00
Vendor Company & Staff Qualifications	5	2.00	4.00
Proposal Cost	35	18.16	35.00
Total Score	**100**	**54.06**	**82.32**

Evaluators
Tammy Holso – Administrator III
William Burke – State Police Sergeant
Andrew Player – State Police Lieutenant
Carl Huddleston – State Police Sergeant
Kenneth Phoenix – State Police Sergeant
Pam McGovern – IT Manager IV

STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY
27 Hazen Dr., Concord, NH 03301
Fax: 603-271-1516 TDD Access: 1-800-735-2964
www.nh.gov/doit

Denis Goulet
Commissioner

March 15, 2021

Robert L. Quinn
Commissioner of Safety
Department of Safety
33 Hazen Drive
Concord, NH 03305

Dear Commissioner Quinn:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into contract with Iteris, Inc., a Santa Ana, CA corporation as described below and referenced as DoIT No. 2021-039.

The purpose of this request is to enter into a contract with Iteris, Inc., to provide the Department of Safety (DOS), a fully implemented, hosted, and integrated CMV Inspection/Commercial Vehicle Exchange Window (CVIEW) system. NH State Police (NHSP) Troopers inspect commercial motor vehicles roadside and at fixed locations to ensure safe operation as well as compliance with Federal and State regulations. The Federal Motor Carrier Safety Administration requires Motor Carrier Enforcement Certified Troopers to collect and report accurate, complete and timely inspection data when conducting commercial motor vehicle and driver inspections.

The amount of the contract is not to exceed $285,178.00, and shall become effective upon Governor and Executive Council approval through June 30, 2023.

A copy of this letter should accompany the Department of Safety's submission to the Governor and Executive Council for approval.

Sincerely,

Denis Goulet

DG/kaf
DoIT #2021-039
RID: N/A
cc: Ronald Reed, IT Manager, DoIT

STATE OF NEW HAMPSHIRE

Department of Safety:

COMMERCIAL MOTOR VEHICLE ENFORCEMENT INSPECTION/CVIEW SYSTEM:

DOS – 2021-100

04/29/2021

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STATE OF NEW HAMPSHIRE
DEPARTMENT OF SAFETY
2021-100
COMMERCIAL MOTOR VEHICLE ENFORCEMENT INSPECTION/CVIEW SYSTEM
STATE OF NEW HAMPSHIRE GENERAL PROVISIONS - P37

FORM NUMBER P-37 (version 12/11/2019)

Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

The State of New Hampshire and the Contractor hereby mutually agree as follows:

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name Department of Safety, Division of State Police		1.2 State Agency Address 33 Hazen Drive Concord, NH 03305	
1.3 Contractor Name Iteris, Inc.		1.4 Contractor Address 1700 Carnegie Avenue Ste 100 Santa Ana, CA 92705	
1.5 Contractor Phone Number 949-270-9400	1.6 Account Number AU 1366 & 3106	1.7 Completion Date 06/30/2023	1.8 Price Limitation $285,178
1.9 Contracting Officer for State Agency Cynthia Hagerty		1.10 State Agency Telephone Number 603-223-8437	
1.11 Contractor Signature Date: 04/29/2021		1.12 Name and Title of Contractor Signatory Scott Perley, VP Performance Analytics	
1.13 State Agency Signature Date: 6/2/21		1.14 Name and Title of State Agency Signatory Steven Lavoie, Director of Administration	
1.15 Approval by the N.H. Department of Administration, Division of Personnel *(if applicable)* By: Director, On:			
1.16 Approval by the Attorney General (Form, Substance and Execution) *(if applicable)* By: On: 6/16/2021			
1.17 Approval by the Governor and Executive Council *(if applicable)* G&C Item number: G&C Meeting Date:			

2. SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference ("Services").

3. EFFECTIVE DATE/COMPLETION OF SERVICES.
3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.17, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("Effective Date").
3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT.
Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.
5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.
5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.
5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.
5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.
6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.
6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.
6.3. The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

9. TERMINATION.

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT B. In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and submit to the State a Transition Plan for services under the Agreement.

10. DATA/ACCESS/CONFIDENTIALITY/ PRESERVATION.

10.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

11. CONTRACTOR'S RELATION TO THE STATE. In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.
12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.
12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

13. INDEMNIFICATION. Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.
14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:
14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than $1,000,000 per occurrence and $2,000,000 aggregate or excess; and
14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2 herein, in an amount not less than 80% of the whole replacement value of the property.
14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.
14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

15. WORKERS' COMPENSATION.
15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A *("Workers' Compensation")*.
15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

17. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

18. CHOICE OF LAW AND FORUM. This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

19. CONFLICTING TERMS. In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

20. THIRD PARTIES. The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. HEADINGS. The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. SPECIAL PROVISIONS. Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

23. SEVERABILITY. In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. ENTIRE AGREEMENT. This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

EXHIBIT A - SPECIAL PROVISIONS

The terms outlined in the P-37 General Provisions are modified as set forth below:

A.1 Provision 3, Effective Date/Completion of Services, is updated with the following addition:

3.3 The Term may be extended up to two (2) times ("Extended Term") at the sole option of the State, subject to the parties prior written Agreement on applicable fees for each extended Term, up to, but not beyond, June 30, 2027, under the same terms and conditions, subject to approval of the Governor and Executive Council.

A.2 Provision 5, Contract Price/Price Limitation/ Payment, is updated with the following addition:

5.5 The State's liability under this Agreement shall be limited to monetary damages not to exceed the contract price pursuant to Paragraph 5.2. The Contractor agrees that it has an adequate remedy at law for any breach of this Agreement by the State and hereby waives any right to specific performance or other equitable remedies against the State. Subject to applicable laws and regulations, in no event shall the State be liable for any consequential, special, indirect, incidental, punitive, or exemplary damages. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State.

A.3 Provision 8, Event of Default/Remedies, is updated with the following addition:

8.2.5 Give the Contractor a written notice specify the event of Default, terminate the agreement as breached, procure Services that are the subject of the Contract from another source and Contractor shall be liable for reimbursing the State for the replacement Services, and all administrative costs directly related to the replacement of the Contract and procuring the Services from another source, such as costs of competitive bidding, mailing, advertising, applicable fees, charges or penalties, and staff time costs; all of which shall be subject to the limitations of liability set forth in the Contract.

A.4 Provision 9, Termination, is deleted and replaced with the following:

9. TERMINATION

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, and with written notice, terminate the Agreement for any reason, in whole or in part. In the event of such termination, the Contractor shall immediately stop all work hereunder and shall immediately cause any and all of its suppliers and subcontractors to cease work. The State shall be liable for cost of all Services and Deliverables for which Acceptance has been given by the State, provided through the date of termination but will not be liable for any costs for incomplete Services or winding down the Contract activities. The

SP
04/29/2021

Contractor shall not be paid for any work performed or costs incurred which reasonably could have been avoided.

9.2 Termination Procedure

9.2.1 Upon termination of the Contract, the State, in addition to any other rights provided in the Contract, may require Contractor to deliver to the State any property, including without limitation, Software and Written Deliverables, for such part of the Contract as has been terminated.

9.2.2 After receipt of a notice of termination, and except as otherwise directed by the State, Contractor shall:

a. Stop work under the Contract on the date, and to the extent specified, in the notice;

b. Promptly, but in no event longer than ten (10) days after termination, terminate its orders and subcontracts related to the work which has been terminated, and settle all outstanding liabilities and all claims arising out of such termination of orders and subcontracts, with the approval or ratification of the State to the extent required, which approval or ratification shall be final for the purpose of this Section;

c. Take such action as the State directs, or as necessary to preserve and protect the property related to the Contract which is in the possession of Contractor and in which the State has an interest;

d. Take no action to intentionally erase any State data until directed by the State;

e. Transfer title to the State and deliver in the manner, at the times, and to the extent directed by the State, any property which is required to be furnished to the State and which has been accepted or requested by the State;

f. Implement an orderly return of State data in a CSV or another mutually agreeable format at a time agreed to by the parties;

g. Securely dispose of all requested data in all of its forms, such as disk, CD / DVD, backup tape and paper, when requested by the State. Data shall be permanently deleted and shall not be recoverable, according to National Institute of Standards and Technology (NIST)-approved methods. Certificates of destruction shall be provided to the State; and

h. Provide written Certification to the State that Contractor has surrendered to the State all said property and after 180 days has erased all State data.

9.2.3 If the Contract has expired, or terminated prior to the Completion Date, for any reason, the Contractor shall provide, for a period up to ninety (90) days after the expiration or termination, all transition services requested by the State, at no additional cost, to allow for the expired or terminated portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Services to the State or its designees ("Transition Services").

9.2.4 This covenant in paragraph 9 shall survive the termination of this Contract.

A.5 Provision 10, Data/Access/Confidentiality/Preservation, is updated with the following addition:

10.4 In performing its obligations under this Agreement, Contractor may gain access to Confidential Information of the State. Confidential Information includes any and all information owned or managed by the State of NH - created, received from or on behalf of any Agency of the State or accessed in the course of performing contracted Services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Protected Health Information (PHI), Personally Identifiable Information (PII), Personal Financial Information (PFI), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and Confidential Information. The Contractor shall not use the Confidential Information developed or obtained during the performance of, or acquired, or developed by reason of the Agreement, except as directly connected to and necessary for the performance of the Agreement. Contractor shall maintain the confidentiality of and protect from unauthorized use, disclosure, publication, and reproduction (collectively "release"), all Confidential Information.

10.4.1 In the event of the unauthorized release of Confidential Information, Contractor shall immediately notify the State, and the State may immediately be entitled to pursue any remedy at law and in equity, including, but not limited to, injunctive relief.

10.5 Subject to applicable federal or State laws and regulations, Confidential Information shall not include information which:

a. shall have otherwise become publicly available other than as a result of disclosure by the receiving Party in breach hereof;

b. was disclosed to the receiving Party on a non-confidential basis from a source other than the disclosing Party, which the receiving Party believes is not prohibited from disclosing such information as a result of an obligation in favor of the disclosing Party;

c. is developed by the receiving Party independently of, or was known by the receiving Party prior to, any disclosure of such information made by the disclosing Party; or

d. is disclosed with the written consent of the disclosing Party.

10.6 A receiving Party also may disclose the disclosing Party's Confidential Information to the extent required by an order of a court of competent jurisdiction. Any disclosure of the Confidential Information shall require the prior written approval of the State. Contractor shall immediately notify the State if any request, subpoena or other legal process is served upon Contractor regarding the Confidential Information, and Contractor shall cooperate with the State in any effort the State undertakes to contest the request, subpoena or other legal process, at no additional cost to the State.

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10.7 Contractor Confidential Information. Contractor shall clearly identify in writing all information it claims to be confidential or proprietary upon providing such information to the State. For the purposes of complying with its legal obligations, the State is under no obligation to accept the Contractor's designation of material as confidential. Contractor acknowledges that the State is subject to State and federal laws governing disclosure of information including, but not limited to, RSA Chapter 91-A. In the event the State receives a request for the information identified by Contractor as confidential, the State shall notify Contractor and specify the date the State will be releasing the requested information. At the request of the State, Contractor shall cooperate and assist the State with the collection and review of Contractor's information, at no additional expense to the State. Any effort to prohibit or enjoin the release of the information shall be Contractor's sole responsibility and at Contractor's sole expense. If Contractor fails to obtain a court order enjoining the disclosure, the State shall release the information on the date specified in the State's notice to Contractor, without any liability to the State.

10.8 This covenant in paragraph 10 shall survive the termination of this Contract.

A.6 Provision 12, Assignment/Delegation/Subcontracts, is updated with the following addition:

12.3 In the event that Contractor should change ownership for any reason whatsoever that results in a change of control of the Contractor, the State shall have the option of:

a. continuing under the Agreement with Contractor, its successors or assigns for the full remaining Term of the Agreement or for such period of time as determined necessary by the State;

b. immediately terminate the Agreement without liability to or further compensation owed to Contractor, its successors or assigns.

A.7 The following Provisions are added and made part of the P37:

25. FORCE MAJEURE

25.1 Neither Contractor nor the State shall be responsible for delays or failures in performance resulting from events beyond the control of such Party and without fault or negligence of such Party. Such events shall include, but not be limited to, acts of God, strikes, lock outs, riots, and acts of War, epidemics, acts of Government, fire, power failures, nuclear accidents, earthquakes, and unusually severe weather.

25.2 Except in the event of the foregoing, Force Majeure events shall not include the Contractor's inability to hire or provide personnel needed for the Contractor's performance under the Contract.

26. EXHIBITS/ATTACHMENTS

The Exhibits and Attachments referred to in and attached to the Contract are incorporated by reference as if fully included in the text of the Contract.

27. NON-EXCLUSIVE CONTRACT

The State reserves the right, at its discretion, to retain other vendors to provide any of the Services or Deliverables identified under this Agreement. Contractor shall make best efforts to coordinate work with all other State vendors performing Services which relate to the work or Deliverables set forth in the Agreement. The State intends to use, whenever possible, existing Software and hardware contracts to acquire supporting Software and hardware.

28. GOVERNMENT APPROVALS

Contractor shall obtain all necessary and applicable regulatory or other governmental approvals necessary to perform its obligations under the Contract.

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EXHIBIT B – STATEMENT OF WORK (SOW) BUSINESS AND TECHNICAL REQUIREMENTS AND DELIVERABLES

The Statement of Work, Business and Technical Requirements, and Deliverables are set forth below:

1. **STATEMENT OF WORK**

2. **Under this Contract, the Contractor shall provide a Hosted System and Services to the New Hampshire State Police to provide law enforcement with a configurable, commercial motor vehicle (CMV) integrated inspection and commercial vehicle information exchange window (CVIEW). The system will provide NH State Troopers access to real-time carrier, vehicle and driver data and federal information systems inclusive of but not limited to Safety & Fitness Electronic Records (SAFER), Commercial Driver's License Information System (CDLIS), Inspection Selection System (ISS), and Past Inspection Query (PIQ). The Contactor will provide a secure, hosted CVIEW and inspection software solution enabling Troopers to check multiple information systems and databases using a single access point, which will increase efficiency, timeliness and improve data uniformity. This will ensure real-time information is available through database updates resulting in a more effective screening process that will target high-risk carriers and assist Troopers in their inspection selection process. The Contractor's system will also provide a built-in compliance-reporting tool, linked to federal databases, allowing Troopers to document driver, carrier and vehicle federal safety violations. Future integrations may include, but are not limited to IRP/IFTA and State systems as outlined in the Contract.BUSINESS / TECHNICAL REQUIREMENTS**

Reference Attachment G: Contractor's Proposal in response to DOS RFP 2021-100, dated November 20, 2020 RFP DOS 2021-100 – Requirements (Attachment A Requirements vFINAL.xlsx)

2.1 Compliance Requirements

Not Applicable

3. **ACTIVITY, DELIVERABLE, AND MILESTONE**

4. **Reference Attachment G: Contractor's Proposal in response to DOS RFP 2021-100, dated November 20, 2020 RFP DOS 2021-100 – Requirements (Attachment A Requirements vFINAL.xlsx) Activity, Deliverable, and Milestone Tab DELIVERABLE REVIEW AND ACCEPTANCE**

4.1 Non-Software and Written Deliverables Review and Acceptance

The Contractor shall provide a written Certification that a non-software, written deliverable (such as the Test Plan) is final, complete, and ready for Review. After receiving such Certification from the Contractor, the State will Review the Deliverable to determine whether it meets the requirements outlined in this Exhibit. The State will notify the Contractor in writing of its Acceptance or rejection of the Deliverable, or its partial or conditional Acceptance of the Deliverable, within five (5) business days of the State's receipt of the Contractor's written Certification; provided that if the State determines that the State needs more than five (5) days, then the State shall be entitled to an extension of up to an additional ten (10) business days. If the State rejects the Deliverable or any

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portion of the Deliverable, or if any Acceptance by the State is conditioned upon completion of any related matter, then the State shall notify the Contractor of the nature and class of the Deficiency, or the terms of the conditional Acceptance, and the Contractor shall correct the Deficiency or resolve the condition to Acceptance within the period identified in the Work Plan. If no period for the Contractor's correction of the Deliverable or resolution of condition is identified, the Contractor shall correct the Deficiency in the Deliverable or resolve the condition within five (5) business days or such longer period as the State (in its sole discretion) may agree. Upon receipt of the corrected Deliverable, the State shall have five (5) business days to review the Deliverable and notify the Contractor of its Acceptance, Acceptance in part, conditional Acceptance, or rejection thereof, with the option to extend the Review Period up to five (5) additional business days, or mutually agreed upon timeframe. If the Contractor fails to correct the Deficiency within the allotted period, the State may, at its option, continue reviewing the Deliverable and require the Contractor to continue until the Deficiency is corrected, or immediately terminate the Contract, declare the Contractor in default, and or pursue its remedies at law and in equity.

4.2 Software Deliverables Review and Acceptance

System/Software Testing and Acceptance shall be performed as set forth in the Test Plan and more particularly described in Acceptance and Testing Services described herein.

4.3 Number of Deliverables

Unless the State otherwise specifically agrees in writing, in no event shall the Contractor certify for testing and deliver to the State more than three (3) Deliverables for review or testing at one time. As the State accepts a Deliverable, an additional Deliverable may be presented for review but at no time can the Deliverables exceed three (3) at a time without the authorization of the State.

4.4 Conditional and Unconditional Acceptance

By accepting a Deliverable, the State reserves the right to reject any and all Deliverables in the event the State detects any Deficiency in the System, in whole or in part, through completion of all Acceptance Testing, including but not limited to, Software/System Acceptance Testing, and any extensions thereof.

5. CHANGE ORDER

The State may make changes, revisions or request enhancements to the Scope of Work at any time by written Change Order. The State originated changes, revisions or enhancements shall be approved by the Department of Information Technology. Within five (5) business days of Contractor's receipt of a Change Order, Contractor shall advise the State, in detail, of any impact on cost (e.g., increase or decrease), the Schedule, and the Work Plan.

Contractor may propose a change within the scope of the Contract by written Change Order, identifying any impact on cost, the Schedule, and the Work Plan. The State shall acknowledge receipt of Contractor's requested Change Order within five (5) business days. The State Agency, as well as the Department of Information Technology, must review and approve all

Change Orders in writing. The State shall be deemed to have rejected the Change Order if the Parties are unable to reach an agreement in writing within 30 days of receipt of the Change Order.

Change orders resulting in an increase of Price Limitation, an extension of time for Contract completion or a significant change to the scope of the Contract may require approval by the Governor and Council.

A Change Order which is accepted and executed by both Parties and if applicable, approved by Governor and Council, shall amend the terms of this Agreement.

6. IMPLEMENTATION SERVICES

The Contractor shall employ an industry-standard Implementation strategy with a timeline set forth in accordance with the Work Plan:

The Contractor shall manage Project execution and provide the tools needed to create and manage the Project's Work Plan and tasks, manage and schedule Project staff, track and manage issues, manage changing requirements, maintain communication within the Project Team, and Report status.

The Contractor and the State shall adopt a Change Management approach to identify and plan key strategies, communication initiatives, and training plans.

7. PROJECT MANAGEMENT

The Contractor shall provide project tracking tools and templates to record and manage Issues, Risks, Change Requests, Requirements, and other documents used in the management and tracking of the project. The State believes that effective communication and Reporting are essential to Project success. The Contractor shall employ effective communication and Reporting strategies to ensure Project success. The Contractor Key Project Staff shall participate in meetings as requested by the State, in accordance with the requirements and terms of this Contract.

The Project requires the coordinated efforts of a Project Team consisting of both Contractor and State personnel. Contractor shall provide all necessary resources to perform its obligations under the Contract. Contractor is responsible for providing all appropriate resources and personnel to manage this Project to a successful completion.

7.1 The Contractor Key Project Staff

7.1.1. The Contractor's Contract Manager

Contractor shall assign a Contract Manager who will be responsible for all Contract authorization and administration, including but not limited to processing Contract documentation, obtaining executive approvals, tracking costs and payments, and

representing the parties in all Contract administrative activities. Contractor's Contract Manager is:

TJ Teuscher
208-419-0027
tteuscher@iteris.com

Misty Fowlers
mlfowler@iteris.com

Iteris Contracts Group: contracts@iteris.com

7.1.2. The Contractor's Project Manager

Contractor shall assign a Project Manager who is qualified to perform or supervise the Contractor's obligations under this Agreement. Contractor's Project Manager is:

Kohlae Angell
208.419.0370
kxa@iteris.com

Contractor's selection of the Project Manager shall be subject to the prior written approval of the State. The State's approval process may include, without limitation, at the State's discretion, review of the proposed Project Manager's resume, qualifications, references, and background checks, and an interview. The State may require removal or reassignment of Project Manager who, in the sole judgment of the State, is found unacceptable or is not performing to the State's satisfaction.

Project Manager must be qualified to perform the obligations required of the position under the Contract, shall have full authority to make binding decisions under the Contract, and shall function as Contractor's representative for all administrative and management matters. Project Manager must be available to promptly respond during normal Business Hours within Two (2) hours of inquiries from the State, and be at the site as needed. Project Manager must work diligently and use his/ her best efforts on the Project.

7.1.3. Change of Project Manager

Contractor may not replace the Project Manager or change its assignment of Project Manager without providing the State written notice and obtaining the prior approval of the State of the replacement Project Manager. State approvals for replacement of Project Manager shall not be unreasonably withheld. The replacement Project Manager is subject to the same requirements and Review as set forth above. Contractor shall assign a replacement Project Manager within ten (10) business days of the departure of the prior Project Manager, and Contractor shall continue during the ten

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(10) business day period to provide competent project management Services through a qualified interim Project Manager.

7.1.4. The Contractors Additional Key Project Staff

The State considers the following individuals to be Key Project Staff for this Project:

Kohlae Angell, Project Manager
Whitney Raya, Project Sponsor
Delaine Adkins,Quality Assurance/Quality Control Manager
Benjamin Jenkins, Product Owner
Aaron Jenkins, Architect/Technical Lead
TJ Teuscher, Account Manager

The State reserves the right to require removal or reassignment of Key Project Staff who are found unacceptable to the State. Contractor shall not change Key Project Staff commitments without providing the State written notice and obtaining the prior written approval of the State. State approvals for replacement of Key Project Staff will not be unreasonably withheld. The replacement Key Project Staff shall have comparable or greater skills than Key Project Staff being replaced.

7.1.5. Background Checks

The State may require, and, at its sole expense, conduct reference and background screening of the Contractor's staff assigned to this Contract.

7.1.6. Termination for Lack of Project Management and Key Project Staff

Notwithstanding any other provision of the Contract to the contrary, the State shall have the option to terminate the Contract, declare Contractor in default and to pursue its remedies at law and in equity, if Contractor fails to assign a Project Manager and/or Key Project Staff meeting the requirements and terms of the Contract or if the State is dissatisfied with Contractor's replacement of the Project Manager and/or Key Project Staff.

7.2 The State Key Project Staff

7.2.1. The State Contract Manager

The State shall assign a Contract Manager who shall function as the State's representative with regard to Contract administration. The State Contract Manager is:

Cynthia Hagerty 603-223-8437

7.2.2. NHSP-Contracts@dos.nh.gov**The State Project Manager**

The State shall assign a Project Manager. The State's Project Manager is:

603-223-8919
Andrew.J.Player@dos.nh.govThe State Project Manager's duties shall include the following:

a. Leading the Project;
b. Engaging and managing all Contractors working on the Project;
c. Managing significant issues and risks;
d. Reviewing and accepting Contract Deliverables;
e. Invoice sign-offs;
f. Review and approval of Change Orders;
g. Managing stakeholders' concerns.

8. WORK PLAN

The Contractor's Project Manager and the State Project manager shall finalize the Work Plan within Fourteen (14) days of the Effective Date and further refine the tasks required to implement the Project. Continued development and management of the Work Plan is a joint effort on the part of the Contractor and State Project Managers.

The preliminary Work Plan created by the Contractor and the State is set forth in this Section.

Reference Attachment D Contractor's Proposal in response to DOS RFP 2021-100, dated November 20, 2020-Technical Proposal (RFP DOS 2021-100 PROPOSAL.docx) – Topic 24-Work PlanIn conjunction with the Contractor's Project Management methodology, which shall be used to manage the Project's life cycle, the Contractor's team and the State shall finalize the Work Plan at the onset of the Project. This plan shall identify the tasks, Deliverables, major milestones, task dependencies, and a payment Schedule required to implement the Project. It shall also address intra-task dependencies, resource allocations (both State and The Contractor's team members), refine the Project's scope, and establish the Project's Schedule.

9. ACCEPTANCE & TESTING SERVICES

10. Reference Attachment E - Contractor's Proposal in response to DOS RFP 2021-100, dated November 20, 2020 (Iteris Appendix A.pdf)–Sample Test PlanMAINTENANCE, OPERATIONS AND SUPPORT

10.1 Reference Attachment D - Contractor's Proposal in response to DOS RFP 2021-100, dated November 20, 2020-Technical Proposal (RFP DOS 2021-100 PROPOSAL.docx)-Topic 26 -Support and Maintenance**System Maintenance**
The Contractor shall maintain and support the System in all material respects as described in the Contract, through the Contract Completion Date. The Contractor shall make available to the State the latest program updates, general maintenance releases, selected functionality releases, patches, and Documentation that are generally offered to its customers, at no additional cost.

10.2 System Support

The Contractor must perform on-site or remote technical support in accordance with the Contract, including without limitation the requirements, terms, and conditions contained herein.

As part of the Software maintenance agreement, ongoing Software maintenance and support levels, including all new Software releases, shall be responded to according to the following:

Hosted Services shall be available no less than 99% of the time, 24 hours per day, 365 days per year, excluding posted maintenance periods. Responses to Customer notifications of Service Level issues shall be as set forth in the following table.

SERVICE LEVEL	ACKNOWLEDGE TIME	RESOLUTION TIME	RESPONSE AVAILABILITY	CRITERIA
Urgent	15 Minutes	1 Hour	7 days/week 24 hrs. a day	Urgent is defined as system down or unavailable
High	1 Hour	4 Hours	7 days/week 24 hrs. a day	High is defined as system is partially available or performing in a degraded mode
Normal	1 hour	1 work day	5 days/week Mon – Fri 7AM – 6PM MT	Normal is defined as primary support services provide during regular operations.

1. Iteris clients will designate representatives to participate in the Iteris Technical User Group (TUG). This collaboration with the TUG ensures that all Iteris clients are benefiting from any upgrade to the applications.
    - All updates to the system including enhancements, bugs and patches are included in monthly TUG release notes.
    - Iteris holds a monthly TUG call with these representatives to discuss application issues, upgrades, and overall client needs.
        - Any optional upgrades a state makes to their application is presented to the group to help the users determine if the new changes are wanted/needed in their state.
- 2. Server up-time, critical outage issues and resolution as well as ticket tracking for open issues will be provided quarterly.
- 3. Iteris provides representatives to participate in the monthly Architecture Configuration Control Board (ACCB) calls for them.
- 4. Iteris provides representatives to participate in the monthly Innovative Technology Deployment (ITD) calls for them

10.3 Support Obligations

The Contractor shall repair or replace Software, and provide maintenance of the Software in accordance with the Specifications and terms and requirements of the Contract.

The Contractor shall maintain a record of the activities related to Warranty repair or maintenance activities performed for the State;

a. For all maintenance Services calls, the Contractor shall ensure the following information will be collected and maintained:

i. nature of the Deficiency;
ii. current status of the Deficiency;
iii. action plans, dates, and times;
iv. expected and actual completion time;
v. Deficiency resolution information;
vi. resolved by;
vii. identifying number i.e. work order number; and
viii. issue identified by; and

b. The Contractor must work with the State to identify and troubleshoot potentially large-scale System failures or Deficiencies by collecting the following information:

i. mean time between Reported Deficiencies with the Software;
ii. diagnosis of the root cause of the problem; and
iii. identification of repeat calls or repeat Software problems.

If the Contractor fails to correct a Deficiency within the allotted period of time stated above, the Contractor shall be deemed to have committed an Event of Default, and the State shall have the right, at its option, to pursue the remedies as defined in the P-37 General Provisions, Provision 8, as well as to return the Contractor's product and receive a refund for all amounts paid to the Contractor, including but not limited to, applicable License fees, within ninety (90) days of notification to the Contractor of the State's refund request.

10.4 Contract Warranties and Representations

10.4.1. System

The Contractor warrants that any Systems provided under this Agreement will operate and conform to the Specifications, terms, and requirements of this Agreement.

10.4.2. Software

The Contractor warrants that any Software provided as part of this Agreement, including but not limited to the individual modules or functions furnished under the Contract, is properly functioning within the System, compliant with the requirements

of the Contract, and will operate in accordance with the Specifications and terms of the Contract.

For any breach of the above Software warranty, in addition to all its other remedies at law and in equity, at the State's option the Contractor shall: (a) provide the correction of program errors that cause breach of the warranty, or if Contractor cannot substantially correct such breach in a commercially reasonable manner, the State may end its program license if any and recover the fees paid to Contractor for the program license and any unused, prepaid technical support fees the State has paid for the program license; or (b) the re-performance of the deficient Services, or (c) if Contractor cannot substantially correct a breach in a commercially reasonable manner, the State may end the relevant Services and recover the fees paid to Contractor for the deficient Services.

10.4.3. Compatibility

Contractor warrants that all System components, including but not limited to the components provided, any replacement or upgraded System Software components provided by Contractor to correct Deficiencies or as an Enhancement, shall operate with the rest of the System without loss of any functionality.

10.4.4. Services

Contractor warrants that all Services to be provided under this Agreement will be provided expediently, in a professional manner, in accordance with industry standards and that Services will comply with performance standards, Specifications, and terms of the Contract.

11. DATA PROTECTION

Protection of personal privacy and data shall be an integral part of the business activities of the Contractor to ensure there is no inappropriate or unauthorized use of State information at any time. To this end, the Contractor shall safeguard the confidentiality, integrity and availability of State information and comply with the following conditions:

a. The Contractor shall implement and maintain appropriate administrative, technical and organizational security measures to safeguard against unauthorized access, disclosure or theft of Personal Data and non-public information. Such security measures shall be in accordance with recognized industry practice and not less stringent than the measures the Contractor applies to its own Personal Data and non-public data of similar kind.

b. All data obtained by the Contractor in the performance of this contract and all Personal Data shall be encrypted at rest and in transit with controlled access. Unless otherwise stipulated, the Contractor is responsible for encryption of the Personal Data.

c. Unless otherwise stipulated, the Contractor shall encrypt all non-public data at rest and in transit. The State shall identify data it deems as non-public data to the

Contractor. The level of protection and encryption for all non-public data shall be identified and made a part of this contract.

d. At no time shall any data or processes – that either belong to or are intended for the use of the State or its officers, agents or employees – be copied, disclosed or retained by the Contractor or any party related to the Contractor for subsequent use in any transaction that does not include the State.

e. The Contractor shall not use any information collected in connection with the service issued from this Contract for any purpose other than fulfilling the service.

11.1 Data Location

The Contractor shall provide its Services to the State and its end users solely from data centers within the Continental United States. All storage, processing and transmission of State data shall be restricted to information technology systems within the Continental United States. The Contractor shall not allow its personnel or sub-contractors to store State data on portable devices, including personal computers, except as specified and allowed by the contract, and then only on devices that are used and kept at its data centers within the Continental United States. The Contractor shall permit its personnel and Contractors to access State data remotely only to provide technical support and as specified or required by the contract.

11.2 Security Incident Or Data Breach

The Contractor shall inform the State of any security incident or Data Breach in accordance with NH RSA Chapter 359-C:20: Notice of Security Breach.

a. Incident Response: the Contractor may need to communicate with outside parties regarding a security incident, which may include contacting law enforcement, fielding media inquiries and seeking external expertise as mutually agreed upon, defined by law or contained in the Contract. Discussing security incidents with the State should be handled on an urgent as-needed basis, as part of the Contractor communication and mitigation processes as mutually agreed upon, defined by law or contained in the contract.

b. Security Incident Reporting Requirements: the Contractor shall report a security incident to the State identified contact immediately if it reasonably believes there has been a security incident.

c. Breach Reporting Requirements: If the Contractor has actual knowledge of a confirmed data breach that affects the security of any State content that is subject to applicable data breach notification law, the Contractor shall (1) promptly notify the appropriate State identified contact within 24 hours or sooner, unless shorter time is required by applicable law, and (2) take commercially reasonable measures to address the data breach in a timely manner.

11.3 Breach Responsibilities

11.3.1. This section only applies when a Data Breach occurs with respect to State data within the possession or control of the Contractor and/or the third party designee hosting the data as agreed upon by the Contractor and the State.

11.3.2. The Contractor, unless stipulated otherwise, shall immediately notify the appropriate State identified contact by telephone in accordance with the agreed upon security plan or security procedures if it reasonably believes there has been a security incident.

11.3.3. The Contractor, unless stipulated otherwise, shall promptly notify the appropriate State identified contact within 24 hours or sooner by telephone, unless shorter time is required by applicable law, if it confirms that there is, or reasonably believes that there has been a Data Breach the Contractor shall:

- **a.** cooperate with the State as reasonably requested by the State to investigate and resolve the Data Breach;
- **b.** promptly implement necessary remedial measures, if necessary; and
- **c.** document responsive actions taken related to the Data Breach, including any post-incident review of events and actions taken to make changes in business practices in providing the services, if necessary.

11.3.4. Unless otherwise stipulated, if a Data Breach is a direct result of the Contractor's breach of its contract obligation or the third party hosting company to encrypt Personal Data or otherwise prevent its release, the Contractor and/or the third party hosting company shall bear the costs associated with:

- **a.** the investigation and resolution of the Data Breach;
- **b.** notifications to individuals, regulators or others required by State law;
- **c.** a credit monitoring service required by State (or federal) law;
- **d.** a website or a toll-free number and call center for affected individuals required by State law — all not to exceed the average per record per person cost calculated for Data Breaches in the United States (currently $201 per record/person) in the most recent Cost of Data Breach Study: Global Analysis published by the Ponemon Institute at the time of the Data Breach; and
- **e.** complete all corrective actions as reasonably determined by the Contractor based on root cause; all [(a) through (e)] subject to this Contract's limitation of liability.

12. TRAINING

The Contractor shall provide the following Training Services:

13. MERCHANT CARD SERVICES

Not Applicable

14. CERTIFICATES AND CONTRACTOR'S ATTACHMENTS

Required Certificates and Contractor's attachments are included in Exhibit G.

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EXHIBIT C – PRICE AND PAYMENT SCHEDULE

The terms outlined in the Payment Schedule is set forth below:

1. CONTRACT PRICE

Notwithstanding any provision in the Contract to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments made by the State exceed the amount indicated in P-37 General Provisions - Block 1.8: Price Limitation. The payment by the State of the total Contract price shall be the only, and the complete reimbursement to the Contractor for all fees and expenses, of whatever nature, incurred by the Contractor in the performance hereof.

2. TRAVEL EXPENSES

The State will not be responsible for any travel or out of pocket expenses incurred in the performance of the Services performed under this Contract. The Contractor must assume all travel and related expenses incurred by Contractor in performance of its obligations. All labor rates in this Agreement will be considered "Fully Loaded", including, but not limited to: meals, hotel/housing, airfare, car rentals, car mileage, and any additional out of pocket expenses.

3. SHIPPING FEES

The State will not pay for any shipping or delivery fees unless specifically itemized in this Agreement.

4. INVOICING

The Contractor shall submit correct invoices to the State for all amounts to be paid by the State. All invoices submitted shall be subject to the State's prior written approval, which shall not be unreasonably withheld. The Contractor shall only submit invoices for Services or Deliverables as permitted by the Contract. Invoices must be in a format as determined by the State and contain detailed information, including without limitation: itemization of each Deliverable and identification of the Deliverable for which payment is sought, and the Acceptance date triggering such payment; date of delivery and/or installation; monthly maintenance charges; any other Project costs or retention amounts if applicable.

Upon Acceptance of a Deliverable, and a properly documented and undisputed invoice, the State will pay the correct and undisputed invoice within thirty (30) days of invoice receipt. Invoices will not be backdated and shall be promptly dispatched.

5. INVOICE ADDRESS

Invoices shall be sent via email to accountspayable@dos.nh.gov indicating the following recipient organization:

Billed to:
New Hampshire Department of Safety
Division of State Police

33 Hazen Drive
Concord, NH 03305

6. PAYMENT ADDRESS

Payments shall be made via ACH. Use the following link to enroll with the State Treasury for ACH payments: https://www.nh.gov/treasury/state-vendors/index.htm

7. OVERPAYMENTS TO THE CONTRACTOR

The Contractor shall promptly, but no later than fifteen (15) business days, return to the State the full amount of any overpayment or erroneous payment upon discovery or notice from the State.

8. CREDITS

The State may apply credits due to the State arising out of this Contract, against the Contractor's invoices with appropriate information attached.

9. PROJECT HOLDBACK

The State shall withhold ten percent (10%) of the price for each Deliverable, except Software License fees, as set forth in the Payment Table, until successful conclusion of the Warranty Period.

10. PAYMENT SCHEDULE

10.1 Contract Type

10.1.1. Activities / Deliverables / Milestones Pricing

This is a Not to Exceed Contract. The total Contract value is indicated in P-37 General Provisions - Block 1.8: Price Limitation for the period between the Effective Date through date indicated in P-37 General Provisions - Block 1.7: Completion Date. The Contractor shall be responsible for performing its obligations in accordance with the Contract. This Contract will allow the Contractor to invoice the State for the following activities, Deliverables, or milestones appearing in the price and payment tables below:

Reference Attachment G - Contractor's Proposal in response to DOS RFP 2021-100, dated November 20, 2020 RFP DOS 2021-100 – Requirements (Attachment A Requirements vFINAL.xlsx) Deliverables, Milestones and Activities Payment Schedule Tab

10.1.2. Software License, Maintenance and Support Pricing

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STATE OF NEW HAMPSHIRE
DEPARTMENT OF SAFETY
2021-100
COMMERCIAL MOTOR VEHICLE ENFORCEMENT INSPECTION/CVIEW SYSTEM
EXHIBIT C – PRICE AND PAYMENT SCHEDULE

Software name	Description	Initial cost	Y1	Y2	Y3	Opt Y4	Opt Y5	Opt Y6	Opt Y7
	Project Cost								
Inspection	SW licensing	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
	Hosting & Maint	$ -	$ 21,630	$ 22,279	$ 22,947	$ 23,636	$ 24,345	$ 25,075	$ 25,827
	Data Migration	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
		$ -	$ 21,630	$ 22,279	$ 22,947	$ 23,636	$ 24,345	$ 25,075	$ 25,827
	Project Cost								
CVIEW	SW licensing	$ 50,000	$ -	$ -	$ -	$ -	$ -	$ -	$ -
	Hosting & Maint		$ 55,000	$ 56,100	$ 57,222	$ 58,366	$ 59,534	$ 60,724	$ 61,939
	Data Migration	$ -							
		$ 50,000	$ 55,000	$ 56,100	$ 57,222	$ 58,366	$ 59,534	$ 60,724	$ 61,939
Total annual cost		$ 50,000	$ 76,630	$ 78,379	$ 80,169	$ 82,002	$ 83,879	$ 85,799	$ 87,766
Total cost (3 year base contract)		$ 285,178							
Total cost (7 year)		$ 624,624							

10.1.3. Contractor Staff, Resource Hours and Rates Worksheet

Title	*Name*	*Initiation*	*Implementation*	*Project Close out*	*Hourly Rate*	*Hours X Rate*
Project Manager	*Kohlae Angell*	*40*	*310*	*80*	*$201.30*	*$86,559.00*
Product Owner	*Ben Jenkins*	*10*	*80*	*20*	*$150.49*	*$16,553.90*
Architect/ Technical Lead	*Aaron Jenkins*	*10*	*103*	*20*	*$194.13*	*$25,819.29*
QA/QC	*Delaine Adkins*	*10*	*60*	*10*	*$197.91*	*$15,832.80*
Software Engineer	*Varies*		*408*		*$152.14*	*$62,073.12*
TOTALS		*70*	*961*	*130*		*$206,838.11*

10.1.4. Future Contractor Rates Worksheet

The State may request additional Services from the Contractor The State and Contractor agree to the following rates in the event the contract is extended as described in P-37 General Provisions, Section 3 Effective Date/Completion of Services.

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STATE OF NEW HAMPSHIRE
DEPARTMENT OF SAFETY
2021-100
COMMERCIAL MOTOR VEHICLE ENFORCEMENT INSPECTION/CVIEW SYSTEM
EXHIBIT C – PRICE AND PAYMENT SCHEDULE

Position Title	SFY 2021	SFY 2022	SFY 2023	Optional SFY 2024	Optional SFY 2025	Optional SF 2026	Optional SF 2027
Support Staff I	$134.74	$138.11	$141.57	$145.11	$148.73	$152.45	$156.26
Support Staff II	$184.98	$189.61	$194.35	$199.20	$204.18	$209.28	$214.52
Analyst	$124.00	$127.10	$130.28	$133.53	$136.87	$140.29	$143.80
Technician	$120.00	$123.00	$126.08	$129.23	$132.46	$135.77	$139.17
Specialist I	$119.69	$122.68	$125.75	$128.90	$132.12	$135.42	$138.81
Specialist II	$173.08	$177.40	$181.84	$186.38	$191.04	$195.82	$200.71
Assistant Engineer/Planner	$122.60	$125.67	$128.81	$132.03	$135.33	$138.71	$142.18
Associate Engineer/Planner	$147.64	$151.33	$155.11	$158.99	$162.97	$167.04	$171.22
Engineer/Planner	$190.38	$195.14	$200.02	$205.02	$210.15	$215.40	$220.79
Senior Engineer/Planner/Manager I	$237.50	$243.43	$249.52	$255.76	$262.15	$268.70	$275.42
Senior Engineer/Planner/Manager II	$310.27	$318.03	$325.98	$334.13	$342.48	$351.04	$359.82
Associate Vice President/Principal/Director I	$245.19	$251.32	$257.61	$264.05	$270.65	$277.42	$284.35
Associate Vice President/Principal/Director II	$324.56	$332.68	$340.99	$349.52	$358.26	$367.22	$376.40
Vice President/Chief Scientist	$352.00	$360.80	$369.82	$379.07	$388.54	$398.25	$408.21
Software Development Engineer I	$149.62	$153.36	$157.19	$161.12	$165.15	$169.28	$173.51
Software Development Engineer II & III	$188.20	$192.91	$197.73	$202.67	$207.74	$212.93	$218.26
Software Development Engineer IV/Data Scientist/Tech Architect	$290.39	$297.65	$305.09	$312.71	$320.53	$328.54	$336.76
Senior Manager/Software Development Lead I	$215.23	$220.61	$226.13	$231.78	$237.58	$243.52	$249.61
Senior Manager/Software Development Lead II	$272.61	$279.43	$286.41	$293.58	$300.91	$308.43	$316.14

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EXHIBIT D – SOFTWARE AGREEMENT

The terms outlined in the Software Agreement are set forth below:

1. LICENSE GRANT

1.1 COTS -- Not Applicable (N/A)

1.2 SAAS -- Grant of Rights

During the Subscription Term, the State will receive a nonexclusive, non-assignable, royalty free, worldwide right to access and use the Software solely for the State's internal business operations subject to the terms of this Agreement and up to the number of Licenses documented in the Agreement.

The Parties acknowledge that this Agreement is a Services agreement and Contractor will not be delivering copies of the Software to Customer as part of the Agreement.

1.3 SUBSCRIPTION -- Not Applicable (N/A)

1.4 CUSTOM SOFTWARE -- Not Applicable (N/A)

2. SOFTWARE TITLE

Title, right, and interest (including all ownership and intellectual property rights) in the Software provided under this Agreement, and its associated documentation, shall remain with the Contractor.

3. SOFTWARE AND DOCUMENTATION COPIES

The State shall be entitled to copies of any work product upon request to Contractor. At the conclusion of this Agreement, Contractor agrees to provide all copies of the Software for all versions, including related documentation, to the State. Contractor shall not retain any work product associated with this Agreement unless authorized by the State in writing.

Contractor shall provide the State with a sufficient number of hard copy versions of the Software's associated Documentation and one (1) electronic version in Microsoft Word and PDF format. The State shall have the right to copy the Software and its associated Documentation within its possession for its internal business needs. To the extent that the State does not have possession of the Software, Contractor shall provide a reasonable number of copies of the Software and associated Documentation upon request. The State agrees to include copyright and proprietary notices provided to the State by the Contractor on such copies.

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4. RESTRICTIONS

Except as otherwise permitted under the Contract, the State agrees not to:

a. Remove or modify any program markings or any notice of the Contractor's proprietary rights;
b. Make the programs or materials available in any manner to any third party for use in the third party's business operations, except as permitted herein; or
c. Cause or permit reverse engineering, disassembly or recompilation of the programs.

5. VIRUSES/MALWARE

The Contractor shall provide Software that is free of viruses, malware, destructive programming, and mechanisms designed to disrupt the performance of the Software in accordance with the Specifications. As a part of its internal development process, Contractor will use reasonable efforts to test the Software for viruses/malware.

6. AUDIT

Upon forty-five (45) days written notice, the Contractor may audit the State's use of the programs at the Contractor's sole expense. The State agrees to cooperate with the Contractor's audit and provide reasonable assistance and access to information. The State agrees that the Contractor shall not be responsible for any of the State's reasonable costs incurred in cooperating with the audit. Notwithstanding the foregoing, the Contractor's audit rights are subject to applicable State and federal laws and regulations.

7. SOFTWARE NON-INFRINGEMENT

Contractor warrants that it has good title to, or the right to allow the State to use all Services, equipment, and Software, including any all component parts thereof such as third party Software or programs that may be embedded in the Software ("Contracted Resources") provided under this Contract, and that such Services, equipment, and Software do not violate or infringe any patent, trademark, copyright, trade name or other intellectual property rights or misappropriate a trade secret of any third-party.

The Warranty of non-infringement shall be an on-going and perpetual obligation that shall survive termination of the Contract. In the event that someone makes a claim against the State that any Contracted Resources infringe their intellectual property rights, the Contractor shall defend and indemnify the State against the claim provided that the State:

a. Promptly notifies the Contractor in writing, not later than 30 days after the State receives actual written notice of such claim;
b. Gives the Contractor control of the defense and any settlement negotiations; and
c. Gives the Contractor the information, authority, and assistance reasonably needed to defend against or settle the claim.

Notwithstanding the foregoing, the State's counsel may participate in any claim to the extent the State seeks to assert any immunities or defenses applicable to the State.

If the Contractor believes or it is determined that any of the Contracted Resources may have violated someone else's intellectual property rights, the Contractor may choose to either modify the Contracted Resources to be non-infringing or obtain a License to allow for continued use, or if these alternatives are not commercially reasonable, the Contractor may end the License, and require return of the applicable Contracted Resources and refund all fees the State has paid the Contractor under the Contract. The Contractor will not indemnify the State if the State alters the Contracted Resources without the Contractor's consent or uses it outside the scope of use identified in the Contractor's User Documentation or if the State uses a version of the Contracted Resources which has been superseded, if the infringement claim could have been avoided by using an unaltered current version of the Contracted Resources which was provided to the State at no additional cost. The Contractor will not indemnify the State to the extent that an infringement claim is based upon any information design, Specification, instruction, Software, Data, or material not furnished by the Contractor. The Contractor will not indemnify the State to the extent that an infringement claim is based upon the combination of any Contracted Resources with any products or Services not provided by the Contractor without the Contractor's consent.

8. CONTROL OF ALL COMPONENT ELEMENTS

Contractor acknowledges and agrees that it is responsible for maintaining all Licenses or permissions to use any third-party Software, equipment, or Services that are component parts of any Deliverable provided under this Agreement for the entire Term of the Contract. Nothing within this provision shall be construed to require Contractor to maintain Licenses and permissions for Software acquired by the State directly or through third-parties which may be integrated with the Contractor's Deliverables.

9. CUSTOM SOURCE CODE

Should any custom source code be developed, Contractor shall provide the State with a copy of the source code, which shall be subject to the License rights. The State shall receive a worldwide, perpetual, irrevocable, non-exclusive paid –up right and license to use, copy, modify and prepare derivative works of any custom developed software.

10. SOFTWARE ESCROW

Contractor agrees to provide to the State the currently existing source code and any other tools and requirements necessary to create executable or interpretive programs. This information may be provided to the State either directly, with any such protections as required by the Contractor or through a mutually agreed upon Escrow Agreement. Contractor shall be responsible for all costs associated with the Escrow Agreement and the State shall not assume any liability to the Company or Escrow Agent as a result of the Agreement.

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Contractor agrees that the State shall be entitled to utilize the source code in its possession and/or demand a release of the source code from the Escrow Agent upon the occurrence of any of the following events ("Release Events"):

a. The Contractor has made an assignment for the benefit of creditors;
b. The Contractor institutes or becomes subject to a liquidation or bankruptcy proceeding of any kind;
c. A receiver or similar officer has been appointed to take charge of all or part of the Contractor's assets;
d. The Contractor terminates its maintenance, operations, and support services for the State for the Software or has ceased supporting and maintaining the Software for the State whether due to its ceasing to conduct business generally or otherwise, except in cases where the termination or cessation is a result of the non-payment or other fault of the State;
e. The Contractor defaults under the Contract; or
f. The Contractor ceases its on-going business operations or that portion of its business operations relating to the licensing and maintenance of the Software.

Upon the occurrence of a Release Event, the Contractor hereby grants the State the right to use, copy, modify, display, distribute, and prepare derivative works of the source code, and to authorize others to do the same on behalf of the State (Contractors, agents, etc.), solely for the purpose of completing the performance of the Contractor's obligations under the Contract, including, but not limited to, providing maintenance and support for the Software and subject to the rights granted in this Contract.

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EXHIBIT E – ADMINISTRATIVE SERVICES

1. ORDER OF PRECEDENCE

In the event of conflict or ambiguity among any of the text within this agreement, the following Order of Precedence shall govern:

i. State of New Hampshire, Department of Safety, Division of State Police Contract Agreement 2021-100, including Exhibits
ii. State of New Hampshire, Department of Safety, Division of State Police DOS RFP 2021-100 - Commercial Motor Vehicle Enforcement Inspection/CVIEW System
ii. Contractor Proposal response to RFP DOS 2020-100 Commercial Motor Vehicle Enforcement Inspection/CVIEW System, dated November 20, 2020 (Technical & Cost) including attachments and appendices

2. DISPUTE RESOLUTION

Prior to the filing of any formal proceedings with respect to a dispute (other than an action seeking injunctive relief with respect to intellectual property rights or Confidential Information), the Party believing itself aggrieved (the "Invoking Party") shall call for progressive management involvement in the dispute negotiation by written notice to the other Party. Such notice shall be without prejudice to the Invoking Party's right to any other remedy permitted under the Contract.

The Parties shall use reasonable efforts to arrange personal meetings and/or telephone conferences as needed, at mutually convenient times and places, between negotiators for the Parties at the following successive management levels, each of which shall have a period of allotted time as specified below in which to attempt to resolve the dispute:

Table E-2.

DISPUTE RESOLUTION RESPONSIBILITY AND SCHEDULE TABLE

LEVEL	CONTRACTOR POINT OF CONTACT	STATE POINT OF CONTACT	CUMULATIVE ALLOTTED TIME
Primary	Click or tap here to enter text.*1	Lt. Andrew Player	Five (5) Business Days
First	CONTRACTOR POC Click or tap here to enter text. *2	Colonel Nathan Noyes	Ten (10) Business Days
Second	CONTRACTOR POC Click or tap here to enter text. *3	Assistant Commissioner Richard Bailey, Jr.	Fifteen (15) Business Days

*1 = Kholae Angell, Project Manager
*2 = Misty Fowler, Contracts Manager
*3 = Khristine Arakaki, Vice President, Legal (legal@iteris.com)

The allotted time for the first level negotiations shall begin on the date the Invoking Party's notice is received by the other Party. Subsequent allotted time is days from the date that the original Invoking Party's notice is received by the other Party.

3. ACCESS AND COOPERATION

Subject to the terms of this Agreement and applicable laws, regulations, and policies, the State will provide the Contractor with access to all program files, libraries, personal computer-based Systems, Software packages, Network Systems, security Systems, and hardware as required to complete the contracted Services.

4. RECORD RETENTION

Contractor and its Subcontractors shall maintain all Project records including but not limited to books, records, documents, and other evidence of accounting procedures and practices, which properly and sufficiently reflect all direct and indirect costs invoiced in the performance of their respective obligations under the Contract. Contractor and its Subcontractors shall retain all such records for three (3) years following termination of the Contract, including any extensions. Records relating to any litigation matters regarding the Contract shall be kept for one (1) year following the termination of all litigation, including the termination of all appeals or the expiration of the appeal period.

Upon prior notice and subject to reasonable time frames, all such records shall be subject to inspection, examination, audit and copying by personnel so authorized by the State and federal officials so authorized by law, rule, regulation or Contract, as applicable. Access to these items shall be provided within Merrimack County of the State of New Hampshire, unless otherwise agreed by the State. Delivery of and access to such records shall be at no cost to the State during the three (3) year period following termination of the Contract and one (1) year Term following litigation relating to the Contract, including all appeals or the expiration of the appeal period. Contractor shall include the record retention and Review requirements of this section in any of its subcontracts.

5. ACCOUNTING

Contractor shall maintain an accounting System in accordance with Generally Accepted Accounting Principles (GAAP). The costs applicable to the Contract shall be ascertainable from the accounting System.

6. AUDIT

The Contractor shall allow the State to audit conformance to the contract terms. The State may perform this audit or contract with a third party at its discretion and at the State's expense.

7. MISCELLANEOUS WORK REQUIREMENTS

7.1 Access to State Systems

In consideration for receiving access to and use of the computer facilities, network, licensed or developed software, software maintained or operated by any of the State entities, systems, equipment, Documentation, information, reports, or data of any kind (hereinafter "Information"), Contractor understands and agrees to the following rules:

7.1.1 Computer Use

- **a.** Every Authorized User has the responsibility to assure the protection of information from unauthorized access, misuse, theft, damage, destruction, modification, or disclosure.
- **b.** That information shall be used solely for conducting official State business, and all other use or access is strictly forbidden including, but not limited to, personal, or other private and non-State use and that at no time shall Contractor access or attempt to access any information without having the express authority to do so.
- **c.** That at no time shall Contractor access or attempt to access any information in a manner inconsistent with the approved policies, procedures, and /or agreements relating to system entry/access.
- **d.** That all software licensed, developed, or being evaluated by the State cannot be copied, shared, distributed, sub-licensed, modified, reverse engineered, rented, or sold, and that at all times Contractor must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the State. Only equipment or software owned, licensed, or being evaluated by the State, can be used by Contractor Personal software (including but not limited to palmtop sync software) shall not be installed on any equipment.
- **e.** That if Contractor is found to be in violation of any of the above-stated rules, the Contractor may face default and termination under the Agreement and the individual may face removal from the State Contract, and/or criminal or civil prosecution, if the act constitutes a violation of law.
- **f.** That computer use shall follow the State standard policy (Statewide Computer Use Policy is available upon request)

7.1.2 Email Use

Email and other electronic communication messaging systems are State of New Hampshire property and are to be used for business purposes only. Email is defined as "internal email systems" or "State-funded email systems." Contractor understands and agrees that use of email shall follow State standard policy (Statewide Computer Use Policy is available upon request).

7.1.3 Internet/Intranet Use

The Internet/Intranet is to be used for access to and distribution of information in direct support of the business of the State of New Hampshire according to State standard policy (Statewide Computer Use Policy is available upon request).

7.2 State Website Copyright

All right, title and interest in the State WWW site, including copyright to all Data and information, shall remain with the State. The State shall also retain all right, title and interest in any user interfaces and computer instructions embedded within the WWW pages. All WWW pages and any other Data or information shall, where applicable, display the State's copyright.

7.3 Workspace Requirement
The State will work with Contractor to determine requirements for providing necessary workspace and office equipment for Contractor's staff.

7.4 Workplace Hours
Unless otherwise agreed to by the State, the Contractor's personnel shall work forty (40) hour weeks between the hours of 8 am and 5 pm (Eastern Time), excluding State of New Hampshire holidays. Changes to this Schedule may be made upon agreement with the State Project Manager.

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EXHIBIT F – TERMS AND DEFINITIONS

The following general contracting terms and definitions apply except as specifically noted elsewhere in this Contract.

TERM	DEFINITION
Acceptance	Notice from the State that a Deliverable has satisfied Acceptance Test or Review.
Agreement	A Contract duly executed and legally binding.
Appendix	Supplementary material that is collected and appended at the back of a document.
CDLIS	Commercial Driver's License Information System
Change Order	Formal Documentation prepared for a proposed change in the Specifications.
CMV	Commercial Motor Vehicle

Confidential Information	Information required to be kept Confidential and restricted from unauthorized disclosure under the Contract. "Confidential Information" or "Confidential Data" means all private/restricted confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Protected Health Information and Personally Identifiable Information. Confidential Information also includes any and all information owned or managed by the State of NH - created, received from or on behalf of any state agency or accessed in the course of performing contracted services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Personal Health Information (PHI), Personally Identifiable Information (PII), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and confidential information.
Contract	An Agreement between the State of New Hampshire and a Vendor, which creates binding obligations for each party to perform as specified in the Contract Documents.
Contractor	The Contractor and its employees, subcontractors, agents and affiliates who are providing the Services agreed to under the Contract.
CVIEW	Commercial Vehicle Information Exchange Window
Data Breach	Data Breach means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Data Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.

Deficiency (-ies)/Defects	A failure, shortcoming or error in a Deliverable resulting in a Deliverable, the Software, or the System, not conforming to its Specifications.
Deliverable	A Deliverable is any Written, Software, or Non-Software Deliverable (letter, report, manual, book, code, or other), provided by the Contractor to the State or under the terms of a Contract requirement.
Documentation	All information that describes the installation, operation, and use of the Software, either in printed or electronic format.
Enhancements	Updates, additions, modifications to, and new releases for the Software or System, and all changes to the Documentation as a result of improvement in quality, value, or extent.
FMCSA	Federal Motor Carrier Safety Administration
Hosted Services	Applications, IT infrastructure components or functions that organizations access from external service providers, typically through an internet connection.
Hosting System	The combination of hardware, software and networking components used by the Application Service Provider to deliver the Hosted Services.
Identification and Authentication	Supports obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users.
Implementation	The process for making the System fully Operational for processing the Data.
Non-Public Information	Information, other than Personal Information, that is not subject to distribution to the public as public information. It is deemed to be sensitive and confidential by the State because it contains information that is exempt by statute, ordinance or administrative rule from access by the general public as public information.

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Order of Precedence	The order in which Contract/Documents control in the event of a conflict or ambiguity. A term or condition in a document controls over a conflicting or ambiguous term or condition in a document that is lower in the Order of Precedence.
Operational	Operational means that the System is ready for use and fully functional, all Data has been loaded; the System is available for use by the State in its daily operations, and the State has issued Acceptance.
Personal Information	"Personally Information" (or "PI") means information which can be used to distinguish or trace an individual's identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.
Proposal	The submission from a Vendor in response to the Request for a Proposal.
Security Incident	"Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.
Software	All Custom, SAAS and COTS computer programs and applications provided by the Contractor under the Contract.
Software Deliverables	All Custom, SAAS and COTS Software and Enhancements.
Software License	Licenses provided to the State under this Contract.

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Software-as-a-Service (SaaS)	The capability provided to the State to use the Contractor's applications running on a cloud infrastructure. The applications are accessible from various client devices through a thin-client interface such as a Web browser (e.g., Web-based email) or a program interface. The State does not manage or control the underlying cloud infrastructure including network, servers, Operating Systems, storage or even individual application capabilities, with the possible exception of limited user-specific application configuration settings.
Specifications	Written details that set forth the requirements which include, without limitation, the RFP, the Proposal, the Contract, any performance standards, Documentation, applicable State and federal policies, laws and regulations, State technical standards, subsequent State-approved Deliverables, and other specifications and requirements described in the Contract Documents. The Specifications are, by this reference, made a part of the Contract as though completely set forth herein.
State Data	All Data created or in any way originating with the State, and all Data that is the output of computer processing of or other electronic manipulation of any Data that was created by or in any way originated with the State, whether such Data or output is stored on the State's hardware, the Contractor's hardware or exists in any system owned, maintained or otherwise controlled by the State or by the Contractor.
State Fiscal Year (SFY)	The New Hampshire State Fiscal Year (SFY) runs from July 1 of the preceding calendar year through June 30 of the applicable calendar year.
Subcontractor	A person, partnership, or company not in the employment of, or owned by, the Contractor which is performing Services under this Contract under a separate Contract with or on behalf of the Contractor.
System	All Software, specified hardware, interfaces and extensions, integrated and functioning together in accordance with the Specifications.
Term	Period of the Contract from the Effective Date through the Completion Date identified in the P-37 General Provisions or termination.

Verification	Supports the confirmation of authority to enter a computer system application or network.
Warranty	The conditions under, and period during, which the Contractor will repair, replace, or other compensate for, the defective item without cost to the buyer or user. It also delineates the rights and obligations of both parties in case of a claim or dispute.
Warranty Period	A period of coverage during which the Contractor is responsible for providing a guarantee for products and Services delivered as defined in the Contract.

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EXHIBIT G – CERTIFICATES AND CONTRACTOR'S ATTACHMENTS

1. CERTIFICATES AND ATTACHMENTS

A. Contractor's Certificate of Good Standing
B. Contractor's Certificate of Vote/Authority
C. Contractor's Certificate of Insurance
D. Contractor's Proposal in response to DOS RFP 2021-100, dated November 20, 2020- Technical Proposal (RFP DOS 2021-100 PROPOSAL.docx)
E. Contractor's Proposal in response to DOS RFP 2021-100, dated November 20, 2020 (Iteris Appendix A.pdf)
F. Contractor's Proposal in response to DOS RFP 2021-100, dated November 20, 2020 (Iteris Appendix B.pdf)
G. Contractor's Proposal in response to DOS RFP 2021-100, dated November 20, 2020 RFP DOS 2021-100 – Requirements (Attachment A Requirements vFINAL.xlsx)
H. Contractor's Proposal in response to DOS RFP 2021-100, dated November 20, 2020- Cost Proposal (RFP DPS 2021-100 Attachment C - Excel Version vFINAL.xlsx)

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Attachment A

State of New Hampshire

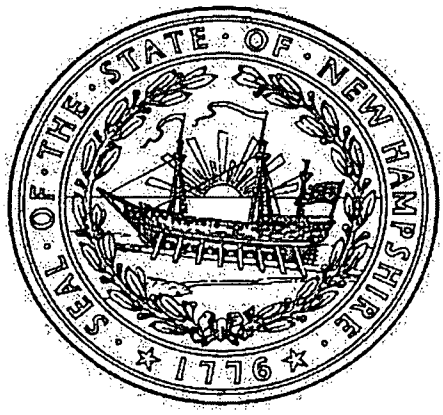
Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that ITERIS, INC. is a Delaware Profit Corporation registered to transact business in New Hampshire on January 08, 2015. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: **719738**

Certificate Number: **0005312555**



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed the Seal of the State of New Hampshire, this 24th day of March A.D. 2021.

William M. Gardner

Secretary of State

Attachment B

iteris®

949.270.9400
iteris.com

1700 Carnegie Avenue, Suite 100
Santa Ana, CA 92705

Corporate Resolution

I, Khristine Arakaki, **hereby certify** that I am duly elected Assistant Secretary of
(Name)
Iteris, Inc. I hereby certify the following is a true copy of a vote taken at a meeting of the
(Name of Corporation or LLC)

Board of Directors, duly called and held on March 12, 2021 at which a quorum of the Directors were present and voting.

VOTED: That Scott Perley, Regional Vice President and Ramin Massoumi, Senior Vice President and General Manager
(Names and Titles)

are duly authorized to enter into contracts or agreements on behalf of

Iteris, Inc. with government agencies, such as the State of New Hampshire
(Name of Corporation or LLC)

and any of its agencies or departments, and further is authorized to execute any

documents which may in his/her judgment be desirable or necessary to effect

the purpose of this vote.

I hereby certify that said vote has not been amended or repealed and remains in full

force and effect as of April 28, 2021. I further certify that it is understood that the State of

New Hampshire will rely on this certificate as evidence that the person listed above currently occupies

the position indicated and that they have full authority to bind the corporation to the specific contract indicated.

DATED: April 28, 2021

ATTEST: Khristine Arakaki
Khristine Arakaki, Assistant Secretary

Attachment C

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 4/1/2021

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

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

PRODUCER Woodruff-Sawyer & Co. 2 Park Plaza, #500 Irvine CA 92614	CONTACT NAME: Katharine Tiller PHONE (A/C, No, Ext): 949.435.7353 FAX (A/C, No): 949.476.3118 E-MAIL ADDRESS: ktiller@woodruffsawyer.com
INSURED ITERINC-01 Iteris, Inc. 1700 Carnegie Avenue, Suite 100 Santa Ana CA 92705-5551	INSURER A : Valley Forge Insurance Company — 20508 INSURER B : Continental Insurance Company — 35289 INSURER C : Columbia Casualty Company — 31127 INSURER D : Continental Casualty Company — 20443 INSURER E : American Casualty Company of Reading — 20427 INSURER F :

COVERAGES **CERTIFICATE NUMBER:** 433442225 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY [ ] CLAIMS-MADE [X] OCCUR X BI Ded. None GEN'L AGGREGATE LIMIT APPLIES PER: [ ] POLICY [X] PRO-JECT [X] LOC X OTHER:	Y	Y	6057362701	4/1/2021	4/1/2022	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 2,000,000 $ 1,000,000 $ 15,000 $ 2,000,000 $ 4,000,000 $ 4,000,000 $
D	AUTOMOBILE LIABILITY X ANY AUTO OWNED AUTOS ONLY / SCHEDULED AUTOS HIRED AUTOS ONLY / NON-OWNED AUTOS ONLY	Y	Y	6057362682	4/1/2021	4/1/2022	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident) Owned/Hired Comp/Coll	$ 1,000,000 $ $ $ $ Ded's $1000
B	X UMBRELLA LIAB [X] OCCUR EXCESS LIAB [ ] CLAIMS-MADE DED [X] RETENTION $ $10,000			6057362679	4/1/2021	4/1/2022	EACH OCCURRENCE AGGREGATE	$ 25,000,000 $ 25,000,000 $
B E	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N [N] N/A (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	Y	6057544401 - CA 6057544415 - AOS	4/1/2021 4/1/2021	4/1/2022 4/1/2022	X PER STATUTE [ ] OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	 $ 1,000,000 $ 1,000,000 $ 1,000,000
C	Professional Liability Claims Made Form Retro Date 04/01/2007			652092957	4/1/2020	5/1/2021	Limit $10,000,000/ Deductible $100,000	Agg $10,000,000

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

Re: Project Name: NHSP RFP DOS 2021-100 CMVE Inspection/CVIEW System New Hampshire Dept. of Safety Div. of State Police is included as additional insured to the extent provided in the attached forms. Waiver of Subrogation applies to the extent of the attached form/s and as permitted by law. Notice of Cancellation applies to the extent provided per below.

CERTIFICATE HOLDER

New Hampshire Dept. of Safety Div. of State Police
Attn: Cynthia Hagerty
33 Hazen Drive
Concord, NH 03305

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

K. Tiller

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THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

DESIGNATED INSURED FOR COVERED AUTOS LIABILITY COVERAGE

This endorsement modifies insurance provided under the following:

AUTO DEALERS COVERAGE FORM
BUSINESS AUTO COVERAGE FORM
MOTOR CARRIER COVERAGE FORM

With respect to coverage provided by this endorsement, the provisions of the Coverage Form apply unless modified by this endorsement.

This endorsement identifies person(s) or organization(s) who are "insureds" for Covered Autos Liability Coverage under the Who Is An Insured provision of the Coverage Form. This endorsement does not alter coverage provided in the Coverage Form.

This endorsement changes the policy effective on the inception date of the policy unless another date is indicated below.

Named Insured: Iteris, Inc.

Endorsement Effective Date: 4/1/2021

SCHEDULE

Name Of Person(s) Or Organization(s):

PER ATTACHED SCHEDULE OF HOLDERS

Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

Each person or organization shown in the Schedule is an "insured" for Covered Autos Liability Coverage, but only to the extent that person or organization qualifies as an "insured" under the Who Is An Insured provision contained in Paragraph **A.1.** of Section **II** – Covered Autos Liability Coverage in the Business Auto and Motor Carrier Coverage Forms and Paragraph **D.2.** of Section **I** – Covered Autos Coverages of the Auto Dealers Coverage Form.

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THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED – OWNERS, LESSEES OR CONTRACTORS – SCHEDULED PERSON OR ORGANIZATION

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Name Of Additional Insured Person(s) Or Organization(s)	Location(s) Of Covered Operations
PER ATTACHED SCHEDULE OF HOLDERS	
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.	

A. **Section II – Who Is An Insured** is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by:

1. Your acts or omissions; or
2. The acts or omissions of those acting on your behalf;

in the performance of your ongoing operations for the additional insured(s) at the location(s) designated above.

However:

1. The insurance afforded to such additional insured only applies to the extent permitted by law; and
2. If coverage provided to the additional insured is required by a contract or agreement, the insurance afforded to such additional insured will not be broader than that which you are required by the contract or agreement to provide for such additional insured.

B. With respect to the insurance afforded to these additional insureds, the following additional exclusions apply:

This insurance does not apply to "bodily injury" or "property damage" occurring after:

1. All work, including materials, parts or equipment furnished in connection with such work, on the project (other than service, maintenance or repairs) to be performed by or on behalf of the additional insured(s) at the location of the covered operations has been completed; or
2. That portion of "your work" out of which the injury or damage arises has been put to its intended use by any person or organization other than another contractor or subcontractor engaged in performing operations for a principal as a part of the same project.

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C. With respect to the insurance afforded to these additional insureds, the following is added to **Section III – Limits Of Insurance:**

If coverage provided to the additional insured is required by a contract or agreement, the most we will pay on behalf of the additional insured is the amount of insurance:

1. Required by the contract or agreement; or

2. Available under the applicable Limits of Insurance shown in the Declarations;

whichever is less.

This endorsement shall not increase the applicable Limits of Insurance shown in the Declarations.

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ITERIS
Additional Insured - Designated Person Or Organization List of Holders
04/01/21 to 04/01/22 Policy Term

Auto	GL	Schedule of Person(s) or Organization(s):
X	X	Abilene, TX, City of its officials, agents, employees and volunteers. Attn: James Rogge, P.E., 555 Walnut St. - Room 207, Abilene TX 79604
X		Gerelco Traffic Controls, Inc. and Project Owner as well as their employees and agents, Attn: Christen Maertens, 560 N. W. Enterprise Drive, Port St. Lucie, FL 34986-2215
X	X	801 SOUTH GRAND AVENUE (LA), LLC, CIM Group LLC, and their officers, directors, employees, divisions, subsidiaries, partners, members, managers, shareholders, affiliated companies and mortgagees/lenders
	X	Acme Electric, Inc. and New-Com, Inc., Attn: Gail Huddleston, 6600 amelia Earhart Ct. Suite B, Las Vegas, NV 89119
X		Acme Electric, Inc., New-Com, Inc. , Attn: Isabel Calvo, 6600 Amelia Earhart Ct. Suite B, Las Vegas NV 89119
X	X	AECOM Technical Services, Inc. and the Los Angeles County Metropolitan Transportation Authority and their respective parent companies, affiliates, subsidiaries officers, directors and employees, Attn: Marco Covarrubias, 999 Town and Country Road, Orange CA 92868
X	X	AECOM Technical Services, Inc., 1420 Kettner Blvd. Suite 500, San Diego, CA 92101
X	X	AECOM, Los Angeles County, Metropolitan Transportation Authority, its subsidiaries, officials and employees Attn: Melissa Walden, 999 Town and Country Road, Orange CA 92868
X	X	Alameda - Contra Costa Transit District, The District, Board of Directors, its officers, officials, employees, and volunteers. Attn: Purchasing Department., 1600 Franklin Street, 6th Floor Oakland CA 94612
X	X	Alameda Contra Costa Transit District, its Directors, Agents, officers and employees, Attn: Jeanet A. Moore1600 Franklin Street, 6th Floor Oakland CA 94612
	X	Alameda Contra Costa Transit District, its Directors, Agents, officers and employees. Attn: Contracts Specialist, 1600 Franklin Street, 6th Floor, Oakland, CA 94612
X	X	Alameda County Transportation Commission (Alameda CTC) and the SUNOL JPA, and their respective officers, employees and agents, Attn: Seung Cho, Contracting, Administration, and Fiscal Resource Manager 1111 Broadway, Suite 800, Oakland, CA 94607
X	X	Alameda County Transportation Commission and their respective commissioners, directors, officers, representatives, agents and employees, Attn: Christopher Marks, 1111 Broadway, Suite 800, Oakland CA 94607
X	X	Albeck GerKen, Inc., PLC and the City of Hampton and its agents, volunteers, servants, employees and officers (1 Franklin Street, Suite 345, Hampton, Virginia 23669). Attn: Kevin Siegel, PE, 2553 Dulles View Drive, Suite 300 Herndon VA 20171
	X	Aldridge Group, LLC and all its affiliates, subsidiaries, officers and employees, Aldridge Electrict, Inc. and all its affiliates, subsidiaries, officers, and employees, Plote Construction, Inc., Illinois State Toll Highway Authority (ISTHA), Illinois Department of Transportation (IDOT), Cook County, Lake County, Vernon Township, West Deerfield Township, Village of Northbrook, Village of Deerfield, Village of Bannockburn, Village of Lincolnshire, Village of Riverwoods, Metropolitan Water Reclamation District of Greater Chicago, HBM Engineering, LLC and Subcontractor, Midwest Engineering Associates, Inc., Wynndalco Enterprises LLC, Program Management Office (PMO), HNTB Corporation GEC WSP, Inc. Attn: Kelly Gallagher, 844 E. Rockland Road, Libertyville IL 60048
	X	Alta Planning + Design, Inc. Attn: Connery Cepeda 711 SE Grand Avenue Portland OR 97214
X	X	Anaheim, City of, 200 South Anaheim Blvd., Anaheim, CA 92805
X	X	Anaheim, City of, Department of Public Works, Traffic and, Transportation Section, The City of Anaheim, its officers, agents, employees, representatives and volunteers. Attn: Quang Lee, Principal Traffic Engineer, 200 S. Anaheim Blvd., Anaheim CA 92805
	X	APWA North American Snow Conference 2019, its agents, employees, and the Calvin L. Rampton Salt Palace Convention Center, 1200 Main Street, Ste. 1400, Kansas City MO 65105
X	X	APWA North American Snow Conference, its agents, and employees, Attn: APWA Snow, 1200 Main Street, Suite 1400, Kansas City MO 64105
X	X	APWA, its Agents, and employees, NTP, its Agents and employees, and facility. 313 South Patrick Street, Alexandria, VA 22314-3507
X	X	Arcadia, City of, Attn: Pat Aurlemmo, 240 West Huntington Drive, Arcadia CA 91007-3401
X	X	Arcadis U.S., Inc., Tennessee Department of Transportation and their affiliates, directors, officers, employees, and agents , Attn: Clint Butler, 1210 Premier Drive, Suite 200, Chattanooga TN 37421
	X	Arcadis U.S., Inc., TxDOT and their affiliates, directors, officers, employees, and Agents Koushik Arunachalam, PE, PTOE, PTP, 10205 Westheimer Road, Suite 800, Houston TX 77042
X	X	Arduirra / AndersonPenna Partners, The City of Torrance, the Successor Agency to the Former Redevelopment Agency of the City of Torrance, the City Council and each member thereof, members of boards and commissions, every officer, agent, official, employee, and volunteer. Attn: Anissa Voyiatzes, 1960 East Grand Avenue, Suite 300, El Segundo CA 90245
X		ARDURRA and the City of La Canada Flintridge, its officers, officials, employees, agents, and volunteers. Attn: Anissa Voyiatzes, 3737 Birch St., Suite 250, Newport Beach CA 92660
X		Arizona DOT Procurement Group, Attn: Ryan Litner, 1739 W. Jackson Street, MD 100P, Phoenix, AZ 85007-3276
X		Associated Civil & Transportation Consulting Engineering, Inc. Caltrans, State of California, its officers, agents, employees and servants., Attn: Janelle Halog, E.I.T., 6 Hutton Centre Drive, Suite 450, Santa Ana CA 9270
X	X	ATCS, PLC and the City of Hampton and its agents, volunteers, servants, employees and officers (1 Franklin Street, Suite 345, Hampton, Virginia 23669). Attn: Kevin Siegel, PE, 2553 Dulles View Drive, Suite 300 Herndon VA 20171
	X	ATX Office Owner 5, L.P. c/o Endeavor Real Estate Group, SOF-XI ATX Holdings, L.P.; Endeavor Real Estate Group, c/o Endeavor Real Estate Group, 1250 South Capital of TX Hwy., Bldg. 1, Suite 100, Austin TX 78746
X	X	ATX Office Owner 5, L.P. c/o Endeavor Real Estate Group, SOF-XI, ATX Holdings, L.P.; Endeavor Real Estate Group, 1250 S. Capital of Texas Hwy, Building 2, Suite 240, Austin TX 78746
X	X	Avalon Bay Communities, Inc., Owner and any other party Owner reasonably requires, Attn: Janice Pope, 2050 Main Street, Suite 1200, Irvine CA 92614
X	X	Avison Young - Northern California, LTD, Avison Young - Southern California, and Avison Young - USA, Inc., CSHV 1999 Harrison, LLC, CSHV 1956 Webster, LLC, Clarion Partners, 1999 Harrison Street, Suite 110, Oakland CA 94612
X	X	Balfour Beatty Construction, LLC, Risk Mgmt Dept, 3100 McKinnon Street, Dallas TX 75201

X	X	BCal LMP Harrison Property, LLC c/o BCS, BCal LMP Webster Property, LLC, LMP Webster Property Manager LLC, LMP Harrison Property Manager LLC, BCP Portfolio Investment II LLC, California State Teachers Retirement System, BCP Portfolio Investment Manager LLC, Beacon Capital Partners, LLC, Avison Young - Southern California, LTD., c/o BCS, PO Box 1258, Morristown, NJ 07960
X	X	BCal LMP Harrison Property, LLC, BCal LMP Webster Property, LLC, LMP Webster Property Manager LLC, LMP Harrison Property Manager LLC, BCP Portfolio Investment II LLC, CALIFORNIA STATE TEACHERS RETIREMENT SYSTEM, BCP Portfolio Investment Manager LLC, Beacon Capital Partners, LLC, Avison Young – Southern California, LTD, 200 State Street, 5th Floor, Boston MA 02109
X	X	BGE and the State of Texas, Attn: Sean P. Merrell, PE, PTOE, RAS, 10777 Wertheimer Road, Suite 400, Houston TX 77042
X	X	Brea, City of (Public Works Department), its elected officials, officials, officers, employees, agents and attorneys., 1 Civic Center Circle, Brea, CA 92821
X	X	Broward County, Attn: Risk Management, 115 South Andrews Avenue, Fort Lauderdale FL 33301
X	X	Buena Park, City of, Attn: Annie Signhal, 6650 Beach Blvd, Buena Park CA 90621
	X	Buena Park, City of, City Engineer, 6650 Beach Blvd., PO Box 5009, Buena Park, CA 90622-5009
	X	Burbank, City of, Public Works Attn: Sherry Richardson, Administrative Officer 150 N. Third St Burbank CA 91502
X	X	Bureau Veritas North America, Inc. and Orange County Attn: Jason McLaughlin 1665 Scenic Ave, Suite 200 Costa Mesa CA 92626
X	X	C & V Consulting, Inc. and Owner, Attn: Insurance Compliance, 6 Orchard, Suite 200, Lake Forest CA 92630
X	X	California Department of Transportation (Caltrans) Division of Procurement and Contracts, MS 65 1727 30th Street, Sacramento CA 95816
X	X	California Department of Transportation, Caltrans, State of California, its officers, agents, employees and servants Attn: IT Procurement and Contracts Office, 1727 30th Street, MS-65, Sacramento CA 95816
X	X	California State University, Long Beach, Attn: Patti Pantoja, Buyer II - Purchasing 1., 1250 Bellflower Blvd., BH-346, Long Beach, CA 90840-0123
X	x	Caltrans - District 8, State of California, its officers, and employees. Attn: Max Auyeung, 464 W. 4th Street, MS-619, San Bernardino CA 92401
X	X	Caltrans District 5, the State of California, its officers, and employees. Attn: Peter Hendrix50 Higuera Street, San Luis Obispo CA 93401
X	X	Cambridge Systematics, Inc. and The MPO and its members, officers and employees, the Planning Commission and its members, officers and employees, Attn: Hillary DuFrane, 101 Station Landing, Suite 410, Medford MA 02155
X	X	Chino, City of, its officials, employees and volunteers. 13220 Central Avenue, Chino CA 91710
X	X	Chula Vista, City of, its officers, officials, employees, agents, and volunteers. Attn: Eddie Flores, 276 Fourth Avenue, Building B, Chula Vista CA 91910
X	X	City of Alameda, its City Council, boards, commissions, officials, employees, and volunteers, Attn: Jeanette Navaro, 950 West Mall Square, Room 110, Alameda CA 94501
	X	City of Alameda, its City Council, boards, commissions, officials, employees, and volunteers, Attn: Risk Manger, 2263 Santa Clara Avenue, Room 190, Alameda, CA 94501
	X	City of Allen, Attn: Ellen Ataie, 305 Century Parkway, Allen TX 75013
	X	City of Arlington, its officials, employees and volunteers, Attn: Finacial Services / Purchsing, P. O. Box 90231 Mail stop 63-0810, Arlington TX 76004-3231
X	X	City of Burbank, 275 East Olive Avenue, Burbank, CA 91502, its officials, employees, agents and representatives. Attn: Jacqui Batayneh., 150 N. Third Street, Burbank CA 91502
	X	City of Chino Hills, its officers, officials, and employees and volunteers, Attn: Maria Ingrassia, 14000 City Center Drive, Chino Hills CA 91709
X	X	City of Cllege Station, its officials, agents, employees, and volunteers, Attn: Michael Holmes, PO Box 9960, College Station TX 77842
X	X	City of College Station, its officials, agents, employees, and volunteers, Attn: Troy Rother, PO Box 9960, College Station, TX 77842
	X	City of Concord, the City Council, its servants, agents, and employees, Attn: Winnie Chung, 1950 Parkside Drive, MS/01B, Concord, CA 94519
X	X	City of Corona, its directors, officials, officers, employees, agents, and volunteers, Attn: Andy Ortiz, 400 South Vicentia Avenue, Corona CA 92882
X	X	City of Cypress, its elected and appointed officers, employees and agents, Attn: Nick Mangkalakiri, P.E., 5275 Orange Avenue, Cypress CA 90630
X	X	City of Dublin, its officers, officials, employees, and volunteers, Attn: Insurance Compliance, 100 Civic Plaza, Dublin CA 94568
X	X	City of Escondido, Attn: Miriam Jim, 201 N. Broadway, Escondido CA 92025
X	X	City of Folsom, Attn: Zach Bosch, PE, 50 Natoma Street, Folsom CA 95630
X	X	City of Fontana, its officials, officers, employees, agents and volunteers, Attn: Sid Lambert, 8353 Sierra Avenue, Fontana CA 92335
X	X	City of Fremont, its officers, officials, employees, agents and volunteers, Attn: Jeanne Suyeishi, 39550 Liberty Street, P.O. Box 5006, Fremont, CA 94537-5006
	X	City of Gainesville, Attn: Risk Management, PO BOX 490, Station 60, Gainesville FL 32627
X	X	City of Garden Grove, Attn: Engineering, P.O. Box 3070, Garden Grove CA 92842-3070
X	X	City of Gardena, its appointed and elected officers, employees, agents and volunteers, Attn: Kevin Kwak, 1700 West 162nd Street, Gardena CA 90247
X	X	City of Gardena, its appointed and elected officers, employees, agents, and volunteers, 1700 West 162nd Street, Gardena, CA 90247
X	X	City of Georgetown and its elected officials, officers, directors, employees, representatives and volunteers, Attn: Contract Manager, 300-1 Industrial Avenue, Georgetown TX 78626
X	X	City of Glendale and its elected officials, officers, employees and agents. Attn: Reuben Lopez, 5850 West Glendale Avenue, Glendale AZ 85301
X	X	City of Glendora, and its officers, officials, employees, and agents, and volunteers, Attn: Steven Mateer 116 E. Foothill Blvd, Glendora CA 91741
	X	City of Hampton, Attn: Department of Public Works, 22 Lincoln Street , Hampton VA 23669
X	X	City of Hayward, its officers, employees, agents, and volunteers., Attn: Charmine Solla, P.E., T.E., 777 B Street, Hayward CA, 94541
X	X	City of Hermosa Beach, its elected or appointed officers, officials, employees, agents, and volunteers, Attn: Insurance Compliance, 1315 Valley Drive, Hermosa Beach CA 90254
X	X	City of Irving, 835 W. Irving Blvd, Irving TX 75060
	X	City of Laguna Beach Public Works Department, its elected officials, officers, employees, volunteers, boards, agents and representatives, Attn: Ashley Moran, 505 Forest Avenue, Laguna Beach CA 92651
X	X	City of Laguna Woods and its respective elected and appointed officers, officials, and employees and volunteers, Attn: Yolie Trippy, CMC, 24264 El Toro Road, Laguna Woods CA 92637
X		City of Lake Forest, its officials, officers, employees, agents, and volunteers, Attn: Insurance Compliance, 100 Civic Center Drive, Lake Forest, CA 92630
X		City of Lawndale, its officers, employees and agents, Attn: Alex Chou, 14717 Burin Avenue, Lawndale, CA 90260
X	X	City of Lincoln, Attn: Mark Lutjeharms, 949 W Bond Street, Suite 200, Lincoln NE 68508
X	X	City of Lincoln, Attn: Chris Lollar, Insurance Compliance, 555 So 10th Street, Lincoln NE 68508
X	X	City of Long Beach and its departments, boards, officials, employees and agents, Attn: Purchasing Department, 333 West Ocean Boulevard, 3rd Floor, Long Beach CA 90802
X	X	City of Long Beach and its departments, boards, officials, employees and agents, Department of Public Works Attn: Mark Whitaker, 333 West Ocean Boulevard, 3rd Floor, Long Beach CA 90802
	X	City of Los Angeles Harbor Department, its officers, agents and employees, 425 S. Palos Verdes St. San Pedro CA 90731
	X	City of Los Angeles, Dept. of City Planning, Attn: Risk Management, 200 N. Spring Street, Room 575, Los Angeles CA 90012

	X	City of Melbourne, Attn: Risk Management, 900 E. Strawbridge Avenue, Melbourne FL 3291
X	X	City of Mesa, Arizona, Attn: Stephanie Gishey, PO Box 1466, Mesa AZ 85211-1466
X	X	City of Mission Viejo, its officers, officials, employees, agents, and volunteers, Attn: Patricia Wright, 200 Civic Center, Mission Viejo CA 92691
	X	City of Mission Viejo, its officers, officials, employees, agents, and volunteers. Attn: Beverly Petrella, 200 Civic Center, Mission Viejo CA 92691
X	X	City of Ontario, its officials, officers, employees, agents, and volunteers, Attn: Don Burden, 303 East "B" Street, Ontario, CA 91764-4196
	X	City of Oxnard, its City Council, officers, employees, agents and volunteers, Attn: Insurance Compliance P.O. Box 100085 – OX, Duluth GA 30096
X	X	City of Pasadena, its City Council, officers, officials, agents, employees, and volunteers, Attn: Alberto Felix 221 East Walnut St., Rm 210, Pasadena CA 91101
X	X	City of Pasadena, its City Council, officers, officials, agents, employees, and volunteers, Attn: Risk & Claims Administrator, Liability Division, 100 N. Garfield Avenue, Suite N210, Pasadena CA 91101
X	X	City of Pasadena, its City Council, officers, officials, agents, employees, and volunteers. Attn: Risk & Claims, Administrator Liability Division, 100 N. Garfield Avenue, Suite N210 Pasadena CA 91101
X	X	City of Rancho Cucamonga, its officers, officials, employees, designated volunteers and agents, Attn: Gianfranco Laurie, 10500 Civic Center Drive, Rancho Cucamonga CA 91730
	X	City of Round Rock and its officers, employees, and elected officials, Attn: Assistant City Manager, 221 East Main Street, Round Rock TX 78664
	X	City of San Jose, its officials, employees, agents and consultants, 200 East Santa Clara Street, 8th Floor, San Jose CA 95113-1905
	X	City of San Marcos and their elected and appointed boards, officers, agents and employees. Public Works, 201 Mata Way, San Marcos CA, 92069-2918
X	X	City of San Marino, its directors, officials, officers, employees, agents and volunteers, Attn: Michael Throne, Public Works Director, 2200 Huntington Drive, San Marino CA 91108
X	X	City of San Rafael, its officers, agents, employees, and volunteers, Attn: Iman Kayani, 111 Morphew Street San Rafael CA 94901
X	X	City of San Ramon and its officers, officials, employees, agents and volunteers, Attn: City Clerk, 7000 Bollinger Canyon Road, San Ramon, CA 94583
	X	City of San Ramon, its officers, officials, employees, agents and volunteers, 7000 Bollinger Canyon Road San Ramon, CA 94583
	X	City of Santa Ana, its officers, employees, agents, volunteers and representatives, Risk Management Division, 20 Civic Center Plaza, Santa Ana CA 92702
	X	City of Santa Clarita, its officials, as employees, Attn: Elena Galvez, 23920 Valencia Blvd., Santa Clarita CA 91355
X	X	City of Santa Monica, its officers, officials, employees and volunteersAttn: Caline.Evans@SMGOV.net, 1685 Main Street, Santa Monica CA 90401
X	X	City of Santa Rosa Transportation and Public Works, its officers, agents, employees, 69 Stony Circle, Santa Rosa CA 95401
X	X	City of Seal Beach, its directors, officials, officers, employees, agents, and volunteers, Attn: Iris Lee 211 Eighth Street, Seal Beach, CA 90740
X	X	City of Sierra Vista, Attn: Jill Adams - City Clerk, 1011 N Coronado Dr., Sierra Vista, AZ 85635
X	X	City of South Gate, 8650 California Avenue, South Gate CA 90280-3075
X	X	City of Thousand Oaks, its elected officials, officers, agents, employees and volunteers, Attn: Nancy Arrieta 2100 Thousand Oaks Blvd, Thousand Oaks CA 91362
X	X	City of Thousand Oaks, its officers, officials and employees, 2100 E. Thousand Oaks Blvd, Thousand Oaks CA 91362
		City of Thousand Oaks, its officers, officials and employees, Attn: Cathy Jansen, Community Development Department, 2100 Thousand Oaks Boulevard, Thousand Oaks CA 91362
	X	City of Virginia Beach, Attn: Insurance Compliance, 3556 Dam Neck Road, Virginia Beach, VA 23453
	X	Clark County, Nevada - Purchasing & Contracts Division, Government Center - 4th Floor 500 So Grand Central Pkwy, PO Box 551217 Las Vegas, NV 89155-1217
	X	Colorado Department of Public Safety, Colorado State, its agencies, institutions, organizations, officers, agents employees and volunteers. Attn: Procurement Office., 700 Kipling St., Denver CO 80215
	X	Colorado Department of Transportation, State of Colorado, Attn: Matt Russmann, Project Manager, 2829 West Howard Place, Denver CO 80204
X	X	Comet Electric, Inc. 7760 Deering Ave Canoga Park, CA 91304
		Computer Aid, Inc and the Commonwealth of Virginia, Attn: Rebecca Newman, 3801 Paxton Street, Harrisburg PA 17111
X	X	Coory Engineering, The City of Irwindale and its officers, officials, employees, agents, and volunteers. Attn: Ashley Codding, 1718 N. Neville Street, Orange CA 92865
	X	Corona, City of c/o EXIGIS Insurance Compliance Services, P.O. Box 4668 - ECM #35050, New York NY 10163-4668
		County of DuPage, DuPage County Division of Transportation, its Officers, Elected Officials and employees c/o the Director of Transportation/County Engineer, 421 N. County Farm Road, Wheaton IL 60187
X	X	County of Kane, Attn: Insurance Compliance, 719 South Batavia Avenue, Geneva IL 60134
X	X	County of Los Angeles Department of Public Works and its Agents. Attn: Sami Gharib 900 S. Fremont Avenue, Alhambra CA 91803
X	X	County of Orange, and its elected and appointed officials, officers, agents and employees, Attn: Orange County Public Works, 601 North Ross Street, Santa Ana CA 92701
X	X	County of Orange, and its elected and appointed officials, officers, agents and employees, Attn: Orange County Public Works, 601 North Ross Street, Santa Ana, CA 92701
X	X	County of Orange, its elected and appointed officials, officers, employees and agents. Attn: Procurement., 300 N Flower, Suite 838 Santa Ana CA 92703
X	X	County of San Mateo and its officers, agents, employees, and servants. Attn: Patricia Gonzales, 455 County Center, 3rd Floor, Redwood City CA 94063
x	x	County of Santa Clara, and members of the Board of Supervisors of the County of Santa Clara, and the officers, agents, and employees of the County of Santa Clara, individually and collectively, as additional insureds. c/o Ebix RCS. PO Box 100085, Ref. No. 84-1006511, Duluth GA 30096 USA
	X	CWE and City of Alhambra, 1561 Orangethorpe Ave., Suite 240, Fullerton, CA 92831
X	X	CWE and City of Alhambra, Attn: Edward Herrera, 1561 Orangethorpe Ave., Suite 240, Fullerton, CA 92831
	X	D Construction, Inc., and the Illinois Department of Transportation, its officers & Employees, Attn: Insurance Compliance, 1488 S Broadway Street, Coal City IL 60416
	X	Daly City, City of, Public Works Engineering, its elected and appointed officials, employees, and agents. Attn: Shirley Chan, 333 90th Street, Daly City CA 94015
		Data Transfer Solutions, LLC, Attn: John Pregler, 3680 Avalon Park Blvd; Suite 200, Orlando FL 32828
X	X	David Evans Associates, Inc. and Oregon Department of Transportation. Attn: Angie Jones, 2100 SW River Parkway Portland OR 97201
X	X	Department of Public Works, Traffic Address and Transportation Section, The City of Anaheim, its officers, agents, employees, representatives and volunteers. Attn: Linda Johnson, Principal Planner, 200 S. Anaheim Blvd. Anaheim CA 92805
X	X	Detroit, City of Traffic Engineering Division DPW City of Detroit, 2633 Michigan Ave, Detroit, MI 48216
X	X	Diamond Bar, City of, its officers, employees, attorneys and volunteers are named as Additional Insured. Diamond Bar, City of 21825 Copley Drive, Diamond Bar, CA 91765
		Digital Traffic Systems, Inc. and GDOT, all individuals and entities that have any direct or indirect interest in as stated below, any holders of indebtedness secured by the Property, and, with respect to each of the foregoing, its managers, officers, directors, employees, and agents, 11056 Air Park Road, Ashland VA 23005
	X	District of Columbia Department of Transportation., 55 M Street SE, 7th Floor, Washington DC 20003

X	X	DPR Construction and Children's Health System of Texas. Attn: Insurance Compliance, 3131 McKinney Ave., Suite 210, Dallas TX 75204
X	X	DPR Construction, A General Partnership, its joint venture and joint venture partner, where applicable, its/their officers, owners, employees, agents, parents, partners, subsidiaries and affiliates, Children's Health System of Texas (Owner) and other entities, if any, that Owner requires by written contract, 3131 McKinney Avenue, Suite 200, Dallas TX 75204
X	X	DUDEK, a California Corporation, 605 Third St Encinitas, CA 92024
X	X	Dynalectric 4462 Corporate Center Drive, Los Alamitos, CA 90720
X	X	Enterprise Rent-A-Car Insurance Department 18151 Beach Blvd., Huntington Beach, CA 92648
X	X	Escondido, City of, its officials, employees, and agents. Attn: Miriam Jim, 201 N. Broadway, Escondido, CA 92025
	X	F.H. Paschen, S.N. Nielsen & Associates LLC and its related entities, Exelon and its affiliates, and their officers, directors, employees, agents, representatives, affiliates, subsidiaries, successors, and assigns Attn: Insurance Compliance, 5515 N. East River Rd., Chicago IL 60656
X	X	FBGPTRA and FBGPTRA's directors, officers, agents, and employees. Attn: Insurance Compliance, 1950 Lockwood Bypass, Richmond TX 77469
X	X	Felsburg Holt & Ullevig, and the City of Lincoln, 321 So. 9th Street, Insurance Compliance, Lincoln, NE 68508
X	X	Florida Department of Transportation, Attn: Procurement Services, MS 7-700, 11201 North McKinley Drive, Tampa FL 33612
X	X	Foothill Transit, Attn: Lillian Lin, 100 S. Vincent Ave., Suite 200, West Covina CA 91790
X	X	Fountain Valley, City of, its officers, directors, employees, and agents. Attn: Temo Galvez. 10200 Slater Avenue, Fountain Valley CA 92708
X	X	G&E Real Estate Management Services, Inc. dba Newmark Knight Frank, The Realty Associates Fund X, LP. and TA Realty, 625 The City Drive South, Suite 370, Orange, CA 92868
X	X	Gannett Entity and Client, and their respective directors, officers, agents and employees. Attn: Amy Firestine., Post Office Box 67100 Harrisburg PA 17112
X	X	Gannett Fleming & North Central Texas Council of Governments and their directors, officers, agents and employees, Administrative Support Center. 207 Senate Avenue E-280, Camp Hill PA 17011
X	X	Gannett Fleming and Los Angeles County Metropolitan Transportation Authority (LACMTA)their directors, officers, agents and employees, Attn: Eric Olson, 601 South Figueroa, Suite 3800, Los Angeles CA 90017
	X	Gannett Fleming and the Pennsylvania Turnpike Commission, and their respective directors, officers, agents and employees, 207 Senate Avenue, ATTN: Amy Firestine, Camp Hill PA 17011
X	X	Gannett Fleming and the Pennsylvania Turnpike Commission, and their respective directors, officers, agents and employees, Attn: Amy Firestine PO Box 67100 Harrisburg PA 17106-7100
X	X	Gannett Fleming, Engineers and Architects, P.C. and Ohio Department of Transportation and their directors, officers, agents and employees. Attn: Bryan Newell, AICP, 2500 Corporate Exchange Drive, Suite 230 Columbus OH 43231
X	X	Gannett Fleming, Inc. and Iowa Department of Transportation, 4350 West Cypress St., Ste 340. Attn: Luis Alezard, Tampa FL 33607
X	X	Gannett Fleming, Inc., and the Pennsylvania Turnpike Commission, and their respective directors, officers, agents and employees, Attn: Amy Firestine, 207 Senate Avenue, E300, Camp Hill, PA 17011
X	X	Gannett Fleming, Inc., Gannett Entity and Client, and their respective directors, officers, agents and employees, 207 Senate Avenue, ATTN: Amy Firestine, Camp Hill PA 17011
X	X	Gannett Fleming, Inc., The City of Bell, and its officers, employees, agents and volunteers, Attn: Catherine Reyes, 601 South Figueroa Street, Suite 3800, Los Angeles, CA 90017
X	X	Gilroy, City of, its employees, officers, officials, and volunteers, 7351Rosanna St Gilroy, CA 95020-6141
X	X	Goodyear, City of, and its elected and appointed boards, officers, officials, agents, employees, and volunteers, the Goodyear Ballpark and Recreational Complex, the Cleveland Indian Baseball Company, and the Cincinnati Reds, LLC. Attn: Office Procurement., 190 North Litchfield Road, P.O. Box 5100, Goodyear AZ 85338
X	X	H&H Electric Company, Attn: William Priestly, 2830 Commerce Street, Franklin Park IL 60131-2927
X	X	H.W. Lochner Inc., Florida Department of Transportation, and their respective officers, directors, members, managers, employees, agents, representatives, parents, subsidiaries, affiliates, successors and assigns, 8750 NW 36th Street, Suite 360, Miami FL 33178
X	X	HDR and Florida Department of Transportation, Attn: Bonnie Leggett, 315 E. Robinson Street, Suite 400, Orlando FL 32801
X	X	HDR Engineering, Inc. and Oregon Department of Transportation, Attn: Camille Alexander, 1050 SW 6th Ave, Suite 1800 Portland OR 97204
X	X	Hillsborough County - BOCC, a political subdivision of the state of Florida, Attn: Risk Management Division 601 E Kennedy Blvd, 17th FL, Tampa FL 33602
X	X	HNTB Corporation, its parent company, affiliated and subsidiary entities, directors, officers and employees, and the State of Florida Department of Transportation, Attn: Kevin S. Wetzel, 1276 Metropolitan Blvd., Suite 304, Tallahassee FL 32312
X	X	HNTB, its parent company, affiliated and subsidiary entities, directors, officers, and employees, and Client, Riverside County Transportation Commission. 200 E. Sandpointe Ave., Suite 200, Santa Ana CA 92707
X	X	HNTB, its parent company, affiliated and subsidiary entities, directors, officers, and employees, and State of Florida Department of Transportation, 201 N. Franklin Street, Suite 1200, Tampa FL 33602
X	X	HR Green and the City of Des Moines, Attn: Tyler C. Wiles, 5525 Merle Hay Road, Suite 200, Johnston IA 50131-1448
X	X	HR Green and the City of Des Moines, Attn: Tyler C. Wiles, 5525 Merle Hay Road, Suite 200, Johnston IA 50131-1448
X	X	HR Green and the City of Des Moines, Attn: Tyler C. Wiles, 5525 Merle Hay Road, Suite 200, Johnston, IA, 50131-1448
X	X	HR Green Attn: Andy Swisher 5525 Merle Hay Road, Suite 200, Johnston, IA 50131
X	X	HR Green, Inc. and the City of Des Moines, IA, Attn: Tyler C. Wiles, 5525 Merle Hay Road, Suite 200, Johnston IA 50131-1448
	X	ICF Jones & Stokes, Inc., its subsidiaries, State of California, the Trustees of the California State University, the University, and their officers, employees, representatives, volunteers and agents. Attn: Caitlin Kelley, 9300 Lee Highway, Fairfax VA 22031
	X	ICF Jones &Stokes, Inc. "entity", its subsidiaries and "Client", Attn: Caitlin Kelley, 630 K Street, Suite 400, Sacramento CA 95814
X	X	Illinois Department of Transportation, its officers, and employees, 2300 S. Dirksen Parkway, Room 334, Springfield IL 62764
X	X	Impact Sciences, Inc. Attn: Lynn Kaufman, 231 Village Commons Blvd., Suite 17, Camarillo CA 93012
X	X	Jacobs Engineering Group, Inc. and PACE Transit, Attn: CertFocus, PO Box 140528, Kansas City MO 64114
X	X	Jacobs Engineering Group, Inc. and Texas Department of Transportation, Attn: c/o CertFocus, P.O. Box 140528, Kansas City MO 64114
	X	Jacobs Engineering Group, Inc. and the City of Murrieta and its respective officers and employees, Attn: c/o CertFocus, P.O. Box 140528, Kansas City MO 64114
X	X	Jacobs Engineering Group, Inc., Regional Transportation Authority (RTA) and Pace, the Suburban Bus Division of the RTA 525 W. Monroe, Suite 200 Chicago IL 60601
X	X	Jacobs Engineering Group, Inc., Regional Transportation Authority (RTA) and Pace, the Suburban Bus Division of the RTA Denning 501 N. Broadway St Louis MO 63102
X	X	JMDiaz, Inc. and the City of Anaheim, Attn: Sherri Terrell, 18645 East Gale Avenue, Suite 212, City of Industry CA 91748-1363
X	X	Jones Lang LaSalle Americas, Inc., Birtcher Anderson Realty Management, Inc., Ciminelli Real Estate Services and Center Point Flex Owner LLC, 5802 Breckenridge Parkway, Suite 102, Tampa, FL 33610
	X	KB Home and its subsidiaries and affiliates Attn: Kellyn Haase, 4127 E. Van Buren Ste. 150, Phoenix, AZ 85008
X	X	Kimley-Horn and Associates, Inc., and City of Glendora 765 The City Drive, Suite 200, Orange CA 92868
	X	King County, its officers, officials, employees and agents, Attn: Casey Gifford, 201 S. Jackson St., Seattle, WA 98104
X	X	Kittelson & Associates, Inc. and San Francisco Municipal Transportation Agency, 200 SW 1st Avenue, Suite 1070 Fort Lauderdale, FL 33301
	X	Lee County Board of County Commissioners, PO Box 398, Fort Myers FL 33902
		Leidos, Inc., c/o Kevin Page, Sr. Contracts Administrator, 11951 Freedom Drive, Reston, VA 20190
	X	Lincoln, City of & Nebraska Department of Roads Attn: Taylor Eman., 1500 Highway 2 PO Box 94759 Lincoln NE 68502

	X	Lincoln, City of State of Nebraska, Attn: Mark Lutjeharms, PE, PTOE, Senior Traffic Engineer., 949 W. Bond Street, Suite 200, Lincoln, NE 685521
X	X	Long Beach, City of, 333 West Ocean Blvd., 3rd Floor, Long Beach, CA 90802
X	X	Los Angeles County Metropolitan Transportation Authority (LACMTA), its subsidiaries, officials and employees, Los Angeles County Metropolitan Transportation Authority Attn: Jesse Zepeda One Gateway Plaza, Mailstop| 99-9-1 Los Angeles CA 90012-2952
X	X	Los Angeles County, Department of Public Works, Attn: Loydi Nguyen., 900 S. Fremont Avenue, 8th Floor, Alhambra, CA 91803
	X	Los Angeles Harbor Department, City of, its officers, agents and employees. 200 North Main Street., City Hall East, Suite 1240, Los Angeles, CA 90012
X	X	Los Angeles Metropolitan Transportation Authority (LACMTA), its subsidiaries, officials and employees. Attn: Roxane Marquez.., One Gateway Plaza, Los Angeles CA 90012-2952
X	X	Los Angeles Metropolitan Transportation Authority, its subsidiaries, officials and employees, Attn: Lily Lopez, One Gateway Plaza, Los Angeles CA 90012-2952
	X	Los Angeles, City of Board of Harbor Commissioners Attn: Risk Management., 425 South Palos Verdes Street San Pedro CA 90731
X	X	Los Angeles, County of, Department of Public Works, Architectural Engineering Division, its Special Districts, elected and appointed officers, employees, agents and volunteers. Attn: Contracts & Operations, 8th Floor., 900 South Fremont Avenue, Alhambra CA 91803
X	X	Los Gatos, Town of Attn: Town Clerk 110 East Main Street PO Box 949 Los Gatos CA 95031
X	X	LPA and the State of Nebraska, Department of Roads 1500 Highway 2 PO Box 94759 Lincoln NE 68509
X	X	Maldonado-Burket, LLP, The City of Corpus Christi and its officers, officials, employees and elected representatives, 2312 Western Trails Blvd, Suite C-303, Austin TX 78745
X	X	Maldonado-Burkett Intelligent Transportation Systems, LLP, The City of Corpus Christi and its officers, officials,employees and elected representatives. Attn: Toni Perkins., 2205 Western Trails Blvd. Suite B, Austin TX 78745
X	X	Manhattan Beach, City of, 1400 Highland Avenue, Manhattan Beach, CA 90266
X	X	Mannik & Smith Group, Inc., Attn: Steve Bergman., 10200 Alliance Road Suite 135, Cincinnati OH 45242
X	X	Manzitto, Inc. and The City of Lincoln, NE, Attn: Tyson Greve, 4400 Lucile Drive, Suite 201, Lincoln NE 68516
	X	Maricopa Association of Governments Fiscal Services, and its directors, officers, agents, representatives, and employees and MAG's members, members' directors, officers, agents, representatives, and employees Attn: Risk Management and Insurance, 302 North First Avenue, Suite 200, Phoenix AZ 85003
X	X	Maricopa Association of Governments Fiscal Services, and its directors, officers, agents, representatives, and employees and MAG's members, members' directors, officers, agents, representatives, and employees Attn: Risk Management and Insurance, 302 North First Avenue, Suite 200, Phoenix AZ 85003
	X	Maricopa County, Attn: Louis Nicolosi, 160 S. 4th Avenue, Phoenix AZ 85003
	X	Maricopa County, its agents, representatives, officers, directors, officials, and employees, Attn: Louis Nicolosi, 160 S. 4th Avenue, Phoenix, AZ 85003
		Mark Thomas & Company, Pardee Homes, and their respective officers, directors, employees and representatives, and any other interested partiesAttn: Shelby Navarro, 2290 North First Street, Suite 304, San Jose CA 95131
X	X	Mark Thomas, Inc., and their respective officers, directors, employees and representatives, and any other interested parties, Attn: Shelby Navarro, 2833 Junction Avenue, Suite 110, San Jose CA 95134
X	X	Martam Construction, Inc. and the County of DuPage, Attn: Karen Linkevich, 1200 Gasket Drive, Elgin IL 60120
X	X	Maryland State Highway Administration, State of Maryland, its officials, employees and agents. Attn: Eric T. Lomboy, 707 N. Calvert Street, Mailstop C-405, Baltimore MD 21202
X	X	Metric Engineering, Inc. and Broward County, Attn: Insurance Compliance, 525 Technology Park, Suite 153, Lake Mary, FL 32746
X	X	Metric Engineering, Inc. and Florida Department of Transportation, Attn: Fabio Vassallo, 525 Technology Park, Suite 153, Lake Mary FL 32746
	X	Metropolitan Transportation Commission c/o Ebix BPO, P.O. Box 100085-1H, Duluth GA 30096-9302
X	X	Michael Baker International, Inc., the City of Irvine, and its employees, representatives, officers and agents, Attn: Lorissa Elliott, 5 Hutton Centre Drive, Suite 500, Santa Ana CA 92707
X	X	Mid-America Regional Council (MARC) Attn: Marc Hansen, Principal Planner., 600 Broadway Blvd., Ste. 200, Kansas City MO 64105
X	X	Minneapolis, City of Attn: Jeff Handeland 309 2nd Ave. South, Room 300 Minneapolis MN 55401
	X	Minnesota Department of Transportation, all approving parties and all of their officers, agents and employees Attn: Ron Bisek, 1500 West County Road B2, Mail Stop 725, Roseville MN 55113
	X	Mission Viejo, City of, 200 Civic Center, Mission Viejo CA 92691
X	X	Modesto, City of, Attn: Meagan M. Torres, 1010 10th St., Suite 5300, PO Box 642, Modesto, CA 95353
X	X	Montana Department of Transportation, Contractor, agents, employees, representatives, assigns, or subcontractors. Attn: MDT Purchasing Services Section, P.O. Box 201001, Helena MT 59620-1001
X	X	Monterey, City of, its officers, officials, employees and volunteers. Attn: Megan Beckman., 580 Pacific Street,Monterey CA 93940
X	X	MSL Electric. Attn: Kelsey Marker, Anaheim CA 92807
X	X	MU GSR TX1 LLC and D. Quick Commercial Management, Inc. 1000 N Interstate 35, Round Rock TX 78681
X	X	Napa Valley Transportation Authority (NVTA), its officers, employees, agents and volunteers. Attn: Insurance Compliance., 625 Burnell Street, Napa CA 94559
X	X	Nebraska, State of Department of Records, Department of Roads Construction Office. PO Box 94759, Lincoln, NE 68509-4759
X	X	Nebraska, State of, Department of Roads PO Box 94759 Lincoln NE 68509-4759
X	X	Nebraska, State of, Department of Transportation, City of Lincoln, NDOT Consultant Insurance, Lincoln NE 68509
X	X	Nebraska, State of, Department of Transportation, City of Lincoln, NDOT Consultant Insurance, P.O. Box 94759, Lincoln NE 68509
X	X	Nebraska, State of, Department of Transportation, City of Omaha, NDOT Consultant Insurance, PO Box 94759, Lincoln NE 68509
X	X	Nebraska, State of, Department of Transportation, NDOT Consultant Insurance, Lincoln NE 68509
X	X	Nesco, LLC Attn: Teresa Mallott 3112 E. State Road 124 Bluffton IN 46714
	X	New Hampshire Dept. of Safety Div. of State Police Attn: Cynthia Hagerty , 33 Hazen Drive, Concord, NH 03305
	X	Newport Beach, City of, its officers, officials, employees and volunteers 100 Civic Center Drive Newport Beach CA 92660
X	X	North Dakota Dept. of Transportation - Maintenance 608 E. Boulevard Avenue, Bismarck ND 58505-0700
	X	North Texas Tollway Authority, Attn: Insurance Program Administrator 5900 West Plano Parkway, Suite 100 Plano TX 75093
	X	NV5 and The City of Placentia, Attn: Sherri Shegeri, 163 Technology Drive, Suite 100, Irvine CA 92618
X	X	NV5, Inc., The City of Redondo Beach, its officers, elected and appointed officials, employees, and volunteers, Attn: Anthony Mendoza, 163 Technology Drive Suite 100, Irvine CA 92618
X	X	Oakland, City of, Attn: Ms. Candice Shanks, Buyer, 150 Frank H. Ogawa, Plaza, CA 94612
X	X	OC405 Partners, JV, 3100 West Lake Center Dr. Suite 200, Santa Ana CA 92704
X	X	Olsson, Inc. Attn: Jodi Johnson, 7301 W. 133rd Street, Suite 200, Overland Park KS 66213

X	X	Ullman's Construction Co., Vineyard Industrial I, LLC, SRG Archibald, LLC, Regis Contractors, Inc., Vineyard Acquisition, LLC, Commingled Pension Trust Fund, J.P. Morgan Chase Bank, N.A., Sares Regis Group Operating, Inc., (18802 Bardeen Ave. Irvine CA 92612). Attn: Insurance Compliance, 10005 Mission Mill, Road Whittier CA 90601
X	X	Omaha, City of Attention: Murthy Koti 1819 Franam Street, Suite 603 Omaha NE 68183
X	X	Orange County Board of County Commissioners, Attn: Iris Mendoza, Procurement Division. 400 E. South Street, Orlando, FL 32801
X	X	Orange County Transportation Authority, its officers, directors, employees and agents designated, Attn: Venita Anderson, 550 South Main Street, PO Box 14184, Orange, CA 92863-1584
	X	Orange County Transportation Authority, its officers, directors, employees and agents. Attn: Venita Anderson 550 South Main Street, PO Box 14184, Orange CA 92863-1584
	X	Orange County Transportation Authority, its officers, directors, employees and agents. Attn: Donald Herrera, 550 South Main Street , P.O. Box 14184, Orange, Ca 92863-1584
X	X	Orange County Transportation Authority, its officers, directors, employees and agents. Attn: Masih Bahadori, 550 South Main Street, PO Box 14184, Orange CA 92863-1584
X	X	Orange County Transportation Authority, its officers, directors, employees, and agents. Attn: Venita Anderson, 550 South Main Street, PO Box 14184, Orange CA 92863-1584
X	X	Oxnard, City of its City Council, officers, employees, agents and volunteers. Attn: Risk Manager. 300 W 3rd Street, Suite 302, Oxnard CA 93030
X	X	Pacific Infrastructure 405, OC 405 Partners JV, OCTA, OCTA board members, Caltrans, the Local Agencies, and their respective successors and assigns and their respective board members, council members, officer, directors, agents, and employees. Attn: Cassidy Browning., 3780 Kilroy Airport Way, Suite 750 Long Beach CA 90806
X	X	PacRim and the City of Downey and their directors, officers, employees and agents, Attn: Corporate Risk Management, 1820 E. First St., Suite 110, Santa Ana CA 92705
X	X	PacRim Engineering and the City of Los Angeles, Attn: Alex Jaimes, 1820 E. First Street, Suite 110, Santa Ana CA 92705
	X	PacRim Engineering, Inc. and City of Long Beach and its Board of Harbor Commissioners and their directors, officers, employees and agents, Attn: Silvia Jung, 1820 E. First St., Suite 110, Santa Ana, CA 92705
X	X	Palm Beach County Board of County, c/o Cert Focus, PO Box 140528, Kansas City, MO 64114
X	X	Parametrix and Spokane Regional Transportation Council (SRTC), Attn: Jean N. Johnson, 719 2nd Avenue, suite 200, Seattle WA 98104
X	X	Parametrix, the City of Liberty Lake, it's officers, Directors, and employees, Attn: KJ Hanley, 835 North Post, Suite 201, Spokane WA 99201
X	X	Parsons Brinckerhoff Michigan Inc. and their respective officers, directors, agents, and employees. Attn: Debra Feikema, 500 Griswold Street, Guardian Building, Suite 2900, Detroit, MI 48226
X	X	Parsons Brinckerhoff, Inc. 444 South Flower Street, Suite 800 Los Angeles CA 90071
	X	Parsons Brinckerhoff, Inc., ATTN: Certificate Tracking, 444 West 47th Street, Suite 900, Kansas City, MO 64112-1906
X	X	Parsons Transportation Group Inc. and their respective officers, directors, agents and employeesParsons Transportation Group Inc Attn: Randy Butler 1133 15th Street NW Washington DC 20005
X	X	Parsons Transportation Group, and their respective officers, directors, agents and employees. Attn: Diane Walker, 110 West A Street, Suite 1050., San Diego CA 92101
X	X	Parsons Transportation Group, Inc. and Metropolitan Transportation Commission, 555 12th Street, Oakland CA 94607
X	X	Parsons Transportation Group, Inc. Attn: Sean Mulligan 2055 Sugarloaf Circle, Suite 500 Duluth GA 30097
X	X	Parsons Transportation Group, Inc., T Y Lin International, City of Temecula and their respective Officers, Directors, Agents, Employees, Volunteers, and Designated or authorized Representatives and Subsidiary Agencies., 3200 East Guasti Road, Suite 200 Ontario CA 91764
X	X	Parsons, Attn: Patricia Viccaro, 283-299 Market Street, Two Gateway Center, Suite 2701, Newark NJ 07102
X	X	Pasadena, City of, its City Council, officers, officials, agents, employees, and volunteers Attn: Nvart Stepanian 221 E. Walnut Street, Suite 210 Pasadena CA 91101
X	X	Project Design Consultants., 701 B Street, Suite 800, San Diego CA 92101
X	X	Public Works Expo (PWX) 2020, APWA, its agents, employees, Taffy Events, its agents, and employees, and the Facility or its employees, Attn: Taffy Events, 2300 Clarendon Blvd, Suite 305, Arlington VA 22201
X	X	Pulice – FNF – Flatiron Joint Venture, Contractor, State of Arizona, Arizona State Transportation Board, General Engineering Consultant, Pulice Construction, Inc., FNF Construction, Inc., Flatiron Constructors, Inc., and their respective authorized representatives, shareholders, officeholders, directors, officers, agents, consultants, employees, affiliates, successors, assigns and Contractor's, Pulice Construction, Inc.'s, FNF Construction, Inc.'s, and Flatiron Constructors, Inc.'s parents and affiliates (to the extent applicable), and any other entity or person as required in the DB Contract, 8660 E. Hartford Dr., Suite 305, Scottsdale, AZ 85255
	X	Raimi & Associates, Inc. and the City of Ojai, its officers, employees, agents and volunteers, Attn: Sharyce Munson, 1900 Addison Street, Suite 200, Berkeley CA 94704
	X	Raimi & Associates, Inc. Attn: Matt Raimi, 2000 Hearst Avenue, Suite 400, Berkeley CA 94709
X	X	Raimi and Associates, its officers, officials and employees, Attn: Insurance Compliance, 1900 Addison Street, Suite 200, Berkeley CA 94704
X	X	RCCD, Inc. Attn. Jason Lee, 8101 E. Kaiser Blvd., Suite 140, Anaheim Hills CA 92808
X	X	RECON Environmental, Inc., Attn: Theresa Robinson Harris, 1927 Fifth Avenue, San Diego, CA 92101
X	X	Redflex Traffic Systems, Inc., Attn: Jean Woltjer, Insurance Coordinator, 5651 W. Talavi Blvd, Suite 200, Glendale CA 85306
X	X	Rincon Consultants, Inc. and Southern California Association of Governments (SCAG), Attn: Hannah Mize 180 N. Ashwood Avenue, Ventura CA 93003
X	X	Rincon Consultants, Inc. and The City of Burbank, its officers, officials, employees, agents, are volunteers, Attn: Insurance Compliance, 250 East First Street, Suite 1400, Los Angeles, CA 90012
	X	Rincon Consultants, Inc., The City of Laguna Beach, its elected officials, officers, employees, volunteers, boards, agents and representatives, Attn: Hannah Mize, 180 N. Ashwood Avenue, Ventura CA 93003
X	X	RS&H, Inc. Attn: Kim Flynn, 301 East Pine Street, Suite 350, Orlando FL 32801
X	X	RS&H, Inc.. the Florida Department of Transportation, Attn: Laura Self, 10748 Deerwood Park Blvd South Jacksonville FL 32256
X	X	Ryder Transportation Services, 1440 N. Main Street, Orange, CA 92867
X	X	San Bernardino Associated Governments San Bernardino County Transportation Authority, City of Chino, City of Chino Hills, City of Colton, City of Fontana, City of Grand Terrace, City of Highland, City of Loma Linda, City of Montclair, City of Ontario, City of Rancho Cucamonga, City of Redlands, City of Rialto, City of San Bernardino, County of San Bernardino, City of Upland, City of Yucaipa and their officers, directors, members, employees, agents and volunteers. San Bernardino County Transportation Authority. Attn: Jeffery Hill., 1170 W. 3rd Street, 2nd Floor San Bernardino CA 92410-1715
X	X	San Bernardino Associated Governments, 1170 W. 3rd Street, 2nd Floor, San Bernardino, CA 92410-1715
X	X	San Jose, City of - the Finance Department, its officials, employees, and agents. Attn: Risk & Insurance., 200 East Santa Clara St., 14th Floor, San Jose, CA 95113-1905
X	X	San Ramon, City of, its officers, officials, employees, agents and volunteers. 2401 Crow Canyon Road, San Ramon,CA 94583
X	X	Santa Ana, City of, 20 Civic Center Plaza, M-30, Santa Ana, CA 92702-1988
X	X	Santa Clara, City of, its City Council, commissions, officers, employees, agents and volunteers. Attn: Ferdinand Pastrama, 1500 Warburton Avenue, Santa Clara CA 95050
		Santa Clara, City of, its City Council, commissions, officers, employees, volunteers and agents City of Santa Clara Public Works Department Attn: EBIX Inc. P.O. Box 100085-S2 Duluth GA 30096
		Santa Clara, County of, PO Box 257, Ref#84-Z347771, Portland, MI 48875-0257
		Santa Clarita, City of, 23920 Valencia Boulevard, Suite 300, Santa Clarita, CA 91355-2196
X	X	Santa Monica-Malibu Unified School District 1651 Sixteenth Street Santa Monica CA 90404
	X	Santa Rosa, City of, its officers, agents, employees and volunteers Santa Rosa, City of 69 Stony Circle Santa Rosa CA 95401
	X	SBCAG, its officers, officials, employees, agents, and volunteers, Attn: Insurance Compliance, 260 North San Antonio Road, Suite B, Santa Barbara CA 93110
	X	Serco, Inc., Attn: Charles Tellis, Subcontracts Administration, 1818 Library Street, Suite 100, Reston, VA 20190
X	X	SIMA (Snow and Ice Management Association) 10140 N. Port Washington Rd., Mequon WI 53902

X	X	SIMA 22nd Annual Snow & Ice Symposium, Attn: Snow & Ice Management Association, 10140 N Port Washington Road, Mequon WI 53092
X	X	South Bay Transportation Associates (SBTA), c/o SVTA, 3331 North First Street, Building A, San Jose, CA 95134
X	X	Southern California Association of Governments, its subsidiaries, officials and employees, Attn: Marisa Blancarte, 900 Wilshire Blvd, Suite 1700, Los Angeles CA 90017
X	X	StanCOG, StanCOG's Board Members, officers, employees, and volunteers. Attn: Carla Alviso, 1111 I Street, Suite 308, Modesto CA 95354
	X	State of Nebraska, Dept. of Roads, City of Lincoln (Local Project Authority) and Speece-Lewis Engineers, Inc. Nebraska Department of Roads - Construction Division, Attn: Insurance Section., 1500 Highway 2, P.O. Box 94759, Lincoln NE 68509-4854
X	X	State of Nevada, its officers, employees and immune contractors as defined in NRS 41.0307. Department of Motor Vehicles, Attn: Debbie Martinez., 555 Wright Way, Carson City, NV 89711
X	X	State of Nevada, its officers, employees and immune contractors as defined in NRS 41.0307. Department of Public Safety Highway Patrol Division Attn: Lt. Roy Baughman., 555 Wright Way Carson City NV 89711
X	X	State of Texas, DIR and CISCO, Attn: Manager, Contract and Vendor Management Dept of Information Resources, 300 W 15th Str, Ste 1300, Austin, Texas, 78701
X	X	Stevens Technical Services, Inc. and Texas Department of Transportation, Attn: Meghan Calloway, 14531 FM 529, Suite 160, Houston TX 77095
X	X	T. Y. Lin International, Myers/Rados Joint Venture (Client), Riverside County Transportation Commission (Owner) and their divisions, officers and employees, Attn: Insurance Compliance, 20 Pacifica, Suite 350, Irvine CA 92618
X	X	T.Y. Lin International and Contra Costa Transportation Authority, its officials, officers, employees, agents and authority, Attn: Tiffany Packouz, 1111 Broadway, Suite 2150, Oakland CA 94607
X	X	T.Y. Lin International, the City of Riverside, its officers, employees, and agents, Attn: Insurance Compliance, 404 Camino del Rio South, Suite 700, San Diego CA 92108
X	X	T.Y. Lin, Metropolitan Transportation Commission (MTC), Alameda County Transit (AC Transit), Alameda County Transportation Commission (ACTC), California Department of Transportation (Caltrans), City of Emeryville, Client and their respective affiliates, subsidiaries, officers, directors, employees, agents, and consultants, Attn: Sam Chui, 1111 Broadway, Suite 2150, Oakland, CA 94607
X	X	Texas Comptroller of Public AccountsAttn: Statewide Contract Management (SCM), PO Box 13186, Austin TX 78711-3186
X	X	The Arroyo Group and the City of Compton, Attn: Jean Wong Burns, 40 E. Colorado Blvd., Suite B, Pasadena CA 91105
X	X	The City of Buena Park, its elected officials, officers, attorneys, agents, employees, and independent contractors, Attn: Nader Alqam, E.I.T., 6650 Beach Blvd, Buena Park CA 90621
X	X	The City of Buena Park, its elected officials, officers, attorneys, agents, employees, and independent contractors., Attn: Annie Signhal, 6650 Beach Blvd, Buena Park CA 90621
X	X	The City of Covina, its directors, officials, officers, employees, agents, and volunteers. Public Works Dept. - Kristen Weger., 125 East College Street, Covina CA 91723-2199
X	X	The City of Elk Grove, its officials, employees, agents and volunteers, P.O. Box 20270, Long Beach CA 90801
X	X	The City of Elk Grove, its officials, employees, agents, and authorized volunteers, Attn: Ryan Chapman, 8401 Laguna Palms Way, Elk Grove CA 95758
	X	The City of Gardena, its appointed and elected officers, employees, agents, and volunteers, 1717 West 162nd Street, Gardena CA 90247
X	X	The City of Glendale, and its officers, agents, employees, and representatives, Attn: Pastor E. Casanova, 633 E. Broadway, Room 205, Glendale CA 91206
X	X	The City of Glendale, its officers, agents and employees. Risk Management Attn: Veronika Padron., 613 E. Broadway #100, Glendale CA 91206
X	X	The City of Inglewood, its officers, officials, employees, and volunteers, Attn: Peter Puglese, One Manchester Boulevard, Inglewood CA 90301
X	X	The City of Irving, including its officers, officials, employees, Boards and Commissions, and volunteers, 835 W. Irving Blvd, Irving TX 75060
X	X	The City of Laguna Niguel and its elected and appointed officials, officers, employees, agents, servants, designated volunteers and those City agents serving as independent contractors in the role of City officials (collectively "City Indemnitees"), Attn: Aaron Spradlin, 30111 Crown Valley Parkway, Laguna Niguel CA 92677
X	X	The City of Laguna Niguel and its elected and appointed officials, officers, employees, agents, servants, designated volunteers and those City agents serving as independent contractors in the role of City officials (collectively "City Indemnitees"), Attn: Aaron Spradlin, 30111 Crown Valley Parkway, Laguna Niguel, CA 92677
X	X	The City of Lancaster, its elected officials, officers, employees, and volunteers, c/o EXIGIS Insurance Compliance Services, P.O. Box 4668 - ECM #35050, New York NY 10163-4668
X	X	The City of Long Beach and its departments, boards, officials, employees and agents. Attn: Purchasing Department, 333 West Ocean Boulevard, 3rd Floor, Long Beach CA 90802
X	X	The City of Long Beach, Port of Information Management Division, the Board of Harbor Commissioners, individually & collectively, and their officers, & employees (""City""), 925 Harbor Plaza, Long Beach CA 90801
X	X	The City of Modesto, its agents, officers, employees, and volunteers, PO Box 642, Modesto CA 95353
	X	The City of Modesto, its agents, officers, employees, and volunteers. Attn: Anne Quinonez, PO Box 642, Modesto CA 95353
X	X	The City of Orange City, its officers, agents, and employees. Attn: Kathy Nguyen, 300 E. Chapman Avenue, Orange CA 92866-1591
X	X	The City of Oxnard City, its Council, officers, employees, agents and volunteers., Insurance Compliance, PO Box 100085 - OX, Duluth GA 30096
X	X	The City of Phoenix, its agents, representatives, employees, Attn: Jennifer Rockwell, 251 W. Washington Street 8th Floor, Phoenix, AZ 85003
X	X	The City of San Buenaventura, its officials, officers, agents, employees and volunteers, 501 Poli Street, VENTURA CA 93001
X	X	The City of San Jose, its officials, employees, and agents, Attn: Finance Department Risk & Insurance, 200 East Santa Clara St., 14th Floor, San Jose, CA 95113-1905
X	X	The City of San Mateo, its elected and appointed officials, employees, and agents, Attn: Bethany Lopez, P.E. 330 W 20th Avenue, San Mateo CA 94403
	X	The City of San Mateo, its elected and appointed officials, employees, and agents, Attn: Susanna Chan, Deputy Director/City Engineer, 330 W. 20th Avenue, San Mateo CA 94403
	X	The City of Simi Valley, its Boards, Officers, Agents, and Employees, Attn: Justin Link, 2929 Tapo Canyon Road, Simi Valley CA 93063-2199
X	X	The City of Upland, its officers, officials, employees and volunteers, Attn: Bob Critchfield, PE 1370 N. Benson Avenue, Upland CA 91786
	X	The City of Walnut Creek, its officers, officials, employees, agents and volunteers, Attn: Shadar Boardman 1666 North Main Street, Walnut Creek CA 94596
	X	The Commonwealth of Virginia Virginia Department of Transportation Attn: Diane Fair 1401 E. Broad Street Richmond VA 23219
X	X	The County of Santa Clara, and members of the Board of Supervisors of the County of Santa Clara, and the officers, agents, and employees. Insurance Compliance., PO Box 100085 – ZB Duluth GA 30096
X	X	The New Jersey Turnpike Authority and its members, commissioners, officers, agents, employees, guests, consultants and volunteers. Attn: Angela McNally, One Turnpike Plaza , Woodbridge NJ 07095
X	X	The Orange County Transportation Authority, its officers, directors, employees and agents, P.O. Box 20270, Long Beach CA 90801
X	X	The Orange County Transportation Authority, its officers, directors, employees and agents, P.O. Box 20270 Long Beach CA 90801
X	X	The Orange County Transportation Authority, its officers, directors, employees and agents, P.O. Box 20270 Long Beach CA 90801
X	X	The Orange County Transportation Authority, its officers, directors, employees and agents, P.O. Box 20270, Long Beach CA 90801
X	X	The Pennsylvania State University, Attn: Risk Management Office, 227 West Beaver Avenue, Suite 103, State College PA 16801
X	X	The Realty Associates Fund X, LP and Davis Partners, LLC, 201 E. Sandpointe, Suite 470, Santa Ana, CA 92707
X	X	The Regents of the University of California, 1060 Veteran Avenue, #125, PO Box 951365, Los Angeles, CA 90095-1365
X	X	The State of Arizona, its departments, agencies, boards, commissions, universities and it's officers, officials, agents and employees, Attn: Ryan Litner, 1739 W. Jackson Street, MD 100P, Phoenix AZ 85007-3276
X	X	The State of Arizona, its departments, agencies, boards, commissions, universities and it's officers, officials, agents and employees. Arizona DOT Procurement Group Attn: Amir Sakhi 1739 W. Jackson Street, Suite A Phoenix AZ 85007-3276
X	X	The State of Vermont and its agencies, departments, officers and employees Attn: Agency of Transportation, 219 North Main Street, Suite 105, Barre, VT 05641
X	X	Thousand Oaks, City of, its officials, employees and volunteers. Thousand Oaks, City of Public Works Department, 2100 E. Thousand Oaks Blvd, Thousand Oaks, CA 91362

X	X	Town of Los Gatos, its officers, officials, employees and volunteers, Attn: Stefanie Hockemeyer, 110 E. Main Street, Los Gatos CA 95030
X	X	Transportation Corridor Agencies, Attn: Insurance Compliance, 125 Pacifica, Suite 100, Irvine, CA 92618-3304
X	X	TRC Solutions, Inc and LACMTA and each of their respective parent companies, affiliates, subsidiaries, successors, assigns, officers, directors, officials, agents, representatives and employees, individually and collectively .Attn: Grant Ratkovic, 17911 Von Karman Avenue, Suite 400, Irvine CA 92614
X	X	Tri Tech Engineering, Inc, Novak Construction Company, 55/30 Acquisition, LLC, Manhard Consulting, Baxter & Woodman Consulting Engineers, Gary R. Weber Associates Inc, Costco Wholesale, Attn: Elizabeth L Zupancic, President, 1320 Enterprise Drive, Romeoville, IL 60446
	X	Tri Tech Engineering, Inc., 55/30 Acquisition, LLC and Novak Construction Company, Manhard Consulting, Baxter & Woodman Consulting Engineers, Gary R. Weber Associates Inc., Costco, Wholesale Attn: Adam Copot, General Foreman, 1320 Enterprise Drive, Romeoville IL 60446
X	X	Tulare County Association of Governments, The County of Tulare and their respective officers, agents, officials, employees, and volunteers. Attn: Mark Hays, Senior Regional Planner., 210 N. Church, Suite B, Visalia Ca 93291
X	X	Turner Engineering Corporation (TENCO), Los Angeles County, Metropolitan Transportation Authority (LACMTA), its subsidiaries, officials, and employees. Attn: David Turner, 2006 Glyndon Avenue. Venice CA 90291
X	X	TY Lin International, Napa Valley Transportation Authority, its officers, employees, agents, and volunteers. Attn: Tiffany Packouz, 1111 Broadway, Suite 2150, Oakland CA 94607
X	X	TY Lin International, the City of Cathedral City, its elected or appointed officers, officials, employees, agents, and volunteers. Attn: Alysia Klein, 404 Camino del Rio South, Suite 700, San Diego CA 92108
X	X	University of California Irvine and the Regents of the University of California, Attn: Kevin Tobin Transportation & Distribution Services University of California, Irvine CA 92697-4525
X	X	Valleycrest Landscape Development, Inc., Dba Valleycrest Design Group8 Hughes, Suite 150, Irvine, CA 92618
X	X	Vernon, City of, Attn: Risk Management 4305 Santa Fe Avenue Vernon CA 90058
X	X	VHB, Capital Area Metropolitan Planning Organization and the City of Raleigh. Attn: Jody Lewis, 940 Main Campus Drive, Suite 500 Raleigh NC 27606-5217
X	X	Village of Schaumburg, including its Board members and elected and appointed officials, its officers, and employees, Attn: Clifton V. Ganel, P.E. 101 Schaumburg Court, Schaumburg IL 60193-1899
X	X	Virginia Department of Transportation (VDOT) and Commonwealth of Virginia 1401 East Broad Street Richmond VA 23219-2000
X	X	VRPA Technologies INC., the Commission, its directors, officials, officers, employees and agents., 4630 W. Jennifer, Suite 105 Fresno CA 93722
	X	Waco, City of TX Attn: Kristofor Norberg, P.E. PO Box 2570 Waco TX 76702
X	X	Walker Parking Consultants 606 S. Olive St., Suite 1100 Los Angeles CA 90014
X	X	Walker Partners, LLC and City of Harker Heights, Attn: Insurance Compliance, 2100 Trimmier Road, Suite 211, Killeen TX 76541
X	X	Washington State Department of Transportation, Attn: Administrative Contracts Office, 7345 Linderson Way SW, Wing 1022, Tumwater WA 98501-04
X	X	Whitlock & Weinberger Transportation, Inc. (WTrans), the City of Menlo Park and its subsidiary agencies, and their officers, agents and employees. Attn: Corinne Rasmussen. 490 Mendocino Avenue, Suite 201 Santa Rosa CA 95401
X	X	WSP Canada Group LTD, Attn: Mara Bullock, 610 Chartwell Road, Suite 300, Oakville ON L6J 4A5, Canada
X	X	Yorba Linda, the City, its officials, officers, employees, agents, and volunteers, Yorba Linda, City of 4845 Casa Loma Avenue Yorba Linda CA 92886

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED – OWNERS, LESSEES OR CONTRACTORS – COMPLETED OPERATIONS

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART
PRODUCTS/COMPLETED OPERATIONS LIABILITY COVERAGE PART

SCHEDULE

Name Of Additional Insured Person(s) Or Organization(s)	Location And Description Of Completed Operations
PER ATTACHED SCHEDULE OF HOLDERS	
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.	

A. **Section II – Who Is An Insured** is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury" or "property damage" caused, in whole or in part, by "your work" at the location designated and described in the Schedule of this endorsement performed for that additional insured and included in the "products-completed operations hazard".

However:

1. The insurance afforded to such additional insured only applies to the extent permitted by law; and
2. If coverage provided to the additional insured is required by a contract or agreement, the insurance afforded to such additional insured will not be broader than that which you are required by the contract or agreement to provide for such additional insured.

B. With respect to the insurance afforded to these additional insureds, the following is added to **Section III – Limits Of Insurance:**

If coverage provided to the additional insured is required by a contract or agreement, the most we will pay on behalf of the additional insured is the amount of insurance:

1. Required by the contract or agreement; or
2. Available under the applicable Limits of Insurance shown in the Declarations;

whichever is less.

This endorsement shall not increase the applicable Limits of Insurance shown in the Declarations.

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Additional

Insured - OWNERS, LESSEES OR- CONTRACTORS – COMPLETED OPERATIONS List of Holders
04/01/21 to 04/01/22 Policy Term

GL	Schedule of Person(s) or Organization(s):
X	Abilene, TX, City of its officials, agents, employees and volunteers. Attn: James Rogge, P.E.., 555 Walnut St. - Room 207, Abilene TX 79604
X	AECOM, Los Angeles County, Metropolitan Transportation Authority, its subsidiaries, officials and employees, Attn: Melissa Walden, 999 Town and Country Road, Orange CA 92868
X	Alameda - Contra Costa Transit District, The District, Board of Directors, its officers, officials, employees, and volunteers, Attn: Purchasing Department.,1600 Franklin Street, 6th Floor Oakland CA 94612
X	Alameda Contra Costa Transit District, its Directors, Agents, officers and employees. Attn: Contracts Specialist, 1600 Franklin Street, 6th Floor, Oakland, CA 94612
X	Alameda County Transportation Commission (Alameda CTC) and the SUNOL JPA, and their respective officers, employees and agents, Attn: Seung Cho, Contracting, Administration, and Fiscal Resource Manager, 1111 Broadway, Suite 800, Oakland, CA 94607
X	Alta Planning + Design, Inc. Attn: Connery Cepeda 711 SE Grand Avenue Portland OR 97214
X	Arcadis U.S., Inc., TxDOT and their affiliates, directors, officers, employees, and Agents, Koushik Arunachalam, PE, PTOE, PTP, 10205 Westheimer Road, Suite 800, Houston TX 77042
X	Avison Young - Northern California, LTD, Avison Young - Southern California, and Avison Young - USA, Inc., CSHV 1999 Harrison, LLC, CSHV 1956 Webster, LLC, Clarion Partners, 1999 Harrison Street, Suite 110, Oakland CA 94612
X	Buena Park, City of, City Engineer, 6650 Beach Blvd., PO Box 5009, Buena Park, CA 90622-5009
X	Bureau Veritas North America, Inc. and Orange County Attn: Jason McLaughlin 1665 Scenic Ave, Suite 200 Costa Mesa CA 92626
X	California Department of Transportation (Caltrans) Division of Procurement and Contracts, MS 65 1727 30th Street, Sacramento CA 95816
X	City of Arlington, its officials, employees and volunteers Attn: Finacial Services / Purchsing, P. O. Box 90231, Mail stop 63-0810, Arlington TX 76004-3231
X	City of Corona, its directors, officials, officers, employees, agents, and volunteers, Attn: Andy Ortiz, 400 South Vicentia Avenue, Corona CA 92882
X	City of Fontana, its officials, officers, employees, agents and volunteers, Attn: Sid Lambert, 8353 Sierra Avenue, Fontana CA 92335
X	City of Laguna Woods and its respective elected and appointed officers, officials, and employees and volunteers, Attn: Yolie Trippy, CMC, 24264 El Toro Road, Laguna Woods CA 92637
X	City of Lake Forest, its officials, officers, employees, agents, and volunteers, Attn: Insurance Compliance, 100 Civic Center Drive, Lake Forest, CA 92630
X	City of Mission Viejo, its officers, officials, employees, agents, and volunteers, Attn: Beverly Petrella, 200 Civic Center, Mission Viejo CA 92691
X	City of Mission Viejo, its officers, officials, employees, agents, and volunteers, Attn: Patricia Wright 200 Civic Center, Mission Viejo CA 92691
X	City of Oxnard, its City Council, officers, employees, agents and volunteers Attn: Insurance Compliance, P.O. Box 100085 – OX, Duluth GA 30096
X	City of Rancho Cucamonga, its officers, officials, employees, designated volunteers and agents, Attn: Gianfranco Laurie, 10500 Civic Center Drive, Rancho Cucamonga CA 91730
X	City of San Marcos and their elected and appointed boards, officers, agents and employees. Public Works, 201 Mata Way, San Marcos CA, 92069-2918
X	City of San Rafael, its officers, agents, employees, and volunteers, Attn: Iman Kayani, 111 Morphew Street, San Rafael CA 94901
X	City of San Ramon and its officers, officials, employees, agents and volunteers, Attn: City Clerk, 7000 Bollinger Canyon Road, San Ramon, CA 94583
X	City of Santa Rosa Transportation and Public Works, its officers, agents, employees, 69 Stony Circle Santa Rosa CA 95401
X	City of Thousand Oaks, its elected officials, officers, agents, employees and volunteers, Attn: Nancy Arrieta, 2100 Thousand Oaks Blvd, Thousand Oaks CA 91362
X	City of Thousand Oaks, its officers, officials and employees, 2100 E. Thousand Oaks Blvd, Thousand Oaks CA 91362
X	City of Thousand Oaks, its officers, officials and employees, Attn: Cathy Jansen, Community Development Department, 2100 Thousand Oaks Boulevard, Thousand Oaks CA 91362
X	City of Walnut Creek, Attn: Don Murphy, 1666 N. Main Street, Walnut Creek CA 94596
X	Colorado Department of Public Safety, Colorado State, its agencies, institutions, organizations, officers, agents employees and volunteers. Attn: Procurement Office., 700 Kipling St., Denver CO 80215
X	Colorado Department of Transportation, State of Colorado, Attn: Matt Russmann, Project Manager, 2829 West Howard Place, Denver CO 80204
X	County of Santa Clara, and members of the Board of Supervisors of the County of Santa Clara, and the officers, agents, and employees of the County of Santa Clara, individually and collectively, as additional insureds. c/o Ebix RCS, PO Box 100085, Ref. No. 84-1006511, Duluth GA 30096 USA
X	D Construction, Inc., and the Illinois Department of Transportation, its officers & Employees Attn: Insurance Compliance, 1488 S Broadway Street, Coal City IL 60416
X	Daly City, City of, Public Works Engineering, its elected and appointed officials, employees, and agents. Attn: Shirley Chan, 333 90th Street, Daly City CA 94015
X	Department of Public Works, Traffic Address and Transportation Section, The City of Anaheim, its officers, agents, employees, representatives and volunteers. Attn: Linda Johnson, Principal Planner., 200 S. Anaheim Blvd. Anaheim CA 92805
X	Digital Traffic Systems, Inc. and GDOT, all individuals and entities that have any direct or indirect interest in as stated below; any holders of indebtedness secured by the Property; and, with respect to each of the foregoing, its managers, officers, directors, employees, and agents, 11056 Air Park Road, Ashland VA 23005
X	DPR Construction, A General Partnership, its joint venture and joint venture partner, where applicable, its/their officers, owners, employees, agents, parents, partners, subsidiaries and affiliates, Children's Health System of Texas (Owner) and other entities, if any, that Owner requires by written contract 3131 McKinney Avenue, Suite 200, Dallas TX 75204
X	Escondido, City of, its officials, employees, and agents. Attn: Miriam Jim. 201 N. Broadway Escondido, CA 92025
X	F.H. Paschen, S.N. Nielsen & Associates LLC and its related entities, Exelon and its affiliates, and their officers, directors, employees, agents, representatives, affiliates, subsidiaries, successors, and assigns, Attn: Insurance Compliance, 5515 N. East River Rd., Chicago IL 60656
X	Gannett Entity and Client, and their respective directors, officers, agents and employees. Attn: Amy Firestine, Post Office Box 67100., Harrisburg PA 17112
X	Gannett Fleming & North Central Texas Council of Governments and their directors, officers, agents and employees, Administrative Support Center. 207 Senate Avenue E-280, Camp Hill PA 17011
X	Gannett Fleming and the Pennsylvania Turnpike Commission, and their respective directors, officers, agents and employees Attn: Amy Firestine PO Box 67100 Harrisburg PA 17106-7100
X	Gannett Fleming and the Pennsylvania Turnpike Commission, and their respective directors, officers, agents and employees 207 Senate Avenue, ATTN: Amy Firestine, Camp Hill PA 17011
X	Gannett Fleming, Inc., and the Pennsylvania Turnpike Commission, and their respective directors, officers, agents and employees, Attn: Amy Firestine, 207 Senate Avenue, E300, Camp Hill, PA 17011
X	Gannett Fleming, Inc., Gannett Entity and Client, and their respective directors, officers, agents and employees, 207 Senate Avenue, ATTN: Amy Firestine, Camp Hill PA 17011
X	Gerelco Traffic Controls, Inc. and Project Owner as well as their employees and agents, Attn: Christen Maertens, 560 N. W. Enterprise Drive, Port St. Lucie, FL 34986-2215
X	Goodyear, City of and its elected and appointed boards, officers, officials, agents, employees, and volunteers, the Goodyear Ballpark and Recreational Complex, the Cleveland Indian Baseball Company, and the Cincinnati Reds, LLC. Attn: Office Procurement. 190 North Litchfield Road. P.O. Box 5100, Goodyear AZ 85338
X	HNTB Corporation, its parent company, affiliated and subsidiary entities, directors, officers and employees, and the State of Florida Department of Transportation, Attn: Kevin S. Welzel, 1276 Metropolitan Blvd., Suite 304, Tallahassee FL 32312
X	HNTB, its parent company, affiliated and subsidiary entities, directors, officers, and employees, and State of Florida Department of Transportation, 201 N. Franklin Street, Suite 1200, Tampa FL 33602
X	HR Green and the City of Des Moines Attn: Tyler C. Wiles, 5525 Merle Hay Road, Suite 200, Johnston IA 50131-1448

X	HR Green and the City of Des Moines, Attn: Tyler C. Wiles, 5525 Merle Hay Road, Suite 200, Johnston, IA 50131-1448
X	Jacobs Engineering Group, Inc. and the City of Murrieta and its respective officers and employees Attn: c/o CertFocus, P.O. Box 140528, Kansas City MO 64114
X	JMDiaz, Inc. and the City of Anaheim, Attn: Sherri Terrell, 18645 East Gale Avenue, Suite 212, City of Industry CA 91748-1363
X	Kittelson & Associates, Inc. and San Francisco Municipal Transportation Agency, 200 SW 1st Avenue, Suite 1070, Fort Lauderdale, FL 33301
X	Lincoln, City of & Nebraska Department of Roads Attn: Taylor Eman, 1500 Highway 2 PO Box 94759 Lincoln NE 68502
X	Lincoln, City of, State of Nebraska, Attn: Mark Lutjeharms, PE, PTOE, Senior Traffic Engineer., 949 W. Bond Street, Suite 200 Lincoln, NE 685521
X	Los Angeles County Metropolitan Transportation Authority (LACMTA), its subsidiaries, officials and employees, Los Angeles County Metropolitan Transportation Authority Attn: Jesse Zepeda One Gateway Plaza, Mailstop[99-9-1 Los Angeles CA 90012-2952
X	Los Angeles Metropolitan Transportation Authority (LACMTA), its subsidiaries, officials and employees. Attn: Roxane Marquez.., One Gateway Plaza, Los Angeles CA 90012-2952
X	Los Angeles, County of, Department of Public Works, Architectural Engineering Division, its Special Districts, elected and appointed officers, employees, agents and volunteers. Attn: Contracts & Operations, 8th Floor, 900 South Fremont Avenue, Alhambra CA 91803
X	LPA and the State of Nebraska, Department of Roads 1500 Highway 2 PO Box 94759 Lincoln NE 68509
X	Maldonado-Burkett Intelligent Transportation Systems, LLP, The City of Corpus Christi and its officers, officials,employees and elected representatives. Attn: Toni Perkins., 2205 Western Trails Blvd. Suite B, Austin TX 78745
X	Manhattan Beach, City of, 1400 Highland Avenue, Manhattan Beach, CA 90266
X	Mannik & Smith Group, Inc., Attn: Steve Bergman., 10200 Alliance Road Suite 135, Cincinnati OH 45242
X	Mark Thomas, Inc., and their respective officers, directors, employees and representatives, and any other interested parties, Attn: Shelby Navarro, 2833 Junction Avenue, Suite 110, San Jose CA 95134
X	Metric Engineering, Inc. and Florida Department of Transportation Attn: Fabio Vassallo, 525 Technology Park, Suite 153, Lake Mary FL 32746
X	Metropolitan Transportation Commission c/o Ebix BPO., P.O. Box 100085-1H, Duluth GA 30096-9302
X	Michael Baker International, Inc., the City of Irvine, and its employees, representatives, officers and agents Attn: Lorissa Elliott 5 Hutton Centre Drive, Suite 500, Santa Ana CA 92707
X	Mid-America Regional Council (MARC) Attn: Marc Hansen, Principal Planner., 600 Broadway Blvd., Ste. 200, Kansas City MO 64105
X	Minneapolis, City of Attn: Jeff Handeland 309 2nd Ave. South, Room 300 Minneapolis MN 55401
X	Mission Viejo, City of., 200 Civic Center, Mission Viejo CA 92691
X	Monterey, City of, its officers, officials, employees and volunteers. Attn: Megan Beckman., 580 Pacific Street Monterey CA 93940
X	Nebraska, State of, Department of Roads PO Box 94759 Lincoln NE 68509-4759
X	Nebraska, State of, Department of Transportation City of Lincoln NDOT Consultant Insurance, P.O. Box 94759, Lincoln NE 68509
X	Nebraska, State of, Department of Transportation City of Omaha NDOT Consultant Insurance, PO Box 94759, Lincoln NE 68509
X	Nebraska, State of, Department of Transportation, City of Lincoln, NDOT Consultant Insurance, Lincoln NE 68509
X	Nebraska, State of, Department of Transportation, NDOT Consultant Insurance, Lincoln NE 68509
X	New Hampshire Dept. of Safety Div. of State Police, Attn: Cynthia Hagerty, 33 Hazen Drive, Concord, NH 03305
X	Newport Beach, City of, its officers, officials, employees and volunteers 100 Civic Center Drive Newport Beach CA 92660
X	North Texas Tollway Authority, Attn: Insurance Program Administrator 5900 West Plano Parkway, Suite 100 Plano TX 75093
X	OC405 Partners, JV., 3100 West Lake Center Dr. Suite 200, Santa Ana CA 92704
X	Omaha, City of Attention: Murthy Koti 1819 Franam Street, Suite 603 Omaha NE 68183
X	Orange County Transportation Authority, its officers, directors, employees and agents. Attn: Donald Herrera, 550 South Main Street , P.O. Box 14184, Orange, Ca 92863-1584
X	Orange County Transportation Authority, its officers, directors, employees and agents. Attn: Masih Bahadori, 550 South Main Street, PO Box 14184, Orange CA 92863-1584
X	Oxnard, City of, its City Council, officers, employees, agents and volunteers. Attn: Risk Manager. 300 W 3rd Street, Suite 302, Oxnard CA 93030
X	Parametrix and Spokane Regional Transportation Council (SRTC), Attn: Jean N. Johnson, 719 2nd Avenue, suite 200, Seattle WA 98104
X	Parsons Brinckerhoff Michigan Inc. and their respective officers, directors, agents, and employees. Attn: Debra Feikema, 500 Griswold Street, Guardian Building, Suite 2900, Detroit, MI 48226
X	Parsons Brinckerhoff, Inc. 444 South Flower Street, Suite 800 Los Angeles CA 90071
X	Parsons Transportation Group Inc. and their respective officers, directors, agents and employeesParsons Transportation Group Inc Attn: Randy Butler 1133 15th Street NW Washington DC 20005
X	Parsons Transportation Group, Inc. and Metropolitan Transportation Commission, 555 12th Street Oakland CA 94607
X	Parsons Transportation Group, Inc. Attn: Sean Mulligan 2055 Sugarloaf Circle, Suite 500 Duluth GA 30097
X	Parsons Transportation Group, Inc., T Y Lin International, City of Temecula and their respective Officers, Directors, Agents, Employees, Volunteers, and Designated or authorized Representatives and Subsidiary Agencies, Parsons Transportation Group, Inc. 3200 East Guasti Road, Suite 200 Ontario CA 91764
X	Pulice – FNF – Flatiron Joint Venture, Contractor, State of Arizona, Arizona State Transportation Board, General Engineering Consultant, Pulice Construction, Inc., FNF Construction, Inc., Flatiron Constructors, Inc., and their respective authorized representatives, shareholders, officeholders, directors, officers, agents, consultants, employees, affiliates, successors, assigns and Contractor's, Pulice Construction, Inc.'s, FNF Construction, Inc.'s, and Flatiron Constructors, Inc.'s parents and affiliates (to the extent applicable), and any other entity or person as required in the DB Contract 8660 E. Hartford Dr., Suite 305, Scottsdale, AZ 85255
X	Raimi & Associates, Inc. and the City of Ojai, its officers, employees, agents and volunteers, Attn: Sharyce Munson, 1900 Addison Street, Suite 200, Berkeley CA 94704
X	Raimi & Associates, Inc. Attn: Matt Raimi, 2000 Hearst Avenue, Suite 400, Berkeley CA 94709
X	Rincon Consultants, Inc., The City of Laguna Beach, its elected officials, officers, employees, volunteers, boards, agents and representatives, Attn: Hannah Mize, 180 N. Ashwood Avenue, Ventura CA 93003
X	San Bernardino Associated Governments San Bernardino County Transportation Authority, City of Chino, City of Chino Hills, City of Colton, City of Fontana, City of Grand Terrace, City of Highland, City of Loma Linda, City of Montclair, City of Ontario, City of Rancho Cucamonga, City of Redlands, City of Rialto, City of San Bernardino, County of San Bernardino, City of Upland, City of Yucaipa and their officers, directors, members, employees, agents and volunteers. San Bernardino County Transportation Authority Attn: Jeffery Hill., 1170 W. 3rd Street, 2nd Floor San Bernardino CA 92410-1715
X	San Diego Association of Governments (SANDAG) c/o myCOI 1075 Broad Ripple Ave., Suite 313 Indianapolis IN 46220
X	San Jose, City of - the Finance Department, its officials, employees, and agents. Attn: Risk & Insurance., 200 East Santa Clara St., 14th Floor, San Jose, CA 95113-1905
X	San Ramon, City of, its officers, officials, employees, agents and volunteers. 2401 Crow Canyon Road, San Ramon,CA 94583
X	Santa Clara, City of, its City Council, commissions, officers, employees, agents and volunteers Attn: Ferdinand Pastrama, 1500 Warburton Avenue, Santa Clara CA 95050
X	Santa Clara, City of, its City Council, commissions, officers, employees, volunteers and agents City of Santa Clara Public Works Department Attn: EBIX Inc. P.O. Box 100085-S2 Duluth GA 3009€
X	Santa Clara, City of, its City Council, commissions, officers, employees, volunteers and agents. City of Santa Clara Public Works Department Attn: EBIX Inc. P.O. Box 100085-S2 Duluth GA 30096
X	Santa Rosa, City of, its officers, agents, employees and volunteers Santa Rosa, City of 69 Stony Circle Santa Rosa CA 95401
X	Southern California Association of Governments, its subsidiaries, officials and employees, Attn: Marisa Blancarte, 900 Wilshire Blvd, Suite 1700, Los Angeles CA 90017
X	State of Nebraska, Dept. of Roads, City of Lincoln (Local Project Authority) and Speece-Lewis Engineers, Inc. Nebraska Department of Roads - Construction Division. Attn: Insurance Section., 1500 Highway 2, P.O. Box 94759, Lincoln NE 68509-4854

X	State of Nevada, its officers, employees and immune contractors as defined in NRS 41.0307. Department of Motor Vehicles, Attn: Debbie Martinez., 555 Wright Way, Carson City, NV 89711
X	State of Nevada, its officers, employees and immune contractors as defined in NRS 41.0307. Department of Public Safety Highway Patrol Division Attn: Lt. Roy Baughman., 555 Wright Way Carson City NV 89711
X	T.Y. Lin, Metropolitan Transportation Commission (MTC), Alameda County Transit (AC Transit), Alameda County Transportation Commission (ACTC), California Department of Transportation (Caltrans), City o Emeryville, Client and their respective affiliates, subsidiaries, officers, directors, employees, agents, and consultants, Attn: Sam Chui, 1111 Broadway, Suite 2150, Oakland, CA 94607
X	The City of Laguna Niguel and its elected and appointed officials, officers, employees, agents, servants, designated volunteers and those City agents serving as independent contractors in the role of City officials (collectively "City Indemnitees"), Attn: Aaron Spradlin, 30111 Crown Valley Parkway, Laguna Niguel, CA 92677
X	The City of Lancaster, its elected officials, officers, employees, and volunteers, c/o EXIGIS Insurance Compliance Services, P.O. Box 4668 - ECM #35050, New York NY 10163-4668
X	The City of Long Beach, Port of Information Management Division, the Board of Harbor Commissioners, individually & collectively, and their officers, & employees ("City", 925 Harbor Plaza Long Beach CA 90801
X	The City of Oxnard City, its Council, officers, employees, agents and volunteers., Insurance Compliance, PO Box 100085 - OX, Duluth GA 30096
X	The City of Simi Valley, its Boards, Officers, Agents, and Employees, Attn: Justin Link, 2929 Tapo Canyon Road, Simi Valley CA 93063-2199
X	The City of Walnut Creek, its officers, officials, employees, agents and volunteers, Attn: Smadar Boardman, 1666 North Main Street, Walnut Creek CA 94596
X	The Commonwealth of Virginia Virginia Department of Transportation Attn: Diane Fair 1401 E. Broad Street Richmond VA 23219
X	The Realty Associates Fund X, LP and Davis Partners, LLC, 201 E. Sandpointe, Suite 470, Santa Ana, CA 92707
X	The State of Arizona, its departments, agencies, boards, commissions, universities and it's officers, officials, agents and employeesArizona DOT Procurement Group Attn: Amir Sakhi 1739 W. Jackson Street, Suite A Phoenix AZ 85007-3276
X	Thousand Oaks, City of, its officials, employees and volunteers. Thousand Oaks, City of Public Works Department, 2100 E. Thousand Oaks Blvd, Thousand Oaks, CA 91362
X	TRC Solutions, Inc and LACMTA and each of their respective parent companies, affiliates, subsidiaries, successors, assigns, officers, directors, officials, agents, representatives and employees, individually and collectively .Attn: Grant Ratkovic, 17911 Von Karman Avenue, Suite 400, Irvine CA 92614
X	Tri Tech Engineering, Inc, Novak Construction Company, 55/30 Acquisition, LLC, Mannard Consulting, Baxter & Woodman Consulting Engineers, Gary R. Weber Associates Inc, Costco Wholesale, Attn: Elizabeth L Zupancic, President, 1320 Enterprise Drive, Romeoville, IL 60446
X	Tri Tech Engineering, Inc., 55/30 Acquisition, LLC and Novak Construction Company, Mannard Consulting, Baxter & Woodman Consulting Engineers, Gary R. Weber Associates Inc., Costco, Wholesale Attn: Adam Copot, General Foreman, 1320 Enterprise Drive, Romeoville IL 60446
X	VRPA Technologies INC., the Commission, its directors, officials, officers, employees and agents, 4630 W. Jennifer, Suite 105, Fresno CA 93722
X	Waco, City of, TX Attn: Kristofor Norberg, P.E. PO Box 2570 Waco TX 76702
X	Walker Parking Consultants 606 S. Olive St., Suite 1100 Los Angeles CA 90014
X	Washington State Department of Transportation, Attn: Administrative Contracts Office, 7345 Linderson Way SW, Wing 1022, Tumwater WA 98501-04
X	Yorba Linda, City of, The City, its officials, officers, employees, agents, and volunteers 4845 Casa Loma Avenue Yorba Linda CA 92886

CNA	**CNA PARAMOUNT** **Changes - Notice of Cancellation or Material Restriction Endorsement**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART
EMPLOYEE BENEFITS LIABILITY COVERAGE PART
LIQUOR LIABILITY COVERAGE PART
OWNERS AND CONTRACTORS PROTECTIVE LIABILITY COVERAGE PART
PRODUCTS/COMPLETED OPERATIONS LIABILITY COVERAGE PART
RAILROAD PROTECTIVE LIABILITY COVERAGE PART
STOP GAP LIABILITY COVERAGE PART
TECHNOLOGY ERRORS AND OMISSIONS LIABILITY COVERAGE PART
SPECIAL PROTECTIVE AND HIGHWAY LIABILITY POLICY – NEW YORK DEPARTMENT OF TRANSPORTATION

SCHEDULE	
Number of days notice (other than for nonpayment of premium):	30
Number of days notice for nonpayment of premium:	
Name of person or organization to whom notice will be sent:	**PER ATTACHED SCHEDULE OF HOLDERS**
Address:	

If no entry appears above, the number of days notice for nonpayment of premium will be 10 days.

NOTE TO I.T.: NO LIMITATION ON THE NUMBER OF ROWS. THE SCHEDULE SHOULD BE REPEATABLE

It is understood and agreed that in the event of cancellation or any material restrictions in coverage during the **policy period**, the Insurer also agrees to mail prior written notice of cancellation or material restriction to the person or organization listed in the above Schedule. Such notice will be sent prior to such cancellation in the manner prescribed in the above Schedule.

All other terms and conditions of the Policy remain unchanged.

This endorsement, which forms a part of and is for attachment to the Policy issued by the designated Insurers, takes effect on the effective date of said Policy at the hour stated in said Policy, unless another effective date is shown below, and expires concurrently with said Policy.

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NOTICE OF CANCELLATION OR MATERIAL CHANGE – DESIGNATED PERSON OR ORGANIZATION

It is understood and agreed that this endorsement amends the **BUSINESS AUTO COVERAGE FORM** as follows:

In the event of cancellation or material change that reduces or restricts the insurance provided by this Coverage Form, we agree to send prior notice of cancellation or material change to the person or organization scheduled below at the address scheduled below. This endorsement does not amend our obligation to notify the Named Insured of cancellation as described in the Common Policy Conditions or in another endorsement attached to this policy.

SCHEDULE

1. **Number of days advance notice:**

   30 Days if we cancel for non-payment of premium.

   ____ Days if the policy is cancelled for any other reason, or if coverage is restricted or reduced by endorsement.

2. **Person or Organization's Name and Address**

Name:	**PER ATTACHED SCHEDULE OF HOLDERS**
Attention:	
Street Address:	
City, State, ZIP:	
e-mail address*	

* Enter an e-mail address if delivery of notice by e-mail is acceptable. Otherwise written notice will be sent by mail.

All other terms and conditions of the Policy remain unchanged.

This endorsement, which forms a part of and is for attachment to the Policy issued by the designated Insurers, takes effect on the effective date of said Policy at the hour stated in said Policy, unless another effective date is shown below, and expires concurrently with said Policy.

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Workers Compensation And Employers Liability Insurance
Policy Endorsement

NOTICE OF CANCELLATION OR MATERIAL CHANGE ENDORSEMENT

This endorsement modifies insurance provided under the **WORKERS COMPENSATION AND EMPLOYERS LIABILITY INSURANCE POLICY:**

In the event of cancellation or material change that reduces or restricts coverage during the policy period, we agree to send prior written notice in the manner prescribed, to the person or organization listed in the Schedule.

SCHEDULE

1. **Number of days advance notice:** 30

   For nonpayment of premium:

2. **For any other reason:**

3. **Name and Address of Person or Organization:** **PER ATTACHED SCHEDULE OF HOLDERS**

All other terms and conditions of the policy remain unchanged.

This endorsement, which forms a part of and is for attachment to the policy issued by the designated Insurers, takes effect on the Policy Effective date of said policy at the hour stated in said policy, unless another effective date (the Endorsement Effective Date) is shown below, and expires concurrently with said policy.

Form No: CNA87380XX (11-2016)
Endorsement Effective Date:4/1/2021

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ITERIS
Notice of Cancellation List of Holders
04/01/21 to 04/01/22 Policy Term

Auto	GL	WC (AOS)	WC (CA)	Schedule of Person(s) or Organization(s):
	X	X		140 Virginia Street, LLC, Fulton Hill Properties, LLC, 1000 Carlisle Avenue Suite 215, Richmond VA 23231
	X		X	Gerelco Traffic Controls, Inc. and Project Owner as well as their employees and agents, Attn: Christen Maertens, 560 N. W. Enterprise Drive, Port St. Lucie, FL 34986-2215
	X	X		801 South Grand Ave, c/o CIM Group, 801 South Grand Ave, Los Angeles CA 90017
X	X	X		Abilene, TX City of Attn: James M. Rogge, P.E., P.O. Box 60, Abilene TX 79604-006
X	X		X	Abilene, TX, City of its officials, agents, employees and volunteers. Attn: James Rogge, P.E. 555 Walnut St. - Room 207, Abilene TX 79604
X	X		X	AECOM Technical Services, Inc. and the Los Angeles County Metropolitan Transportation Authority and their respective parent companies, affiliates, subsidiaries officers, directors and employees, Attn: Marco Covarrubias, 999 Town and Country Road, Orange CA 92868
X	X			AECOM Technical Services, Inc., its Client The Virginia Department of Transportation and their respective parent company, affiliates, subsidiaries officers, directors and employees. Attn: Penelope A. McQuerrey . 277 Bendix Road, Suite 240 , Virgina Beach VA 23452
	X			AECOM, Los Angeles County, Metropolitan Transportation Authority, its subsidiaries, officials and employees, Attn: Melissa Walden, 999 Town and Country Road, Orange CA 92868
X	X	X		Alameda - Contra Costa Transit District, The District, Board of Directors, its officers, officials, employees, and volunteers Alameda - Contra Costa Transit District Attn: Purchasing Department. 1600 Franklin Street, 6th Floor Oakland CA 94612
X	X	X		Alameda Contra Costa Transit District, its Directors, Agents, officers and employees, Attn: Jeanet A. Moore, 1600 Franklin Street, 6th Floor, Oakland CA 94612
	X			Alameda Contra Costa Transit District, its Directors, Agents, officers and employees. Attn: Contracts Specialist, 1600 Franklin Street, 6th Floor, Oakland, CA 94612
X	X		X	Alameda County Transportation Commission (Alameda CTC) and the SUNOL JPA, and their respective officers, employees and agents, Attn: Seung Cho, Contracting, Administration, and, Fiscal Resource Manager, 1111 Broadway, Suite 800, Oakland, CA 94607
X	X		X	Alameda County Transportation Commission and their respective commissioners, directors, officers, representatives, agents and employees, Attn: Christopher Marks, 1111 Broadway, Suite 800, Oakland CA 94607
X	X		X	Alameda County Transportation Commission, 1111 Broadway, Suite 800, Oakland, CA 94607
	X			Albeck GerKen, Inc., PLC and the City of Hampton and its agents, volunteers, servants, employees and officers (1 Franklin Street, Suite 345, Hampton, Virginia 23669). Attn: Kevin Siegel, PE, 2553 Dulles View Drive, Suite 300 Herndon VA 20171
X	X		X	Aldridge Group, LLC and all its affiliates, subsidiaries, officers and employees, Aldridge Electrict, Inc. and all its affiliates, subsidiaries, officers, and employees, Plote Construction, Inc., Illinois State Toll Highway Authority (ISTHA), Illinois Department of Transportation (IDOT), Cook County, Lake County, Vernon Township, West Deerfield Township, Village of Northbrook, Village of Deerfield, Village of Bannockburn, Village of Lincolnshire, Village of Riverwoods, Metropolitan Water Reclamation District of Greater Chicago, HBM Engineering, LLC and Subcontractor, Midwest Engineering Associates, Inc., Wynndalco Enterprises LLC, Program Management Office (PMO), HNTB Corporation GEC WSP, Inc. Attn: Kelly Gallagher, 844 E. Rockland Road, Libertyville IL 60048
X	X		X	Alta Planning + Design, Inc. and Western Riverside Council of Governments, Attn: Christopher Buckingham, 711 SE Grand Avenue, Portland OR 97214
X	X		X	Alta Planning + Design, Inc. Attn: Connery Cepeda 711 SE Grand Avenue Portland OR 97214
X	X		X	Anaheim, City of, 200 South Anaheim Blvd., Anaheim, CA 92805
X	X		X	Arcadis U.S., Inc., Tennessee Department of Transportation and their affiliates, directors, officers, employees, and agents, Attn: Clint Butler, 1210 Premier Drive, Suite 200, Chattanooga TN 37421
X	X	X		Arcadis U.S., Inc., TxDOT and their affiliates, directors, officers, employees, and Agents, Koushik Arunachalam, PE, PTOE, PTP, 10205 Westheimer Road, Suite 800, Houston TX 77042
	X	X		Ardurra / AndersonPenna Partners, The City of Torrance, the Successor Agency to the Former Redevelopment Agency of the City of Torrance, the City Council and each member thereof, members of boards and commissions, every officer, agent, official, employee, and volunteer. Attn: Anissa Voyiatzes, 1960 East Grand Avenue, Suite 300, El Segundo CA 90245
X	X		X	ARDURRA and the City of La Canada Flintridge, its officers, officials, employees, agents, and volunteers. Attn: Anissa Voyiatzes, 3737 Birch St., Suite 250, Newport Beach CA 92660
	X			Arizona DOT Procurement Group, Attn: Ryan Litner, 1739 W. Jackson Street, MD 100P, Phoenix, AZ 85007-3276
	X		X	Associated Civil & Transportation Consulting Engineering, Inc., Caltrans, the State of California, its officers, agents, employees, and servants. Attn: Kristal Juarez, 6 Hutton Centre Drive, Suite 450, Santa Ana CA 92707
X	X		X	ATCS, PLC and the City of Hampton and its agents, volunteers, servants, employees and officers (1 Franklin Street, Suite 345, Hampton, Virginia 23669). Attn: Kevin Siegel, PE, 2553 Dulles View Drive, Suite 300 Herndon VA 20171
X	X	X		ATX Office Owner 5, L.P. c/o Endeavor Real Estate Group, SOF-XI, ATX Holdings, L.P.; Endeavor Real Estate Group, 1250 S. Capital of Texas Hwy, Building 2, Suite 240, Austin TX 78746
X	X	X		Austin, City of, Purchasing Office FSD, PO Box 1088, Austin, TX 78767
X	X	X		Avalon Bay Communities, Inc., Owner and any other party Owner reasonably requires, Attn: Janice Pope, 2050 Main Street, Suite 1200, Irvine CA 92614
X	X	X		Avison Young - Northern California, LTD, Avison Young - Southern California, and Avison Young - USA, Inc., CSHV 1999 Harrison, LLC, CSHV 1956 Webster, LLC, Clarion Partners, 1999 Harrison Street, Suite 110, Oakland CA 94612
X	X			BCal LMP Harrison Property, LLC c/o BCS, BCal LMP Webster Property, LLC, LMP Webster Property Manager LLC, LMP Harrison Property Manager LLC, BCP Portfolio Investment II LLC, California State Teachers Retirement System, BCP Portfolio Investment Manager LLC, Beacon Capital Partners, LLC, Avison Young - Southern California, LTD. c/o BCS, PO Box 1258, Morristown, NJ 07960
X	X		X	BCal LMP Harrison Property, LLC, BCal LMP Webster Property, LLC, LMP Webster Property Manager LLC, LMP Harrison Property Manager LLC, BCP Portfolio Investment II LLC, CALIFORNIA STATE TEACHERS' RETIREMENT SYSTEM, BCP Portfolio Investment Manager LLC, Beacon Capital Partners, LLC, Avison Young – Southern California, LTD, 200 State Street 5th Floor, Boston MA 02109
X	X		X	Big Iron Farm Show 1805 Main Avenue West West Fargo ND 58078
X	X		X	Broward County, Attn: Risk Management, 115 South Andrews Avenue, Fort Lauderdale FL 33301
X	X		X	Buena Park, City of 6650 Beach Blvd., PO Box 5009, Buena Park, CA 90622-5009
X	X		X	Buena Park, City of - David Jacobs, P.E., L.S., Assistant, City Engineer, 6650 Beach Blvd., PO Box 5009, Buena Park, CA 90622-5009
X	X	X		Buena Park, City of, Attn: Annie Signhal, 6650 Beach Blvd, Buena Park CA 90621
X	X		X	Buenaventura, City of, its officials, employees and volunteers Attn: City Engineer P.O. Box 99 - Room 120 Ventura CA 93002
X	X		X	Burbank, City of, Public Works Attn: Sherry Richardson, Administrative Officer 150 N. Third St Burbank CA 91502
X	X		X	Burbank, City of, Purchasing Division, 275 East Olive Avenue, Burbank, CA 91502
X	X		X	Burbank, City of, Purchasing Division, 301 East Olive Avenue, Suite 305 Burbank, CA 91502
X				Bureau Veritas North America, Inc. and Orange County Attn: Jason McLaughlin 1665 Scenic Ave, Suite 200 Costa Mesa CA 92626
X	X		X	California Department of Transportation, Caltrans, State of California, its officers, agents, employees and servantsAttn: IT Procurement and Contracts Office, 1727 30th Street, MS-65, Sacramento CA 95816
X	X		X	California State University, Long Beach, Attn: Patti Pantoja, Buyer II - Purchasing 1, 250 Bellflower Blvd., BH-346, Long Beach, CA 90840-0123
X	X		X	Caltrans Division of Planning/Project Management, 464 W. 4th Street, MS #645, San Bernardino, CA 92401
X	X		X	Cambridge Systematics, Inc. and The MPO and its members, officers and employees, the Planning Commission and its members, officers and employees, Attn: Hillary DuFrane, 101 Station Landing, Suite 410, Medford MA 02155

X	X		X	Cedar Rapids, City of, Finance Department-Purchasing Services,101 First Street SE, Cedar Rapids, IA 52401
X	X			Cherry Hill Company, LLC, 8101 O Street, Lincoln, NE 68510
X	X	X		Chino, The City of, its officials, employees and volunteers.13220 Central Avenue, Chino CA 91710
X	X	X		Chula Vista, City of, Attn: Sandi Delap, 276 Fourth Avenue, Chula Vista, CA 91910
X	X	X		Chula Vista, City of, its officers, officials, employees, agents, and volunteers. Attn: Eddie Flores, 276 Fourth Avenue, Building B, Chula Vista CA 91910
X	X	X		Cisco Systems, Inc. 170 West Tasman Drive, San Jose CA 95134
X	X		X	City of Alameda, its City Council, boards, commissions, officials, employees, and volunteers, Attn: Jeanette Navaro, 950 West Mall Square, Room 110, Alameda CA 94501
X	X		X	City of Alameda, its City Council, boards, commissions, officials, employees, and volunteers. Attn: Risk Manger, 2263 Santa Clara Avenue, Room 190, Alameda, CA 94501
X	X			City of Arlington, its officials, employees and volunteers , Attn: Finacial Services / Purchsing, P. O. Box 90231, Mail stop 63-0810, Arlington TX 76004-3231
	X			City of Burbank, 275 East Olive Avenue, Burbank, CA 91502, its officials, employees, agents and representatives, Attn: Jacqui Balayneh., 150 N. Third Street, Burbank CA 91502
	X			City of College Station, its officials, agents, employees, and volunteers, Attn: Troy Rother, PO Box 9960, College Station, TX 77842
X	X			City of Concord, the City Council, its servants, agents, and employees, Attn: Winnie Chung, 1950 Parkside Drive, MS/01B, Concord, CA 94519
X	X		X	City of Corona, its directors, officials, officers, employees, agents, and volunteers, Attn: Andy Ortiz, 400 South Vicentia Avenue, Corona CA 92882
X	X	X		City of Cypress, its elected and appointed officers, employees and agents, Attn: Nick Mangkalakiri, P.E., 5275 Orange Avenue, Cypress CA 90630
X	X		X	City of Dublin, its officers, officials, employees, and volunteers, Attn: Insurance Compliance, 100 Civic Plaza, Dublin CA 94568
X	X	X		City of Emeryville, its officials, employees, agents, and authorized volunteers. 1333 Park Avenue Emeryville CA 94608
X	X		X	City of Folsom, Attn: Zach Bosch, PE, 50 Natoma Street, Folsom CA 95630
X	X	X		City of Fontana, its officials, officers, employees, agents and volunteers, Attn: Sid Lambert, 8353 Sierra Avenue, Fontana CA 92335
X	X		X	City of Fremont, its officers, officials, employees, agents and volunteers, Attn: Jeanne Suyeishi 39550 Liberty Street, P.O. Box 5006, Fremont, CA 94537-5006
X	X		X	City of Garden Grove, Attn: Engineering, P.O. Box 3070, Garden Grove CA 92842-3070
X	X		X	City of Gardena, its appointed and elected officers, employees, agents and volunteers, Attn: Kevin Kwak, 1700 West 162nd Street, Gardena CA 90247
X	X	X		City of Gardena, its appointed and elected officers, employees, agents, and volunteers, 1700 West 162nd Street, Gardena, CA 90247
X	X		X	City of Georgetown and its elected officials, officers, directors, employees, representatives and volunteers, Attn: Contract Manager, 300-1 Industrial Avenue, Georgetown TX 78626
X	X		X	City of Glendale and its elected officials, officers, employees and agents. Attn: Reuben Lopez, 5850 West Glendale Avenue, Glendale AZ 85301
X	X		X	City of Glendora, and its officers, officials, employees, and agents, and volunteers, Attn: Steven Mateer, 116 E. Foothill Blvd, Glendora CA 91741
X	X		X	City of Glendora, elected and appointed officers, employees and agents, Insurance Compliance, 116 E. Foothill Blvd, Glendora, CA 91741
X	X		X	City of Hayward, its officers, employees, agents, and volunteers., Attn: Charmine Solla, P.E., T.E., 777 B Street, Hayward CA, 94541
X	X		X	City of Hermosa Beach, its elected or appointed officers, officials, employees, agents, and volunteers, Attn: Insurance Compliance, 1315 Valley Drive, Hermosa Beach CA 90254
X	X			City of Laguna Beach Public Works Department, its elected officials, officers, employees, volunteers, boards, agents and representatives, Attn: Ashley Moran, 505 Forest Avenue, Laguna Beach CA 92651
X	X		X	City of Laguna Woods and its respective elected and appointed officers, officials, and employees and volunteers, Attn: Yolie Trippy, CMC, 24264 El Toro Road, Laguna Woods CA 92637
X	X		X	City of Lake Forest, its officials, officers, employees, agents, and volunteers, Attn: Insurance Compliance, 100 Civic Center Drive, Lake Forest, CA 92630
X	X		X	City of Lawndale, its officers, employees and agents, Attn: Alex Chou, 14717 Burin Avenue, Lawndale, CA 90260
X	X		X	City of Lincoln, Attn: Mark Lutjeharms, 949 W Bond Street, Suite 200, Lincoln NE 68508
X	X			City of Lincoln, Attn: Chris Lollar Insurance Compliance, 555 So 10th Street, Lincoln NE 68508
X	X		X	City of Los Angeles, Dept. of City Planning, Attn: Risk Management, 200 N. Spring Street, Room 575, Los Angeles CA 90012
X	X		X	City of Mesa, Arizona, Attn: Stephanie Gishey, PO Box 1466, Mesa AZ 85211-1466
X	X		X	City of Mission Viejo, its officers, officials, employees, agents, and volunteers, Attn: Patricia Wright, 200 Civic Center, Mission Viejo CA 92691
X	X		X	City of Mission Viejo, its officers, officials, employees, agents, and volunteers. Attn: Beverly Petrella, 200 Civic Center, Mission Viejo CA 92691
X	X			City of Ontario, its officials, officers, employees, agents, and volunteers, Attn: Don Burden, 303 East "B" Street, Ontario, CA 91764-4196
X	X		X	City of Oxnard, its City Council, officers, employees, agents and volunteers, Attn: Insurance Compliance, P.O. Box 100085 – OX, Duluth GA 30096
X	X			City of Pasadena, its City Council, officers, officials, agents, employees, and volunteers, Attn: Alberto Felix, 221 East Walnut St., Rm 210, Pasadena CA 91101
X	X		X	City of Pasadena, its City Council, officers, officials, agents, employees, and volunteers, Attn: Risk & Claims Administrator, Liability Division, 100 N. Garfield Avenue, Suite N210, Pasadena CA 91101
X	X		X	City of Pasadena, its City Council, officers, officials, agents, employees, and volunteers. Attn: Risk & Claims, Administrator Liability Division, 100 N. Garfield Avenue, Suite N210 Pasadena CA 91101
	X			City of Rancho Cucamonga, its officers, officials, employees, designated volunteers and agents, Attn: Gianfranco Laurie, 10500 Civic Center Drive, Rancho Cucamonga CA 91730
X	X	X		City of Round Rock and its officers, employees, and elected officials, Attn: Assistant City Manager, 221 East Main Street, Round Rock TX 78664
X	X		X	City of San Jose, its officials, employees, agents and consultants, 200 East Santa Clara Street, 8th Floor, San Jose CA 95113-1905
X	X		-	City of San Jose, its officials, employees, agents and contractors. Attn: Anie Yeh, 200 E Santa Clara St, 8th Floor, San Jose CA 95113
X	X	X		City of San Marino, its directors, officials, officers, employees, agents and volunteers, Attn: Michael Throne, Public Works Director, 2200 Huntington Drive, San Marino CA 91108
	X	X		City of San Ramon and Its officers, officials, employees, agents and volunteers, Attn: City Clerk, 7000 Bollinger Canyon Road, San Ramon, CA 94583
X	X		X	City of San Ramon, its officers, officials, employees, agents and volunteers, 7000 Bollinger Canyon Road, San Ramon, CA 94583
X	X		X	City of Santa Ana, its officers, employees, agents, volunteers and representatives, Risk Management Division, 20 Civic Center Plaza, Santa Ana CA 92702
X	X	X		City of Santa Clarita, its officials, as employees, Attn: Elena Galvez, 23920 Valencia Blvd., Santa Clarita CA 91355
X	X	X		City of Santa Monica, its officers, officials, employees and volunteersAttn: Caline.Evans@SMGOV.net, 1685 Main Street, Santa Monica CA 90401
X	X	X		City of Santa Rosa Transportation and Public Works, its officers, agents, employees, 69 Stony Circle, Santa Rosa CA 95401
X	X	X		City of Seal Beach, its directors, officials, officers, employees, agents, and volunteers, Attn: Iris Lee, 211 Eighth Street, Seal Beach, CA 90740
X	X		X	City of Thousand Oaks, its elected officials, officers, agents, employees and volunteers, Attn: Nancy Arrieta, 2100 Thousand Oaks Blvd, Thousand Oaks CA 91362
X	X	X		City of Thousand Oaks, its officers, officials and employees, 2100 E. Thousand Oaks Blvd, Thousand Oaks CA 91362

X	X		X	City of Thousand Oaks, its officers, officials and employees, Attn: Cathy Jansen, Community Development Department, 2100 Thousand Oaks Boulevard, Thousand Oaks CA 91362
X	X		X	City of Virginia Beach, Attn: Insurance Compliance, 3556 Dam Neck Road, Virginia Beach, VA 23453
X	X			City/County Association of Governments of San Mateo County. Attn: John Hoang., 555 County Center, 5th Floor, Redwood City CA 94063
X	X	X		Claremont, City of, 207 Harvard, Claremont, CA 91711
X	X	X		Clark County, Nevada - Purchasing & Contracts Division Government Center - 4th Floor, 500 So Grand Central Pkwy, PO Box 551217 Las Vegas, NV 89155
	X	X		College Station, City of, Attn: Risk Management, PO Box 9960, 1101 Texas Avenue, College Station, TX 77842
	X			College Station, City of, PO Box 9960, 1101 Texas Avenue, College Station, TX 77842
X	X		X	Colorado Department of Public Safety, Colorado State, its agencies, institutions, organizations, officers, agents employees and volunteers. Attn: Procurement Office., 700 Kipling St., Denver CO 80215
X	X	X		Colorado Department of Transportation (CDOT), David Wieder, Manager Staff Maintenance, 15285 S. Golden Rd., Bldg. 45, Golden, CO 80401
x	x		x	Colorado Department of Transportation, State of Colorado, Attn: Matt Russmann, Project Manager, 2829 West Howard Place, Denver CO 80204
X	X	X		Community Transit Snohomish County Public Transportation Benefit Area Corporation, 7100 Hardenson Road, Everett WA 98203-5834
X	X		X	Computer Aid, Inc and the Commonwealth of Virginia, Attn: Rebecca Newman, 3801 Paxton Street, Harrisburg PA 17111
X	X		X	Contra Costa Transportation Authority, 2999 Oak Road., Suite 100, Walnut Creek, CA 94597
X	X	X		Corona, City of c/o EXIGIS Insurance Compliance Services. P.O. Box 4668 - ECM #35050, New York NY 10163-4668
X	X	X		Corona, City of - Public Works Department, Attn: JoAnn Baeza, 400 S. Vincente Ave. Suite 320, Corona, CA 92882
X	X	X		Corona, City of, Department of Water & Power, 755 Public Safety Way, Corona, CA 92880
X	X	X		County of Kane, Attn: Insurance Compliance, 719 South Batavia Avenue, Geneva IL 60134
X	X	X		County of Los Angeles Department of Public Works and its Agents. Attn: Sami Gharib, 900 S. Fremont Avenue, Alhambra CA 91803
X	X		X	County of Orange, and its elected and appointed officials, officers, agents and employees, Attn: Orange County Public Works, 601 North Ross Street, Santa Ana, CA 92701
X	X	X		County of Orange, its elected and appointed officials, officers, employees and agents Attn: Procurement. 300 N Flower, Suite 838, Santa Ana CA 92703
X	X		X	County of San Mateo and its officers, agents, employees, and servants. Attn: Patricia Gonzales, 455 County Center, 3rd Floor, Redwood City CA 94063
X	X		X	County of Santa Clara, and members of the Board of Supervisors of the County of Santa Clara, and the officers, agents, and employees of the County of Santa Clara, individually and collectively, as additional insureds. c/o Ebix RCS, PO Box 100085, Ref. No. 84-1006511, Duluth GA 30096 USA
X	X		X	CSHV 1956 Webster, LLC, c/o CBRE, Inc. 1999 Harrison Street, Suite 110 Oakland CA 94612
X	X		X	CWE and City of Alhambra, 1561 Orangethorpe Ave., Suite 240, Fullerton, CA 92831
X	X	X		CWE and City of Alhambra, Attn: Edward Herrera, 1561 Orangethorpe Ave., Suite 240, Fullerton, CA 92831
X	X		X	Daly City, City of, Public Works Engineering, its elected and appointed officials, employees, and agents. Attn: Shirley Chan, 333 90th Street, Daly City CA 94015
X	X		X	Data Transfer Solutions, LLC, Attn: John Pregler, 3680 Avalon Park Blvd; Suite 200, Orlando FL 32828
X	X		X	David Evans Associates, Inc. and Oregon Department of Transportation. Attn: Angie Jones, 2100 SW River Parkway Portland OR 97201
X	X			Department of Public Works, Traffic Address and Transportation Section, The City of Anaheim, its officers, agents, employees, representatives and volunteers. Attn: Linda Johnson, Principal Planner. 200 S. Anaheim Blvd. Anaheim CA 92805
X	X	X		Department of Transportation (Caltrans), Division of Procurement and Contracts-Kelly Davis, 1727 30th Street, Sacramento CA 95816
	X			Des Moines, City of, Iowa and its elected and appointed officials, agents, employees and volunteers. Engineering Department, City Hall, 400 Robert D. Ray Drive, Des Moines, Iowa 50309
X	X	X		Diamond Bar, City of, its officers, employees, attorneys and volunteers are named as Additional Insured. Diamond Bar, City of 21825 Copley Drive, Diamond Bar, CA 91765
X	X	X		Digital Traffic Systems, Inc. and GDOT, all individuals and entities that have any direct or indirect interest in as stated below; any holders of indebtedness secured by the Property; and, with respect to each of the foregoing, its managers, officers, directors, employees, and agents, 11056 Air Park Road, Ashland VA 23005
X	X		X	District of Columbia Department of Transportation. 55 M Street SE, 7th Floor, Washington DC 20003
X	X		X	DPR Construction and Children's Health System of Texas. Attn: Insurance Compliance, 3131 McKinney Ave., Suite 210, Dallas TX 75204
X	X		X	DPR Construction, A General Partnership, its joint venture and joint venture partner, where applicable, its/their officers, owners, employees, agents, parents, partners, subsidiaries and affiliates, Children's Health System of Texas (Owner) and other entities, if any, that Owner requires by written contract, 3131 McKinney Avenue, Suite 200, Dallas TX 75204
X	X		X	Dynalectric, 4462 Corporate Center Drive, Los Alamitos CA 90720
X	X		X	Escondido, City of, its officials, employees, and agents. Attn: Miriam Jim. 201 N. Broadway, Escondido, CA 92025
X	X		X	FBGPTRA and FBGPTRA's directors, officers, agents, and employees, Attn: Insurance Compliance, 1950 Lockwood Bypass, Richmond TX 77469
X	X		X	Felsburg Holt & Ullevig, and the City of Lincoln, 321 So. 9th Street Insurance Compliance, Lincoln, NE 68508
X	X		X	Foothill Transit, Attn: Lillian Lin, 100 S. Vincent Ave., Suite 200, West Covina CA 91790
X	X			Fremont, City of - Engineering Division, 39550 Liberty Street, PO Box 5006, Fremont, CA 94537-5006
X	X		X	Fresno Council of Governments Attn: Kristine Cai, 2035 Tulare Street, Suite 201, Fresno, CA 93721
X	X			G&E Real Estate Management Services, Inc. dba Newmark Knight Frank, The Realty Associates Fund X, LP. and TA Realty, 625 The City Drive South, Suite 370, Orange, CA 92868
X	X		X	Galt, City of, 495 Industrial Drive, Galt CA 95632
X	X		X	Gannett Entity and Client, and their respective directors, officers, agents and employees. Attn: Amy Firestine, Post Office Box 67100, Harrisburg PA 17112
X	X	X		Gannett Fleming & North Central Texas Council of Governments and their directors, officers, agents and employees, Administrative Support Center. 207 Senate Avenue E-280, Camp Hill PA 17011
X	X		X	Gannett Fleming and Los Angeles County Metropolitan Transportation Authority (LACMTA)their directors, officers, agents and employees, Attn: Eric Olson, 601 South Figueroa, Suite 3800, Los Angeles CA 90017
X	X		X	Gannett Fleming and the Pennsylvania Turnpike Commission, and their respective directors, officers, agents and employees, Attn: Amy Firestine PO Box 67100 Harrisburg PA 17106-7100
X	X		X	Gannett Fleming, Engineers and Architects, P.C. and Ohio Department of Transportation and their directors, officers, agents and employees. Attn: Bryan Newell, AICP, 2500 Corporate Exchange Drive, Suite 230 Columbus OH 43231
X	X	X		Gannett Fleming, Inc. and Iowa Department of Transportation, 4350 West Cypress St., Ste 340, Attn: Luis Alezard, Tampa FL 33607
X	X	X		Gannett Fleming, Inc., 4350 West Cypress Street, Suite 340, Tampa, FL 33607
X	X		X	Gannett Fleming, Inc., Administrative Support Center, 207 Senate Avenue E-280, Camp Hill, PA 17011
X	X	X		Gannett Fleming, Inc., and the Pennsylvania Turnpike Commission, and their respective directors, officers, agents and employees, Attn: Amy Firestine, 207 Senate Avenue, E300, Camp Hill, PA 17011
X	X	X		Gannett Fleming, Inc., Gannett Entity and Client, and their respective directors, officers, agents and employees, 207 Senate Avenue, ATTN: Amy Firestine, Camp Hill PA 17011

X	X	X		Gannett Fleming, Inc., The City of Bell, and its officers, employees, agents and volunteers, Attn: Catherine Reyes, 601 South Figueroa Street, Suite 3800, Los Angeles, CA 90017
X	X		X	Gardena, City of, Attn: John Felix, 1700 West 162nd Street, Gardena, CA 90247
X	X	X		gba Systems Integrators, LLC Attn: Jamie Gilbert, PE, PTOE One Renner Ridge 9801 Renner Boulevard Lenexa KS 66219-9745
X	X	X		Georgia Department of Transportation, Attn: Stacy Ringo, One Georgia Center, 600 W. Peachtree NW, 19th FL, Suite 1951, Atlanta, GA 30308
X	X	X		Gilroy, City of, its employees, officers, officials, and volunteers 7351 Rosanna St, Gilroy CA 95020-6141
X	X			Glendale, City of, Engineering Section, 633 East Broadway, Room 205, Glendale, CA 91206-4388
X	X		X	Glendora, City of, Attn: Jerry Burke, 116 East Foothill Blvd., Glendora, CA 91741
X	X		X	Goodyear, City of and its elected and appointed boards, officers, officials, agents, employees, and volunteers, the Goodyear Ballpark and Recreational Complex, the Cleveland Indian Baseball Company, and the Cincinnati Reds, LLC. Attn: Office Procurement., 190 North Litchfield Road, P.O. Box 5100, Goodyear AZ 85338
X	X		X	Grand Prairie, City of, TX Purchasing Division P.O. Box 534045 Grand Prairie TX 75053-4045
X	X		X	H.W. Lochner and Pinellas Suncoast Transit Authority and their respective officers, directors, members, managers, employees, agents, representatives, parents, subsidiaries, affiliates, successors and assigns, Attn: Andrea Ostrodka, 4767 New Broad Street, Orlando FL 32814
X	X	X		H.W. Lochner Inc., Florida Department of Transportation, and their respective, officers, directors, members, managers, employees, agents, representatives, parents, subsidiaries, affiliates, successors and assigns, 8750 NW 36th Street, Suite 360, Miami FL 33178
X	X		X	HDR and Florida Department of Transportation, Attn: Bonnie Leggett, 315 E. Robinson Street, Suite 400, Orlando FL 32801
X	X	X		HDR Engineering, Inc., Attn: Karen Di Padova, 2280 Market Street, Suite 100, Riverside, CA 82501
X	X		X	Hemet City of, 445 E Florida Ave, Hemet CA 92543
X	X	X		HERE North America, LLC, 500 W. Madison St., 32nd Floor, Chicago, IL 60661
X	X	X		Hillsborough County - BOCC, a political subdivision of the state of Florida, Attn: Risk Management Division, 601 E Kennedy Blvd, 17th FL, Tampa FL 33602
	X	X		HNTB Corporation, its parent company, affiliated and subsidiary entities, directors, officers and employees, and the State of Florida Department of Transportation, Attn: Kevin S. Wetzel, 1276 Metropolitan Blvd., Suite 304, Tallahassee FL 32312
X	X		X	HNTB, its parent company, affiliated and subsidiary entities, directors, officers, and employees, and State of Florida Department of Transportation, 201 N. Franklin Street, Suite 1200, Tampa FL 33602
X	X		X	Hogle-Ireland, Attn: Laura Stetson, Sr. Vice President, 201 S. lake Avenue, Suite 308, Pasadena, CA 91101
X	X	X		HR Green and the City of Des Moines, Attn: Tyler C. Wiles, 5525 Merle Hay Road, Suite 200, Johnston IA 50131-1448
X	X		X	HR Green and the City of Des Moines, Attn: Tyler C. Wiles, 5525 Merle Hay Road, Suite 200, Johnston IA 50131-1448
X	X		X	HR Green and the City of Des Moines, Attn: Tyler C. Wiles, 5525 Merle Hay Road, Suite 200, Johnston, IA 50131-1448
X	X			HR Green, Inc. and the City of Des Moines, IA, Attn: Tyler C. Wiles, 5525 Merle Hay Road, Suite 200, Johnston IA 50131-1448
X	X		X	ICF Jones & Stokes, Inc. 630 K. Street, Suite 400 Sacramento CA 95814
				ICF Jones &Stokes, Inc. "entity", its subsidiaries and "Client", Attn: Caitlin Kelley, 630 K Street, Suite 400, Sacramento CA 95814
X	X		X	Illinois Department of Transportation, its officers, and employees, 2300 S. Dirksen Parkway, Room 334, Springfield IL 62764
X	X		X	Inglewood, City of, Attn: Chad Sweet, P.E., Sr. Transportation Engineer Department of Public Works, One Manchester Blvd, Inglewood, CA 90301
X	X		X	Irvine, City of, c/o Ebix RCS, PO Box 257, Ref# 113-V73255-B1, Portland, MI 48875-0257
X	X		X	Jacobs Engineering Group, Inc. and the City of Murrieta and its respective officers and employees, Attn: c/o CertFocus, P.O. Box 140528, Kansas City MO 64114
X	X		X	Jacobs Engineering Group, Inc., Regional Transportation Authority (RTA) and Pace, the Suburban Bus Division of the RTA 525 W. Monroe, Suite 200 Chicago IL 60601
X	X	X		Jacobs Engineering Group, Inc., Regional Transportation Authority (RTA) and Pace, the Suburban Bus Division of the RTA Denning 501 N. Broadway St Louis MO 63102
X	X	X		JMDiaz, Inc. and the City of Anaheim, Attn: Sherri Terrell, 18645 East Gale Avenue, Suite 212, City of Industry CA 91748-1363
X	X	X		Jurupa Valley, City of, 8930 Limonite Ave, Jurupa Valley CA 92506
X	X	X		Kimley-Horn and Associates, Inc., and City of Glendora 765 The City Drive, Suite 200, Orange CA 92868
X	X	X		King County, its officers, officials, employees and agents, Attn: Casey Gifford, 201 S. Jackson St., Seattle, WA 98104
				Kittelson & Associates, Inc. and San Francisco Municipal Transportation Agency, 200 SW 1st Avenue, Suite 1070, Fort Lauderdale, FL 33301
X	X		X	Komar Investments, LLC, Attn: Gregory Alekian, 23 Corporate Plaza, Suite 247, Newport Beach, CA 92660
x	x	x		Lancaster, City of, Attn: Development Services Director 44933 North Fern Avenue Lancaster CA 93534
x	x	x		Leidos, Inc., c/o Kevin Page, Sr. Contracts Administrator, 11951 Freedom Drive, Reston, VA 20190
x	x	x		Lincoln, City of, State of Nebraska. Attn: Mark Lutjeharms, PE, PTOE, Senior Traffic Engineer., 949 W. Bond Street, Suite 200, Lincoln, NE 685521
X	X		X	Long Beach, City of, Board of Harbor Commissioners, 925 Harbor Plaza, Long Beach, CA 90802
X	X	X		Los Alamos (Murrieta) ASLI VII, LLC, 923 N. Pennsylvania Avenue, Winter Park, FL 92789
X	X	X		Los Altos, City of, Attn: Daniel Varela 1 North San Antonio Road Los Altos CA 94022
X	X		X	Los Angeles County - ISD, Attn: Jennifer Troung, 1100 North Eastern Avenue, Room #G115, Los Angeles, CA 90063
X	X	X		Los Angeles County MTA (LACMTA), Attn: Victor Zepeda, One Gateway Plaza MS-99-9-1, Los Angeles CA 90012
X	X	X		Los Angeles County MTA (LACMTA), One Gateway Plaza MS-99-10-1, Los Angeles CA 90012
X	X		X	Los Angeles County, Department of Public Works, Attn: Loydi Nguyen, 900 S. Fremont Avenue, 8th Floor, Alhambra, CA 91803
X	X		X	Los Angeles County, Department of Public Works, Attn: Loydi Nguyen, 900 S. Fremont Avenue, 8th Floor, Alhambra, CA 91803
X	X	X		Los Angeles Metropolitan Transportation Authority (LACMTA), its subsidiaries, officials and employees.Attn: Roxane Marquez.., One Gateway Plaza, Los Angeles CA 90012-2952
X	X	X		Los Angeles Metropolitan Transportation Authority, its subsidiaries, officials and employees, Attn: Lily Lopez, One Gateway Plaza, Los Angeles CA 90012-2952
X	X	X		Los Angeles Metropolitan Transportation Authority, One Gateway Plaza, Los Angeles, CA 90012
X	X	X		Los Angeles MTA (LACMTA), One Gateway Plaza Mail Stop: 99-18-4, Los Angeles CA 90012
X	X	X		Los Angeles, City of, 200 North Main Street, City Hall East, Suite 1240, Los Angeles, CA 90012
X	X	X		Los Angeles, County of, Department of Public Works, Architectural Engineering Division, its Special Districts, elected and appointed officers, employees, agents and volunteers. Attn: Contracts & Operations, 8th Floor, 900 South Fremont Avenue, Alhambra CA 91803
X	X		X	LPA, Inc Attn: Zilka Ayala 5161 California Avenue, Suite 100 Irvine CA 92617-8002
X	X	X		Lucent Group, its parent company, affiliated and subsidiary entities, directors, officers and employees, and Florida Department of Transportation, District 7, Attn: James Bitting, 13014 N Dale Mabry Hwy, Suite 246, Tampa FL 33618
X	X	X		M&C Stanley, LLC, c/o Colliers International, 755 West Front Street, Suite 300, Boise ID 83702

	X			Maldonado-Burket, LLP, The City of Corpus Christi and its officers, officials, employees and elected representatives, 2312 Western Trails Blvd. Suite C-303, Austin TX 78745
				Maldonado-Burkett Intelligent Transportation Systems, LLP, The City of Corpus Christi and its officers, officials,employees and elected representatives. Attn: Toni Perkins., 2205 Western Trails Blvd. Suite B, Austin TX 78745
X	X		X	Manhattan Beach, City of, 1400 Highland Avenue, Manhattan Beach, CA 90266
X	X		X	Manzitto, Inc. and The City of Lincoln, NE, Attn: Tyson Greve, 4400 Lucile Drive, Suite 201, Lincoln NE 68516
X	X		X	Maricopa Association of Governments Fiscal Services, and its directors, officers, agents, representatives, and employees and MAG's members, members' directors, officers, agents, representatives, and employees, Attn: Risk Management and Insurance, 302 North First Avenue, Suite 200, Phoenix AZ 85003
X	X		X	Maricopa Association of Governments Fiscal Services, and its directors, officers, agents, representatives, and employees and MAG's members, members' directors, officers, agents, representatives, and employees, Attn: Risk Management and Insurance, 302 North First Avenue, Suite 200, Phoenix AZ 85003
X	X		X	Maricopa County, Attn: Chief Procurement Officer, 301 Jefferson Street, Phoenix, AZ 85003
X	X		X	Maricopa County, Attn: Louis Nicolosi, 160 S. 4th Avenue, Phoenix AZ 85003
X	X		X	Maricopa County, Department of Transportation Contracts Branch, Attn: Bonnie Williams, 2901 West Durango Street, Phoenix, AZ 85009-6357
X	X		X	Maricopa County, its agents, representatives, officers, directors, officials, and employees, Attn: Louis Nicolosi, 160 S. 4th Avenue, Phoenix, AZ 85003
X	X	X		Mark Thomas, Inc., and their respective officers, directors, employees and representatives, and any other interested parties. Attn: Shelby Navarro, 2833 Junction Avenue, Suite 110, San Jose CA 95134
				Maryland State Highway Administration, State of Maryland, its officials, employees and agents. Attn: Eric T. Lomboy, 707 N. Calvert Street, Mailstop C-405, Baltimore MD 21202
X	X		X	Metric Engineering, Inc. and Broward County, Attn: Insurance Compliance, 525 Technology Park, Suite 153, Lake Mary, FL 32746
X	X		X	Metric Engineering, Inc. and Florida Department of Transportation, Attn: Fabio Vassallo, 525 Technology Park, Suite 153, Lake Mary FL 32746
X	X	X		Metropolitan Transportation Commission (MTC), c/o EBIX BOP, PO Box 12010-1H, Hemet, CA 92548-8010
X	X		X	Michael Baker International, Inc., the City of Irvine, and its employees, representatives, officers and agents, Attn: Lorissa Elliott, 5 Hutton Centre Drive, Suite 500, Santa Ana CA 92707
X	X	X		Micom, Inc., Attn: Jeanne Carlson, 6150 Quail Valley Court, Riverside, CA 92507
X	X		X	Mid-America Regional Council (MARC). Attn: Marc Hansen, Principal Planner., 600 Broadway Blvd., Ste. 200, Kansas City MO 64105
X	X		X	Minneapolis, City of Attn: Jeff Handeland 309 2nd Ave. South, Room 300 Minneapolis MN 55401
X	X		X	Minnesota Department of Transportation (MNDOT), 1500 West County Road B-2, Roseville, MN 55113
X	X		X	Minnesota Department of Transportation (MNDOT), 395 John Ireland Blvd, St. Paul, MN 55155-1800
X	X		X	Minnesota Department of Transportation, all approving parties and all of their officers, agents and employees, Attn: Ron Bisek, 1500 West County Road B2, Mail Stop 725, Roseville MN 55113
X	X		X	Mission Viejo, City of, 200 Civic Center, Mission Viejo CA 92691
X	X	X		MO Investors LLC c/o The Tiehen Group Attn: Kathy Hartman 3401 College Boulevard, Suite 250 Leawood KS 66211
X	X		X	Monterey, City of, its officers, officials, employees and volunteers. Attn: Megan Beckman, 580 Pacific Street, Monterey CA 93940
X	X			Moreno Valley, City of, Attn: Alan Kashefi 14711 Frederick Street, PO Box 88005, Moreno Valley, CA 92552-0805
X	X		X	Napa Valley Transportation Authority (NVTA), its officers, employees, agents and volunteers. Attn: Insurance Compliance., 625 Burnell Street, Napa CA 94559
X	X		X	NCM Engineering Corporation, 22362 Gilberto, Suite 125, Rancho Santa Margarita, CA 92688
X	X	X		Nebraska Department of Roads Construction Division – Insurance Section 1500 Highway 2, P. O. Box 94759 Lincoln, NE 68509-4759 Facsimile No. 402-479-4854
X	X		X	Nebraska, State of, Department of Roads PO Box 94759 Lincoln NE 68509-4759
X	X		X	New Hampshire Dept. of Safety Div. of State Police Attn: Kevin E. Connor 33 Hazen Drive Concord NH 03305
X	X		X	New Hampshire Dept. of Safety Div. of State Police, Attn: Cynthia Hagerty, 33 Hazen Drive, Concord, NH 03305
X	X	X		New Hampshire, State of - Department of Transportation, PO Box 2950, Concord, NH 03302-2950
X	X		X	Newport Beach, its officers, officials, employees and volunteers 100 Civic Center Drive Newport Beach CA 92660
X	X		X	North Texas Tollway Authority, Attn: Insurance Program Administrator 5900 West Plano Parkway, Suite 100 Plano TX 75093
X	X	X		NV5, Inc., The City of Redondo Beach, its officers, elected and appointed officials, employees, and volunteers, Attn: Anthony Mendoza, 163 Technology Drive Suite 100, Irvine CA 92618
X	X	X		OC405 Partners, JV. 3100 West Lake Center Dr. Suite 200, Santa Ana CA 92704
X	X		X	Olsson, Inc. Attn: Jodi Johnson, 7301 W. 133rd Street, Suite 200, Overland Park KS 66213
X	X	X		Oltman's Construction Co., Vineyard Industrial I, LLC, SRG Archibald, LLC, Regis Contractors, Inc., Vineyard Acquisition, LLC, Commingled Pension Trust Fund, J.P. Morgan Chase Bank, N.A., Sares Regis Group Operating, Inc., (18802 Bardeen Ave. Irvine CA 92612). Attn: Insurance Compliance, 10005 Mission Mill, Road Whittier CA 90601
X	X		X	Omaha, City of Attention: Murthy Koti 1819 Franam Street, Suite 603 Omaha NE 68183
				Orange County Transportation Authority, its officers, directors, employees and agents designated, Attn: Venita Anderson, 550 South Main Street, PO Box 14184, Orange, CA 92863-1584
				Orange, City of, its officers, agents, and employees. Attn: Risk Manager., 300 E. Chapman Avenue, Orange CA 92826
X	X		X	Osceola County Board of Commissioners, c/o Director of Human Resources, 1 Courthouse Sq., Ste 4700, Kissammee, FL 34741
X	X		X	PacRim Engineering, Inc. and City of Long Beach and its Board of Harbor Commissioners and their directors, officers, employees and agents, Attn: Silvia Jung, 1820 E. First St., Suite 110, Santa Ana, CA 92705
X	X	X		Palmdale, City of, 38250 Sierra Highway, Palmdale, CA 93550
	X		X	Parametrix and Spokane Regional Transportation Council (SRTC), Attn: Jean N. Johnson, 719 2nd Avenue, suite 200, Seattle WA 98104
X	X		X	Parametrix, the City of Liberty Lake, it's officers, Directors, and employees, Attn: KJ Hanley, 835 North Post, Suite 201, Spokane WA 99201
X	X		X	Parsons Attn: Diane Walker 110 West A Street, Suite 1050, San Diego CA 92101
X	X		X	Parsons Brinckerhoff Michigan Inc. and their respective officers, directors, agents, and employees. Attn: Debra Feikema, 500 Griswold Street, Guardian Building, Suite 2900 Detroit, MI 48226
X	X	X		Parsons Brinckerhoff, Inc. Attn: Risk Management One Penn Plaza, New York, NY 10119
X	X		X	Parsons Brinckerhoff, Inc., ATTN: Certificate Tracking, 444 West 47th Street, Suite 900, Kansas City, MO 64112-1906
X	X	X		Parsons Brinckerhoff, Inc., Attn: Debra Feikema, 6011 W. St. Joseph, Suite 400, Lansing, MI 48917
X	X	X		Parsons Transportation Group Inc. and their respective officers, directors, agents and employeesParsons Transportation Group Inc. Attn: Randy Butler 1133 15th Street NW Washington DC 20005
	X			Parsons Transportation Group Inc., Attn: Kim Strassner, 2201 Dupont Drive #200, Irvine, CA 92612
X	X		X	Parsons Transportation Group, and their respective officers, directors, agents and employees. Attn: Diane Walker, 110 West A Street, Suite 1050., San Diego CA 92101

X	X	X		Parsons Transportation Group, Inc. and Metropolitan Transportation Commission, 555 12th Street, Oakland CA 94607
X	X	X		Parsons Transportation Group, Inc. Attn: Sean Mulligan 2055 Sugarloaf Circle, Suite 500 Duluth GA 30097
X	X	X		Parsons Transportation Group, Inc., T Y Lin International, City of Temecula and their respective Officers, Directors, Agents, Employees, Volunteers, and Designated or authorized Representatives and Subsidiary Agencies, Parsons Transportation Group, Inc. 3200 East Guasti Road, Suite 200 Ontario CA 91764
X	X	X		Pasadena, City of, 100 North Garfield Avenue, Room 424, Attn: Kathleen Banuelos, Pasadena, CA 91109-7215
X	X		X	Pasadena, City of, its City Council, officers, officials, agents, employees, and volunteers Attn: Nvart Stepanian 221 E. Walnut Street, Suite 210 Pasadena CA 91101
X	X		X	Paul G. Smith Associate LLC, c/o PJ Morgan Real Estate, 7801 Wakeley Plaza, Omaha NE 68114
X	X	X		Penco Engineering, Inc., 16842 Von Karman Avenue, Suite 150, Irvine, CA 92606
X	X	X		Pfeiffer & Son, Ltd, 116 N. 16th Street, La Porte, TX 77571
X	X		X	Pomona, City of, Attn: Ali Eskandari, P.E., Deputy Public Works Engineer, 505 South Garey Avenue, Pomona, CA 91766
X	X		X	PSOMAS, 3 Hutton Centre Drive, Suite 200, Santa Ana, CA 92707
X	X		X	Psomas, Inc., Attn: Corporate Risk Manager, 555 South Flower Street, Suite 400, Los Angeles, CA 90071
X	X		X	Pulice – FNF – Flatiron Joint Venture, Contractor, State of Arizona, Arizona State Transportation Board, General Engineering Consultant, Pulice Construction, Inc., FNF Construction, Inc., Flatiron Constructors, Inc., and their respective authorized representatives, shareholders, officeholders, directors, officers, agents, consultants, employees, affiliates, successors, assigns and Contractor's, Pulice Construction, Inc.'s, FNF Construction, Inc.'s, and Flatiron Constructors, Inc.'s parents and affiliates (to the extent applicable), and any other entity or person as required in the DB Contract, 8660 E. Hartford Dr., Suite 305, Scottsdale, AZ 85255
X	X	X		R.L. Grinnell Corporation, 1218 Nicholas Street, Omaha, NE 68102
X	X		X	Raimi & Associates, Inc. and the City of Ojai, its officers, employees, agents and volunteers, Attn: Sharyce Munson, 1900 Addison Street, Suite 200, Berkeley CA 94704
X	X		X	Raimi & Associates, Inc. Attn: Matt Raimi, 2000 Hearst Avenue, Suite 400, Berkeley CA 94709
X	X		X	Raimi and Associates, its officers, officials and employees, Attn: Insurance Compliance, 1900 Addison Street, Suite 200, Berkeley CA 94704
X	X	X		RCCD, Inc. Attn. Jason Lee, 8101 E. Kaiser Blvd., Suite 140, Anaheim Hills CA 92808
X	X	X		RedFlex Corporate Commercial Insurance Coordinator, Attn: Jean Connell, Reflex Traffic Systems, Inc., 5651 West Talavi Blvd., Suite 200, Glendale, AZ 85306
X	X	X		Redflex Traffic Systems, Inc. Attn: Jean Woltjer, Insurance Coordinator, 5651 W. Talavi Blvd, Suite 200, Glendale CA 85306
			X	Rincon Consultants, Inc. and Southern California Association of Governments (SCAG), Attn: Hannah Mize, 180 N. Ashwood Avenue, Ventura CA 93003
X	X		X	Rincon Consultants, Inc. and The City of Burbank, its officers, officials, employees, agents, are volunteers, Attn: Insurance Compliance, 250 East First Street, Suite 1400, Los Angeles, CA 90012
X	X	X		Rincon, Inc., Attn: Eric Feldman, 180 North Ashwood, Ventura, CA 93003
X	X	X		RS&H, Inc. the Florida Department of Transportation .Attn: Laura Self, 10748 Deerwood Park Blvd South Jacksonville FL 32256
X	X		X	RS&H, Inc., Attn: Kim Flynn, 301 East Pine Street, Suite 350, Orlando FL 32801
X	X		X	Sacramento, City of, c/o Ebix RCS, PO Box 257, Ref# 106-Z362468, Portland, MI 48875-0257
X	X		X	Saint Paul, City of - and Ramsey, County of, 15 West Kellogg Blvd., Saint Paul, MN 55102-1674
X	X		X	San Bernardino Associated Governments San Bernardino County Transportation Authority, City of Chino, City of Chino Hills, City of Colton, City of Fontana, City of Grand Terrace, City of Highland, City of Loma Linda, City of Montclair, City of Ontario, City of Rancho Cucamonga, City of Redlands, City of Rialto, City of San Bernardino, County of San Bernardino, City of Upland, City of Yucaipa and their officers, directors, members, employees, agents and volunteers. San Bernardino County Transportation Authority Attn: Jeffery Hill., 1170 W. 3rd Street, 2nd Floor San Bernardino CA 92410-1715
X	X	X		San Bernardino Associated Governments, 1170 W. 3rd Street, 2nd Floor, San Bernardino, CA 92410-1715
X	X			San Diego Association of Governments (SANDAG), c/o EBIX PBO PO Box 881639, San Diego, CA 92168-1639
	X			San Diego Association of Governments (SANDAG), c/o myCOI., 1075 Broad Ripple Avenue, Suite 313, Indianapolis, IN 46220
X	X		X	San Francisco County Transportation Authority, Deputy Director for Finance and Admin.,1455 Market Street, 22nd Floor, San Francisco, CA 94103
X	X	X		San Jose, City of - the Finance Department, its officials, employees, and agents. Attn: Risk & Insurance., 200 East Santa Clara St., 14th Floor, San Jose, CA 95113-1905
X	X		X	San Luis Obispo, County of, Department of General Services, 1087 Santa Rosa Street, San Luis Obispo, CA 93408
X	X		X	San Marcos, City of, Public Works, 201 Mata Way, San Marcos, CA 92069-2918
X	X	X		San Marcos, TX, City of, Attn: On-Call Traffic Engineering and Signal Maintenance,630 East Hopkins, San Marcos, TX 78666
X	X	X		San Ramon, City of, its officers, officials, employees, agents and volunteers., 2401 Crow Canyon Road, San Ramon,CA 94583
	X	X		Santa Ana, City of, Attn: Zed Kekula, 20 Civic Center Plaza, M-30, Santa Ana, CA 92702-1988
X	X		X	Santa Barbara County Association of Governments (SBCAG), Attn: Scott Spaulding, 260 North San Antonio Road, Suite B, Santa Barbara, CA 93110
X	X		X	Santa Clara, City of, its City Council, commissions, officers, employees, agents and volunteers. Attn: Ferdinand Pastrama, 1500 Warburton Avenue, Santa Clara CA 95050
X	X		X	Santa Clara, City of, its City Council, commissions, officers, employees, volunteers and agents, City of Santa Clara Public Works Department Attn: EBIX Inc. P.O. Box 100085-S2 Duluth GA 30096
X	X	X		Santa Clarita, City of, 23920 Valencia Boulevard, Suite 300, Santa Clarita, CA 91355-2196
X	X		X	Santa Monica-Malibu Unified School District 1651 Sixteenth Street Santa Monica CA 90404
X	X		X	Santa Rosa, City of, ts officers, agents, employees and volunteers Santa Rosa, City of 69 Stony Circle Santa Rosa CA 95401
X	X	X		SBCAG, its officers, officials, employees, agents, and volunteers, Attn: Insurance Compliance, 260 North San Antonio Road, Suite B Santa Barbara CA 93110
X	X		X	SHERIFF, Security Services Bureau, Joyce 5-0108, 2010 Hurley, Sacramento, CA 95825
X	X		X	Skyline Network Engineering, LLC, Attn: Jason Ross, Vice President, 508-C McCormick Drive, Glen Burnie, MD 21061
X	X		X	South Bay Transportation Associates (SBTA), c/o SVTA, 3331 North First Street, Building A, San Jose, CA 95134
X	X		X	Spokane Airport. the City and County of Spokane, their elected officials, agents and employees. Attn: Jennifer Leui, CSI CDT, 9000 W. Airport Drive, Suite 204, Spokane WA 99224
X	X		X	StanCOG, StanCOG's Board Members, officers, employees, and volunteers. Attn: Carla Alviso, 1111 I Street, Suite 308, Modesto CA 95354
X	X	X		State of Florida Department of Transportation, Attn: Cassandra B. Anderson, 605 Suwannee Street, Mail Station 20, Tallahassee FL 32399-0450
X	X	X		State of Kansas, Attn: Angela Brown, 900 SW Jackson, Suite 451 S, Topeka KS 66612-1216
X	X		X	State of Nebraska, Dept. of Roads, City of Lincoln (Local Project Authority) and Speece-Lewis Engineers, Inc. Nebraska Department of Roads - Construction Division. Attn: Insurance Section, 1500 Highway 2, P.O. Box 94759, Lincoln NE 68509-4854
X	X	X		State of Nevada, its officers, employees and immune contractors as defined in NRS 41.0307, Department of Motor Vehicles, Attn: Debbie Martinez., 555 Wright Way, Carson City, NV 89711
X	X		X	State of Nevada, its officers, employees and immune contractors as defined in NRS 41.0307. Department of Public Safety Highway Patrol Division Attn: Lt. Roy Baughman., 555 Wright Way Carson City NV 89711
X	X		X	Stevens Technical Services, Inc. and Texas Department of Transportation, Attn: Meghan Calloway, 14531 FM 529, Suite 160, Houston TX 77095

X	X		X	STV INCORPORATED, 9130 Anaheim Place, Suite 210, Rancho Cucamonga, CA 91730-8540
X	X		X	Sugar Land, City of, Attn: Purchasing Office, PO Box 110, Sugar Land, TX 77487-0110
				T. Y. Lin International, Myers/Rados Joint Venture (Client), Riverside County Transportation Commission (Owner) and their divisions, officers and employees, Attn: Insurance Compliance, 20 Pacifica, Suite 350, Irvine CA 92618
				T.Y. Lin International and Contra Costa Transportation Authority, its officials, officers, employees, agents and authority, Attn: Tiffany Packouz, 1111 Broadway, Suite 2150, Oakland CA 94607
X	X	X		T.Y. Lin International, the City of Riverside, its officers, employees, and agents, Attn: Insurance Compliance, 404 Camino del Rio South, Suite 700, San Diego CA 92108
X	X		X	Tennessee Department of Transportation (TDOT), Information Technology Division, 505 Deaderick St., Suite 500, Nashville, TN 37243
X	X	X		Tennessee, State of - Department of General Services, Central Procurement Office 312 Rosa L. Parks Ave., 3rd FL - Snodgrass Tower, Nashville, TN 37243-1102
X	X	X		Texas Department of Transportation (TXDOT), Tyler District Purchasing, 2709 West Front Street, Tyler, TX 75702
X	X		X	The Arroyo Group and the City of Compton, Attn: Jean Wong Burns, 40 E. Colorado Blvd., Suite B, Pasadena CA 91105
X	X		X	The City of Buena Park, its elected officials, officers, attorneys, agents, employees, and independent contractors, Attn: Nader Alqam, E.I.T., 6650 Beach Blvd, Buena Park CA 90621
X	X		X	The City of Buena Park, its elected officials, officers, attorneys, agents, employees, and independent contractors. Attn: Annie Signhal, 6650 Beach Blvd, Buena Park CA 90621
X	X		X	The City of Elk Grove, its officials, employees, agents, and authorized volunteers, Attn: Ryan Chapman, 8401 Laguna Palms Way, Elk Grove CA 95758
X	X	X		The City of Gardena, its appointed and elected officers, employees, agents, and volunteers, 1717 West 162nd Street, Gardena CA 90247
X	X		X	The City of Glendale, and its officers, agents, employees, and representatives, Attn: Pastor E. Casanova, 633 E. Broadway, Room 205, Glendale CA 91206
X	X		X	The City of Inglewood, its officers, officials, employees, and volunteers, Attn: Peter Puglese, One Manchester Boulevard, Inglewood CA 90301
X	X	X		The City of Laguna Niguel and its elected and appointed officials, officers, employees, agents, servants, designated volunteers and those City agents serving as independent contractors in the role of City officials (collectively "City Indemnitees"), Attn: Aaron Spradlin, 30111 Crown Valley Parkway, Laguna Niguel CA 92677
X	X		X	The City of Laguna Niguel and its elected and appointed officials, officers, employees, agents, servants, designated volunteers and those City agents serving as independent contractors in the role of City officials (collectively "City Indemnitees"), Attn: Aaron Spradlin, 30111 Crown Valley Parkway, Laguna Niguel, CA 92677
X	X		X	The City of Lancaster, its elected officials, officers, employees, and volunteers, c/o EXIGIS Insurance Compliance Services., P.O. Box 4668 - ECM #35050, New York NY 10163-4668
X	X		X	The City of Lancaster, its elected officials, officers, employees, and volunteers. Attn: Robin Rector, 44933 Fern Avenue, Lancaster CA 93534
X	X	X		The City of Long Beach, Port of Information Management Division, the Board of Harbor Commissioners, individually & collectively, and their officers, & employees (""City""), 925 Harbor Plaza, Long Beach CA 90801
X	X		X	The City of Modesto, its agents, officers, employees, and volunteers, PO Box 642, Modesto CA 95353
X	X	X		The City of Modesto, its agents, officers, employees, and volunteers. Attn: Anne Quinonez, PO Box 642, Modesto CA 95353
X	X		X	The City of Orange City, its officers, agents, and employees. Attn: Kathy Nguyen, 300 E. Chapman Avenue, Orange CA 92866-1591
X	X		X	The City of San Buenaventura, its officials, officers, agents, employees and volunteers, 501 Poli Street, VENTURA CA 93001
X	X		X	The City of San Jose, its officials, employees, and agents, Attn: Finance Department Risk & Insurance, 200 East Santa Clara St., 14th Floor, San Jose, CA 95113-1905
X	X		X	The City of San Mateo, its elected and appointed officials, employees, and agents, Attn: Bethany Lopez, P.E., 330 W 20th Avenue, San Mateo CA 94403
X	X	X		The City of Simi Valley, its Boards, Officers, Agents, and Employees, Attn: Justin Link, 2929 Tapo Canyon Road, Simi Valley CA 93063-2199
X	X	X		The City of Upland, its officers, officials, employees and volunteers, Attn: Bob Critchfield, PE, 1370 N. Benson Avenue, Upland CA 91786
X	X		X	The City, its officials, officers, employees, agents, and volunteers, Yorba Linda, City of 4845 Casa Loma Avenue Yorba Linda CA 92886
X	X	X		The New Jersey Turnpike Authority and its members, commissioners, officers, agents, employees, guests, consultants and volunteers. Attn: Angela McNally, One Turnpike Plaza , Woodbridge NJ 07095
X	X		X	The Realty Associates Fund X LP and Davis Partners, LLC, 201 E. Sandpointe, Suite 470, Santa Ana, CA 92707
X	X	X		The Realty Associates Fund X LP, c/o Riverrock Real Estate Group, Inc., 3 Macarthur Place, CA Ste 790, Santa Ana, CA 92707
X	X		X	The Realty Associates Fund X, LP and Davis Partners, LLC, 201 E. Sandpointe, Suite 470, Santa Ana, CA 92707
X	X		X	The State of Arizona, its departments, agencies, boards, commissions, universities and it's officers, officials, agents and employees, Attn: Ryan Litner, 1739 W. Jackson Street, MD 100P, Phoenix AZ 85007-3276
X	X		X	Thomas Investments Limited Partnership 413 West Idaho, Suite 200 Boise ID 83702
X	X		X	Thousand Oaks, City of, its officials, employees and volunteers. Thousand Oaks, City of Public Works Department, 2100 E. Thousand Oaks Blvd, Thousand Oaks, CA 91362
X	X	X		Toltz, King, Duvall, Anderson and Associates, Inc. (TKDA), 444 Cedar Street, Suite 1500, Attn: Joseph M. Weaver, St. Paul, MN 55101
X	X		X	Transportation Corridor Agencies, Attn: Insurance Compliance, 125 Pacifica, Suite 100, Irvine, CA 92618-3304
X	X		X	Transtech Engineers Attn: Ali Cayir 13367 Benson Ave Chino CA 91710
X	X		X	TranSystems Corporation, Attn: Michael Lev, 222 South Riverside Plaza, Ste 610, Chicago, IL 60606
X	X	X		TRC Solutions, Inc and LACMTA and each of their respective parent companies, affiliates, subsidiaries, successors, assigns, officers, directors, officials, agents, representatives and employees, individually and collectively Attn: Grant Ratkovic, 17911 Von Karman Avenue, Suite 400, Irvine CA 92614
X	X	X		Turner Engineering Corporation (TENCO), Los Angeles County, Metropolitan Transportation Authority (LACMTA), its subsidiaries, officials, and employees. Attn: David Turner 2006 Glyndon Avenue, Venice CA 90291
X	X		X	TY Lin International, Napa Valley Transportation Authority, its officers, employees, agents, and volunteers. Attn: Tiffany Packouz, 1111 Broadway, Suite 2150, Oakland CA 94607
X	X		X	TY Lin International, the City of Cathedral City, its elected or appointed officers, officials, employees, agents, and volunteers. Attn: Alysia Klein, 404 Camino del Rio South, Suite 700, San Diego CA 92108
X	X	X		University of California Irvine and the Regents of the University of California, Attn: Kevin Tobin, Transportation & Distribution Services University of California, Irvine CA 92697-4525
X	X		X	University of Michigan, MCITY Manager, 2909 Baxter Road, Ann Harbor, MI 48109-2150
X	X	X		Utah DTS Contracts, Attn: Laura Larsen, 350 N State Street State Office Building FL 6, Salt Lake City UT 84116
X	X	X		Vernon, City of, Attn: Risk Management 4305 Santa Fe Avenue Vernon CA 90058
X	X		X	VHB, Capital Area Metropolitan Planning Organization and the City of Raleigh, Attn: Jody Lewis, 940 Main Campus Drive, Suite 500 Raleigh NC 27606-5217
X	X		X	VRPA Technologies INC., the Commission, its directors, officials, officers, employees and agents. 4630 W. Jennifer, Suite 105, Fresno CA 93722
X	X	X		Waco, City of, TX Attn: Kristofor Norberg, P.E. PO Box 2570 Waco TX 76702
X	X			Walker Parking Consultants 606 S. Olive St., Suite 1100, Los Angeles, CA 90014
X	X			Walker Partners, LLC and City of Harker Heights , Attn: Insurance Compliance, 2100 Trimmier Road, Suite 211, Killeen TX 76541
X	X	X		Warmington Properties, Inc., Attn: Christine Sparks, 3090 Pullman St., Costa Mesa, CA 92626
X	X		X	Washington State Department of Transportation, Attn: Administrative Contracts Office, 7345 Linderson Way SW, Wing 1022, Tumwater WA 98501-04
X	X	X		Westminster, City of, Attn: Public Works Department, 8200 Westminster Blvd., Westminster, CA 92683

X	X		X	Whitlock & Weinberger Transportation, Inc. (WTrans), the City of Menlo Park and its subsidiary agencies, and their officers, agents and employees. Attn: Corrine Rasmussen., 490 Mendocino Avenue, Suite 201, Santa Rosa CA 95401
X	X		X	WSP Canada Group LTD, Attn: Mara Bullock, 610 Chartwell Road, Suite 300, Oakville ON L6J 4A5, Canada
X	X	X		WSP USA Inc. and Ventura County Transportation Commission and their respective officers, directors, agents, volunteers, and employees. Attn: Melissa Brady, 444 South Flower Street, Suite 800, Los Angeles CA 90071

CNA

CNA PARAMOUNT

Waiver of Transfer of Rights of Recovery Against Others to the Insurer Endorsement

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART
PRODUCTS/COMPLETED OPERATIONS LIABILITY COVERAGE PART

SCHEDULE	
Name Of Person Or Organization:	**PER ATTACHED SCHEDULE OF HOLDERS**

(Information required to complete this Schedule, if not shown above, will be shown in the Declarations.)

Under **COMMERCIAL GENERAL LIABILITY CONDITIONS**, it is understood and agreed that the condition entitled **Transfer Of Rights Of Recovery Against Others To Us** is amended by the addition of the following:

With respect to the person or organization shown in the Schedule above, the Insurer waives any right of recovery the Insurer may have against such person or organization because of payments the Insurer makes for injury or damage arising out of the **Named Insured's** ongoing operations or **your work** included in the **products-completed operations hazard**.

All other terms and conditions of the Policy remain unchanged.

This endorsement, which forms a part of and is for attachment to the Policy issued by the designated Insurers, takes effect on the effective date of said Policy at the hour stated in said Policy, unless another effective date is shown below, and expires concurrently with said Policy.

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THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

WAIVER OF TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS TO US (WAIVER OF SUBROGATION)

This endorsement modifies insurance provided under the following:

AUTO DEALERS COVERAGE FORM
BUSINESS AUTO COVERAGE FORM
MOTOR CARRIER COVERAGE FORM

With respect to coverage provided by this endorsement, the provisions of the Coverage Form apply unless modified by the endorsement.

This endorsement changes the policy effective on the inception date of the policy unless another date is indicated below.

Named Insured: Iteris, Inc.
Endorsement Effective Date: 4/1/2021

SCHEDULE

Name(s) Of Person(s) Or Organization(s): PER ATTACHED SCHEDULE OF HOLDERS
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

The **Transfer Of Rights Of Recovery Against Others To Us** condition does not apply to the person(s) or organization(s) shown in the Schedule, but only to the extent that subrogation is waived prior to the "accident" or the "loss" under a contract with that person or organization.

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CNA

Workers Compensation And Employers Liability Insurance
Policy Endorsement

WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT

We have the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule.

This agreement shall not operate directly or indirectly to benefit anyone not named in the Schedule.

Schedule

PER ATTACHED SCHEDULE OF HOLDERS

The premium charge for the endorsement is reflected in the Schedule of Operations.

All other terms and conditions of the policy remain unchanged.
This endorsement, which forms a part of and is for attachment to the policy issued by the designated Insurers, takes effect on the Policy Effective Date of said policy at the hour stated in said policy, unless another

effective date (the Endorsement Effective Date) is shown below, and expires concurrently with said policy unless another expiration date is shown below.

Form No: WC 00 03 13 (04-1984)
Endorsement Effective Date:

Policy No: 6057544415
Policy Effective Date: 04/01/2021

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Iteris - Waiver of Subrogation
List of Holders 04/01/2021 to 04/01/2022 Policy Term

Auto	GL	WC (AOS)	WC (CA)	Schedule of Person(s) or Organization(s):
	x	x		140 Virginia Street, LLC, Fulton Hill Properties, LLC, 1000 Carlisle Avenue Suite 215, Richmond VA 23231
	x	x		Gerelco Traffic Controls, Inc. and Project Owner as well as their employees and agents, Attn: Christen Maertens, 560 N. W. Enterprise Drive, Port St. Lucie, FL 34986-2215
	x	x		Abilene, TX, City of its officials, agents, employees and volunteers. Attn: James Rogge, P.E., 555 Walnut St. - Room 207 Abilene TX 79604
		x		ABP Borrower Inc. The RMR Group LLC, 800 W. 34th Street, Suit 220, Austin, TX 78705
			x	AECOM Technical Services, Inc. and the Los Angeles County Metropolitan Transportation Authority and their respective parent companies, affiliates, subsidiaries officers, directors and employees, Attn: Marco Covarrubias, 999 Town and Country Road, Orange CA 92868
			x	AECOM Technical Services, Inc., its Client The Virginia Department of Transportation and their respective parent company, affiliates, subsidiaries officers, directors and employees. Attn: Penelope A. McQuerrey, 277 Bendix Road, Suite 240 , Virgina Beach VA 23452
x	x		x	AECOM, Los Angeles County Metropolitan Transportation Authority, its subsidiaries, officials and employees, Attn: Melissa Walden, 999 Town and Country Road, Orange CA 92868
x	x	x		Alameda - Contra Costa Transit District, The District, Board of Directors, its officers, officials, employees, and volunteers. Attn: Purchasing Department., 1600 Franklin Street, 6th Floor Oakland CA 94612
			x	Alameda Contra Costa Transit District, its Directors, Agents, officers and employees, Attn: Jeanet A. Moore, 1600 Franklin Street, 6th Floor, Oakland CA 94612
	x	x		Alameda Contra Costa Transit District, its Directors, Agents, officers and employees. Attn: Contracts Specialist, 1600 Franklin Street, 6th Floor, Oakland, CA 94612
x	x	x		Alameda County Transportation Commission (Alameda CTC) and the SUNOL JPA, and their respective officers, employees and agents, Attn: Seung Cho, Contracting, Administration, and Fiscal Resource Manager, 1111 Broadway, Suite 800, Oakland, CA 94607
x	x		x	Alameda County Transportation Commission and their respective commissioners, directors, officers, representatives, agents and employees, Attn: Christopher Marks, 1111 Broadway, Suite 800, Oakland CA 94607
x	x		x	Alameda County Transportation Commission, 1111 Broadway, Suite 800, Oakland, CA 94607
x	x		x	Alameda County Transportation Commission, Attn: Seung Cho, Contracting Administration, and Fiscal Resource Manager , 1111 Broadway, Suite 800, Oakland, CA 94607
x	x		x	Aldridge Group, LLC and all its affiliates, subsidiaries, officers and employees, Aldridge Electric, Inc. and all its affiliates, subsidiaries, officers, and employees, Pilote Construction, Inc., Illinois State Toll Highway Authority (ISTHA), Illinois Department of Transportation (IDOT), Cook County, Lake County, Vernon Township, West Deerfield Township, Village of Northbrook, Village of Deerfield, Village of Bannockburn, Village of Lincolnshire, Village of Riverwoods, Metropolitan Water Reclamation District of Greater Chicago, HBM Engineering, LLC and Subcontractor, Midwest Engineering Associates, Inc., Wynndalco Enterprises LLC, Program Management Office (PMO), HNTB Corporation GEC WSP, Inc. Attn: Kelly Gallagher, 844 E. Rockland Road, Libertyville IL 60048
			x	Alta Planning + Design, Inc. and Western Riverside Council of Governments, Attn: Christopher Buckingham, 711 SE Grand Avenue, Portland OR 97214
	x		x	Anaheim, City of, Department of Public Works, Traffic and Transportation Section, The City of Anaheim, its officers, agents, employees, representatives and volunteers. Attn: Quang Lee, Principal Traffic Engineer, 200 S. Anaheim Blvd., Anaheim CA 92805
	x		x	Arcadia, City of, Attn: Pat Aurlemmo, 240 West Huntington Drive, Arcadia, CA 91007-3401
x	x		x	Arcadis U.S., Inc., Tennessee Department of Transportation and their affiliates, directors, officers, employees, and agents , Attn: Clint Butler, 1210 Premier Drive, Suite 200, Chattanooga TN 37421
			x	Arcadis U.S., Inc., TxDOT and their affiliates, directors, officers, employees, and Agents, Koushik Arunachalam, PE, PTOE, PTP 10205 Westheimer Road, Suite 800, Houston TX, 77042
			x	Arduirra / AndersonPenna Partners, The City of Torrance, the Successor Agency to the Former Redevelopment Agency of the City of Torrance, the City Council and each member thereof, members of boards and commissions, every officer, agent, official, employee, and volunteer. Attn: Anissa Voyiatzes, 1960 East Grand Avenue, Suite 300, El Segundo CA 90245
			x	ARDUIRRA and the City of La Canada Flintridge, its officers, officials, employees, agents, and volunteers., Attn: Anissa Voyiatzes, 3737 Birch St., Suite 250, Newport Beach CA 92660
	x			Arizona DOT Procurement, Attn: Procurement, 1739 W. Jackson St MD, Phoenix, AZ 85007
x	x	x		Associated Civil & Transportation Consulting Engineering, Inc. Caltrans, State of California, its officers, agents, employees and servants. Attn: Janelle Halog, E.I.T., 6 Hutton Centre Drive, Suite 450, Santa Ana CA 9270
x	x		x	Associated Civil & Transportation Consulting Engineering, Inc., Caltrans, the State of California, its officers, agents, employees, and servants. Attn: Kristal Juarez, 6 Hutton Centre Drive, Suite 450, Santa Ana CA 92707
		x		AT&T Corporation Attn: Contracting One AT&T Way, Room 3C112E Bedminster NJ 07921
	x	x		ATX Office Owner 5, L.P. c/o Endeavor Real Estate Group, SOF-XI ATX Holdings, L.P.; Endeavor Real Estate Group, c/o Endeavor Real Estate Group, 1250 South Capital of TX Hwy., Bldg. 1, Suite 100, Austin TX 78746
			x	ATX Office Owner 5, L.P. c/o Endeavor Real Estate Group, SOF-XI, ATX Holdings, L.P.; Endeavor Real Estate Group, 1250 S. Capital of Texas Hwy, Building 2, Suite 240, Austin TX 78746
			x	Austin, City of Purchasing Office P.O. Box 1088 Austin TX 78767
			x	Avalon Bay Communities, Inc., Owner and any other party Owner reasonably requires, Attn: Janice Pope, 2050 Main Street, Suite 1200, Irvine CA 92614
			x	Avison Young - Northern California, LTD, Avison Young - Southern California, and Avison Young - USA, Inc., CSHV 1999 Harrison, LLC, CSHV 1956 Webster, LLC, Clarion Partners, 1999 Harrison Street, Suite 110, Oakland CA 94612
	x	x		BCal LMP Harrison Property, LLC c/o BCS, BCal LMP Webster Property, LLC, LMP Webster Property Manager LLC, LMP Harrison Property Manager LLC, BCP Portfolio Investment II LLC, California State Teachers Retirement System, BCP Portfolio Investment Manager LLC, Beacon Capital Partners, LLC, Avison Young - Southern California, LTD. c/o BCS, PO Box 1258, Morristown, NJ 07960
x	x	x		BCal LMP Harrison Property, LLC, BCal LMP Webster Property, LLC, LMP Webster Property Manager LLC, LMP Harrison Property Manager LLC, BCP Portfolio Investment II LLC, CALIFORNIA STATE TEACHERS' RETIREMENT SYSTEM, BCP Portfolio Investment Manager LLC, Beacon Capital Partners, LLC, Avison Young – Southern California, LTD, 200 State Street, 5th Floor, Boston MA 02109
x	x	x		Beverly Hills, City of, 455 N. Rexford Drive, Beverly Hills, CA 90210
x	x	x		BGE and the State of Texas, Attn: Sean P. Merrell, PE, PTOE, RAS, 10777 Wertheimer Road, Suite 400, Houston TX 77042
x	x	x		Brea, City of (Public Works Department), its elected officials, officials, officers, employees, agents and attorneys. 1 Civic Center Circle, Brea, CA 92821
x	x	x		Broward County, Attn: Risk Management, 115 South Andrews Avenue, Fort Lauderdale FL 33301
	x		x	Buena Park, City of - David Jacobs, P.E., L.S., Assistant, City Engineer, 6650 Beach Blvd., PO Box 5009, Buena Park, CA 90622-5009
x	x		x	Buena Park, City of, Attn: Annie Signhal, 6650 Beach Blvd, Buena Park CA 90621
x	x	x		Buena Park, City of, City Engineer, 6650 Beach Blvd., PO Box 5009, Buena Park, CA 90622-5009
x	x			Buenaventura, City of, its officials, employees and volunteers. Attn: City Engineer. P.O. Box 99 - Room 120. Ventura CA 93002
			x	Burbank, City of, Purchasing Division, 275 East Olive Avenue, Burbank, CA 91502
		x		Burbank, City of, Purchasing Division, 301 East Olive Avenue, Suite 305 Burbank, CA 91502
			x	Bureau Veritas North America, Inc. and Orange County Attn: Jason McLaughlin 1665 Scenic Ave, Suite 200 Costa Mesa CA 92626
			x	C & V Consulting, Inc. and Owner, Attn: Insurance Compliance, 6 Orchard, Suite 200, Lake Forest CA 92630
x	x		x	California Department of Transportation (Caltrans) Division of Procurement and Contracts, MS 65 1727 30th Street, Sacramento CA 95816

	X		X	California Department of Transportation, Caltrans, State of California, its officers, agents, employees and servants Attn: 11 Procurement and Contracts Office, 1727 30th Street, MS-65, Sacramento CA 95816
	X		X	California State University, Long Beach Attn: Patti Pantoja, Buyer II - Purchasing, 1250 Bellflower Blvd., BH-346, Long Beach CA 90840-0123
X	X			Caltrans District 5, the State of California, its officers, and employees. Attn: Peter Hendrix, 50 Higuera Street, San Luis Obispo CA 93401
	X		X	Caltrans Division of Planning/Project Management 464 W. 4th Street, MS #645 San Bernardino, CA 92401
X	X	X		Camarillo, City of, 601 Carmen Drive, Camarillo, CA 93010
	X	X		Cambridge Systematics Attn: Rob Hirseman Proj Ref. 008806 100 Cambridge Park Drive Suite 400, Cambridge, MA 02140
			X	CDM Smith Attn: David Jensen 523 West Sixth Street, Suite 400, Los Angeles, CA 90014
	X	X		Cedar Rapids, City of, Finance Department-Purchasing Services, 101 First Street SE, Cedar Rapids, IA 52401
X	X		X	Cherry Hill Company, LLC 8101 O Street Lincoln, NE 68510
X	X		X	Chino Hills, The City of, City of Attn: City Clerk 14000 City Center Drive Chino Hills CA 91709
			X	Chula Vista, City of, Attn: Sandi Delap, 276 Fourth Avenue, Chula Vista, CA 91910
X	X		X	Chula Vista, City of, its officers, officials, employees, agents, and volunteers. Attn: Eddie Flores, 276 Fourth Avenue, Building B, Chula Vista CA 91910
X	X		X	City of Alameda, its City Council, boards, commissions, officials, employees, and volunteers. Attn: Jeanette Navaro, 950 West Mall Square, Room 110, Alameda CA 94501
	X			City of Alameda, its City Council, boards, commissions, officials, employees, and volunteers, Attn: Risk Manger, 2263 Santa Clara Avenue, Room 190, Alameda, CA 94501
X	X		X	City of Allen, Attn: Ellen Ataie, 305 Century Parkway, Allen TX 75013
	X	X		City of Arlington, its officials, employees and volunteers , Attn: Finacial Services / Purchsing, P. O. Box 90231, Mail stop 63-0810, Arlington TX 76004-3231
	X	X		City of Burbank, 275 East Olive Avenue, Burbank, CA 91502, its officials, employees, agents and representatives Attn: Jacqui Batayneh., 150 N. Third Street, Burbank CA 91502
	X	X		City of Chino Hills, its officers, officials, and employees and volunteers, Attn: Maria Ingrassia, 14000 City Center Drive, Chino Hills CA 91709
X	X	X		City of Cllege Station, its officials, agents, employees, and volunteers, Attm: Michael Holmes, PO Box 9960, College Station TX 77842
X	X	X		City of College Station, its officials, agents, employees, and volunteers, Attn: Troy Rother, PO Box 9960, College Station, TX 77842
		X		City of Concord, the City Council, its servants, agents, and employees, Attn: Winnie Chung, 1950 Parkside Drive, MS/01B, Concord, CA 94519
		X		City of Corona, its directors, officials, officers, employees, agents, and volunteers, Attn: Andy Ortiz, 400 South Vicentia Avenue, Corona CA 92882
	X	X		City of Cypress, its elected and appointed officers, employees and agents, Attn: Nick Mangkalakiri, P.E., 5275 Orange Avenue, Cypress CA 90630
		X		City of Dublin, its officers, officials, employees, and volunteers, Attn: Insurance Compliance, 100 Civic Plaza, Dublin CA 94568
X	X		X	City of Escondido, Attn: Miriam Jim, 201 N. Broadway, Escondido CA 92025
			X	City of Folsom, Attn: Zach Bosch, PE, 50 Natoma Street, Folsom CA 95630
		X		City of Fontana, its officials, officers, employees, agents and volunteers, Attn: Sid Lambert, 8353 Sierra Avenue, Fontana CA 92335
X	X	X		City of Fremont, its officers, officials, employees, agents and volunteers, Attn: Jeanne Suyeishi, 39550 Liberty Street, P.O. Box 5006, Fremont, CA 94537-5006
X	X		X	City of Georgetown and its elected officials, officers, directors, employees, representatives and volunteers, Attn: Contract Manager, 300-1 Industrial Avenue, Georgetown TX 78626
	X	X		City of Glendora, and its officers, officials, employees, and agents, and volunteers, Attn: Steven Mateer, 116 E. Foothill Blvd, Glendora CA 91741
X	X	X		City of Glendora, elected and appointed officers, employees and agents, Insurance Compliance, 116 E. Foothill Blvd, Glendora, CA 91741
X	X		X	City of Hampton, Attn: Department of Public Works, 22 Lincoln Street , Hampton VA 23669
		X		City of Hayward, its officers, employees, agents, and volunteers. Attn: Charmine Solla, P.E., T.E. 777 B Street, Hayward CA, 94541
			X	City of Hermosa Beach, its elected or appointed officers, officials, employees, agents, and volunteers, Attn: Insurance Compliance, 1315 Valley Drive, Hermosa Beach CA 90254
X	X	X		City of Irving, 835 W. Irving Blvd, Irving TX 75060
X	X		X	City of Laguna Beach Public Works Department, its elected officials, officers, employees, volunteers, boards, agents and representatives, Attn: Ashley Moran, 505 Forest Avenue, Laguna Beach CA 92651
	X			City of Laguna Woods and its respective elected and appointed officers, officials, and employees and volunteers, Attn: Yolie Trippy, CMC, 24264 El Toro Road, Laguna Woods CA 92637
X	X		X	City of Lake Forest, its officials, officers, employees, agents, and volunteers, Attn: Insurance Compliance, 100 Civic Center Drive, Lake Forest, CA 92630
X	X		X	City of Lawndale, its officers, employees and agents, Attn: Alex Chou, 14717 Burin Avenue, Lawndale, CA 90260
X	X	X		City of Lincoln, Attn: Mark Lutjeharms, 949 W Bond Street, Suite 200, Lincoln NE 68508
X	X	X		City of Lincoln, Attn: Chris Lollar Insurance Compliance, 555 So 10th Street, Lincoln NE 68508
X	X	X		City of Long Beach and its departments, boards, officials, employees and agents, Attn: Purchasing Department, 333 West Ocean Boulevard, 3rd Floor, Long Beach CA 90802
	X	X		City of Long Beach and its departments, boards, officials, employees and agents, Department of Public Works Attn: Mark Whitaker, 333 West Ocean Boulevard, 3rd Floor, Long Beach CA 90802
			X	City of Los Angeles Harbor Department, its officers, agents and employees, 425 S. Palos Verdes St., San Pedro CA 90731
			X	City of Los Angeles Harbor Department, its officers, agents and employees. 200 North Main Street, City Hall East, Suite 1240 Los Angeles, CA 90012
X	X	X		City of Mesa, Arizona, Attn: Stephanie Gishey, PO Box 1466, Mesa AZ 85211-1466
	X	X		City of Mission Viejo, its officers, officials, employees, agents, and volunteers, Attn: Patricia Wright 200 Civic Center, Mission Viejo CA 92691
		X		City of Mission Viejo, its officers, officials, employees, agents, and volunteers. Attn: Beverly Petrella, 200 Civic Center, Mission Viejo CA 92691
		X		City of Ontario, its officials, officers, employees, agents, and volunteers, Attn: Don Burden, 303 East "B" Street, Ontario, CA 91764-4196
X	X		X	City of Oxnard, its City Council, officers, employees, agents and volunteersAttn: Insurance Compliance, P.O. Box 100085 – OX, Duluth GA 30096
			X	City of Pasadena, its City Council, officers, officials, agents, employees, and volunteers, Attn: Alberto Felix, 221 East Walnut St., Rm 210, Pasadena CA 91101
X	X		X	City of Pasadena, its City Council, officers, officials, agents, employees, and volunteers, Attn: Risk & Claims Administrator Liability Division, 100 N. Garfield Avenue, Suite N210, Pasadena CA 91101
	X		X	City of Pasadena, its City Council, officers, officials, agents, employees, and volunteers. Attn: Risk & Claims, Administrator Liability Division, 100 N. Garfield Avenue, Suite N210 Pasadena CA 91101
	X		X	City of Rancho Cucamonga, its officers, officials, employees, designated volunteers and agents, Attn: Gianfranco Laurie, 10500 Civic Center Drive, Rancho Cucamonga CA 91730

X	X		X	City of Round Rock and its officers, employees, and elected officials, Attn: Assistant City Manager, 221 East Main Street, Round Rock TX 78664
			X	City of San Jose, its officials, employees, agents and consultants, 200 East Santa Clara Street, 8th Floor, San Jose CA 95113-1905
			X	City of San Marino, its directors, officials, officers, employees, agents and volunteers, Attn: Michael Throne, Public Works Director, 2200 Huntington Drive, San Marino CA 91108
	X		X	City of San Rafael, its officers, agents, employees, and volunteers, Attn: Iman Kayani, 111 Morphew Street, San Rafael CA 94901
X	X	X		City of San Ramon and Its officers, officials, employees, agents and volunteers, Attn: City Clerk, 7000 Bollinger Canyon Road, San Ramon, CA 94583
	X			City of San Ramon, its officers, officials, employees, agents and volunteers, 7000 Bollinger Canyon Road, San Ramon, CA 94583
	X	X		City of Santa Monica, its officers, officials, employees and volunteersAttn: Caline.Evans@SMGOV.net, 1685 Main Street, Santa Monica CA 90401
X	X		X	City of Santa Rosa Transportation and Public Works, its officers, agents, employees, 69 Stony Circle, Santa Rosa CA 95401
	X			City of Sierra Vista, Attn: Jill Adams - City Clerk, 1011 N Coronado Dr., Sierra Vista, AZ 85635
X	X	X		City of South Gate, 8650 California Avenue, South Gate CA 90280-3075
X				City of Thousand Oaks, its elected officials, officers, agents, employees and volunteers, Attn: Nancy Arrieta, 2100 Thousand Oaks Blvd, Thousand Oaks CA 91362
	X		X	City of Thousand Oaks, its officers, officials and employees, 2100 E. Thousand Oaks Blvd, Thousand Oaks CA 91362
	X		X	City of Thousand Oaks, its officers, officials and employees, Attn: Cathy Jansen, Community Development Department, 2100 Thousand Oaks Boulevard, Thousand Oaks CA 91362
X	X			City of Walnut Creek, Attn: Don Murphy, 1666 N. Main Street, Walnut Creek CA 94596
		X		Claremont, City of, 207 Harvard, Claremont, CA 91711
X			X	Clark County, Nevada - Purchasing & Contracts Division Government Center - 4th Floor 500 So Grand Central Pkwy, PO Box 551217 Las Vegas, NV 89155-1217
			X	College Station, City of, Attn: Cheryl Turney Asst. Director of Fiscal Service, PO Box 9960, 1101 Texas Avenue, College Station, TX 77842
X	X		X	College Station, City of, Attn: Risk Management, PO Box 9960, 1101 Texas Avenue, College Station, TX 77842
	X		X	Colorado Department of Public Safety, Colorado State, its agencies, institutions, organizations, officers, agents employees and volunteers. Attn: Procurement Office., 700 Kipling St., Denver CO 80215
X			X	Colorado Department of Safety - Colorado State Patrol, Attn: Lauren Moment, 700 Kipling Street, Lakewood, CO 80215
	X			Colorado Department of Transportation (CDOT), David Wieder, Manager Staff Maintenance, 15285 S. Golden Rd., Bldg. 45, Golden, CO 80401
X	X	X		Colorado Department of Transportation, State of Colorado, Attn: Matt Russmann, Project Manager, 2829 West Howard Place, Denver CO 80204
X	X		X	Colorado, State of, Colorado State Patrol - Attn: Ms. Trish Aragon, 15075 S. Golden Road, Golden, CO 80401
X	X		X	Comet Electric, Inc. 7760 Deering Ave Canoga Park CA 91304
X	X	X		Community Design & Architecture 350 Frank Ogawa Plaza, 5th FL Oakland CA 94612-2012
X	X	X		Community Transit Snohomish County Public Transportation Benefit Area Corporation, 7100 Hardenson Road, Everett, WA 98203-5834
X	X		X	Contra Costa Transportation Authority - 2999 Oak Road., Suite 100, Walnut Creek, CA 94597
X	X		X	Coory Engineering, The City of Irwindale and its officers, officials, employees, agents, and volunteers. Attn: Ashley Codding, 1718 N. Neville Street, Orange CA 92865
	X	X		Corona, City of Attn: JoAnn baeza 400 S. Vincentia Ave. Suite 320 Corona, CA 92882
X	X	X		Corona, City of c/o EXIGIS Insurance Compliance Services., P.O. Box 4668 - ECM #35050, New York NY 10163-4668
	X			Corona, City of, Department of Water & Power, 755 Public Safety Way, Corona, CA 92880
	X	X		County of DuPage, DuPage County Division of Transportation, its Officers, Elected Officials and employees, c/o the Director of Transportation/County Engineer, 421 N. County Farm Road, Wheaton IL 60187
X	X			County of Kane, Attn: Insurance Compliance, 719 South Batavia Avenue, Geneva IL 60134
X	X			County of Orange, and its elected and appointed officials, officers, agents and employees, Attn: Orange County Public Works, 601 North Ross Street, Santa Ana CA 92701
			X	County of Orange, and its elected and appointed officials, officers, agents and employees, Attn: Orange County Public Works, 601 North Ross Street, Santa Ana, CA 92701
	x		x	County of Orange, Attn: Orange County Public Works, 601 North Ross Street, Santa Ana CA 92701
X	X	X		County of Orange, its elected and appointed officials, officers, employees and agents. Attn: Procurement, 300 N Flower, Suite 838, Santa Ana CA 92703
			X	County of San Mateo and its officers, agents, employees, and servants. Attn: Patricia Gonzales, 455 County Center, 3rd Floor, Redwood City CA 94063
			X	Covina, City of Public Works Dept. 125 East College Street Covina, CA 91723-2199
X	X		X	CRP-2 SC Industrial Business Colony Realty Partners, LLC c/o IDS Real Estate Group , 2915 Redhill Ave, Suite F200, Costa Mesa, CA 92626
		X		Current Living LLP 6701 Center Drive West Suite 710 Los Angeles CA 90045
X	X		X	Cypress, City of Public Works Department Project # P09-009 5275 Orange Ave, Cypress CA 90630
X	X		X	D Construction, Inc., and the Illinois Department of Transportation, its officers & Employees, Attn: Insurance Compliance, 1488 S Broadway Street, Coal City IL 60416
	X	X		Daly City, City of, Public Works Engineering, its elected and appointed officials, employees, and agents. Attn: Shirley Chan, 333 90th Street, Daly City CA 94015
X	X		X	Daniel Consultants, Inc. 8950 Route 108 Suite 229 Columbia MD 21045
X	X	X		Data Transfer Solutions, LLC, Attn: John Pregler, 3680 Avalon Park Blvd; Suite 200, Orlando FL 32828
X	X	X		David Evans Associates, Inc. and Oregon Department of Transportation. Attn: Angie Jones, 2100 SW River Parkway Portland OR 97201
X			X	Delcan Technologies, Inc. 2056 Sugarloaf Circle Suite 500 Duluth GA 30097
X	X	X		Department of Transportation (Caltrans) Division of Procurement and Contracts-Kelly Davis.,1727 30th Street Sacramento CA 95816
X	X		X	Des Moines, City of, Iowa and its elected and appointed officials, agents, employees and volunteers. Engineering Department, City Hall, 400 Robert D. Ray Drive, Des Moines, Iowa 50309
X	X		X	Digital Traffic Systems, Inc. and GDOT, all individuals and entities that have any direct or indirect interest in as stated below; any holders of indebtedness secured by the Property; and, with respect to each of the foregoing, its managers, officers, directors, employees, and agents, 11056 Air Park Road, Ashland VA 23005
X	X		X	District of Columbia Department of Transportation. 55 M Street SE, 7th Floor, Washington DC 20003
X	X	X		DPR Construction and Children's Health System of Texas. Attn: Insurance Compliance, 3131 McKinney Ave., Suite 210, Dallas TX 75204
	X			DPR Construction, A General Partnership, its joint venture and joint venture partner, where applicable, its/their officers, owners, employees, agents, parents, partners, subsidiaries and affiliates, Children's Health System of Texas (Owner) and other entities, if any, that Owner requires by written contract, 3131 McKinney Avenue, Suite 200, Dallas TX 75204
X	X		X	DUDEK, a California Corporation 605 Third St Encinitas CA 92024
X	X		X	Dynalectric 4462 Corporate Center Drive Los Alamitos CA 90720

X	X		X	F.H. Paschen, S.N. Nielsen & Associates LLC and its related entities, Exelon and its affiliates, and their officers, directors, employees, agents, representatives, affiliates, subsidiaries, successors, and assigns. Attn: Insurance Compliance, 5515 N. East River Rd., Chicago IL 60656
	X			FBGPTRA and FBGPTRA's directors, officers, agents, and employees, Attn: Insurance Compliance, 1950 Lockwood Bypass, Richmond TX 77469
X	X			Felsburg Holt & Ullevig, and the City of Lincoln, 321 So. 9th Street, Insurance Compliance, Lincoln, NE 68508
X	X	X		Fontana, City of 8353 Sierra Ave Fontana CA 92335
X	X		X	Foothill Transit Constructors 10704 Shoemaker Ave Santa Fe Springs, CA 90670
X	X		X	Foothill Transit, Attn: Lillian Lin, 100 S. Vincent Ave., Suite 200, West Covina CA 91790
X	X	X		Fountain Valley, City of 102 Slater Ave Fountain Valley CA 92706
X	X		X	Fountain Valley, City of, its officers, directors, employees, and agents. Attn: Temo Galvez., 10200 Slater Avenue Fountain Valley CA 92708
X	X		X	G&E Real Estate Management Services, Inc. dba Newmark Knight Frank, The Realty Associates Fund X, LP, and TA Realty, 625 The City Drive South, Suite 370, Orange, CA 92868
X	X	X		Galt, City of 495 Industrial Drive Galt CA 95632
X	X		X	Gannett Entity and Client, and their respective directors, officers, agents and employees. Attn: Amy Firestine Post Office Box 67100, Harrisburg PA 17112
	X		X	Gannett Fleming & North Central Texas Council of Governments and their directors, officers, agents and employees Administrative Support Center. 207 Senate Avenue E-280, Camp Hill PA 17011
X	X		X	Gannett Fleming and Los Angeles County Metropolitan Transportation Authority (LACMTA)their directors, officers, agents and employees, Attn: Eric Olson, 601 South Figueroa, Suite 3800, Los Angeles CA 90017
X	X		X	Gannett Fleming and the Pennsylvania Turnpike Commission, and their respective directors, officers, agents and employees, 207 Senate Avenue, ATTN: Amy Firestine, Camp Hill PA 17011
X	X	X		Gannett Fleming and the Pennsylvania Turnpike Commission, and their respective directors, officers, agents and employees. Attn: Amy Firestine PO Box 67100 Harrisburg PA 17106-7100
	X		X	Gannett Fleming, Engineers and Architects, P.C. and Ohio Department of Transportation and their directors, officers, agents and employees. Attn: Bryan Newell, AICP, 2500 Corporate Exchange Drive, Suite 230 Columbus OH 43231
X	X		X	Gannett Fleming, Inc. and Iowa Department of Transportation, 4350 West Cypress St., Ste 340, Attn: Luis Alezard, Tampa FL 33607
			X	Gannett Fleming, Inc., 4350 West Cypress Street, Suite 340, Tampa, FL 33607
		X		Gannett Fleming, Inc., and the Pennsylvania Turnpike Commission, and their respective directors, officers, agents and employees, Attn: Amy Firestine, 207 Senate Avenue, E300, Camp Hill, PA 17011
X	X		X	Gannett Fleming, Inc., Gannett Entity and Client, and their respective directors, officers, agents and employees, 207 Senate Avenue, ATTN: Amy Firestine, Camp Hill PA 17011
X	X		X	Gannett Fleming, Inc., PO BOX 67100, Harrisburg, PA 17112
			X	Gannett Fleming, Inc., The City of Bell, and its officers, employees, agents and volunteers, Attn: Catherine Reyes, 601 South Figueroa Street, Suite 3800, Los Angeles, CA 90017
			X	gba Systems Integrators and City of Ames, Iowa, its officers, agents, and employees. Attn: Douglas Pershall, 9801 Renner Boulevard, Lenexa KS 66219
X	X	X		Gilbert, Town of Finance Division Purchasing 50 E. Civic Center Drive, Gilbert AZ 85296
X	X	X		Goodyear, City of Office Procurement 190 N. Litchfield Road, Goodyear, AZ 85338
X	X	X		Goodyear, City of, and its elected and appointed boards, officers, officials, agents, employees, and volunteers, the Goodyear Ballpark and Recreational Complex, the Cleveland Indian Baseball Company, and the Cincinnati Reds, LLC. Attn: Office Procurement. 190 North Litchfield Road., P.O. Box 5100, Goodyear AZ 85338
X	X	X		Grand Prairie, City of, TX Purchasing Division P.O. Box 534045 Grand Prairie TX 75053-4045
X	X		X	Gruen Associates 6330 San Vincente Blvd. Suite 200 Los Angeles CA 90048
X	X		X	H.W. Lochner and Pinellas Suncoast Transit Authority and their respective officers, directors, members, managers, employees, agents, representatives, parents, subsidiaries, affiliates, successors and assigns, Attn: Andrea Ostrodka, 4767 New Broad Street, Orlando FL 32814
X	X	X		H.W. Lochner Inc., Florida Department of Transportation, and their respective, officers, directors, members, managers, employees, agents, representatives, parents, subsidiaries, affiliates, successors and assigns, 8750 NW 36th Street, Suite 360, Miami FL 33178
	X	X		HDR and Florida Department of Transportation, Attn: Bonnie Leggett, 315 E. Robinson Street, Suite 400, Orlando FL 32801
X	X	X		HDR Engineering, Inc. and Oregon Department of Transportation Attn: Camille Alexander, 1050 SW 6th Ave, Suite 1800 Portland OR 97204
X	X	X		HDR Engineering, Inc. Attn: Jennifer Cole 2280 Market Street Suite 100, Riverside CA 92501-2110
X	X		X	Hemet, City of 445 E Florida Ave Hemet CA 92543
X	X	X		HERE North America, LLC, 500 W. Madison St., 32nd Floor, Chicago, IL 60661
X	X	X		HNTB Corporation, its parent company, affiliated and subsidiary entities, directors, officers and employees, and the State of Florida Department of Transportation, Attn: Kevin S. Wetzel, 1276 Metropolitan Blvd., Suite 304, Tallahassee FL 32312
X	X	X		HNTB, its parent company, affiliated and subsidiary entities, directors, officers, and employees, and Client, Riverside County Transportation Commission. 200 E. Sandpointe Ave., Suite 200, Santa Ana CA 92707
			X	HNTB, its parent company, affiliated and subsidiary entities, directors, officers, and employees, and Client, Riverside County Transportation Commission. 200 E. Sandpointe Ave., Suite 200, Santa Ana CA 92707
			X	HNTB, its parent company, affiliated and subsidiary entities, directors, officers, and employees, and State of Florida Department of Transportation, 201 N. Franklin Street, Suite 1200, Tampa FL 33602
	X			Home Towne Electric, Inc. and Illinois, Department of Transportation. Attn: Sandy Mahoney, 35220 Rt 83, Lake Villa IL 60046
	X			HR Green 1100 Town & Country Road Suite 1025 Orange CA 92868
	X	X		HR Green and the City of Des Moines, Attn: Tyler C. Wiles, 5525 Merle Hay Road, Suite 200, Johnston IA 50131-1448
	X	X		HR Green and the City of Des Moines, Attn: Tyler C. Wiles, 5525 Merle Hay Road, Suite 200, Johnston IA 50131-1448
		X		HR Green and the City of Des Moines, Attn: Tyler C. Wiles, 5525 Merle Hay Road, Suite 200, Johnston, IA 50131-1448
	X		X	HR Green Attn: Andy Swisher 5525 Merle Hay Road Suite 200, Johnston IA 50131
			X	HR Green, Inc. and the City of Des Moines, IA, Attn: Tyler C. Wiles, 5525 Merle Hay Road, Suite 200, Johnston IA 50131-1448
	X		X	ICF Jones & Stokes, Inc. 630 K. Street, Suite 400 Sacramento CA 95814
X	X	X		ICF Jones & Stokes, Inc., its subsidiaries, State of California, the Trustees of the California State University, the University, and their officers, employees, representatives, volunteers and agents. Attn: Caitlin Kelley, 9300 Lee Highway, Fairfax VA 22031
X	X	X		ICF Jones &Stokes, Inc. "entity", its subsidiaries and "Client", Attn: Caitlin Kelley, 630 K Street, Suite 400, Sacramento CA 95814
			X	Idaho Transportation Department Attn: Leo Hickman PO Box 7129 Boise, ID 83707-1129
			X	Inglewood, City of, Attn: Chad Sweet, P.E., Sr. Transportation Engineer Department of Public Works, One Manchester Blvd, Inglewood, CA 90301
	X		X	Irvine, City of c/o EBIX RCS PO Box 257, Ref#113-v73255-B1 Portland, MI 48875-0257
X	X	X		Irwindale, City of Linda J. Kimbro, MMC - Deputy City Clerk 5050 North Irwindale Ave Irwindale, CA 91706

X	X		X	Iteris Office Lease - 1999 Harrison Street, Suite 2125, Oakland, CA 94612 CSHV 1999 Harrison, LLC and CSHV 1956 Webster, LLC. c/o CBRE, Inc. 1999 Harrison Street, Suite 110 Oakland CA 94612
X	X	X		Jacobs Engineering Group c/o Ebix BPO PO Box 881639 San Diego, CA 92168-1639
X	X		X	Jacobs Engineering Group, Inc. and PACE Transit, Attn: CertFocus, PO Box 140528, Kansas City MO 64114
	X			Jacobs Engineering Group, Inc. and Texas Department of Transportation, Attn: c/o CertFocus, P.O. Box 140528, Kansas City MO 64114
		X		Jacobs Engineering Group, Inc. and the City of Murrieta and its respective officers and employees. Attn: c/o CertFocus, P.O. Box 140528, Kansas City MO 64114
X	X		X	Jacobs Engineering Group, Inc. Attn: Steve Henderson Senior Project Manager 3161 Michelson Drive Suite 500 Irvine CA 92612
				Jacobs Engineering Group, Inc., Regional Transportation Authority (RTA) and Pace, the Suburban Bus Division of the RTA 525 W. Monroe, Suite 200 Chicago IL 60601
X	X		X	Jacobs Engineering Group, Inc., Regional Transportation Authority (RTA) and Pace, the Suburban Bus Division of the RTA Denning 501 N. Broadway St Louis MO 63102
X	X		X	KB Home and its subsidiaries and affiliates, Attn: Kellyn Haase, 4127 E. Van Buren Ste. 150, Phoenix, AZ 85008
	X		X	Killeen, City of Office of City Secretary PO Box 1329 Killeen TX 76540
X	X		X	Kimley-Horn and Associates, Inc., and City of Glendora 765 The City Drive, Suite 200, Orange CA 92868
			X	Kittelson & Associates, Inc. and San Francisco Municipal Transportation Agency, 200 SW 1st Avenue, Suite 1070, Fort Lauderdale, FL 33301
X	X		X	Komar Investments, LLC, Attn: Gregory Alekian, 23 Corporate Plaza, Suite 247, Newport Beach, CA 92660
X	X		X	Lancaster, City of, its elected officials, officers, employees, and volunteers City of Lancaster Attn: Development Services Director 44933 North Fern Avenue Lancaster CA 93534
			X	Leidos, Inc. 11951 Freedom Drive Reston VA 20190
				Lincoln, City of, & Nebraska Department of Roads Attn: Taylor Eman, 1500 Highway 2 PO Box 94759 Lincoln NE 68502
			X	Lincoln, City of, State of Nebraska, Attn: Mark Lutjeharms, PE, PTOE, Senior Traffic Engineer, 949 W. Bond Street, Suite 200, Lincoln, NE 685521
X	X	X		Los Alamos (Murrieta) ASLI VII, LLC, 923 N. Pennsylvania Avenue, Winter Park, FL 92789
			X	Los Altos, City of, Attn: Daniel Varela 1 North San Antonio Road Los Altos CA 94022
		X		Los Angeles County - ISD, Attn: Jennifer Troung, 1100 North Eastern Avenue, Room #G115, Los Angeles, CA 90063
	X			Los Angeles County MTA (LACMTA) one Gateway Plaza 9th Floor Los Angeles, CA 90012
	X		X	Los Angeles County MTA (LACMTA) one Gateway Plaza Mail Stop: 99-10-1 Los Angeles, CA 90012
X	X	X		Los Angeles County MTA (LACMTA) one Gateway Plaza Mail Stop: 99-9-1 Los Angeles, CA 90012
X	X		X	Los Angeles County, Department of Public Works, Attn: Loydi Nguyen, 900 S. Fremont Avenue, 8th Floor, Alhambra, CA 91803
			X	Los Angeles Metropolitan Transportation Authority (LACMTA), its subsidiaries, officials and employees. Attn: Roxane Marquez.., One Gateway Plaza, Los Angeles CA 90012-2952
		x		Los Angeles Metropolitan Transportation Authority, its subsidiaries, officials and employees, Attn: Lily Lopez, One Gateway Plaza, Los Angeles CA 90012-2952
X		X		Los Angeles MTA (LACMTA) one Gateway Plaza Mail Stop: 99-18-4 Los Angeles, CA 90012
X	X	X		Los Angeles, City of.Board of Harbor Commissioners Attn: Risk Management 425 South Palos Verdes Street San Pedro CA 90731
			X	Los Angeles, County of, Department of Public Works, Architectural Engineering Division, its Special Districts, elected and appointed officers, employees, agents and volunteers. Attn: Contracts & Operations, 8th Floor., 900 South Fremont Avenue, Alhambra CA 91803
X	X			LPA and the State of Nebraska, Department of Roads 1500 Highway 2 PO Box 94759 Lincoln NE 68509
X	X		X	Lucent Group, its parent company, affiliated and subsidiary entities, directors, officers and employees, and Florida Department of Transportation, District 7, Attn: James Bitting, 13014 N Dale Mabry Hwy, Suite 246, Tampa FL 33618
X	X	X		M&C Stanley, LLC c/o Colliers International 755 West Front Street, Suite 300 Boise, ID 83702
	X	X		Maldonado-Burket, LLP, The City of Corpus Christi and its officers, officials, employees and elected representatives, 2312 Western Trails Blvd, Suite C-303, Austin TX 78745
	X		X	Maldonado-Burkett Intelligent Transportation Systems, LLP, The City of Corpus Christi and its officers, officials,employees and elected representatives. Attn: Toni Perkins., 2205 Western Trails Blvd. Suite B, Austin TX 78745
X	X	X		Manhattan Beach, City of 1400 Highland Avenue Manhattan Beach, CA 90266
X	X	X		Mannik & Smith Group, Inc., Attn: Steve Bergman., 10200 Alliance Road Suite 135, Cincinnati OH 45242
		X		Maricopa Association of Governments Fiscal Services, and its directors, officers, agents, representatives, and employees and MAG's members, members' directors, officers, agents, representatives, and employees, Attn: Risk Management and Insurance 302 North First Avenue, Suite 200, Phoenix AZ 85003
X	X		X	Maricopa Association of Governments Fiscal Services, and its directors, officers, agents, representatives, and employees and MAG's members, members' directors, officers, agents, representatives, and employees, Attn: Risk Management and Insurance, 302 North First Avenue, Suite 200, Phoenix AZ 85003
X	X	X		Maricopa County Department of Transportation Contracts Branch - Attn: Bonnie Williams 2901 West Durango Street Phoenix, AZ 85009-6357
X	X	X		Maricopa County, Attn: Chief Procurement Officer, 301 W. Jefferson Street, Phoenix, AZ 85003
		X		Maricopa County, Attn: Louis Nicolosi, 160 S. 4th Avenue, Phoenix AZ 85003
X	X	X		Maricopa County, its agents, representatives, officers, directors, officials, and employees, Attn: Louis Nicolosi, 160 S. 4th Avenue, Phoenix, AZ 85003
X	X	X		Mark Thomas & Company, Pardee Homes, and their respective officers, directors, employees and representatives, and any other interested partiesAttn: Shelby Navarro, 2290 North First Street, Suite 304, San Jose CA 95131
X	X		X	Mark Thomas, Inc., and their respective officers, directors, employees and representatives, and any other interested parties, Attn: Shelby Navarro, 2833 Junction Avenue, Suite 110, San Jose CA 95134
X	X		X	Marlin Engineering, Inc.., Attn: Vanessa Jaimes, 1700 NW 66th Avenue, Suite 106, Plantation FL 33313
		X		Metric Engineering, Inc. and Broward County, Attn: Insurance Compliance, 525 Technology Park, Suite 153, Lake Mary, FL 32746
		X		Metric Engineering, Inc. and Florida Department of Transportation, Attn: Fabio Vassallo, 525 Technology Park, Suite 153, Lake Mary FL 32746
X	X		X	Metropolitan Transportation Commission (MTC), c/o EBIX BOP, PO Box 12010-1H, Hemet, CA 92548-8010
	X			Metropolitan Transportation Commission, 101 - 8th Street, Oakland, CA 94607-4700
X	X		X	Metropolitan Transportation Commission, c/o Wells Fargo Ins SVCS, Attn: Cert Store Team, PO Box 346 C, Grand Rapids, MI 49501-0346
X	X	X	X	Michael Baker International, Inc., the City of Irvine, and its employees, representatives, officers and agents, Attn: Lorissa Elliott, 5 Hutton Centre Drive, Suite 500, Santa Ana CA 92707
X	X		X	Michigan DTMB, 2nd Floor, 320 S. Walnut Street, Lansing, MI 48913
				Mission Viejo, City of, 200 Civic Center, Mission Viejo, CA 92691
X	X		X	Modesto, City of, Attn: Meagan M. Torres, 1010 10th St., Suite 5300, PO Box 642, Modesto, CA 95353

			X	Moffatt & Nichol, 3780 Kilroy Airport Way, Suite 750, Long Beach, CA 90806
X	X		X	Monterey, City of, its officers, officials, employees and volunteers. Attn: Megan Beckman., 580 Pacific Street, Monterey CA 93940
	X			Napa Valley Transportation Authority (NVTA), its officers, employees, agents and volunteers. Attn: Insurance Compliance., 625 Burnell Street, Napa CA 94559
X	X		X	NBC Universal Media, LLC, 10 Universal City, Bldg. 1280, Floor 8, Murrieta, CA 92562
X	X	X		Nebraska, State of Department of Records, Department of Roads Construction Office, PO Box 94759, Lincoln, NE 68509-4759
				Nebraska, State of, Department of Roads PO Box 94759 Lincoln NE 68509-4759
X	X		X	Nebraska, State of, Department of Transportation, City of Lincoln, NDOT Consultant Insurance, P.O. Box 94759, Lincoln NE 68509
X	X		X	Nebraska, State of, Department of Transportation, City of Omaha, NDOT Consultant Insurance, PO Box 94759, Lincoln NE 68509
X	X	X		Nesco, LLC Attn: Teresa Malott, 3112 E. State Road 124 Bluffton IN 46714
X	X		X	New Hampshire Dept. of Safety Div. of State Police, Attn: Cynthia Hagerty, 33 Hazen Drive, Concord, NH 03305
X	X	X		Newport Beach, City of, 3300 Newport Blvd., Newport Beach, CA 92663
X	X		X	Newport Beach, City of, its officers, officials, employees and volunteers 100 Civic Center Drive Newport Beach CA 92660
X	X		X	North Dakota Department of Transportation, 608 E. Blvd. Avenue, Bismarck, ND 58505-0700
X	X		X	North Dakota Dept. of Transportation - Maintenance. 608 E. Boulevard Avenue, Bismarck ND 58505-0700
X	X		X	North Texas Tollway Authority, Attn: Insurance Program Administrator 5900 West Plano Parkway, Suite 100 Plano TX 75093
		X		NV5 and The City of Placentia, Attn: Sherri Shegeft, 163 Technology Drive, Suite 100, Irvine CA 92618
X	X		X	Oakland, City of, Attn: Ms. Candice Shanks, Buyer, 150 Frank H. Ogawa Plaza, CA 94612
X	X	X		OC405 Partners, JV. 3100 West Lake Center Dr., Suite 200, Santa Ana CA 92704
X	X		X	OCC, LLC, 7401 Metro Blvd., Suite 165, Edina, MN 55439
X	X	X		Olsson, Inc., Attn: Jodi Johnson, 7301 W. 133rd Street, Suite 200, Overland Park KS 66213
X	X		X	Oltman's Construction Co., Vineyard Industrial I, LLC, SRG Archibald, LLC, Regis Contractors, Inc., Vineyard Acquisition, LLC, Commingled Pension Trust Fund, J.P. Morgan Chase Bank, N.A., Sares Regis Group Operating, Inc., (18802 Bardeen Ave. Irvine CA 92612). Attn: Insurance Compliance, 10005 Mission Mill, Road Whittier CA 90601
X	X		X	Omaha, City of Attention: Murthy Koti 1819 Franam Street, Suite 603 Omaha NE 68183
X	X	X		Omaha, city of, 1819 Franam Street, Suite 603, Omaha, NE 68183
X	X		X	Orange County Board of County Commissioners, Attn: Iris Mendoza, Procurement Division, 400 E. South Street, Orlando, FL 32801
X	X		X	Orange County Broad of County Commissioners, Procurement Division, 400 E. South St., Orlando, FL 32801
X	X	X		Orange County Transportation Authority CAMM Department (OCTA), 600 South Main Street, Orange, CA 92668
X	X		X	Orange County Transportation Authority, its officers, directors, employees and agents designated, Attn: Venita Anderson, 550 South Main Street, PO Box 14184, Orange, CA 92863-1584
X	X	X		Orange County Transportation Authority, its officers, directors, employees and agents, Attn: Venita Anderson, 550 South Main Street, PO Box 14184, Orange CA 92863-1584
X	X		X	Orange County Transportation Authority, its officers, directors, employees and agents. Attn: Donald Herrera, 550 South Main Street, P.O. Box 14184, Orange, Ca 92863-1584
			X	Orange County Transportation Authority, its officers, directors, employees and agents. Attn: Masih Bahadori 550 South Main Street, PO Box 14184, Orange CA 92863-1584
			X	Orange County Transportation Authority, its officers, directors, employees, and agents, Attn: Venita Anderson, 550 South Main Street, PO Box 14184, Orange CA 92863-1584
X	X		X	Orange, City of its officers, agents, and employees. Attn: Risk Manager., 300 E. Chapman Avenue, Orange CA 92826
X				Osceola County Board of Commissioners, c/o Director of Human Resources, 1 Courthouse Sq., Ste 4700, Kissammee, FL 34741
X	X		X	Oxnard, City of, 300 W. 3rd Street, Suite 302, Oxnard, CA 93030
X	X		X	Oxnard, City of, its City Council, officers, employees, agents and volunteers. Attn: Risk Manager. 300 W 3rd Street, Suite 302, Oxnard CA 93030
			X	Pacific Infrastructure 405, OC 405 Partners JV, OCTA, OCTA board members, Caltrans, the Local Agencies, and their respective successors and assigns and their respective board members, council members, officer, directors, agents, and employees. Attn: Cassidy Browning., 3780 Kilroy Airport Way, Suite 750, Long Beach CA 90806
X	X		X	PacRim and the City of Downey and their directors, officers, employees and agents, Attn: Corporate Risk Management, 1820 E. First St., Suite 110, Santa Ana CA 92705
			X	PacRim Engineering and the City of Los Angeles, Attn: Alex Jaimes, 1820 E. First Street, Suite 110, Santa Ana CA 92705
		X		PacRim Engineering, Inc. and City of Long Beach and its Board of Harbor Commissioners and their directors, officers, employees and agents, Attn: Silvia Jung, 1820 E. First St., Suite 110, Santa Ana, CA 92705
X	X		X	Palm Beach County Board of County, c/o Cert Focus, PO Box 140528, Kansas City, MO 64114
			X	Palmdale, City of, 38250 Sierra Highway, Palmdale, CA 93550
X	X		X	Parametrix and Spokane Regional Transportation Council (SRTC), Attn: Jean N. Johnson, 719 2nd Avenue, suite 200, Seattle WA 98104
X	X	X		Parametrix, the City of Liberty Lake, it's officers, Directors, and employees, Attn: KJ Hanley, 835 North Post, Suite 201, Spokane WA 99201
X	X		X	Parsons Attn: Diane Walker 110 West A Street, Suite 1050, San Diego CA 92101
			X	Parsons Brinckerhoff Michigan Inc. and their respective officers, directors, agents, and employees. Attn: Debra Feikema, 500 Griswold Street, Guardian Building, Suite 2900, Detroit, MI 48226
X	X	X		Parsons Brinckerhoff, Inc. 444 South Flower Street, Suite 800 Los Angeles CA 90071
				Parsons Transportation Group Inc. and their respective officers, directors, agents and employeesParsons Transportation Group Inc Attn: Randy Butler 1133 15th Street NW Washington DC 20005
	X	X		Parsons Transportation Group Inc., Attn: Certificate Tracking, 444 West 47th Street, Kansas City, MO 64112-1906
	X	X		Parsons Transportation Group Inc., Attn: Kim Strassner, 2201 Dupont Drive #200, Irvine, CA 92612
X	X	X		Parsons Transportation Group, and their respective officers, directors, agents and employees. Attn: Diane Walker, 110 West A Street, Suite 1050., San Diego CA 92101
X	X	X		Parsons Transportation Group, Inc. and Metropolitan Transportation Commission, 555 12th Street, Oakland CA 94607
X	X	X		Parsons Transportation Group, Inc. Attn: Sean Mulligan 2055 Sugarloaf Circle, Suite 500 Duluth GA 30097
X	X		X	Parsons Transportation Group, Inc., T Y Lin International, City of Temecula and their respective Officers, Directors, Agents,Employees, Volunteers, and Designated or authorized Representatives and Subsidiary Agencies Parsons Transportation Group, Inc. 3200 East Guasti Road, Suite 200 Ontario CA 91764
X	X		X	Parsons, Attn: Patricia Viccaro, 283-299 Market Street, Two Gateway Center, Suite 2701, Newark NJ 07102
	X	X		Pasadena, City of its City Council, officers, officials, agents, employees, and volunteers Attn: Nvart Stepanian 221 E. Walnut Street, Suite 210 Pasadena CA 91101

	X	X		Pasadena, City of, 100 north Garfield Avenue, PO Box 7115, Pasadena, CA 91109-7215
X	X	X		Paul G. Smith Associate LLC, c/o PJ Morgan Real Estate, 7801 Wakeley Plaza, Omaha NE 68114
X	X		X	Pfeiffer & Son, Ltd, 116 N. 16th Street, La Porte, TX 77571
			X	Port Street Partners, LLC., lee & Associates - Industry, 13181 Crossroads Pkwy N. Suite 300, City of Industry, CA, 91746
X	X	X		Project Design Consultants, 701 B Street, Suite 800, San Diego, CA 92101
X	X			Psomas, 3 Hutton Centre Drive, Suite 200, Santa Ana, CA 92707
X	X		X	Psomas, Inc., Attn: Corporate Risk Manager, 555 South Flower Street, Suite 400, Los Angeles, CA 90071
X	X	X		Pulice – FNF – Flatiron Joint Venture, Contractor, State of Arizona, Arizona State Transportation Board, General Engineering Consultant, Pulice Construction, Inc., FNF Construction, Inc., Flatiron Constructors, Inc., and their respective authorized representatives, shareholders, officeholders, directors, officers, agents, consultants, employees, affiliates, successors, assigns and Contractor's, Pulice Construction, Inc.'s, FNF Construction, Inc.'s, and Flatiron Constructors, Inc.'s parents and affiliates (to the extent applicable), and any other entity or person as required in the DB Contract 8660 E. Hartford Dr., Suite 305, Scottsdale, AZ 85255
		X		R.L. Grinnell Corporation, 1218 Nicholas Street, Omaha, NE 68102
X	X		X	Raimi & Associates, Inc. and the City of Ojai, its officers, employees, agents and volunteers, Attn: Sharyce Munson, 1900 Addison Street, Suite 200, Berkeley CA 94704
X	X		X	Raimi & Associates, Inc. Attn: Matt Raimi, 2000 Hearst Avenue, Suite 400, Berkeley CA 94709
X	X	X		Raimi and Associates, its officers, officials and employees, Attn: Insurance Compliance, 1900 Addison Street, Suite 200, Berkeley CA 94704
X	X	X		Rancho Palos Verdes, City of, 30940 Hawthorne Blvd., Rancho Palos Verdes, CA 90275
X	X		X	Redflex Traffic Systems, Inc. Attn: Jean Woltjer, Insurance Coordinator, 5651 W. Talavi Blvd, Suite 200, Glendale CA 85306
X	X	X		Reflex Corporate Commercial Insurance Coordinator, Attn: Jean Connell, Reflex Traffic Systems, Inc. 5651 West Talavi Blvd., Suite 200, Glendale, AZ 85306
X	X	X		Rincon Consultants, Inc. and Southern California Association of Governments (SCAG), Attn: Hannah Mize, 180 N. Ashwood Avenue, Ventura CA 93003
X	X		X	Rincon Consultants, Inc. and The City of Burbank, its officers, officials, employees, agents, are volunteers, Attn: Insurance Compliance, 250 East First Street, Suite 1400, Los Angeles, CA 90012
X	X		X	Rincon Consultants, Inc., The City of Laguna Beach, its elected officials, officers, employees, volunteers, boards, agents and representatives, Attn: Hannah Mize, 180 N. Ashwood Avenue, Ventura CA 93003
			X	Riverside County Transportation Commission, 4060 Lemon Street, 3rd Floor, Riverside, CA 92501
X	X		X	RS&H, Inc. the Florida Department of Transportation Attn: Laura Self, 10748 Deerwood Park Blvd South Jacksonville FL 32256
		X		RS&H, Inc., Attn: Kim Flynn, 301 East Pine Street, Suite 350, Orlando FL 32801
X	X		X	Sacramento, City of, c/o EBIX RCS, PO Box 257, Ref # 106-Z362468, 915 I St., Room 2000, Sacramento, CA 95814
X	X		X	Saint Paul, City of - and Ramsey, County of, 15 West Kellogg Blvd., Saint Paul, MN 55102-1674
X	X		X	San Bernardino Associated Governments San Bernardino County Transportation Authority, City of Chino, City of Chino Hills, City of Colton, City of Fontana, City of Grand Terrace, City of Highland, City of Loma Linda, City of Montclair, City of Ontario, City of Rancho Cucamonga, City of Redlands, City of Rialto, City of San Bernardino, County of San Bernardino, City of Upland, City of Yucaipa and their officers, directors, members, employees, agents and volunteers. San Bernardino County Transportation Authority Attn: Jeffery Hill., 1170 W. 3rd Street, 2nd Floor San Bernardino CA 92410-1715
			X	San Bernardino Associated Governments, 1170 W. 3rd Street, 2nd Floor, San Bernardino, CA 92410-1715
X	X	X		San Diego Association of Governments (SANDAG), c/o myCOI., 1075 Broad Ripple Avenue, Suite 313, Indianapolis, IN 46220
			X	San Francisco County Transportation Authority, Cynthia Fong, Deputy Director for Finance and Admin. 1455 Market Street, 22nd Floor, San Francisco, CA 94103
X	X		X	San Jose, City of - the Finance Department, its officials, employees, and agents. Attn: Risk & Insurance., 200 East Santa Clara St., 14th Floor, San Jose, CA 95113-1905
X	X	X		San Luis Obispo, County of, Department of General Services, 1087 Santa Rosa Street, San Luis Obispo, CA 93408
X	X	X		San Marcos, City of, Public Works, 201 Mata Way, San Marcos, CA 92069-2918
X	X	X		San Marcos, TX City of Ning Zou, P.E. Transportation Engineering Manager 630 East Hopkins San Marcos TX 78666
			X	San Ramon, City of, its officers, officials, employees, agents and volunteers.,2401 Crow Canyon Road, San Ramon,CA 94583
X	X	X		Santa Clara Valley Transportation Authority, PO Box 257, ref#84-Z34777, Portland, CA 91355
X	X		X	Santa Clara, City of, its City Council, commissions, officers, employees, agents and volunteers, Attn: Ferdinand Pastrama, 1500 Warburton Avenue, Santa Clara CA 95050
X	X		X	Santa Clara, City of, its City Council, commissions, officers, employees, volunteers and agents City of Santa Clara Public Works Department Attn: EBIX Inc. P.O. Box 100085-S2 Duluth GA 30096
X	X	X		Santa Clarita, City of, 23920 Valencia Boulevard, Suite 300, Santa Clarita, CA 91355-2196
X	X		X	Santa Monica, City of, 1685 Main Street, Santa Monica, CA 90401
X	X	X		Santa Rosa, City of, its officers, agents, employees and volunteers Santa Rosa, City of 69 Stony Circle Santa Rosa CA 95401
X	X		X	Santee, City of, 10601 Magnolia Avenue, Santee, CA 92071-1266
X	X		X	SBCAG, its officers, officials, employees, agents, and volunteers, Attn: Insurance Compliance, 260 North San Antonio Road, Suite B, Santa Barbara CA 93110
X	X	X		Science Applications International Corporation, 14688 Lee Road, Chantilly, VA 20151
X	X		X	Serco, Inc., Attn: Charles Tellis, Subcontracts Administration, 1818 Library Street, Suite 100, Reston, VA 20190
X	X			Skyline Network Engineering, LLC, Attn: Jason Ross, Vice President, 508-C McCormick Drive, Glen Burnie, MD 21061
X	X		X	Sorensen Companies, Inc., 918 South 2000 West, Syracuse, UT 84075
X	X		X	South Bay Transportation Associates (SBTA), c/o SVTA, 3331 North First Street, Building A, San Jose, CA 95134
X	X		X	Southern California Association od Government (SCAG), 818 W. 7th Street, 12th, Los Angeles, CA 9001703436
X	X		X	Southern California Association of Governments, its subsidiaries, officials and employees, Attn: Marisa Blancarte, 900 Wilshire Blvd, Suite 1700, Los Angeles CA 90017
		X		Spy Pond Partners, 1165R Massachusetts Ave., Suite 101, Arlington, MA 02478
X	X		X	State of Nebraska, Dept. of Roads, City of Lincoln (Local Project Authority) and Speece-Lewis Engineers, Inc. Nebraska Department of Roads - Construction Division Attn: Insurance Section., 1500 Highway 2, P.O. Box 94759, Lincoln NE 68509-4854
X	X		X	State of Nevada, its officers, employees and immune contractors as defined in NRS 41.0307, Department of Public Safety Highway Patrol Division Attn: Lt. Roy Baughman., 555 Wright Way Carson City NV 89711
X	X	X		State of Nevada, its officers, employees and immune contractors as defined in NRS 41.0307, Department of Motor Vehicles, Attn: Debbie Martinez., 555 Wright Way, Carson City, NV 89711
X	X		X	State of Texas, DIR and CISCO, Attn: Manager, Contract and Vendor Management Dept of Information Resources, 300 W 15th Str, Ste 1300, Austin, Texas, 78701
	X	X		Stevens Technical Services, Inc. and Texas Department of Transportation, Attn: Meghan Calloway, 14531 FM 529, Suite 160, Houston TX 77095
X	X		X	STV, Incorporated, 560 14th Street, Oakland, CA 94612

X	X		X	Sugar Land, City of, PO Box 110, Sugar Land, TX 77487-0110
			X	Surprise, City of Attn: Yvonne Perez, CPP 1600 North Civic Center Plaza Surprise AZ 85374
X	X		X	T. Y. Lin International, Myers/Rados Joint Venture (Client), Riverside County Transportation Commission (Owner) and their divisions, officers and employees, Attn: Insurance Compliance, 20 Pacifica, Suite 350, Irvine CA 92618
X	X	X		T.Y. Lin International and Contra Costa Transportation Authority, its officials, officers, employees, agents and authority, Attn: Tiffany Packouz, 1111 Broadway, Suite 2150, Oakland CA 94607
X	X	X		T.Y. Lin International, the City of Riverside, its officers, employees, and agents, Attn: Insurance Compliance, 404 Camino del Rio South, Suite 700, San Diego.CA 92108
X	X	X		T.Y. Lin, Metropolitan Transportation Commission (MTC), Alameda County Transit (AC Transit), Alameda County Transportation Commission (ACTC), California Department of Transportation (Caltrans), City of Emeryville, Client and their respective affiliates, subsidiaries, officers, directors, employees, agents, and consultants, Attn: Sam Chui, 1111 Broadway, Suite 2150, Oakland, CA 94607
X	X	X		Temple, TX. City of, 3210 East Avenue H, Bldg. C, Temple, TX 76501
X	X	X		The Arroyo Group and the City of Compton, Attn: Jean Wong Burns, 40 E. Colorado Blvd., Suite B, Pasadena CA 91105
	X		X	The Arroyo Group, 16 N. Marengo Avenue, Suite 405, Pasadena, CA 92546-8010
			X	The City of Buena Park, its elected officials, officers, attorneys, agents, employees, and independent contractors, Attn: Nader Alqam, E.I.T., 6650 Beach Blvd, Buena Park CA 90621
			X	The City of Buena Park, its elected officials, officers, attorneys, agents, employees, and independent contractors. Attn: Annie Singhal, 6650 Beach Blvd, Buena Park CA 90621
X	X		X	The City of Covina, its directors, officials, officers, employees, agents, and volunteers. Public Works Dept. - Kristen Weger., 125 East College Street, Covina CA 91723-2199
X	X		X	The City of Elk Grove, its officials, employees, agents and volunteers, P.O. Box 20270, Long Beach CA 90801
X	X	X		The City of Elk Grove, its officials, employees, agents, and authorized volunteers, Attn: Ryan Chapman, 8401 Laguna Palms Way, Elk Grove CA 95758
X	X		X	The City of Glendale, and its officers, agents, employees, and representatives, Attn: Pastor E. Casanova, 633 E. Broadway, Room 205, Glendale CA 91206
			X	The City of Glendale, its officers, agents and employees. Risk Management, Attn: Veronika Padron., 613 E. Broadway #100, Glendale CA 91206
			X	The City of Irving, including its officers, officials, employees, Boards and Commissions, and volunteers, 835 W. Irving Blvd, Irving TX 75060
			X	The City of Laguna Niguel and its elected and appointed officials, officers, employees, agents, servants, designated volunteers and those City agents serving as independent contractors in the role of City officials (collectively "City Indemnitees"), Attn: Aaron Spradlin, 30111 Crown Valley Parkway, Laguna Niguel CA 92677
			X	The City of Laguna Niguel and its elected and appointed officials, officers, employees, agents, servants, designated volunteers and those City agents serving as independent contractors in the role of City officials (collectively "City Indemnitees"), Attn: Aaron Spradlin, 30111 Crown Valley Parkway,, Laguna Niguel, CA 92677
X	X		X	The City of Long Beach, Port of Information Management Division, the Board of Harbor Commissioners, individually & collectively, and their officers, & employees ("City"), 925 Harbor Plaza, Long Beach CA 90801
X	X	X		The City of Modesto, its agents, officers, employees, and volunteers, PO Box 642, Modesto CA 95353
			X	The City of Modesto, its agents, officers, employees, and volunteers. Attn: Anne Quinonez, PO Box 642, Modesto CA 95353
X	X	X		The City of Orange City, its officers, agents, and employees. Attn: Kathy Nguyen, 300 E. Chapman Avenue, Orange CA 92866-1591
			X	The City of Oxnard City, its Council, officers, employees, agents and volunteers., Insurance Compliance, PO Box 100085 - OX, Duluth GA 30096
	X			The City of Phoenix, its agents, representatives, employees, Attn: Jennifer Rockwell, 251 W. Washington Street 8th Floor, Phoenix, AZ 85003
X	X		X	The City of San Jose, its officials, employees, and agents, Attn: Finance Department Risk & Insurance, 200 East Santa Clara St., 14th Floor, San Jose, CA 95113-1905
X	X	X		The City of San Mateo, its elected and appointed officials, employees, and agents, Attn: Bethany Lopez, P.E. 330 W 20th Avenue San Mateo CA 94403
			X	The City of Simi Valley, its Boards, Officers, Agents, and Employees, Attn: Justin Link, 2929 Tapo Canyon Road, Simi Valley CA 93063-2199
X	X		X	The City of Upland, its officers, officials, employees and volunteers, Attn: Bob Critchfield, PE, 1370 N. Benson Avenue, Upland CA 91786
			X	The City of Walnut Creek, its officers, officials, employees, agents and volunteers, Attn: Smadar Boardman, 1666 North Main Street, Walnut Creek CA 94596
X	X	X		The City, its officials, officers, employees, agents, and volunteers, Yorba Linda, City of 4845 Casa Loma Avenue Yorba Linda CA 92886
X	X	X		The New Jersey Turnpike Authority and its members, commissioners, officers, agents, employees, guests, consultants and volunteers. Attn: Angela McNally, One Turnpike Plaza , Woodbridge NJ 07095
X	X	X		The Orange County Transportation Authority, its officers, directors, employees and agents, P.O. Box 20270, Long Beach CA 90801
X	X	X		The Orange County Transportation Authority, its officers, directors, employees and agents, P.O. Box 20270, Long Beach CA 90801
X	X	X		The Orange County Transportation Authority, its officers, directors, employees and agents, P.O. Box 20270, Long Beach CA 90801
X	X	X		The Orange County Transportation Authority, its officers, directors, employees and agents, P.O. Box 20270, Long Beach CA 90801
X	X	X		The Realty Associates Fund X LP and Davis Partners, LLC, 201 E. Sandpointe, Suite 470, Santa Ana, CA 92707
X	X	X		The Realty Associates Fund X LP, c/o Riverrock REG - Insurance Compliance, PO Box 12010-RI, Hemet, CA 92546-8010
X	X		x	The Realty Associates Fund X, LP and Davis Partners, LLC, 201 E. Sandpointe, Suite 470, Santa Ana, CA 92707
			x	The RMR Group, LLC, B&G Vista Ridge, LP, 800 W. 34th Street, Suite 220, Austin, TX 78705-1102
			x	The State of Arizona, its departments, agencies, boards, commissions, universities and it's officers, officials, agents and employees, Arizona DOT Procurement Group Attn: Amir Sakhi 1739 W. Jackson Street, Suite A Phoenix AZ 85007-3276
X	X	X		The State of Arizona, its departments, agencies, boards, commissions, universities and it's officers, officials, agents and employees, Attn: Ryan Lilner, 1739 W. Jackson Street, MD 100P, Phoenix AZ 85007-3276
X	X			Thomas Investments Limited Partnership 413 West Idaho, Suite 200 Boise ID 83702
			x	Thousand Oaks, City of, its officials, employees and volunteers. Thousand Oaks, City of Public Works Department, 2100 E. Thousand Oaks Blvd, Thousand Oaks, CA 91362
X	X		x	Transportation Corridor Agencies, Attn: Insurance Compliance, 125 Pacifica, Suite 100, Irvine, CA 92618-3304
			x	Transtech Engineers Attn: Ali Cayir 13367 Benson Ave Chino CA 91710
X	X		x	TRC Solutions, Inc and LACMTA and each of their respective parent companies, affiliates, subsidiaries, successors, assigns, officers, directors, officials, agents, representatives and employees, individually and collectively.Attn: Grant Ratkovic, 17911 Von Karman Avenue, Suite 400, Irvine CA 92614
X	X	X		Tri Tech Engineering, Inc, Novak Construction Company, 55/30 Acquisition, LLC, Manhard Consulting, Baxter & Woodman Consulting Engineers, Gary R. Weber Associates Inc, Costco Wholesale, Attn: Elizabeth L Zupancic, President, 1320 Enterprise Drive, Romeoville, IL 60446
X	X		X	Tri Tech Engineering, Inc., 55/30 Acquisition, LLC and Novak Construction Company, Manhard Consulting, Baxter & Woodman Consulting Engineers, Gary R. Weber Associates Inc., Costco Wholesale Attn: Adam Copot, General Foreman, 1320 Enterprise Drive, Romeoville IL 60446
X	X		X	Tulare County Association of Governments, The County of Tulare and their respective officers, agents, officials, employees, and volunteers. Attn: Mark Hays, Senior Regional Planner. 210 N. Church, Suite B, Visalia Ca 93291
X	X		X	Turner Engineering Corporation (TENCO), Los Angeles County, Metropolitan Transportation Authority (LACMTA), its subsidiaries, officials, and employees. Attn: David Turner, 2006 Glyndon Avenue, Venice CA 90291
X	X	X		TY Lin International, Napa Valley Transportation Authority, its officers, employees, agents, and volunteers. Attn: Tiffany Packouz, 1111 Broadway, Suite 2150, Oakland CA 94607

	X	X		TY Lin International, the City of Cathedral City, its elected or appointed officers, officials, employees, agents, and volunteers. Attn: Alysia Klein, 404 Camino del Rio South, Suite 700, San Diego CA 92108
X	X	X		Tyler, City of, P.O. Box 2039, Tyler, TX 75710-2039
X	X	X		University of Kentucky, 322 Peterson Service Building, Lexington, KY 40508-0005
			X	Ventura County Transportation Commission (VCTC), its officers, officials, employees, and volunteers Ventura County Transportation Commission (VCTC) Attn: Thao Le 950 County Square Drive, Suite 207 Ventura CA 93003
	X			Vernon, City of, Attn: Risk Management 4305 Santa Fe Avenue Vernon CA 90058
		X		Village of Schaumburg, including its Board members and elected and appointed officials, its officers, and employees, Attn: Clifton V. Ganel, P.E., 101 Schaumburg Court, Schaumburg IL 60193-1899
X	X		X	VRPA Technologies INC., the Commission, its directors, officials, officers, employees and agents., 4630 W. Jennifer, Suite 105, Fresno CA 93722
X	X	X		Waco, City of, TX Attn: Kristofor Norberg, P.E. PO Box 2570 Waco TX 76702
X	X		X	Walker Parking Consultants, 606 S. Olive St., Suite 1100, Los Angeles, CA 90014
X	X		X	Walker Partners, LLC and City of Harker Heights, Attn: Insurance Compliance, 2100 Trimmier Road, Suite 211, Killeen TX 76541
X	X	X		Wal-Mart Stores, Inc., Its Subsidiaries and Its Affiliates, 2001 SE 10th Street, Bentoville, AR 72716-0550
X	X		X	Warmington Properties, Inc., 3090 Pullman St., Costa Mesa, CA 92625
X	X		X	Washington State Department of Transportation, Attn: Administrative Contracts Office, 7345 Linderson Way SW, Wing 1022, Tumwater WA 98501-04
		X		Westminster, City of, 8200 Westminster Blvd., Westminster, CA 92683
	X	X		Winter Park, Florida, City of, 401 South Park Avenue, Winter Park, FL 32789
	X			WKE, Inc, 400 North Tustin, Avenue Suite 275, Santa Ana, CA 92705
X	X	X		WSP USA Inc. and Ventura County Transportation Commission and their respective officers, directors, agents, volunteers, and employees. Attn: Melissa Brady, 444 South Flower Street, Suite 800, Los Angeles CA 90071
X	X		X	Yorba Linda, City of, P.O. Box 87014, Yorba Linda, CA 92866

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

EXTENDED COVERAGE ENDORSEMENT – BA PLUS

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM

I. LIABILTY COVERAGE

A. Who Is An Insured

The following is added to **Section II, Paragraph A.1., Who Is An Insured:**

1. **a.** Any incorporated entity of which the Named Insured owns a majority of the voting stock on the date of inception of this Coverage Form; **provided that,**

   b. The insurance afforded by this provision **A.1.** does not apply to any such entity that is an "insured" under any other liability "policy" providing "auto" coverage.

2. Any organization you newly acquire or form, other than a limited liability company, partnership or joint venture, and over which you maintain majority ownership interest.

   The insurance afforded by this provision **A.2.:**

   a. Is effective on the acquisition or formation date, and is afforded only until the end of the policy period of this Coverage Form, or the next anniversary of its inception date, whichever is earlier.

   b. Does not apply to:

   (1) "Bodily injury" or "property damage" caused by an "accident" that occurred before you acquired or formed the organization; or

   (2) Any such organization that is an "insured" under any other liability "policy" providing "auto" coverage.

3. Any person or organization that you are obligated to provide Insurance where required by a written contract or agreement is an insured, but only with respect to legal responsibility for acts or omissions of a person for whom Liability Coverage is afforded under this policy.

4. An "employee" of yours is an "insured" while operating an "auto" hired or rented under a contract or agreement in that "employee's" name, with your permission, while performing duties related to the conduct of your business.

"Policy," as used in this provision **A. Who Is An Insured;** includes those policies that were in force on the inception date of this Coverage Form but:

1. Which are no longer in force; or
2. Whose limits have been exhausted.

B. Bail Bonds and Loss of Earnings

Section II, Paragraphs A.2.a.(2) and A.2.a.(4) are revised as follows:

1. In **a.(2),** the limit for the cost of bail bonds is increased from $2,000 to $5,000, and
2. In **a.(4),** the limit for the loss of earnings is increased from $250 to $500 a day.

C. Fellow Employee

Section II, Paragraph B.5 does not apply.

Such coverage as is afforded by this provision C. is excess over any other collectible insurance.

II. PHYSICAL DAMAGE COVERAGE

A. Towing

Section III. Paragraph A.2., is revised to include Light Trucks up to 10,000 pounds G.V.W.

B. Glass Breakage – Hitting A Bird Or Animal – Falling Objects Or Missiles

The following is added to **Section III, Paragraph A.3.:**

With respect to any covered "auto," any deductible shown in the Declarations will not apply to glass breakage if such glass is repaired, in a manner acceptable to us, rather than replaced.

C. Transportation Expenses

Section III, Paragraph A.4.a. is revised, with respect to transportation expense incurred by you, to provide:

a. $60 per day, in lieu of $20; subject to

b. $1,800 maximum, in lieu of $600.

D. Loss of Use Expenses

Section III, Paragraph A.4.b. is revised, with respect to loss of use expenses incurred by you, to provide:

a. $1,000 maximum, in lieu of $600.

E. Personal Property

The following is added to **Section III, Paragraph A.4.**

c. We will pay up to $500 for loss to **Personal Property** which is:

(1) Owned by an "insured"; and

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4. **Loss Payment – Physical Damage Coverages**

At our option, we may:

a. Pay for, repair or replace damaged or stolen property;

b. Return the stolen property, at our expense. We will pay for any damage that results to the "auto" from the theft; or

c. Take all or any part of the damaged or stolen property at an agreed or appraised value.

If we pay for the "loss", our payment will include the applicable sales tax for the damaged or stolen property.

5. **Transfer Of Rights Of Recovery Against Others To Us**

If any person or organization to or for whom we make payment under this Coverage Form has rights to recover damages from another, those rights are transferred to us. That person or organization must do everything necessary to secure our rights and must do nothing after "accident" or "loss" to impair them.

B. General Conditions

1. **Bankruptcy**

Bankruptcy or insolvency of the "insured" or the "insured's" estate will not relieve us of any obligations under this Coverage Form.

2. **Concealment, Misrepresentation Or Fraud**

This Coverage Form is void in any case of fraud by you at any time as it relates to this Coverage Form. It is also void if you or any other "insured", at any time, intentionally conceals or misrepresents a material fact concerning:

a. This Coverage Form;

b. The covered "auto";

c. Your interest in the covered "auto"; or

d. A claim under this Coverage Form.

3. **Liberalization**

If we revise this Coverage Form to provide more coverage without additional premium charge, your policy will automatically provide the additional coverage as of the day the revision is effective in your state.

4. **No Benefit To Bailee – Physical Damage Coverages**

We will not recognize any assignment or grant any coverage for the benefit of any person or organization holding, storing or transporting property for a fee regardless of any other provision of this Coverage Form.

5. **Other Insurance**

a. For any covered "auto" you own, this Coverage Form provides primary insurance. For any covered "auto" you don't own, the insurance provided by this Coverage Form is excess over any other collectible insurance. However, while a covered "auto" which is a "trailer" is connected to another vehicle, the Covered Autos Liability Coverage this Coverage Form provides for the "trailer" is:

(1) Excess while it is connected to a motor vehicle you do not own; or

(2) Primary while it is connected to a covered "auto" you own.

b. For Hired Auto Physical Damage Coverage, any covered "auto" you lease, hire, rent or borrow is deemed to be a covered "auto" you own. However, any "auto" that is leased, hired, rented or borrowed with a driver is not a covered "auto."

c. Regardless of the provisions of Paragraph **a.** above, this Coverage Form's Covered Autos Liability Coverage is primary for any liability assumed under an "insured contract."

d. When this Coverage Form and any other Coverage Form or policy covers on the same basis, either excess or primary, we will pay only our share. Our share is the proportion that the Limit of Insurance of our Coverage Form bears to the total of the limits of all the Coverage Forms and policies covering on the same basis.

6. **Premium Audit**

a. The estimated premium for this Coverage Form is based on the exposures you told us you would have when this policy began. We will compute the final premium due when we determine your actual exposures. The estimated total premium will be credited against the final premium due and the first Named Insured will be billed for the balance, if any. The due date for the final premium or retrospective premium is the date shown as the due date on the bill. If the estimated total premium exceeds the final premium due, the first Named Insured will get a refund.

b. If this policy is issued for more than one year, the premium for this Coverage Form will be computed annually based on our rates or premiums in effect at the beginning of each year of the policy.

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Workers Compensation And Employers Liability Insurance
Policy Endorsement

WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT

We have the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule. This agreement applies only to the extent that you perform work under a written contract that requires you to obtain this agreement from us.

This agreement shall not operate directly or indirectly to benefit anyone not named in the Schedule.

Any person or organization for which the employer has agreed by written contract, executed prior to loss, may execute a waiver of subrogation. However, for purposes of work performed by the employer in Missouri, this waiver of subrogation does not apply to any construction group of classifications as designated by the waiver of right to recover from others (subrogation) rule in our manual.

Schedule

Any Person or Organization on whose behalf you are required to obtain this waiver of our right to recover from under a written contract or agreement.

The premium charge for the endorsement is reflected in the Schedule of Operations.

All other terms and conditions of the policy remain unchanged.

This endorsement, which forms a part of and is for attachment to the policy issued by the designated Insurers, takes effect on the Policy Effective Date of said policy at the hour stated in said policy, unless another effective date (the Endorsement Effective Date) is shown below, and expires concurrently with said policy unless another expiration date is shown below.

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1. ADDITIONAL INSUREDS

a. **WHO IS AN INSURED** is amended to include as an **Insured** any person or organization described in paragraphs **A.** through **K.** below whom a **Named Insured** is required to add as an additional insured on this **Coverage Part** under a written contract or written agreement, provided such contract or agreement:

(1) is currently in effect or becomes effective during the term of this **Coverage Part**; and

(2) was executed prior to:

(a) the **bodily injury** or **property damage**; or

(b) the offense that caused the **personal and advertising injury**,

for which such additional insured seeks coverage.

b. However, subject always to the terms and conditions of this policy, including the limits of insurance, the Insurer will not provide such additional insured with:

(1) a higher limit of insurance than required by such contract or agreement; or

(2) coverage broader than required by such contract or agreement, and in no event broader than that described by the applicable paragraph **A.** through **K.** below.

Any coverage granted by this endorsement shall apply only to the extent permissible by law.

A. Controlling Interest

Any person or organization with a controlling interest in a **Named Insured**, but only with respect to such person or organization's liability for **bodily injury**, **property damage** or **personal and advertising injury** arising out of:

1. such person or organization's financial control of a **Named Insured**; or
2. premises such person or organization owns, maintains or controls while a **Named Insured** leases or occupies such premises;

provided that the coverage granted by this paragraph does not apply to structural alterations, new construction or demolition operations performed by, on behalf of, or for such additional insured.

B. Co-owner of Insured Premises

A co-owner of a premises co-owned by a **Named Insured** and covered under this insurance but only with respect to such co-owner's liability for **bodily injury**, **property damage** or **personal and advertising injury** as co-owner of such premises.

C. Grantor of Franchise

Any person or organization that has granted a franchise to a **Named Insured**, but only with respect to such person or organization's liability for **bodily injury**, **property damage** or **personal and advertising injury** as grantor of a franchise to the **Named Insured**.

D. Lessor of Equipment

Any person or organization from whom a **Named Insured** leases equipment, but only with respect to liability for **bodily injury**, **property damage** or **personal and advertising injury** caused, in whole or in part, by the **Named Insured's** maintenance, operation or use of such equipment, provided that the **occurrence** giving rise to such **bodily injury**, **property damage** or the offense giving rise to such **personal and advertising injury** takes place prior to the termination of such lease.

E. Lessor of Land

Any person or organization from whom a **Named Insured** leases land but only with respect to liability for **bodily injury**, **property damage** or **personal and advertising injury** arising out of the ownership,

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maintenance or use of such land, provided that the **occurrence** giving rise to such **bodily injury**, **property damage** or the offense giving rise to such **personal and advertising injury** takes place prior to the termination of such lease. The coverage granted by this paragraph does not apply to structural alterations, new construction or demolition operations performed by, on behalf of, or for such additional insured.

F. Lessor of Premises

An owner or lessor of premises leased to the **Named Insured**, or such owner or lessor's real estate manager, but only with respect to liability for **bodily injury**, **property damage** or **personal and advertising injury** arising out of the ownership, maintenance or use of such part of the premises leased to the **Named Insured**, and provided that the **occurrence** giving rise to such **bodily injury** or **property damage**, or the offense giving rise to such **personal and advertising injury**, takes place prior to the termination of such lease. The coverage granted by this paragraph does not apply to structural alterations, new construction or demolition operations performed by, on behalf of, or for such additional insured.

G. Mortgagee, Assignee or Receiver

A mortgagee, assignee or receiver of premises but only with respect to such mortgagee, assignee or receiver's liability for **bodily injury**, **property damage** or **personal and advertising injury** arising out of the **Named Insured's** ownership, maintenance, or use of a premises by a **Named Insured**.

The coverage granted by this paragraph does not apply to structural alterations, new construction or demolition operations performed by, on behalf of, or for such additional insured.

H. State or Governmental Agency or Subdivision or Political Subdivisions – Permits

A state or governmental agency or subdivision or political subdivision that has issued a permit or authorization but only with respect to such state or governmental agency or subdivision or political subdivision's liability for **bodily injury**, **property damage** or **personal and advertising injury** arising out of:

1. the following hazards in connection with premises a **Named Insured** owns, rents, or controls and to which this insurance applies:
   a. the existence, maintenance, repair, construction, erection, or removal of advertising signs, awnings, canopies, cellar entrances, coal holes, driveways, manholes, marquees, hoistaway openings, sidewalk vaults, street banners, or decorations and similar exposures; or
   b. the construction, erection, or removal of elevators; or
   c. the ownership, maintenance or use of any elevators covered by this insurance; or
2. the permitted or authorized operations performed by a **Named Insured** or on a **Named Insured's** behalf.

   The coverage granted by this paragraph does not apply to:
   a. **Bodily injury**, **property damage** or **personal and advertising injury** arising out of operations performed for the state or governmental agency or subdivision or political subdivision; or
   b. **Bodily injury** or **property damage** included within the **products-completed operations hazard**.

With respect to this provision's requirement that additional insured status must be requested under a written contract or agreement, the Insurer will treat as a written contract any governmental permit that requires the **Named Insured** to add the governmental entity as an additional insured.

I. Trade Show Event Lessor

1. With respect to a **Named Insured's** participation in a trade show event as an exhibitor, presenter or displayer, any person or organization whom the **Named Insured** is required to include as an additional insured, but only with respect to such person or organization's liability for **bodily injury**, **property damage** or **personal and advertising injury** caused by:

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a. the **Named Insured's** acts or omissions; or

b. the acts or omissions of those acting on the **Named Insured's** behalf,

in the performance of the **Named Insured's** ongoing operations at the trade show event premises during the trade show event.

2. The coverage granted by this paragraph does not apply to **bodily injury** or **property damage** included within the **products-completed operations hazard**.

J. **Vendor**

Any person or organization but only with respect to such person or organization's liability for **bodily injury** or **property damage** arising out of **your products** which are distributed or sold in the regular course of such person or organization's business, provided that:

1. The coverage granted by this paragraph does not apply to:

a. **bodily injury** or **property damage** for which such person or organization is obligated to pay **damages** by reason of the assumption of liability in a contract or agreement unless such liability exists in the absence of the contract or agreement;

b. any express warranty unauthorized by the **Named Insured**;

c. any physical or chemical change in any product made intentionally by such person or organization;

d. repackaging, except when unpacked solely for the purpose of inspection, demonstration, testing, or the substitution of parts under instructions from the manufacturer, and then repackaged in the original container;

e. any failure to make any inspections, adjustments, tests or servicing that such person or organization has agreed to make or normally undertakes to make in the usual course of business, in connection with the distribution or sale of the products;

f. demonstration, installation, servicing or repair operations, except such operations performed at such person or organization's premises in connection with the sale of a product;

g. products which, after distribution or sale by the **Named Insured**, have been labeled or relabeled or used as a container, part or ingredient of any other thing or substance by or for such person or organization; or

h. **bodily injury** or **property damage** arising out of the sole negligence of such person or organization for its own acts or omissions or those of its employees or anyone else acting on its behalf. However, this exclusion does not apply to:

(1) the exceptions contained in Subparagraphs **d.** or **f.** above; or

(2) such inspections, adjustments, tests or servicing as such person or organization has agreed with the **Named Insured** to make or normally undertakes to make in the usual course of business, in connection with the distribution or sale of the products.

2. This Paragraph **J.** does not apply to any insured person or organization, from whom the **Named Insured** has acquired such products, nor to any ingredient, part or container, entering into, accompanying or containing such products.

3. This Paragraph **J.** also does not apply:

a. to any vendor specifically scheduled as an additional insured by endorsement to this **Coverage Part**;

b. to any of **your products** for which coverage is excluded by endorsement to this **Coverage Part**; nor

c. if **bodily injury** or **property damage** included within the **products-completed operations hazard** is excluded by endorsement to this **Coverage Part**.

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K. Other Person Or Organization / Your Work

Any person or organization who is not an additional insured under Paragraphs **A.** through **J.** above. Such additional insured is an **Insured** solely for **bodily injury**, **property damage** or **personal and advertising injury** for which such additional insured is liable because of the **Named Insured's** acts or omissions.

The coverage granted by this paragraph does not apply to any person or organization:

1. who is specifically scheduled as an additional insured on another endorsement to this **Coverage Part**; nor
2. for **bodily injury** or **property damage** included within the **products-completed operations hazard** except to the extent all of the following apply:
   a. this **Coverage Part** provides such coverage;
   b. the written contract or agreement described in the opening paragraph of this **ADDITIONAL INSUREDS** Provision requires the **Named Insured** to provide the additional insured such coverage; and
   c. the **bodily injury** or **property damage** results from **your work** that is the subject of the written contract or agreement, and such work has not been excluded by endorsement to this **Coverage Part**.

2. ADDITIONAL INSURED - PRIMARY AND NON-CONTRIBUTORY TO ADDITIONAL INSURED'S INSURANCE

A. The **Other Insurance** Condition in the **COMMERCIAL GENERAL LIABILITY CONDITIONS** Section is amended to add the following paragraph:

If the **Named Insured** has agreed in writing in a contract or agreement that this insurance is primary and non-contributory relative to an additional insured's own insurance, then this insurance is primary, and the Insurer will not seek contribution from that other insurance. For the purpose of this Provision **2.**, the additional insured's own insurance means insurance on which the additional insured is a named insured.

B. With respect to persons or organizations that qualify as additional insureds pursuant to paragraph **1.K.** of this endorsement, the following sentence is added to the paragraph above:

Otherwise, and notwithstanding anything to the contrary elsewhere in this Condition, the insurance provided to such person or organization is excess of any other insurance available to such person or organization.

3. BODILY INJURY – EXPANDED DEFINITION

Under **DEFINITIONS**, the definition of **bodily injury** is deleted and replaced by the following:

Bodily injury means physical injury, sickness or disease sustained by a person, including death, humiliation, shock, mental anguish or mental injury sustained by that person at any time which results as a consequence of the physical injury, sickness or disease.

4. BROAD KNOWLEDGE OF OCCURRENCE/ NOTICE OF OCCURRENCE

Under **CONDITIONS**, the condition entitled **Duties in The Event of Occurrence, Offense, Claim or Suit** Condition is amended to add the following provisions:

A. BROAD KNOWLEDGE OF OCCURRENCE

The **Named Insured** must give the Insurer or the Insurer's authorized representative notice of an **occurrence**, offense or **claim** only when the **occurrence**, offense or **claim** is known to a natural person **Named Insured**, to a partner, executive officer, manager or member of a **Named Insured**, or to an **employee** designated by any of the above to give such notice.

B. NOTICE OF OCCURRENCE

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21. WAIVER OF SUBROGATION - BLANKET

Under **CONDITIONS**, the condition entitled **Transfer Of Rights Of Recovery Against Others To Us** is amended to add the following:

The Insurer waives any right of recovery the Insurer may have against any person or organization because of payments the Insurer makes for injury or damage arising out of:

1. the **Named Insured's** ongoing operations; or
2. **your work** included in the **products-completed operations hazard**.

However, this waiver applies only when the **Named Insured** has agreed in writing to waive such rights of recovery in a written contract or written agreement, and only if such contract or agreement:

1. is in effect or becomes effective during the term of this **Coverage Part**; and
2. was executed prior to the **bodily injury**, **property damage** or **personal and advertising injury** giving rise to the **claim**.

All other terms and conditions of the Policy remain unchanged.

This endorsement, which forms a part of and is for attachment to the Policy issued by the designated Insurers, takes effect on the effective date of said Policy at the hour stated in said Policy, unless another effective date is shown below, and expires concurrently with said Policy.

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Attachment D

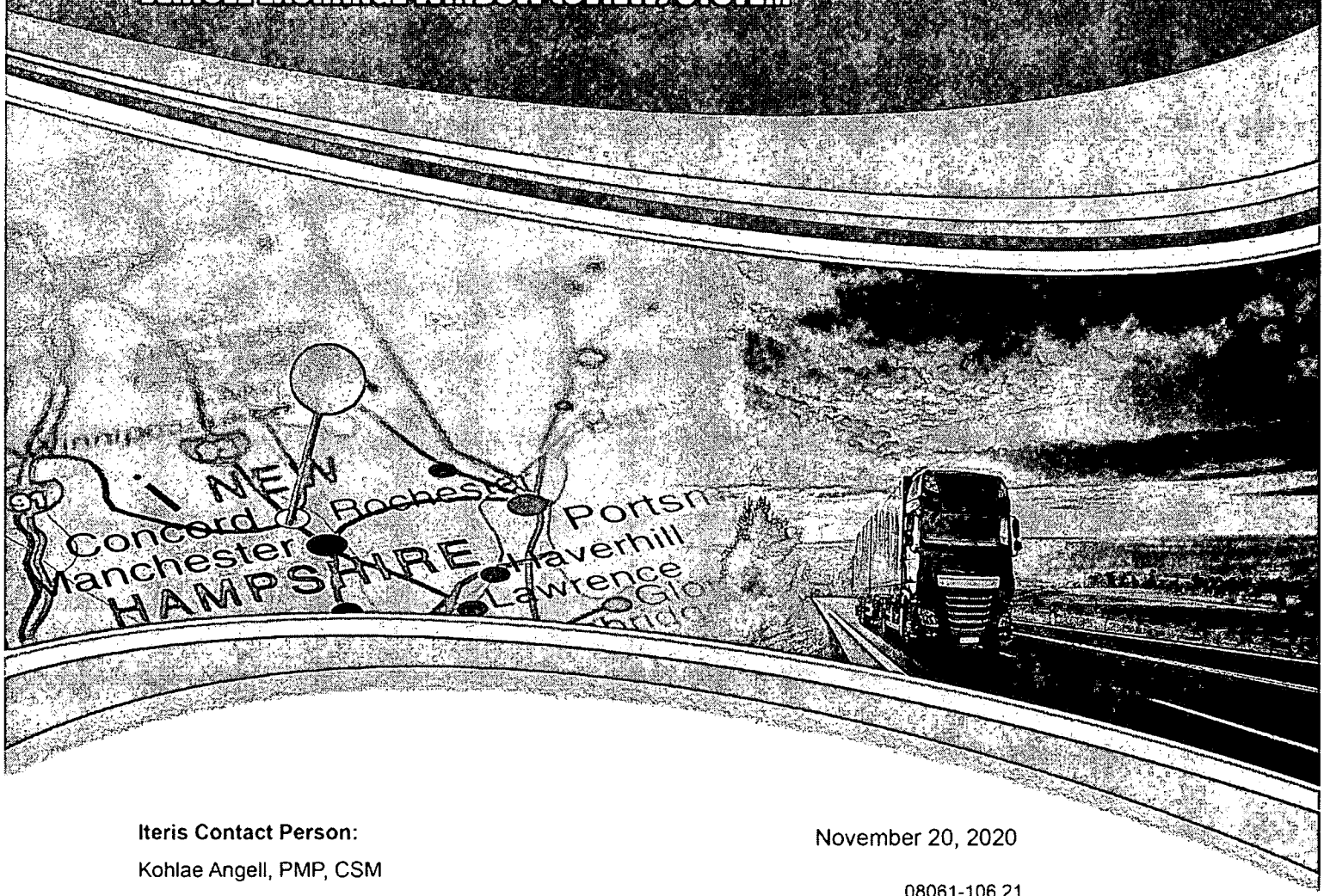
ELECTRONIC

iteris®

Submitted to: State of New Hampshire Department of Safety

Response to RFP DOS 2021-100

COMMERCIAL MOTOR VEHICLE ENFORCEMENT INSPECTION/COMMERCIAL VEHICLE EXCHANGE WINDOW (CVIEW) SYSTEM



Iteris Contact Person:
Kohlae Angell, PMP, CSM
549 S. Park Ave., Idaho Falls, ID 83402
Tel: (208) 419-0370 Fax: (949) 270-9401
Email: kxa@iteris.com

November 20, 2020

08061-106.21

STATE OF NEW HAMPSHIRE
DEPARTMENT OF SAFETY
COMMERCIAL MOTOR VEHICLE ENFORCEMENT INSPECTION/CVIEW SYSTEM
RFP DOS 2021-100
New Hampshire Department of Information Technology
RFP Cover Sheet

Name of Agency/Division: Department of Safety, Division of State Police	
Contract Number/Name:	
RFP Purpose: The Department of Safety/Division of State Police intend to procure an integrated Commercial Motor Vehicle (CMV) Inspection/ Commercial Vehicle Exchange Window (CVIEW) system	
DOIT ☐ or Agency × Funding	
Background Information: The NH State Police, Troop G currently uses the INSPECT system by Iteris to accomplish Commercial Motor Vehicle (CMV) Inspections. The contract with Iteris expires June 30, 2021. The intent of this project is to procure and implement a new, fully integrated CMV Inspection/Commercial Vehicle Exchange Window (CVIEW) system. In addition, the system would ideally integrate with other State systems, such as RMS, motor vehicle registration, IRP/IFTA, and oversized/over Weight (OSOW).	
Special Concerns: This project is grant funded. In the event bids are higher than the amount allowable in the grant, an extension of the current contract with Iteris to provide CMV Inspection software will be necessary.	
Submitted By: Iteris, Inc.	**Current Date:** November 20, 2020
Phone: (208) 419-0370	**Email:** kxa@iteris.com

TRANSMITTAL FORM LETTER

As instructed in RFP, Iteris has provided the Transmittal Form Letter in **"Original"** copy only.

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SECTION I: EXECUTIVE SUMMARY

New Hampshire Department of Safety (NH DOS) seeks to overcome existing barriers to successful selection and enforcement of motor carrier safety regulations that New Hampshire public safety personnel experience with fragmented technology and processes that are currently available to NH DOS. The New Hampshire State Police (NHSP) currently access many screens that require users to type and re-enter information in several places prior to completing a Commercial Vehicle inspection. Lacking an integrated solution, NHSP cannot efficiently carry out their duty to public safety.

Iteris, Inc. (Iteris) clearly understands these obstacles, and the objectives and opportunities NH DOS seeks to address with the proposed integrated CVIEWplus™ and Inspection solution requested in RFP DOS 2021-100. Iteris already successfully maintains a thick client Inspection tool that is deployed in New Hampshire (NH) that meets the inspection form needs, the supporting screening tools and access management needs. This proposal streamlines and expands the services available to NH DOS to support the remainder of the stated NH DOS safety goals. Throughout this proposal, we highlight how Iteris offers the most flexible and pragmatic solution to **exceed** the needs of NH DOS and to drive integration with other elements of the safety ecosystem (e-citations, crash reporting, paperless inspections) in a timely and cost-effective manner. There are three (3) key factors that distinguish the Iteris Commercial Vehicle Operations (CVO) solution from the competition:



❶ **Rapid Deployment, Low Cost Execution.** Iteris will rapidly deploy the proposed solution in two weeks with training and official launch in two months. This schedule reduces the cost and effort for the agency and increases the value added by the solution. Users get to use the solution faster and NHSP gets to be more effective, with a faster start and more seamless experience than other platforms. The platform will allow better screening, making the roadways safer for all. See the associated project schedule for detailed execution.



❷ **User Centric Product Development**. Customer satisfaction and retention is a top priority at Iteris. Highly engaged users make better products – and Iteris elevates the user's role (you) in product development so that our solutions meet your current needs and adapt to your future ones.



❸ **Industry Experience and Market Strength**. Iteris is a trusted advisor to its clients. The firm has the financial stability to continually invest in research and develop for solutions our customers need. With the depth and breadth of our complete solutions, Iteris solutions hit the bulls-eye on delivery and domain expertise.

Proposed Software Solution Overview

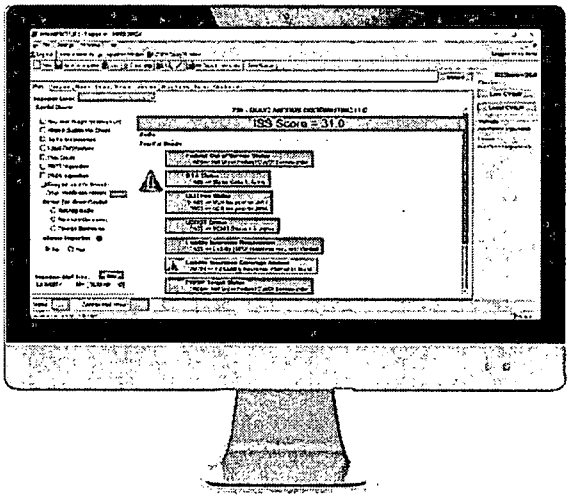
Iteris CVO Solutions are delivered as securely hosted solutions leveraging a modern architecture that optimizes quality attributes aligned with key client concerns. Availability, reliability, extensibility, scalability and security are amongst these attributes that lay the foundation for efficient product development and delivery in addition to durability of solutions that public agencies require for success. Inspect™ offers a flexible, profile driven solution for enforcement: both roadside and fixed location. Iteris software architecture will adapt to NH DOS needs as they change. Iteris software products do this by:

- Leveraging modern technologies that support organizational technical growth, as discussed in Topic 2 – Software Architecture.
- Providing immediate integration and paths to integration with other technologies like permits, intrastate authority, and screening hardware. These integration possibilities are described in Topic 6 – Interface Standards.
- Including NH users in our user community that crowdsources ideas that we work into the platform as routine, built-in maintenance services that are described in Topic 25 – Hosted System and 26 – Support and Maintenance.

SOLUTION DETAILS

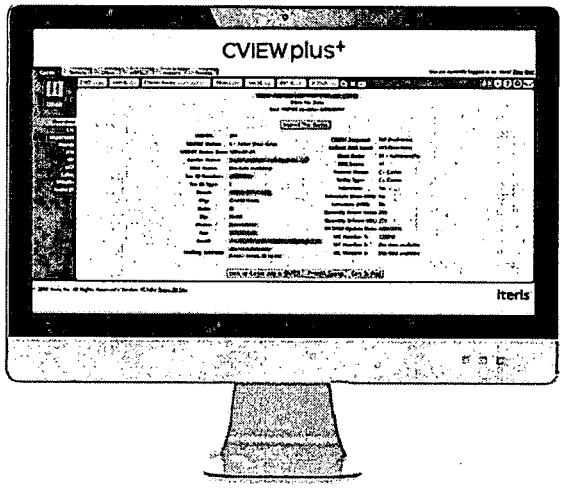
NH DOS currently leverages the Iteris Inspect thick client which supports the incumbent solution. The proposed solution described in this response expands on the existing offering for NH DOS by providing a feature-rich, integrated inspection solution powered by CVIEWplus – and makes the services available both online and through the thick client. Brief descriptions of the products below introduce you to the services that NH DOS and NHSP will receive.

inspect



Iteris Inspect™ is available in a profile based application that is downloaded on each user's laptop in addition to an online web based application available directly from Iteris CVIEWplus™. Each of the Inspect options provide auto filling features. Once an officer does his pre-inspection, the USDOT number, plate number or VIN, and CDL can be entered into the software in order to pre-fill the inspection report. Additional tools like driver past inspection query (PIQ), vehicle PIQ, custom pass/fail tests, automatic federal out-of-service (FOOS) flagging, validation, carrier look up, and reporting are all available with each Inspect product. Additionally, the Inspect software profile based, which means it is NOT computer specific – allowing an officer can log into any computer at any time and their settings and inspections follow them. As part of this proposal, Iteris will continue to provide NHSP the Inspect Thick Client and Inspect Online will be made available through the integrated CVIEWplus solution.

CVIEWplus

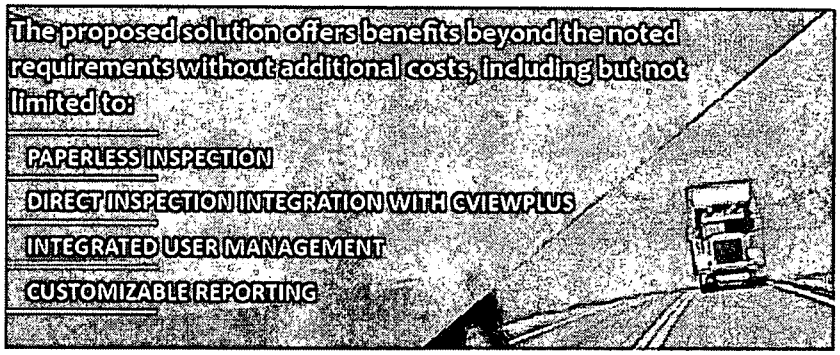


CVIEWplus™ offers a single access point for data management, screening, and inspections. CVIEWplus integrates federal motor carrier safety data into a user friendly portal for quickly screening carriers, drivers and vehicles. CVIEWplus offers customizable pass/fail tests that can be tailored to meet the individual needs of different user groups within the agency's safety programs. Iteris has customized this solution for many states to streamline processes, enhance data quality, and improve reporting to support their safety and enforcement goals.

In a few simple steps, NH DOS will be empowered with the screening engine currently supporting **23 customers**. In addition to the ease of deployment, Iteris offers a competitive fixed price, unlimited user license at an unbeatable value to NH DOS. The CVIEWplus product features are unmatched. The minimum requirements are implicitly addressed within the Commercial Off-the-Shelf (COTS) solution and detailed responses have been provided to demonstrate how our solutions meets and exceeds these requirements. The narrative responses complement the technical merit of the solution and demonstrate the strength of the Iteris Team behind the solution and services provided.

ADVANCING FURTHER

By selecting the integrated CVO solution delivered by Iteris, NH DOS will empower its team to ensure motor carrier safety and optimize the flow of CMV movement – exceeding the Goals and Objectives detailed in Appendix A: Background Information of the published RFP (see Table 3), as well as all requirements detailed in Appendix B: Minimum Standards for Proposal Consideration of the published RFP. As we look forward to demonstrating to you directly and as we describe in the proposal, our solution provides compatible, easy to use services that let your users get their jobs done, share information with the federal and other state systems, while leveraging scalable cloud based technologies



Vendor Proposed Services

Iteris offers 24/7/365 support for CVO products and makes customer service the top priority. In addition to unmatched customer service, NH DOS users will be granted exclusive access to the Technical User Group that feeds the evolution of the solutions to meet ongoing **user needs.** The unique challenges facing the motor carrier safety users require significant expertise and usability focus that only Iteris brings to bear.

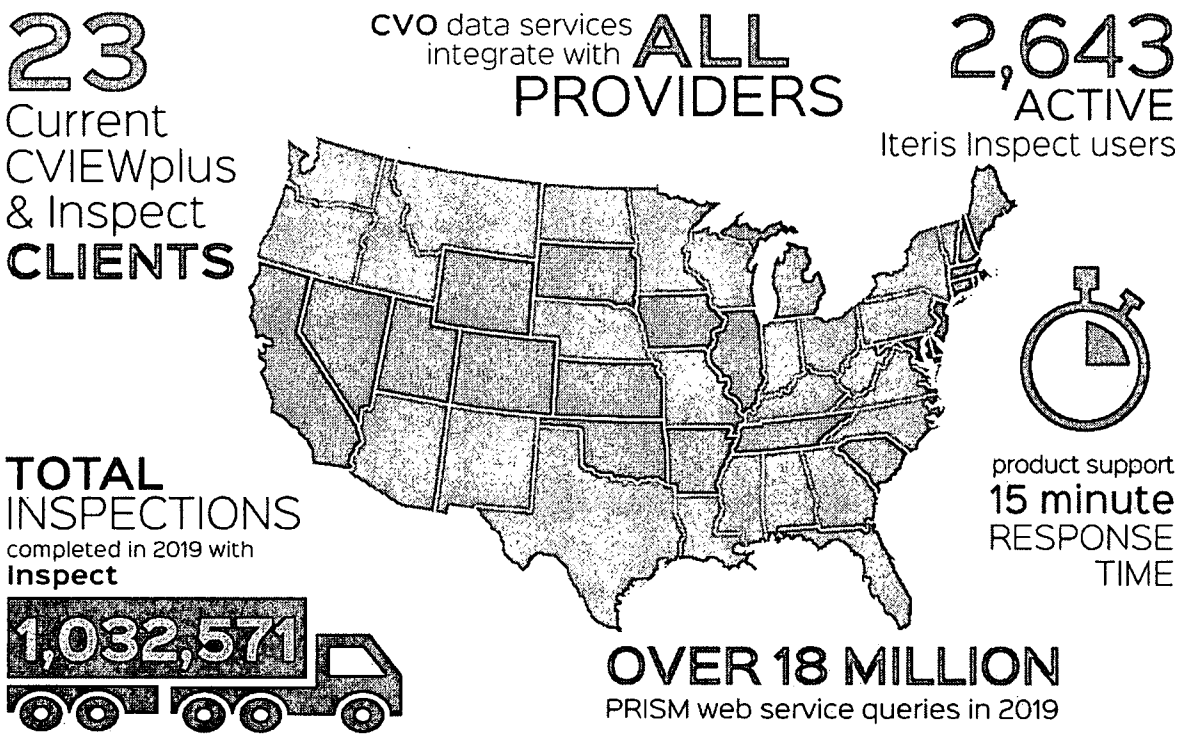
Due to the size of the user base catered to by Iteris (see **ES Figure 1**), new features and enhancements are continually being added to the product without expensive upgrade fees and procurement hurdles. In addition, any client specific needs are generally addressed in maintenance – with the rare exception of ad-hoc budgetary increases for extensive customization. In the following sections we describe how Iteris will:

- Configure and implement the solution described in Topics 1 and 2.
- Support configuring the application to New Hampshire's requirements of the state described in Attachment A, and discussed in detail in Topics 2-7.
- In Section D-2 and its subsections, we review the technical details of the system, the administrative, project and technical environment including the security, availability, hosting and procedures in place for ongoing support of the product and our users to ensure robust operations and recovery services in the event they are needed.

Staffing Qualifications

Iteris is a stable publicly traded company with financial support and staffing to continue to grow with NH DOS and NHSP. Iteris has been in the transportation industry for over 33 year and have been providing CVO services for over 15 years. As you see in Figure 1, we support nearly half of the states in the country with CVO services. Over 9,000 users nationwide tap into the screening power provided by Iteris CVIEWplus. Regular upgrades are included in the costs of our systems and we will work with you to define reasonable task orders for customization opportunities that extend the platform in NH specific ways. The narrative responses in Section IV enumerate technical proficiency demonstrating a proven track record of successful deployments and long-term customer relationships. In addition to the technical expertise and demonstrated product performance, Iteris' corporate qualifications support NH DOS now and in the future. These corporate qualifications are discussed at length in Section V, making it clear that the bench strength is a direct result of the investment Iteris makes and will continue to make in its staff, products, and surrounding communities.

ES Figure 1 – Iteris CVO Reach



SECTION II: GLOSSARY OF TERMS AND ABBREVIATIONS

A glossary of all terms, acronyms and abbreviations is provided in **Table 1**.

Table 1 – Terms, Acronyms, and Abbreviations

TERM	DESCRIPTION
ASPEN	Inspection Software provided by FMCSA
BASICS	Behavior Analysis Safety Improvement Categories
CDL	Commercial Driver License
CDLIS	Commercial Driver License Information System. The federal system used to check CDL information
CVIEW	Commercial Vehicle Information Exchange Window
CVIEWplus™	The Iteris CVIEWplus product deployed in 21 states currently (23 clients total)
CVISN	Commercial Vehicle Information Systems and Networks – the former federal program which has been renamed Innovative Technology Deployments (ITD).
ITD	Innovative Technology Deployment
CVO	Commercial Vehicle Operations
FMCSA	Federal Motor Carrier Safety Administration
FOOS	Federal Out Of Service
IFTA	International Fuel Tax Agreement
Inspect™	The Iteris inspection product deployed to 12 states currently
Inspect Online	Web browser module of the Iteris inspection product
IRP	International Registration Plan
ISS	Inspection Selection System – an algorithm used to determine the selection criteria for a motor carrier
MOU	Memorandum of Understanding
NHSP	New Hampshire State Police
PIQ	Past Inspection Query
SLA	Service Level Agreement
SNET	Refers to the state SafetyNet application
TUG	Technical Users Group for Inspect
USDOT	United States Department of Transportation
VIN	Vehicle Identification Number
XML	eXtensible Markup Language
PRISM	Performance and Registration Information Systems Management Program
COTS	Commercial Off-the-Shelf
SAFER	Safety and Fitness of Electronic Records
SSO	Single Sign On
SAFETYNET	FMCSA system used to access commercial vehicle crash data, roadside inspection history and data, and motor carrier and shipper identification information.
CVSA	Commercial Vehicle Safety Alliance
MCMIS	Motor Carrier Management Information System
CSA	Compliance, Safety and Accountability - FMCSA's data-driven safety compliance and enforcement program.

SECTION III: RESPONSES TO SYSTEM REQUIREMENTS AND DELIVERABLES

Iteris satisfies all mandatory requirements listed in Attachment A and C-3 Deliverables table, and provided on the following pages.

- Attachment A Requirements
- C-3 Deliverables Vendor Response Checklist

Replace page with Attachment A here (total of 16 pages)

C-3 DELIVERABLES VENDOR RESPONSE CHECKLIST

Iteris has provided the following responses as shown in **Table 2**.

Table 2 – Deliverables Vendor Response Checklist

DELIVERABLES VENDOR RESPONSE CHECKLIST	ACTIVITY, DELIVERABLE, OR MILESTONE	DELIVERABLE TYPE	PROJECTED DELIVERY DATE
PLANNING AND PROJECT MANAGEMENT			
1	Conduct Project Kickoff Meeting	Non-Software	4/8/21
2	Project Status Reports	Written	Weekly, beginning 4/8/21
3	Work Plan	Written	5/13/21
4	Infrastructure Plan, including Desktop and Network Configuration Requirements	Written	4/26/21
5	Security Plan	Written	4/26/21
6	Communications and Change Management Plan	Written	4/19/21
7	Requirements Traceability Matrix	Written	5/10/21
8	Software Configuration Plan	Written	4/30/21
9	Systems Interface Plan and Design/Capability	Written	5/3/21
10	Testing Plan	Written	4/16/21
11	Data Conversion Plan and Design	Written	5/3/21
12	Deployment Plan	Written	4/26/21
13	Comprehensive Training Plan and Curriculum	Written	6/9/21
14	End User Support Plan	Written	4/19/21
15	Business Continuity Plan	Written	4/19/21
16	Documentation of Operational Procedures	Written	5/10/21
INSTALLATION			
17	Provide Software Licenses if needed	Written	5/12/21
18	Provide Fully Tested Data Conversion Software (if applicable)	Software	6/1/21
19	Provide Software Installed, Configured, and Operational to Satisfy State Requirements	Software	6/21/21
TESTING			
20	Conduct Integration Testing	Non-Software	5/21/21
21	Conduct User Acceptance Testing	Non-Software	6/9/21
22	Perform Production Tests	Non-Software	5/27/21
23	Test In-Bound and Out-Bound Interfaces	Software	5/27/21
24	Conduct System Performance (Load/Stress) Testing	Non-Software	5/27/21
25	Certification of 3rd Party Pen Testing and Application Vulnerability Scanning.	Non-Software	5/27/21
SYSTEM DEPLOYMENT			
26	Converted Data Loaded into Production Environment(if applicable)	Software	4/15/21
27	Provide Tools for Backup and Recovery of all Applications and Data	Software	4/15/21
28	Conduct Training	Non-Software	6/16/21
29	Cutover to New Software	Non-Software	6/18/21
30	Provide Documentation	Written	6/21/21
31	Execute Security Plan	Non-Software	5/27/21
OPERATIONS			
32	Ongoing Hosting Support	Non-Software	6/21/21
33	Ongoing Support & Maintenance	Software	6/21/21
34	Conduct Project Exit Meeting	Non-Software	6/21/21

SECTION IV: NARRATIVE RESPONSES

Iteris' responses to *Appendix D: Topics for Mandatory Narrative Responses* are summarized in **Table 3** and provided on the pages that follow.

Table 3 – Compliance of RFP Goals and Objectives and Benefits

GOALS & OBJECTIVES OF NH RFP DOS 2021-100	DISTINGUISHING BENEFITS OF INSPECT & CVIEWPLUS
Efficiency and effectiveness of the inspection process	✓ Integrated electronic screening enables agencies to customize sorting tests in order to perform targeted enforcement activities, while reducing delays for low-risk carriers. ✓ Auto-populated data decreases inspection times, increases inspections completed.
Quality, consistency, and accessibility of information available to State troopers both while connected and not connected to a network User friendly, intuitive in nature	✓ Single access point to SAFER, CDLIS, ISS, PRISM, State SAFETYNET systems, and other existing resources, allowing users to import data, reducing data entry, and improving data quality. ✓ Online and offline capabilities optimize availability.
User profile is user specific instead of computer specific reducing downtime related to hardware or software issues for troopers.	✓ Inspect is profile based, enabling users to move between devices and applications seamlessly. For example, a user can start an inspection in Inspect online using a mobile device or tablet and complete the inspection in the thick client on a desktop or laptop.
Ability to configure: data queries, add links to other federal sites related to CMV inspections, integrate to state specific applications such as e-citation and CVIEWplus, and update NH laws and regulations.	✓ Extensible platform capabilities quickly integrate with any data source to extend usefulness. ✓ Customer specific queries, integrations, and screening criteria is available in the COTS solution.
Modern technologies that can integrate with state's databases easily and are configurable.	✓ State specific data can seamlessly be incorporated into the integrated solution.

Supporting materials have been provided to further describe key areas of interest for NH DOS as supplemental product literature in **Appendix A.**

D-1 Proposed Software Solution

TOPIC 1 – DESCRIPTION OF SOLUTION

To accomplish the objectives described in **RFP DOS 2021-100**, Iteris is proposing to leverage its integrated COTS solutions, CVIEWplus™ and Inspect™. The solution is customizable, providing agencies a single access point for accurate, timely and compliance screening information that supports commercial vehicle inspectors with an easy to-use, federally compliant tool for performing roadside inspections of trucks, buses, and other commercial vehicles. **Table 4** summarizes the specific questions posed by the agency in the RFP related to the description of the solution.

Table 4 – Topic 1 Description of Solution

TOPIC	KEY POINTS
Is your product used for a similar functionality at another State agency? If so, provide a description of the system and environment.	✓ CVIEWplus and Inspect are used in several agencies throughout the nation, see **ES Figure 1** for representation of Iteris' reach. ✓ Several clients use CVIEWplus and Inspect as an integration solution, with a smaller number using one or the other as stand-alone. In either case, the solutions are delivered as a cloud hosted service and offer superior benefits over competing solutions.
In what ways does your proposed Solution adhere to the business and technical requirements?	✓ CVIEWplus and Inspect are fully compliant with the technical requirements, the requirements matrix highlights the compliance with each requirement individually in addition to the highlighted detail contained in the narrative topics.
Is your product dependent on an existing solution not included in this proposal?	✓ CVIEWplus and Inspect are not dependent upon another solution not included in this proposal.
In what ways does your proposed solution improve our current ITERIS Inspect system capabilities?	✓ Iteris is proposing to enhance the existing Inspect offering by configuring and deploying CVIEWplus to deliver an integrated, cohesive experience to NH DOS with minimal deployment time and cost.
In what ways does your proposed solution provide enhanced ease of use for both the inspectors and the administrative users?	✓ Iteris' integrated solution delivers higher data quality, faster inspections, and consolidated access into powerful screening tools – all easily administered in one solution. ✓ The proposed solution is backed by first in class customer support, providing 24/7/365 access to help.
Provide an appendix with sales literature describing the functionality of the proposed Software.	✓ Appendix A includes relevant product literature and supporting documentation referenced throughout the narrative sections in the following pages.
Provide a table with references to pages in the appendix that describe functionality addressed for all appropriate topics for narrative responses.	✓ A table has been provided describing the materials included in the Appendix. References within the topics also point to specific materials included in the Appendix where appropriate.

Product Literature

A table of product literature included in **Appendix A** has been provided in **Table 5**.

Table 5 – Product Literature

	DOCUMENT NAME	TOPIC
Sample Documents	Status Report Template	Topic 20
	NH CVIEW and Inspect Project Book	Topic 20
	Sample Test Plan	Topic 16
Product Literature	Iteris Disaster Recovery Plan	Topic 9, Topic 10, Topic 25
	Iteris CVO Software Lifecycle Management Plan	Topic 16
	Iteris System Security Plan	Topic 8, Topic 12, Topic 25
	Iteris CVIEWplus Admin User Manual	Topic 1

Overview of CVIEWplus

The CVIEWplus application allows state and local law enforcement, registration, mobile weigh station, port of entry, and administrative personnel easy access to information stored in the state's CVIEW (Commercial Vehicle Information Exchange Window) database. CVIEWplus was developed with input from a number of states, and has been tested and optimized for quick response time with both high-speed internet connections, and slower cell-phone and dial-up connections. The Iteris CVIEWplus database contains the following types of information as shown in **Table 6**.

Table 6 – CVIEWplus Information

INFORMATION TYPE	IDENTIFIER/ CENSUS DATA	SAFETY INFORMATION	CREDENTIAL INFORMATION
Carrier	• Carrier ID (USDOT, Tax ID, IRP acct) • Name and address • Type • Operation characteristics	• Safety ratings • Accident, inspection, violation summaries • Safety reviews • Out of service • PRISM data	• Carrier registration • Fuel tax status • IRP account status • Insurance information Hazardous Materials registration • E-Screening enrollment
Vehicle	• VIN, license plate • Vehicle description • Safety carrier ID • Transponder • Title information	• Last inspection • Inspection & violation summaries • Out of service • PRISM data	• Apportionment (cab card) data • Permit data • E-Screening enrollment • Registration status

The database is a local copy of the national SAFER database and state-specific data. On an automated schedule set by each individual state, participating states upload their carrier and vehicle information to SAFER, and download other states' information to CVIEWplus. The CVIEWplus and SAFER databases contain information about all interstate carriers, and the interstate vehicles based in participating states. Some states also carry permitting information and information about intrastate carriers and vehicles in their CVIEW database. Additional product information has been made available in **Appendix A** "Iteris CVIEWplus Admin User Guide". The main screen offers a number of ways to access carrier, vehicle, and driver information, plus an option to generate printable reports, as shown in the screenshots shown in **Figure 1** and **Figure 2**:

Figure 1 – CVIEWplus Landing Page

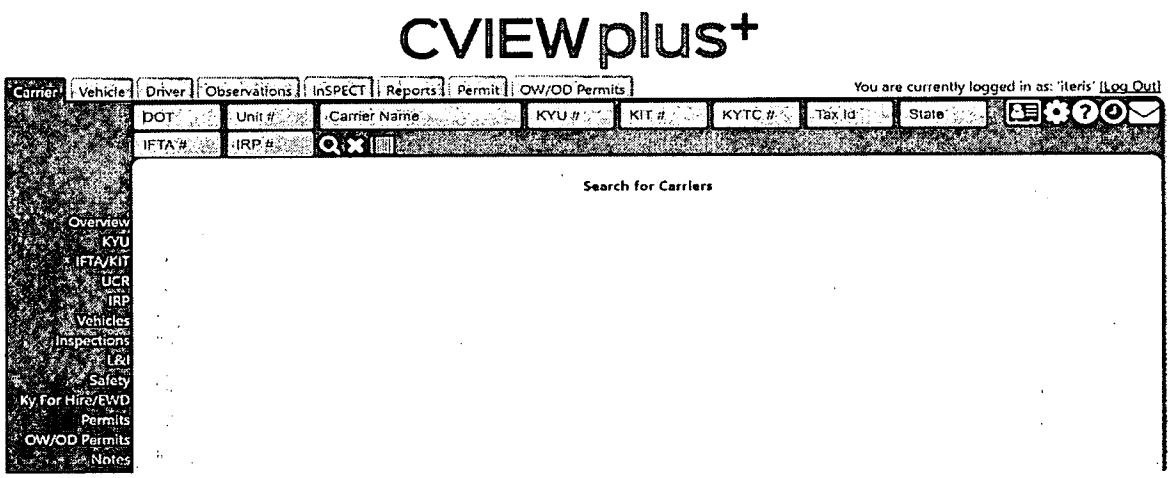
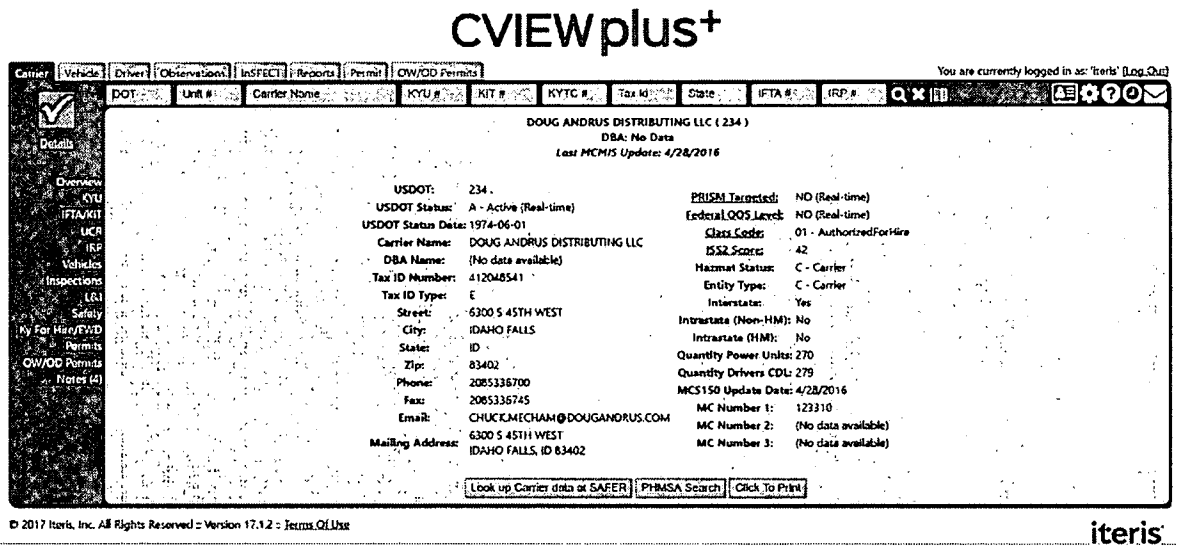


Figure 2 – CVIEWplus Search Overview



There are a few key areas of focus on the main CVIEWplus screen:

1. **Login Status** – Shows account that is currently logged in and provides ability to log out.
2. **Menus and Submenus** – Provides menu (e.g., Carrier) selection, as well as submenu (e.g., Overview) selection.
3. **Search Area** – Provides searching capability. Search parameters depend on which menu is selected. Available search parameters:
    - Carrier
        - USDOT
        - Carrier Name, State (optional)
        - MC Number
        - Tax ID Number (TIN)
        - IRP Account Number (only available on the IRP/IFTA submenu)
        - IFTA License Number (only available on the IRP/IFTA submenu)

- Vehicle
  - License Plate Number, License Plate State (optional)
  - VIN
  - Permit Number
- Driver

4. **Data Display** – The main area for data. Virtually all record-specific data is displayed in this section. The data display contains 4 tabs, carrier, vehicle, driver, and report. Each tab contains specific information about a vehicle, carrier, or driver. The report tab contains the ability for individual users to build and run their own reports based on desired criteria.

For user groups which have a requirement for quick screening of carriers and/or vehicles, a Pass / Fail screen may be displayed immediately following the submission of search criteria. Pass/fail screening allows a user to quickly decide whether the carrier or vehicle has a safety or credential problem. To see more details about the carrier or vehicle's status, click the Details button under the pass/fail indicator. The pass/fail screening windows can be easily modified to add or remove screening tests and criteria, or disabled completely if your group does not wish to use them. An example of the stock tests are in the **Figure 3**.

Figure 3 – CVIEWplus Pass/Fail Tests

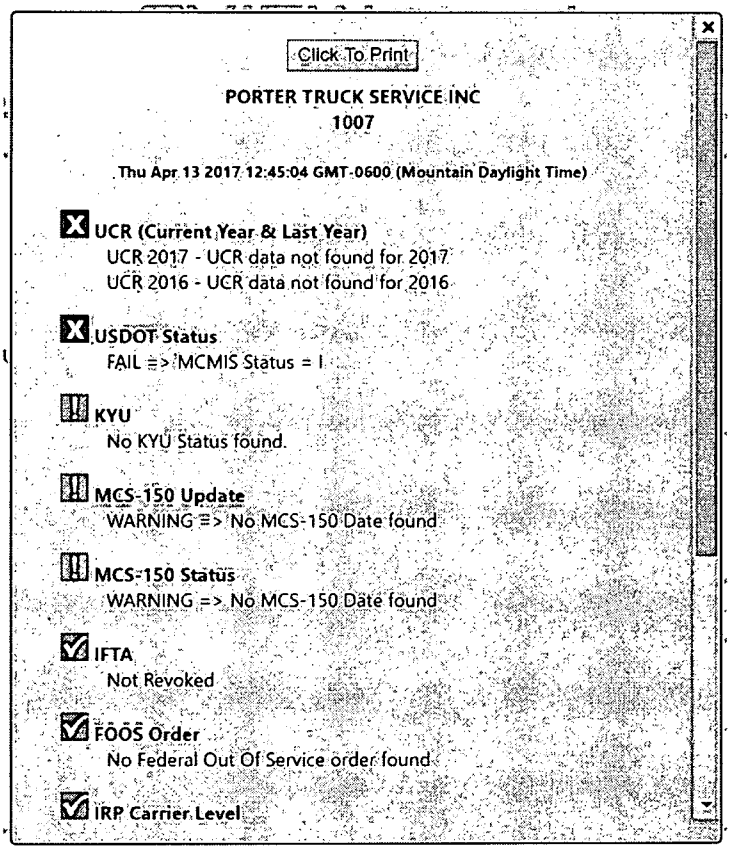
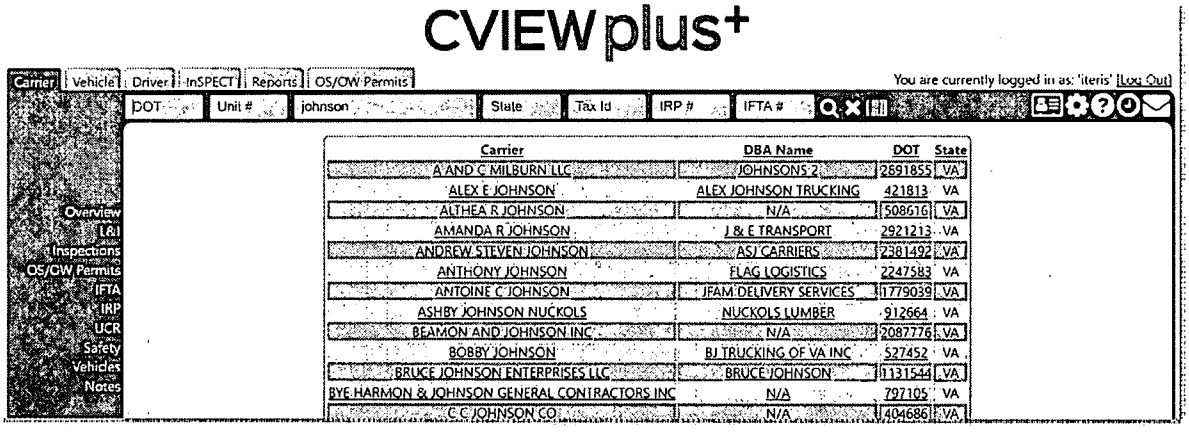


Figure 4 shows an example of results that may be returned from a carrier name search.

Figure 4 – Carrier Name Search



To view a carrier, click any one of its corresponding links (i.e., Carrier Name, DBA Name, or USDOT).

The Carrier IRP and IFTA submenus displays IRP and IFTA account information, as shown in **Figure 5** and **Figure 6**. Additional highlighting is also provided for data fields that require particular attention. Each IRP of IFTA account that has DBA and/or Legal name and address information for a given carrier will show in an expandable format so this information can be expanded or collapsed as desired. Figure 5 illustrates this particular carrier has DBA and Legal IFTA information and only the Legal information is expanded.

Figure 5 – Carrier IFTA Tab

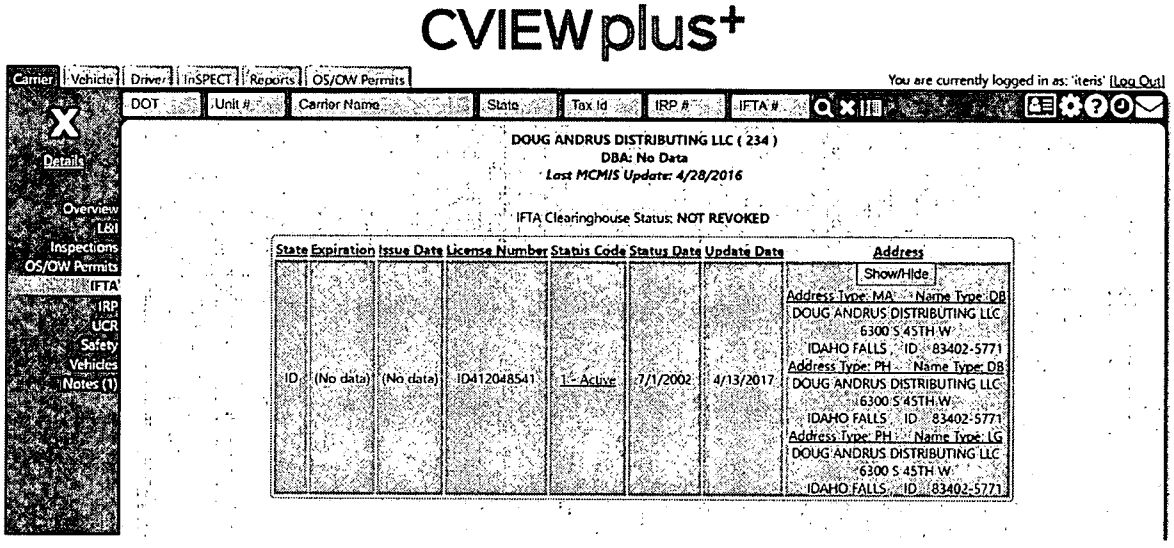
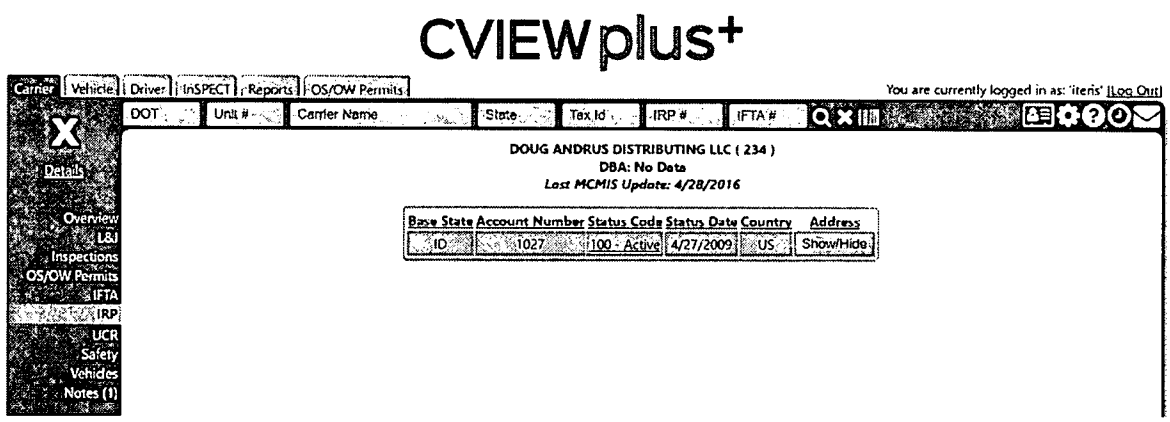


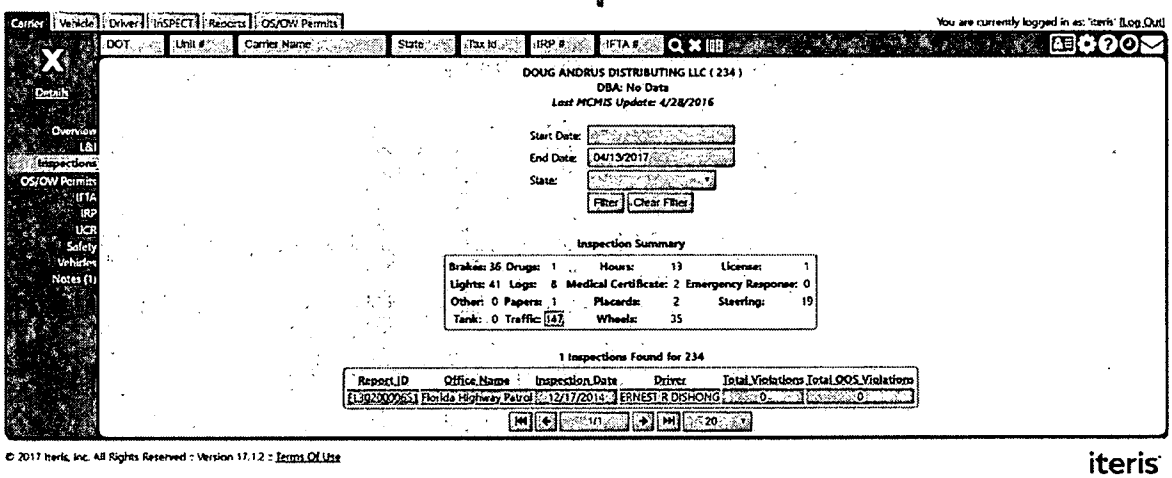
Figure 6 – Carrier IRP Tab



The Carrier Inspection submenu shows general inspection information, as shown below. Additional highlighting is also provided for data fields that require particular attention. In the case of the carrier listed below, a CVIEW user would immediately see that this carrier has nothing requiring immediate attention. The highlighting in the Inspection Summary box indicates that the category which has the greatest number of violations is "Traffic".

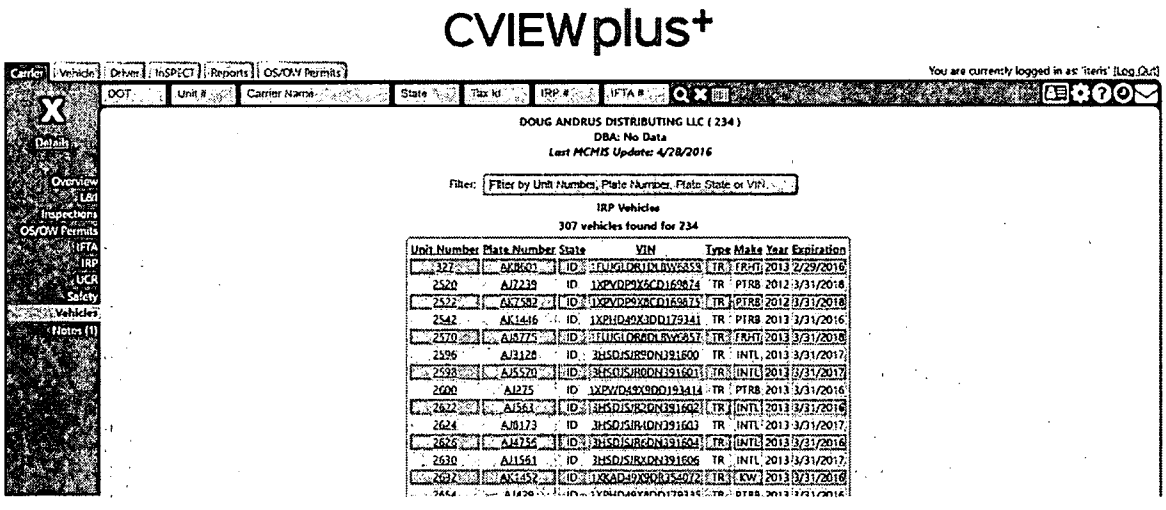
Notice that the Inspection submenu is highlighted in **Figure 7**. Click on any of the other submenus near the top of the window to drill down to additional information about the carrier.

Figure 7 – Carrier Inspection History Tab



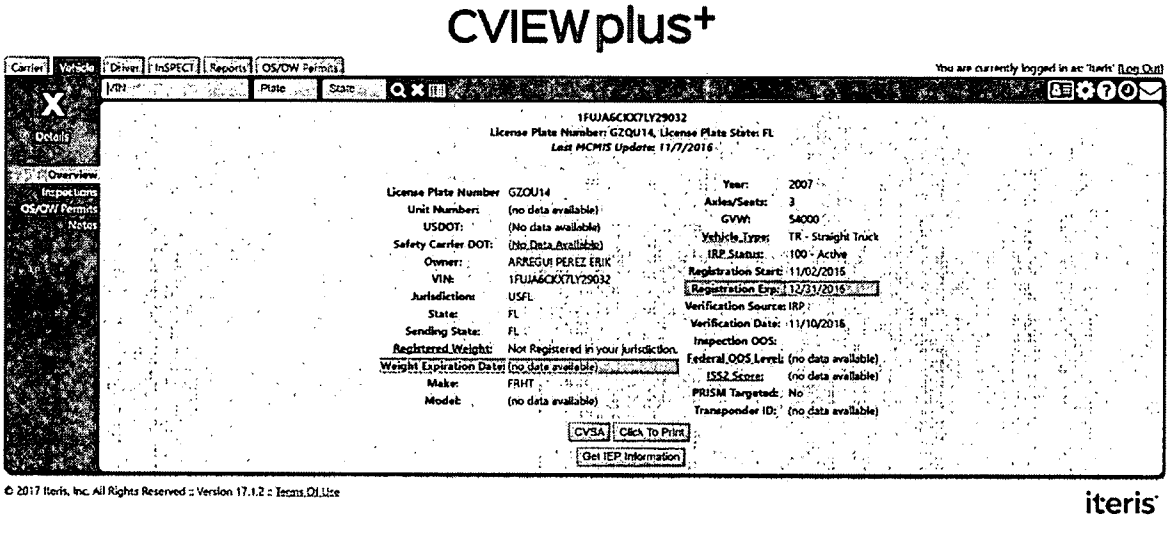
The Carrier Vehicles submenu is shown in **Figure 8** which allows the user to see all IRP Vehicles connected to a vehicle and select one of them to be redirected to the vehicle screen.

Figure 8 – Carrier Vehicle Tab



The Vehicle overview submenu is shown in **Figure 9**. Additional highlighting is also provided for data fields that require particular attention. Notice that the Identification submenu is highlighted. Click on any of the other submenus near the top of the window to drill down to additional information about the vehicle.

Figure 9 – Carrier Vehicle Overview Tab



Ad-hoc reporting features are further described in Topic 7 – Ad Hoc/Federal Reporting.

Profile information such as name and email address can be modified on this screen. A user can also change their password here instead of using the "forgot password" link. If the user selects the "Night" mode, the application will be displayed in a dark theme as shown in **Figure 10.**

Figure 10 – Carrier Overview Tab in Night Mode

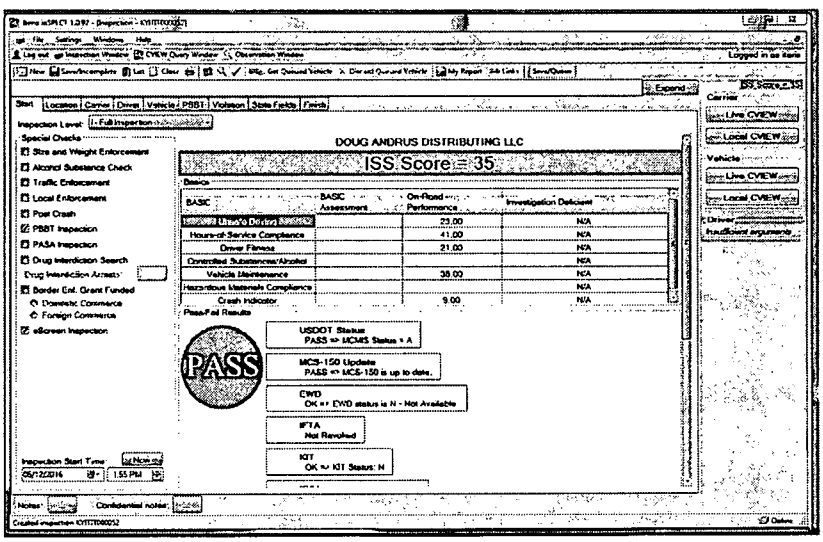


Overview of Inspect

Although NH DOS and NHSP already use Iteris Inspect, a brief overview of the solution has been provided here, with additional information on reporting capabilities in Topic 7 – Ad Hoc/Federal Reporting.

Figure 11 illustrates a new inspection with the pass/fail for a user in the Inspect thick client:

Figure 11 – Inspect - New Inspection with Carrier Pass/Fail Test



Figures 12 and **Figure 13** are illustrations of Inspect online in "night mode".

Figure 12 – Inspect Online - Inspection List in Night Mode

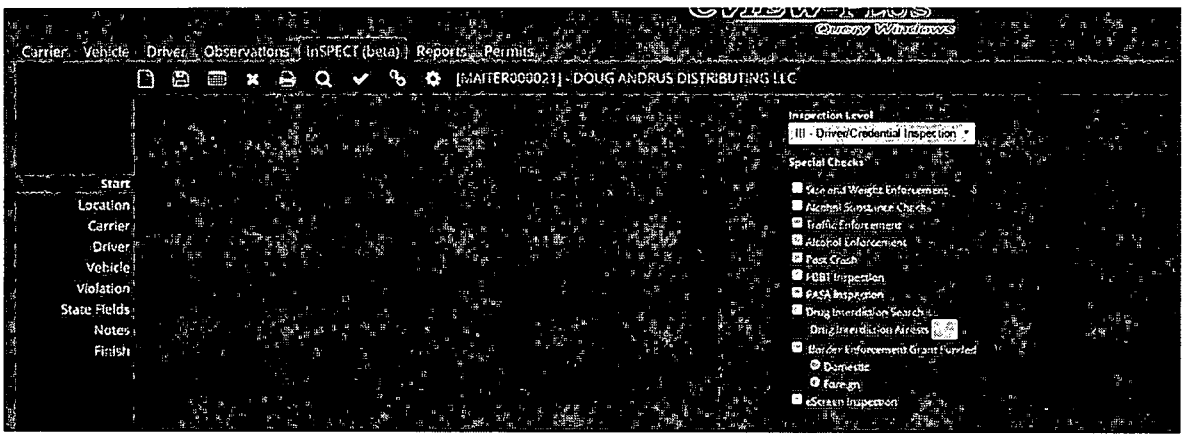
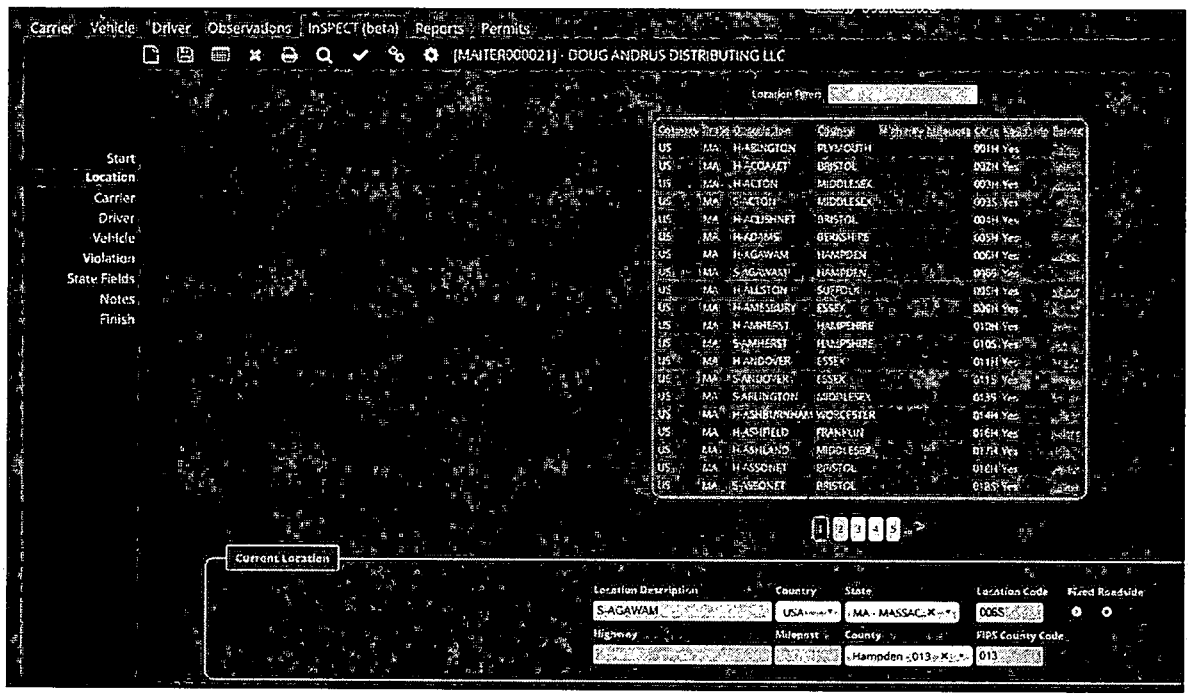


Figure 13 – Inspect Online - Location Entry in Night Mode



TOPIC 2 – SOFTWARE ARCHITECTURE

Iteris CVO Solutions are developed within an n-tiered architecture that includes a web based interface, thick client interface supported by service oriented data integrations that are delivered as a securely hosted service (see license agreement included in **Appendix B**). **Table 7** summarizes the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS.

Table 7 – Topic 2 Software Architecture

TOPIC	KEY POINTS
What are the benefits of your proposed platform?	✓ Securely hosted to provide reliable access. ✓ Efficiently maintained – reduces cost to the agency ✓ Scalable – can support rapid expansion and high volume usage.
Is the proposed software based upon a 3-tiered, browser based architecture?	✓ Iteris CVO Solutions are developed within an n-tiered architecture that includes a web based interface, thick client interface supported by service oriented data integrations.
Does any part of the proposed Solution require Software (other than a browser) to be installed on the client workstation? If yes, describe Software that must be installed and the access authorization level required to install it.	✓ No third party software is required.
What add-on or third-party Software is required to support the functionality desired by the State?	✓ No third party software is required.
What programming languages are used for development, configuration, and customization of the proposed Solution?	✓ Iteris uses a variety of programming languages to develop, configure and maintain the solution including: C#, .NET Core, .NET Core 2, JavaScript, HTML, XML, HTML5
What components of the Software, such as middleware, are proprietary?	✓ Iteris CVIEWplus and Inspect are completely propriety applications developed in its entirety by Iteris, Inc.
What is the timeframe for technical obsolescence of the proposed Software? (For the purpose of this question, the version of the proposed Software would be considered obsolete when support is no longer available.)	✓ Iteris continually improves the core infrastructure, and invests in modernization as part of the standard maintenance and operations. As Iteris replaces deprecated technology, or develops new efficiencies in software practices, existing clients receive new product components at no added cost.
When was the core Software written?	✓ The core Inspect software was written in 2011 and is currently on version 1.110. ✓ The current CVIEWplus application design was developed in 2014 and is currently on version 1.20.4.

CVIEWplus is a web based application that directly integrates Inspect through Inspect Online. The application interfaces with data services to deliver the appropriate information based on the context queries conducted by the user in the application. Inspect includes two components, a thick client interface and a web-based interface:



The Inspect thick client that is installed on a user workstation. Initial installation requires 1 GB of space and includes the application as well as a current copy of carrier and vehicle databases which are used for the carrier and vehicle screening and searches. Any user that is given a license to the software has the ability to download and install the application as well as subsequent updates to the software.

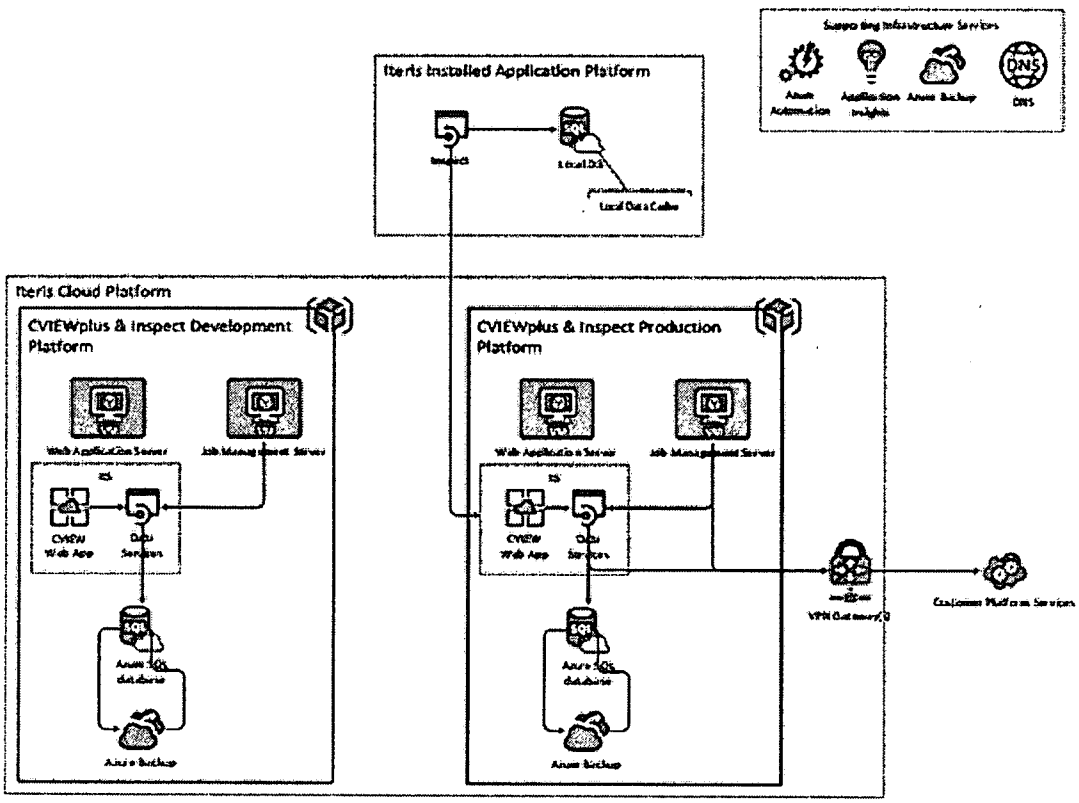
Inspect is supported on Windows XP and above, including Windows 10. CVIEWplus (including Inspect online) is developed according to MVC standards and is supported on all browsers: IE version 9 and above, all versions of Chrome, all versions of Firefox and all versions of Safari.

Iteris hosts all components of the system using a third party cloud services provider. Azure has several whitepapers outlining these benefits, for additional information on the computing platform https://azure.microsoft.com/en-us/resources/whitepapers/ . New Hampshire will not be required to provide maintenance or support for any of these components. However, the state should expect some coordination between their SafetyNet administrator and Iteris to ensure data is kept up to date and inspections are transmitted appropriately; the state administrator should have a familiarity with SafteyNet. The state should also designate an administrator or group of administrators which will function as the point(s) of contact with Iteris and be given additional permissions to manage users and application settings. There are no special skills or training required to perform this administrative task. Only a basic familiarity with common computer interfaces is required and all training is provided by Iteris.

The proposed solution does not require any add-ons or third party software in order to meet the functionality desired by the state. The solution has the ability to grow both in the data that is searched and the number of inspectors that can concurrently use the software. Load on hardware is regularly monitored and hardware would be expanded in a timely manner to address any permanent server load increases. Iteris suggests installing updated versions of the software as soon as thorough testing has been completed by the state, but all versions of the software are supported for extended periods of time that meet the needs of the state.

A visual depiction of the software architecture is provided in **Figure 14a**.

Figure 14 – Iteris Software Architecture



TOPIC 3 – SOFTWARE RELEASES

Responding to customer needs and rapidly delivering software solutions to meet those needs is a critical success factor for the Iteris team. To support this commitment, Iteris frequently releases updates to software solutions. Releases follow a standard schedule, however off-cycle releases can be facilitated upon customer request. **Table 8** summarizes the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS.

Table 8 – Topic 3 Software Releases

TOPIC	KEY POINTS
What types (maintenance, enhancement, other) of releases are planned?	✓ Iteris has a defined release schedule to deploy updates made for maintenance, feature enhancements and any issue resolutions.
What is the historical (past 3 years) and expected frequency of each type of new release?	✓ The release schedule can be modified if desired by the client. Currently (and for the last 3 years), Inspect is released quarterly and CVIEWplus (including Inspect Online) is released monthly. Iteris reserves availability to release individual updates if needed to support client needs.
What is the version of the current release?	✓ Current Inspect version is 1.110 current CVIEWplus version is 1.20.4
How is the content of future releases determined?	✓ Iteris employs an iterative development methodology and plans future releases based on the value increments delivered in each iteration. The backlog prioritization is managed by the Product Owner with regular customer feedback to ensure the release pipeline is filled with the most important updates.
How is the content of a release communicated to the client?	✓ Iteris communicates release notes to the Technical User Group when released to beta and production through email notification.
Do government clients have input through a users' group or some other mechanism?	✓ Iteris customers are invited to participate in the Technical User Group in addition to specialized focus groups for new product development and regular feedback.
Provide an average timeframe for reported Defects to be identified, corrected and incorporated in to the next release.	✓ On average, any defect in the software is reproduced, corrected and deployed within 60 days on the next regularly scheduled deploy. Any defect that is critical is deployed off-schedule and is corrected within 4 business hours.
Are enhancements made for specific clients included in future releases?	✓ Iteris incorporates product enhancements made for any client that is not highly customized in the core product to provide an added benefit to the larger Iteris community.
What specific enhancements are planned for release within the next 24 months?	✓ Some features included in the roadmap for the Iteris CVO Platform include: integration to the Drug and Alcohol Clearinghouse, Data Warehouse and Reporting Engine 2.0, Inspect and SNET Data Comparison Tool, and others.
Can components of a release be applied individually or by module without adversely affecting the overall functionality of the System?	✓ Yes, components can be deployed without affecting the other modules of the platform. Additionally, new releases are tested in a beta environment first to decrease the risk of problems in the production environment.
How long is a release supported?	✓ A release in CVIEW is supported until the next release, users in the web application will only ever be able to access the latest version. Inspect releases are supported for up to 3 years.
How are Defects prioritized?	✓ Defects are prioritized as Urgent, High and Normal. Each tier has a response time associated and each issue is responded to and prioritized appropriately within 15 minutes.

Updates are completed regularly for enhancements, maintenance and bug fixes. The client application is released the last Thursday of every quarter (in months March, June, September and December). CVIEWplus (including Inspect Online) is released on the last Thursday of each month. All maintenance and enhancement items, including any state specific requests, are planned in advance for the release, bugs that are minor are also scheduled for the next release when they are reported. Any bug that degrades or impairs the functionality of the application is fixed immediately in an off-schedule release.

All work items (enhancements, maintenance, bugs) are tracked and scheduled by the Product Owner. Scheduling of items is based on the urgency and complexity of the request, current development capacity, and any coordination or hard deadlines specified by the state. The week before a production release there is a test environment release that the state can test, and any problems identified will be corrected before the production release. During this test release, a change log of all updates is provided on the application website and via email from Iteris for the client to review. Change logs are also discussed on monthly Technical User Group (TUG) conference calls. The TUG also provides a forum for users to suggest new enhancements and work with other states that use Iteris products to have questions answered.

CVIEWplus (and Inspect Online) production releases are effective the next time a user logs in to the website, there are no installations required for the new version to function. The Inspect client application release is downloaded by clicking on the link in the Inspect website and running the file. All configuration settings and patches are carried forward from the previous version, so the user can update to the latest version with minimal interruption of use, requiring little planning and technical skills. Inspect also includes an updater by which the state can push updates to all computers without having to physically touch the machines. Once the release has been approved and pushed with the updater, users will receive a prompt to complete the update, further reducing the need for coordination and technical skills for installation. Additionally, releases are supported for extended periods of time to meet the needs of the state.

Iteris maintains a living roadmap to plan the evolution of the products over time to address the needs of the market. Over the next 24 months, Iteris plans to deliver the following enhancements to the platform:

- Night mode on Inspect client (night mode already exists in Inspect Online).
- Drug and Alcohol Clearinghouse Integration.
- Updates of the reporting module to include ad hoc report building for Inspect and a full update to Reporting Engine 2.0
- Inspect and SNET data comparison to assist in troubleshooting and correcting any SNET errors
- State specific requested updates and TUG requested updates.

TOPIC 4 – USER FRIENDLINESS AND USABILITY

User centered design principles drive new feature development for Iteris CVO software solutions. Iteris adds incremental business value to products through Agile SCRUM methodology that incorporates user feedback early and often in the development cycle. Iteris also employs usability experts that conduct user testing using prototypes and other tools to capture user requirements that contribute to a low interaction cost, highly usable interface. **Table 9** summarizes the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS.

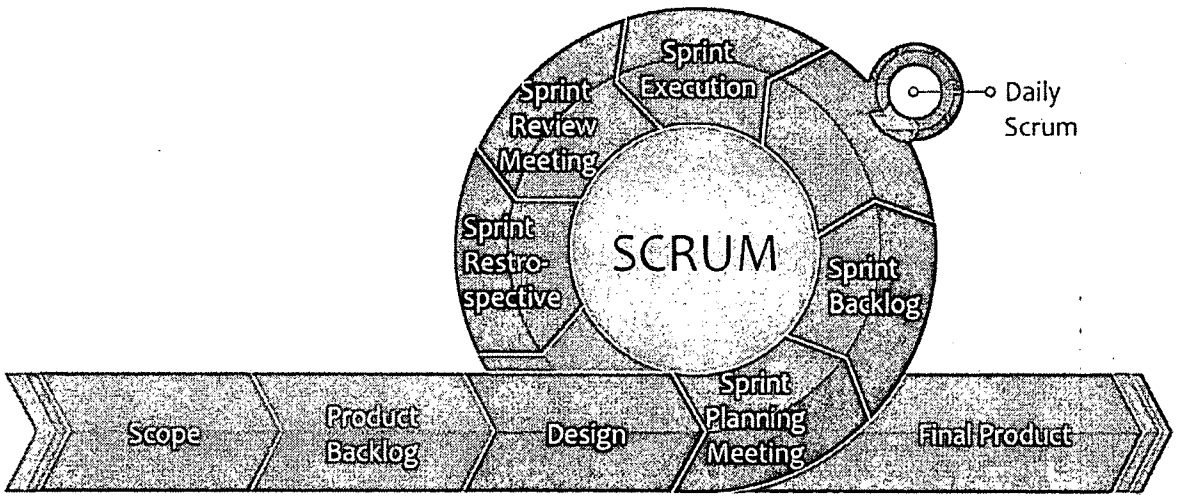
Table 9 – Topic 4 User Friendliness

TOPIC	KEY POINTS
To what extent is the Software intuitive based on the likelihood that the user has experienced other applications with similar graphic user interfaces.	✓ Inspect interaction patterns were designed to support the user's mental model by adopting some characteristics from ASPEN (to reduce change cost) and by incorporating direct feedback into the development process from actual users.
How efficient is the Software in terms of the number of operations required to perform basic tasks.	✓ Inspect reduces inspection time by up to 50%, significantly improving the throughput for roadside and fixed location enforcement. ✓ CVIEWplus (including Inspect online) is highly intuitive and carries a low interaction cost to access screening data.
How does the Vendor's proposed training process support the application.	✓ Iteris employs a "train the trainer" approach to provide a self-sufficient operation for regular activities. ✓ Product support is available 24/7/365 ✓ Product training can be provided at any time, at no cost to support new user onboarding or general training updates for staff. ✓ Typically only one training session is required for almost all users – the products are THAT easy to use!
How much time is required to make new users fully functional and able to input into the system?	✓ A new user can be input in CVIEWplus and fully functional within a few minutes once they have received a 30 minute training. New users to Inspect should receive a 30 minute training and are then functional within a half hour.
Explain any function driven capabilities that exist in the proposed application.	✓ Both CVIEWplus and Inspect have similar user roles across states and Iteris has gotten familiar with these standard functions. Permissions in both applications allow for customizing the flows to meet standard role requirements and are also flexible enough to establish roles that are custom to NH.
Describe how the State would be able to convert data from their existing system into your solution.	✓ During the project execution, Iteris will facilitate any data migration required. This is a standardized workflow for Iteris to conduct a discovery and planning session to gather the data requirements and define the data migration protocols to be executed according to the defined schedule. Generally, Iteris requires the user profile information and connection information to the data sources to be ingested into CVIEWplus. Any state specific integrations are specified in detail and incorporated into the schedule based on any external or internal dependencies for other parties involved.
The State intends to migrate to a fully-functional CVIEWplus during the term of this contract. Describe the migration plan you will implement to insure minimal disruption to NHSP Motor Carrier Enforcement Certified Troopers	✓ The implementation of the proposed solution is simple, and requires a single training session for troopers to get up and running quickly. Iteris will work closely with the NH DOS project team to ensure that all coordination, implementation details are coordinated and complete prior to the final migration activities to reduce any time needed from the involved Troopers.

Iteris proposes an unlimited license for the integrated solution (including CVIEWplus and Inspect. User configuration is easy to manage by the agency, and Iteris is always available to assist where needed. The initial user profile generation will be completed by Iteris in the implementation schedule and training provided to the appointed administrators for NHSP and NH DOS.

Figure 14b illustrates the Iteris SCRUM process of identifying, refining, and delivering increments of value through to production:

Figure 14b – Iteris SCRUM



Inspect was developed in conjunction with troopers and port of entry inspectors across multiple states. Iteris observed their processes and frustrations with current applications and developed an intuitive product to address those concerns. Iteris is very open to feedback from users and has consistently made updates to the software which will allow inspections to be more efficient and meet standards successfully. With this understanding of the user process the application has been updated to minimize the number of operations to perform basic tasks. Auto-population of inspection fields, saving default and custom locations, and clickable validation errors are just some examples of functionality to increase efficiency. If a user has experienced applications with similar user interfaces, they will be able to easily grasp the process for completing an inspection in Inspect.

CVIEWplus is very easy to understand, requiring the user to enter a single data point and then view all relevant data to support the task they are trying to complete. CVIEWplus leverages best practices for web usability for similar interaction patterns, supporting the user in the most effective ways.

The following **Figures 15-18** are examples of frequent scenarios have been provided to demonstrate the user centered interfaces:

Figure 15 – Inspect Initial Search

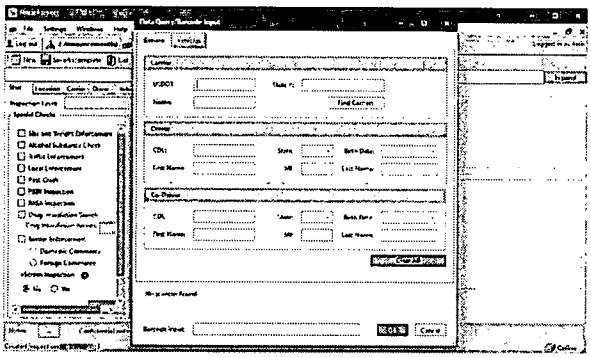


Figure 16 – Inspect Screening Result

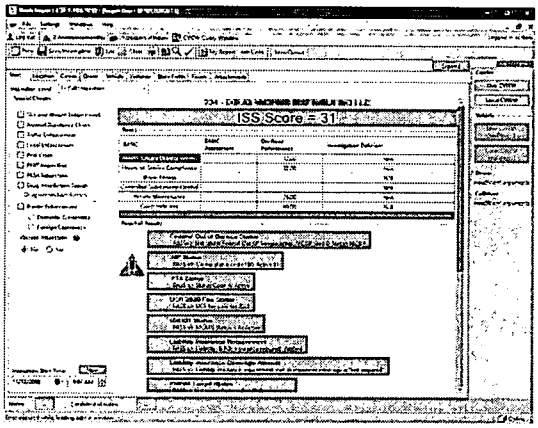


Figure 17 – CVIEWplus Carrier Search

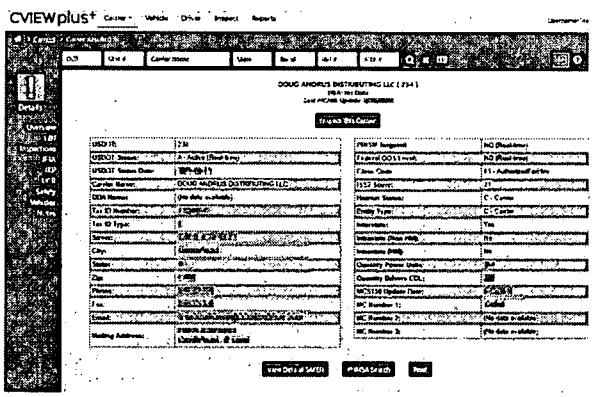
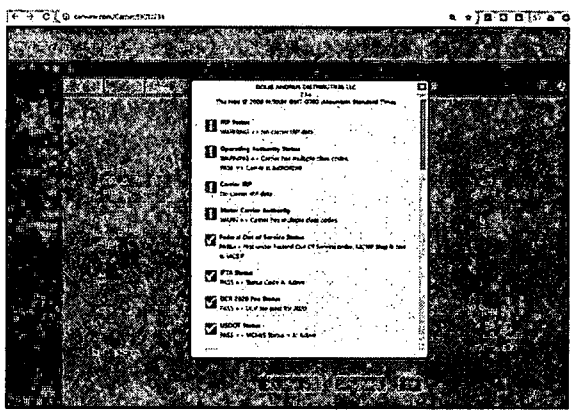


Figure 18 – CVIEWplus Pass/Fail Tests



TOPIC 5 – IT STANDARDS

The proposed solution complies with Open Standards and Open Data Formats as mandated by RSA chapter 21-R: Open Standards (HB418 2012).

Iteris leverages industry best practices in system design and implementation. In addition to security standards, Iteris adheres to strict IT and security standards for all applications and application environments. Each release is carefully planned, tested, and certified prior to release in order to ensure that security measures are met, the software maintains compliance with current Iteris operating procedures, and accessibility standards and state IT restrictions are taken into account. **Table 9b** illustrates the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS.

Table 9b – Topic 5 IT Standards

TOPIC	KEY POINTS
Describe the degree to which your solution complies with information technology standards mentioned on the State of NH web sites: http://www.nh.gov/doit/vendor.	✓ In reviewing the standards on the website, Iteris doesn't find any requirements that we will not meet. Iteris currently holds a contract for Inspect and has completed the review of requirements for the application. Security practices will be discussed with the project team during information gathering.
Is the proposed application considered Open Source Software?	✓ CVIEWplus and Inspect are proprietary software solutions.
Does it comply with Open Standards, including but not limited to Open Data Formats?	✓ Both CVIEWplus and Inspect comply with Open Standards. Primary file format is xml for file transfer to and from FMCSA. Other file formats supported include html, JSON and CSV.
Describe the degree to which the proposed Solution meets the requirements of RSA chapter 21-R:10, 21-R:11, 21-R:13.	✓ The proposed solution complies with Open Standards and Open Data Formats as mandated by RSA chapter 21-R: Open Standards (HB418 2012). ✓ The products themselves are proprietary and do not meet the "Open source software" specifications.
Identify what industry standards are incorporated in to the Solution.	✓ CVIEWplus and Inspect comply with industry standards for data encryption. ✓ Both products comply with SAFER ITD Data schema. ✓ Inspect complies with all FMCSA Third Party Inspection requirements.
Identify whether standards employed are national in origin or are unique to the proposed Software.	✓ The IT standards employed are national standards. Iteris adheres to all federal regulations in order to certify our applications and transfer data to and from the national databases. Iteris follows the standards set forth by the W3C with no custom formats/standards unique to Iteris.

TOPIC 6 – INTERFACE STANDARDS

Iteris holds all of its software accountable to usability best practices and industry standards in order to ensure that the software is flexible, user friendly, and reliable. **Table 10** illustrates the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS.

Table 10 – Topic 6 Interface Standards

TOPIC	KEY POINTS
What types of interfaces are possible with the proposed System (e.g., online, batch, etc.)?	✓ Generic and specific web services are the most prominent interface supported by the solution, however Iteris can accommodate flat file transfer or other custom interfaces required by the agency.
Does the Solution have the ability to send and receive standard file formats such as fixed length, fixed position ASCII files? (i.e.XML, comma-delimited text)	✓ Both CVIEWplus and Inspect support standard file formats. Primary file format is xml for file transfer to and from FMCSA. Other file formats supported include html, JSON and CSV.
What Data is available to other systems? What Data may be imported/updated from other systems?	✓ The Iteris platform architecture is an open framework which allows for ease of importing data from other systems very easily and also allows for exporting data to other systems easily. Currently we support standard integrations with SAFER and standard or customized integrations with IRP/IFTA systems, permit systems, intrastate data repositories and others.
What data (if any) isn't available for import/export?	✓ All data is available in a format for importing/exporting. Data points that are more sensitive will require additional review and configuration to ensure security standards are rigorously upheld. MOUs will be put in place for new connections as needed to ensure authorization to data requested is approved prior to import/export implementation.
What tools are provided with the System for the development of interfaces?	✓ Upon request, Iteris will provide API documentation and integration instructions to support any interface development required by NH DOS or other third parties at the request of NH DOS.
What scheduling tools are required for initiation of interfaces? Are these tools included with the proposed Software?	✓ There are no scheduling tools required. Other than standard file processing, integrations are on demand to support the near real time query of critical data to support screening and enforcement. In the event an interface requires scheduled activity, this well be configured by Iteris in conjunction with NH DOS.
Are there any constraints upon the timing of batch interfaces?	✓ The Iteris systems themselves do not have constraints on batch timing processing. Some data sets that are standard to CVIEWplus and Inspect have timing requirements which Iteris is familiar with and will provide full consultation and recommendations to ensure that the interfaces meet industry standards. For example, IRP and IFTA files being sent to SAFER must be done timely and regularly to ensure data quality scores remain high. Iteris processes monitor this timing and alert the client to any issues.
Does the System employ standard definitions or file layouts for interfaces? If so, include a sample in an appendix.	✓ The proposed solution is easily extensible to support nearly any interface, deferring standards to the integrating party. For example, file layouts for transmission to and from SAFER are based on the SAFER Interface Control Document (ICD) schema version 9.5.3.9. Web services are normally in RESTful or SOAP format.
What standard interface formats are used with the proposed Software? What degree of flexibility is available?	✓ Iteris currently supports interfaces with other systems via file transfers and web services. Both of these methods include the ability to fully customize the formatting, frequency and business rule enforcement of the data. The Iteris Team has been involved in many different integrations and has the expertise to find the ideal solution for any connection.

The applications utilize standard keyboard functions and mouse commands which can be used with adaptive devices if needed. Accessibility features built into Windows operating systems will work seamlessly with the applications. Considerations such as textual information, image labels, display attributes, and color and contrast, flashing and blinking text, and documentation have all been developed in such as manner as to not impact any of the native Windows accessibility options and developed in compliance with industry standards. Iteris has reviewed New Hampshire's Web and Mobile Application Accessibility Standards located at https://www.nh.gov/doit/vendor/documents/web-mobile-access-standard.pdf and confirms that the proposed solution complies with those standards as dictated by the state.

For custom interfaces, Iteris will develop an Interface Control Document (ICD) which fully describes the custom interface. This document includes a) identification of Iteris-side and Agency-side interface owners; b) the type and timing of the interface; c) data exchanged or interfaced; d) any functional requirement of user interface, reporting, logging, etc.; e) security protocols; f) end-to-end testing procedures; g) acceptance testing; h) change control.

TOPIC 7 – AD HOC/FEDERAL REPORTING

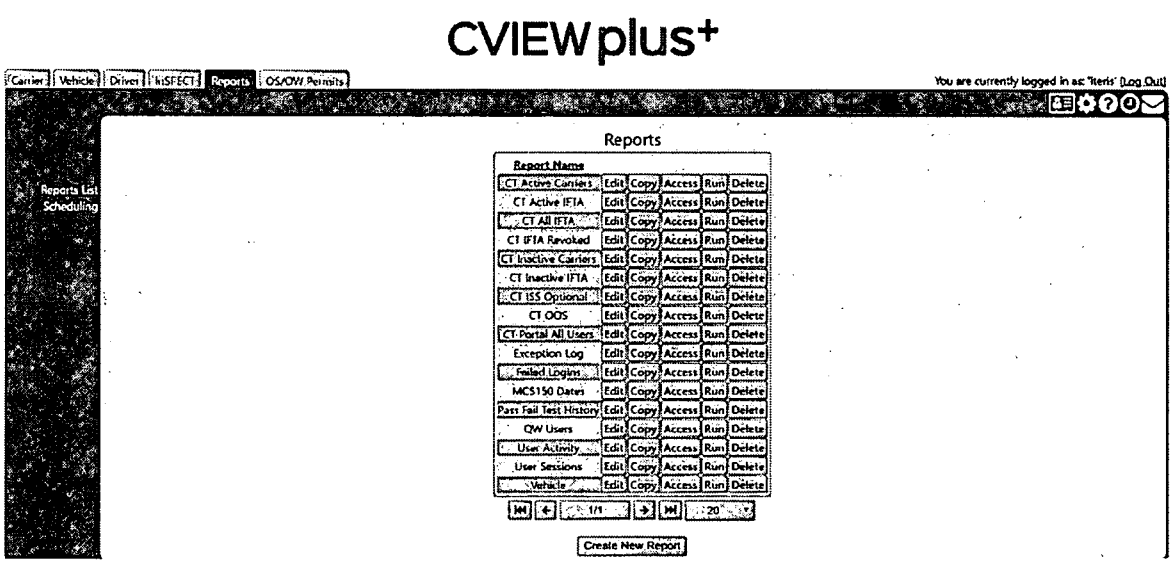
Iteris proposes a solution with out of the box reporting capabilities to support ad-hoc report requests, and canned reports with the option to export reports for external consumption. The ability to schedule canned or user created reports is available for users to get the data needed to complete critical tasks in an efficient, flexible manner. **Table 11** illustrates the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS.

Table 11 – Topic 7 Ad Hoc/Federal Reporting

TOPIC	KEY POINTS
Discuss how support is provided for ad hoc reporting without disruption to processing of transactions. **Describe how the following needs are addressed:** **•Ad hoc reporting;** **•Online analytical processing (OLAP);** **•Creation of Data extracts, and** **•Historical reporting.**	✓ Users can create ad-hoc reports, and export to excel or csv format. ✓ Users can run and export canned reports to excel or csv format. ✓ Reports can be scheduled for regular access to needed information. ✓ Additional reports and data elements can be made available to users upon request by the agency. ✓ Iteris has dedicated analytical processing (OLAP) for all historical information, in near-real time for historical and current data.

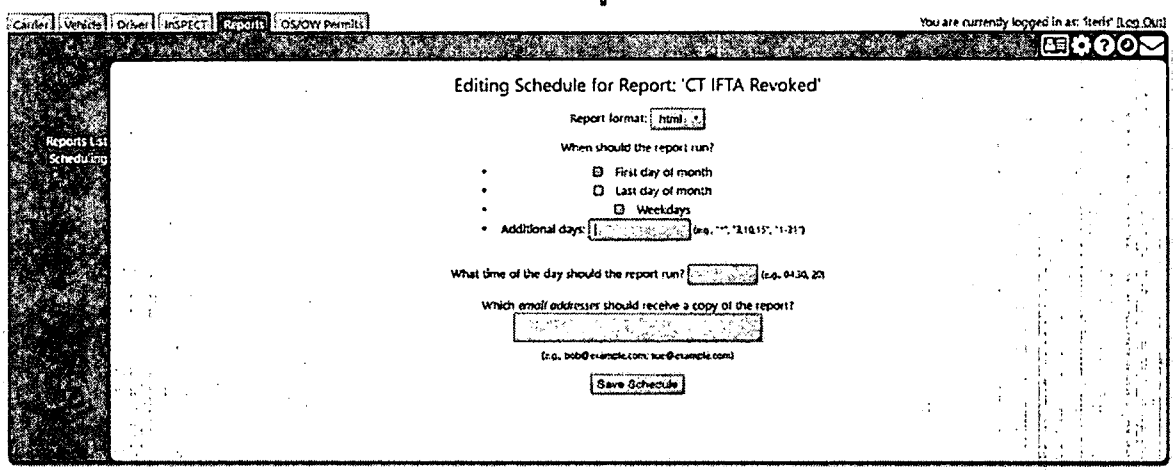
CVIEWplus allows users to create, run, save, and edit their own reports, so they can get the information they need when they need it. These reports can be scheduled to run on a routine basis. Clicking the "Reports" tab displays a list of the reports that the currently logged in user is allowed to run or edit along with the option to create new reports, as shown in **Figure 19**.

Figure 19 – CVIEWplus Reports tab



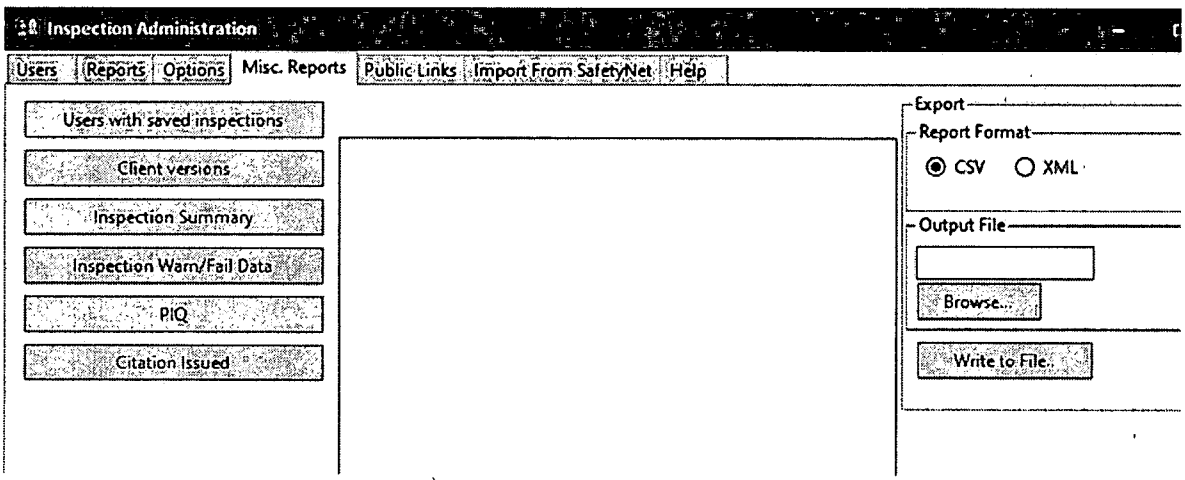
A report may be sent in different formats and scheduled to run at different times of the day/month. These reports may be emailed to any given number of people by adding email addresses in the box shown in **Figure 20.** Complete flexibility has been built in to the scheduler so as to allow state employees access to whatever data is needed at any given time.

Figure 20 – CVIEWplus Edit Report



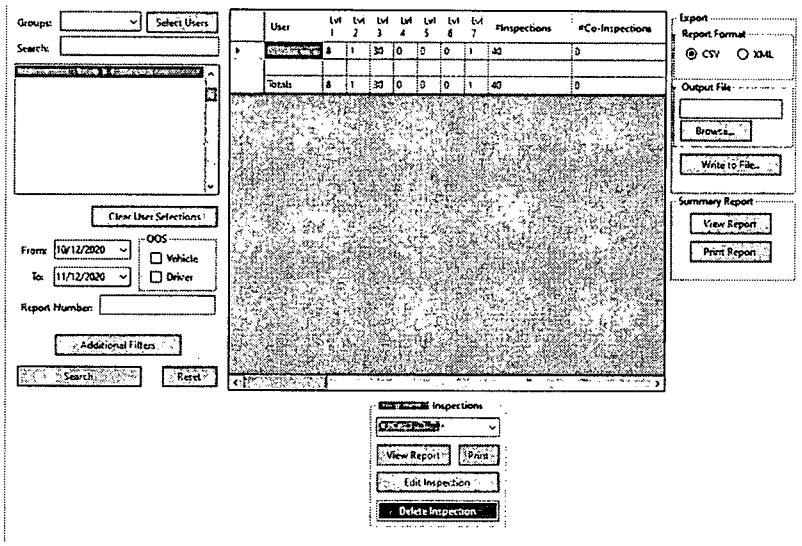
Inspect also has a set of canned admin reports to track user activity or the CVIEWplus ad hoc reporting engine allows users to create and schedule platform reports from CVIEWplus and Inspect data. Reports tab is shown in **Figure 21**. If preferred, Iteris support can create and schedule custom reports for NH as well.

Figure 21 – Inspect Reports



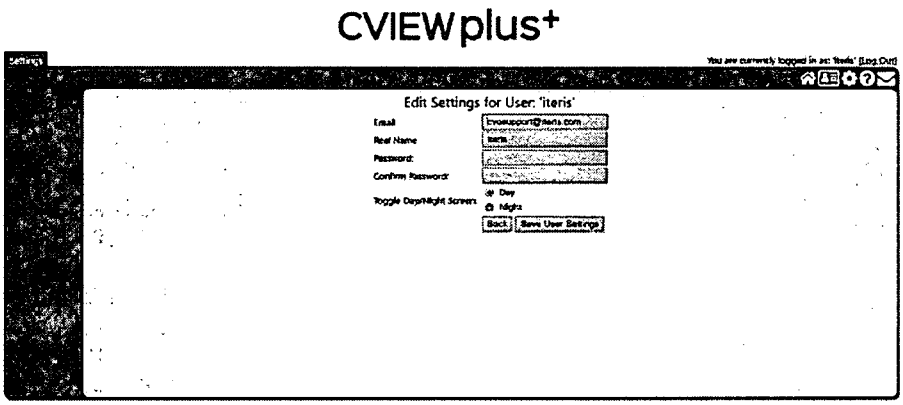
Also, at any time a user can see a report of the work that they have completed in Inspect, see **Figure 22.**

Figure 22 – My Report



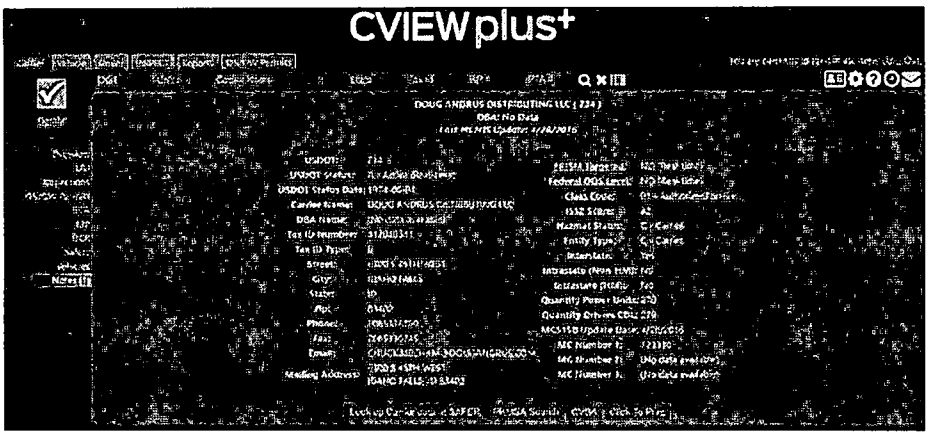
The application provides the ability for users to update their personal settings as shown in **Figure 23.**

Figure 23 – CVIEWplus Edit User Settings



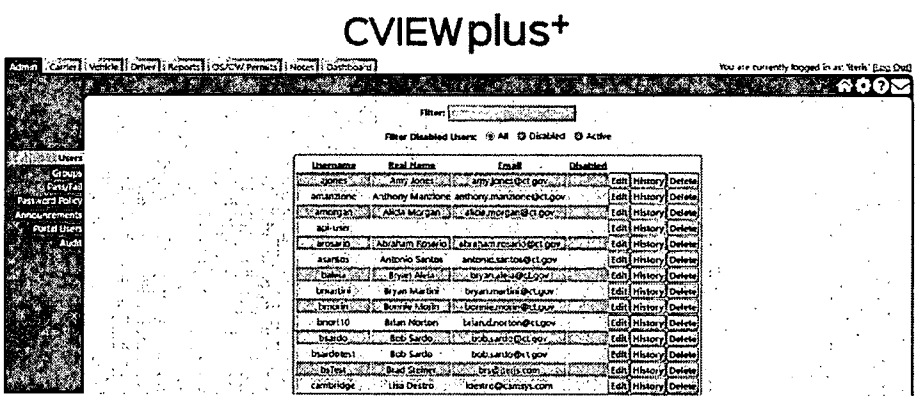
Profile information such as name and email address can be modified on this screen. A user can also change their password here instead of using the "forgot password" link. If the user selects the "Night" mode, the application will be displayed in a dark theme as shown in **Figure 24.**

Figure 24 – CVIEWplus Night Mode



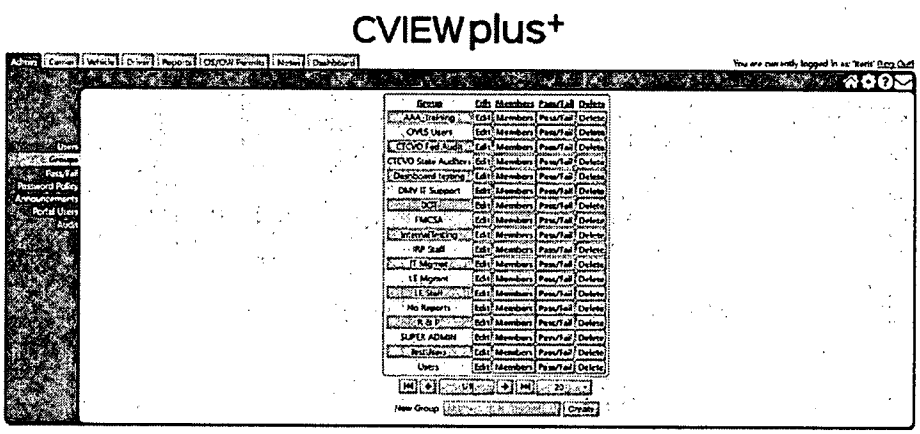
Once you are logged into CVIEWplus and have permission to be an administrator you can navigate to the administration section as shown in **Figure 25**.

Figure 25 – CVIEWplus Administration tab



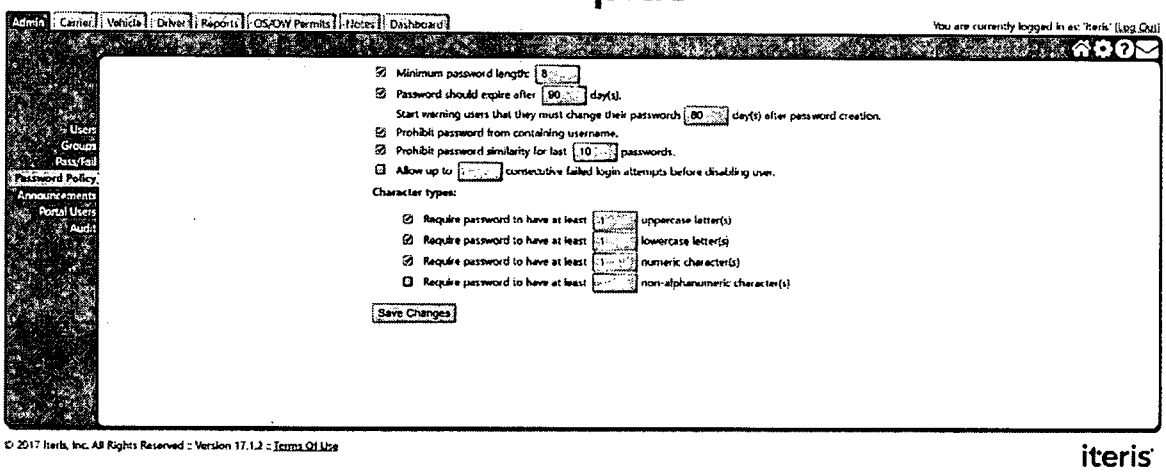
Administrators may also manage groups and permissions granted to each group as shown in **Figure 25b.**

Figure 25b – CVIEWplus Group tab



The CVIEWplus administration interface allows an administrator to globally set a password policy for users. These password policies can be as stringent or as loose as a state feels is necessary. This password policy interface allows complete flexibility in determining how a state support and administers their passwords. By default, no password policy is enforced.

Figure 26 – CVIEWplus Password Policy Configuration



D-2 Technical, Services and Project Management Experience

D-2.1 Security and Protection of Data

TOPIC 8 – SYSTEM SECURITY

Deliverable: 5 (Security Plan)

Iteris recognizes the critical importance of a holistic control environment that ensures adequate protection of Iteris proprietary information, Iteris customers, and data relevant to Iteris systems, products, and services rendered. **Table 12** illustrates the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS.

Table 12 – Topic 8 System Security

TOPIC	KEY POINTS
The identification and authentication methods used to ensure that users and any interfacing applications are identified and that their identities are properly verified.	✓ Identity and authentication utilize HTTP Basic Auth headers for web services and session cookies for websites. Credentials are stored using a sha256 FIPS 140-2 compliant hash. Any attempt at accessing protected resources/pages will get logged and redirected to authenticate.
The authorization methods used to ensure that users and client applications can only access Data and services for which they have been properly authorized.	✓ User authorization is granted through administrative functions in the CVIEW+ application. Security principle of least privilege has been applied to user authorization. Authorization is checked per request and if not authorized will be redirected to authenticate.
The immunity methods used to ensure that unauthorized malicious programs (e.g., viruses, worms and Trojan horses) do not infect the application.	✓ All server environments in the public cloud have Microsoft Antimalware installed for real-time protection and remediation of any viruses, spyware, malware, and other malicious programs.
The methods used to ensure that communications and Data integrity are not intentionally corrupted via unauthorized creation, modification or deletion.	✓ Measures have been taken to prevent any form of SQL injection through the use of parameterized SQL calls and stored procedures. All network communication happens over encrypted channels.
The methods used to ensure that the parties to interactions with the application cannot later repudiate or rebut those interactions.	✓ Along with storing in databases direct user associations to user activity, a user activity log is generated for various actions that can be reported on to those with authority to do so. This log is read only and is written to in code with no outside influence to maintain non-repudiation.
The Intrusion Detection methods used to ensure the detection, recording and review of attempted access or modification by unauthorized individuals.	✓ Both successful and failed login attempts are logged, stored, and made available in reports to those with authorized access.
The privacy methods used to ensure that confidential Data and sensitive communications are kept private.	✓ All sensitive and confidential data are only displayed to authenticated and authorized individuals who have been given explicit access to this data. Capability exists to administrative users in CVIEW to make available specific data to certain user groups. All network traffic is sent over encrypted channels protecting sensitive data from being inspected while in transit. Also, while at rest the data is encrypted as well.
The System maintenance methods used to ensure that System maintenance does not unintentionally disrupt the security mechanisms of the application or supporting hardware.	✓ Standard system maintenance is performed through Microsoft monthly updates in a staggered approach to catch potential impact due to maintenance updates before production updates occur. Use of development and staging environments allows for release of maintenance updates prior to production deployment to allow time to detect any negative downstream effects and mitigate before production systems are impacted.

Excerpts from the System Security Plan (SSP) have been provided in this response to address the specific request. See "Iteris CVO System Security Plan" for system security plan in **Appendix A** for reference.

Physical Security

Iteris Facilities

Iteris facilities containing technology infrastructure to support internal network access, personnel records, etc. are managed in a tightly controlled environment requiring physical key or key card access to facilities. Only authorized individuals may access internal systems. Remote access is provided to authorized personnel via secure VPN.

Third-Party Hosting

Iteris CVO hosts its systems in a secure Microsoft Azure cloud environment, located in San Antonio, Texas with a backup site located in Illinois. Microsoft leads the industry in establishing clear security and privacy requirements and then consistently meeting these requirements. Azure meets a broad set of international and industry-specific compliance standards, such as General Data Protection Regulation (GDPR), ISO 27001, HIPAA, FedRAMP, SOC 1 and SOC 2, as well as country-specific standards, including Australia IRAP, UK G-Cloud, and Singapore MTCS. Rigorous third-party audits, such as those done by the British Standards Institute, verify Azure's adherence to the strict security controls these standards mandate. (https://azure.microsoft.com/en-us/overview/trusted-cloud/)

Iteris also contracts with Rackspace to provide technical support for this environment. Iteris utilizes Rackspace for comprehensive security and compliance services. Their security experts use leading technologies and best practices to support our efforts to comply with regulatory mandates. Azure has built-in monitoring, threat detection, automatic patching, and backups that allow us to keep our system safe and functioning 24/7.

Personnel

Workforce Security

Iteris has a regulated process for hiring and terminating its employees. Applicants are first screened by our HR department and then a series of interviews take place including at least one face-to-face interview. Potential employees must also pass a background check and drug screening prior to employment. Once a candidate is cleared and chosen for employment they must agree to the rules of behavior as outlined in the Employee Handbook. Iteris CVO employees are also subject to FMCSA's Rules of Behavior.
Employee termination is handled by Human Resources. When an employee is terminated all access to internal and external systems is removed.

Workforce Access

System access is restricted based on each individual's role. Each person's access is limited to the specific resources required to perform his/her job functions. All approved access is logged and stored for reference. Iteris follows the principle of least privilege when granting access to any resources within the organization.

Incident Management

Iteris has a 24/7 support center that can be reached via email to address any critical issues. Iteris staff can also be reached by phone during business hours. When contacted, the support center determines the severity of the issue and escalates to the appropriate channels to resolve the issue in a timely manner in accordance with our Service Level Agreement (SLA) with the state. Breach in security protocols identified are reported as an "Urgent" issue, within 15 minutes of reporting or identification. Notification to client contact is made within less than 24 hours. A samples SLA is provided in **Table 13**.

Table 13 – Sample SLA

LEVEL	ACKNOWLEDGE TIME	RESOLUTION TIME	RESPONSE AVAILABILITY	CRITERIA
Urgent	15 minutes	1 hour	7 days / week; 24 hrs. / day	Defined as system down or unavailable
High	1 hour	4 hours	7 days / week; 24 hrs. / day	Defined as system is partially available or performing in a degraded mode
Normal	1 hour	1 work day	5 days / week; 7am-6pm Mon-Fri	Defined as primary support services provide during regular operations

Iteris Commercial Vehicle Operations (CVO) also has a disaster recovery plan and a security breach plan which outlines steps required to take if those issues were to occur.

Confidentiality

All staff with access to the customer's system will agree to and sign confidentiality or non-disclosure agreements as described by the contract in place providing the service.

Training and Certification

All staff with access to customer data and systems attend annual security and information assurance trainings. Additional trainings are encouraged throughout the year. Applicable staff attend training on new security standards adopted by Iteris customers as required compliance for Iteris products and services within 60 days of adoption.

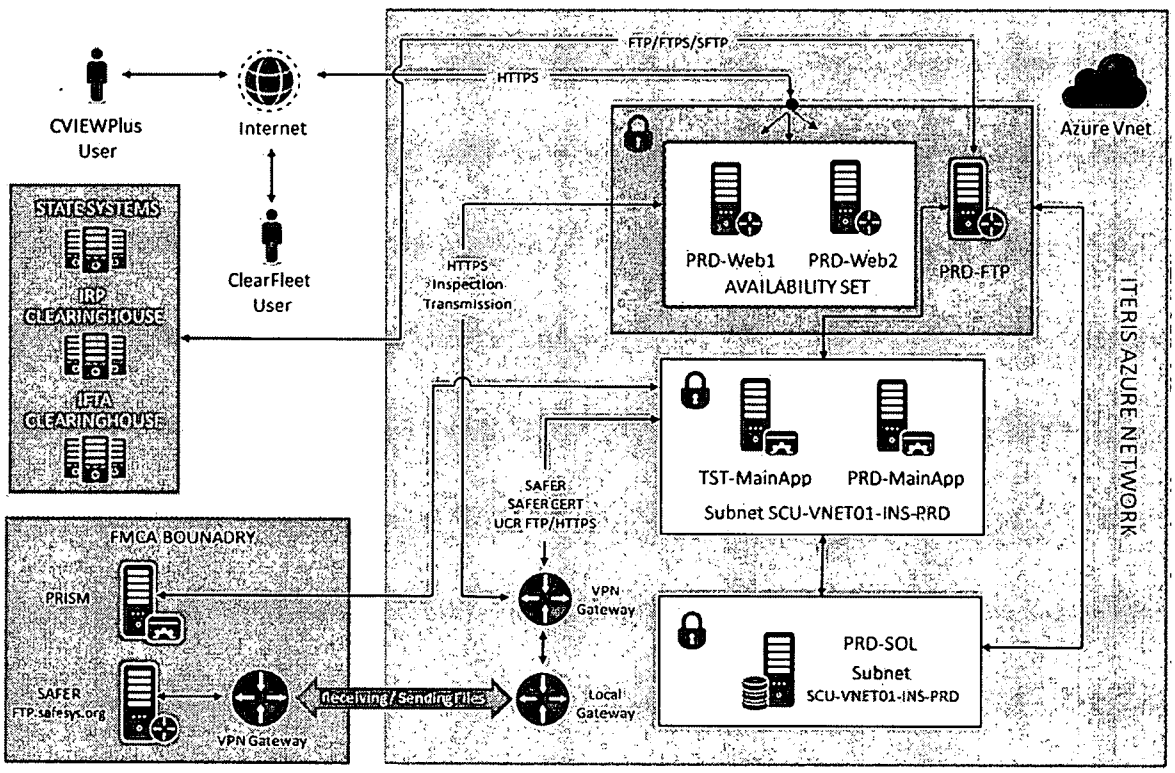
System Regulations and Security Requirements

All systems within Azure that are used by Iteris are SOC 2 compliant. Iteris also meets FIPS and ISO 27001 standards for compliance and follows many other best practices within the industry to uphold the security and confidentiality of sensitive data.

Interconnections

The Iteris system manages interconnections with external boundaries following **Figure 27** depicts the interconnections within the control environment:

Figure 27 – Iteris Connection Flow



Server Access

The Iteris environment for the system sits behind a firewall within the Azure cloud environment. VPN access is required to access the firewall and all hardware that sits behind it. This firewall uses a whitelist of IP addresses and will only allow traffic from those specific IP addresses through to the system's servers. Once traffic has been allowed past the firewall, valid credentials must be given to access the desired server. This validation and verification prevents outside access to the system's servers as well as unauthorized user access even from verified sources. Remote server access is limited to IP addresses within the United States.

Security Vulnerabilities and Security Patches

Vulnerability scans are conducted prior to releases. All security vulnerabilities identified will be repaired within 30 days of detection. Any security patches to operating systems and applications will be installed within 60 days of release. Any suspected security breaches will be communicated to the state administration.

Password Management

Password policies are managed by authorized state system administrators and enforced within the application. These policies are determined by state administrators and can be as strict as the state chooses. This includes password complexity as well as required password change intervals. Additionally, on a failed user login, the application will only specify that the login failed and will not indicate as to the cause. System administrators have the ability to define or reset any user password. Users can also reset their own password. Upon a password change, the user will be required to re-login. If a user has forgotten their password, they are able to reset it via a link which sends an email to the email on record for the user entered. After a state determined number of failed login attempts, the user will be locked out and require a system administrator to allow them to attempt to login again. For Iowa DOT, the number of failed attempts is set to five (5). Password complexity is managed by the administrator, in alignment with FMCSA rules of behavior. In the event of employee termination or resignation, the user account may be disabled or deleted by an authorized system administrator subject to state policy.

Logging

Access to the system is logged and stored for audit and security purposes. This includes internal access as well as client access to the applications. All changes and general activity within the system is logged and stored for 1 year. System administrators can access these logs at any time.

Continuous Monitoring

Iteris systems are continuously monitored to insure continuity of services and to identify potential attempts at unauthorized access. In the event of a website outage, Iteris CVO support staff are notified every 3-5 minutes until the issue is resolved. FTP/SFTP server connectivity is also monitored and staff alerted every 20 minutes if four failed attempts to connect are detected. Iteris also monitors the Azure environment and staff are automatically notified of any critical system outage (ex. system not responding or going offline) through Azure service alerts. These alerts provide details of the outage as well as updates from Microsoft's technical support team regarding actions taken to resolve the issue and anticipated downtime. Finally, Iteris coordinates closely with FMCSA's technical staff to stay abreast of scheduled and unscheduled downtime relative to SAFER services. Should a system outage occur within the Iteris environment, designated state personnel will be notified and the issue resolved in accordance with Iteris' SLA with the state.

Penetration testing will be conducted monthly using a third party service. Results are reported to Iteris and any critical or high vulnerabilities are addressed within 30 days. Medium/minor vulnerabilities are prioritized to be addressed as soon as possible without impacting client commitments.

Website Certificates

Iteris acquires and maintains website certificates for all web applications. The signature algorithm used for these certificates is sha256RSA with a hash algorithm of sha256. The public key is RSA (2048 Bits). These certificates are monitored and renewed on a regular basis to ensure the sites are secure. This level of encryption ensures all data transmitted within the site is secure.

Data Security

Database

Database backups are performed daily and are stored for 1 week. Server backups, including all associated disk drives, are performed daily and stored for 30 days. More details regarding backup and recovery can be found in our disaster recovery document upon request.

Data Integrity

Iteris validates all incoming data for compliance with data schemas as well as verifies integrity of data to prevent data corruption prior to inserting new records. SAFER baselines are run monthly to make sure all data is up to date and matches SAFER's databases. State data is baselined at least annually to insure data integrity. FMCSA data quality reports are also monitored on a monthly basis and any anomalies researched with the state and FMCSA. Once errors are identified, the state will be provided with instructions to correct the data and a baseline scheduled if necessary.

Data Encryption

All data transmission is encrypted while in motion and is also only transmitted via secure VPN tunnels. At rest Iteris databases are encrypted as a whole and require valid credentials to access. Within the databases, all PII data is encrypted using AES-256 encryption standards. Iteris contains Federal Tax Information (FTI) and Personally Identifiable Information (PII) data and ensures that when storing/processing this data FIPS 140-2 compliant algorithms are used to maintain secure cryptography.

TOPIC 9 – BACKUP AND RECOVERY

Deliverable: 15 Business Continuity Plan

Disaster Recovery Testing

The disaster recovery plan provided will include the details of the disaster recovery environment, the procedures for determining when disaster recovery is needed, the procedures for implementing disaster recovery, and the ongoing business activities that are completed to ensure the environment is ready for disaster recovery. This includes the ongoing backups of data and code as well as the testing procedures and frequency. **Table 14** illustrates the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS.

See "Iteris CVO Disaster Recovery Plan" provided in **Appendix A.**

Table 14 – Topic 9 Backup and Recovery

TOPIC	KEY POINTS
Use of and method for logging and journaling	✓ Web application traffic and analytics are stored in the cloud solution provider which provides tools to assist with debugging and performance enhancements. Other logs are stored in databases as well as on client machines and servers for storing application and user activity. These logs are used to troubleshoot and diagnose issues quickly.
Single points of failure and recommended approaches for their elimination	✓ Downtime of web applications are mitigated through the use of load balancers and multiple web servers on separate fault domains. Non recoverable loss of virtual machines can be restored through daily backups that are stored as part of the cloud provider site recovery solution. Cloud provider offers paired regions in the event of an entire datacenter or region going offline which would restore activity through separate region's datacenters.
Approach to redundancy	✓ Geo-redundant backup strategy is used whenever possible which provides three copies in primary region and three copies in secondary region. When geo-redundancy is not available for a particular resource, locally redundant storage is used which creates three copies in a single region.
Please enumerate your high-level methodology for creation of a Disaster Recovery Plan	✓ Mitigate disaster using load balancing, redundancy, and system monitoring ✓ Maintain reliable backups in the event that hardware malfunctions or complete power loss of data centers. ✓ Plan for new hardware allocation and use of backups in the event of a disaster ✓ See the Disaster Recovery Plan included in Appendix A.
Impact of Software license fees	✓ All disaster mitigation and recovery outlined is included in the proposed solution at no additional cost. If additional processes are required, additional fees may be applied but not before agreement between NH DOS and Iteris has been reached.

TOPIC 10 – ASSURANCE OF BUSINESS CONTINUITY

Deliverable 15 (Business Continuity Plan)
Iteris understands that the data housed and provided as part of the Inspect solution is the property of New Hampshire, and Iteris expresses no ownership rights to the data. **Table 15** illustrates the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS.

Table 15 – Topic 10 Assurance Business Continuity

TOPIC	KEY POINTS
The State believes that additional Software License fees solely related to redundancy for assurance of business continuity would be inappropriate. If the Proposal differs from this standard, describe and provide rationale for the difference.	✓ Additional software license fees will not be charged to ensure business redundancy. New Hampshire can have redundant roles with separate user licenses as needed.
Please enumerate your high-level methodology for creation of a Business Continuity Plan.	✓ The full disaster recovery process and escrow documents are included in this proposal.

Iteris goes to great lengths to ensure that state data is protected, available, and readily accessible. We have a long track record of hosting data for states and providing reliable uptime and service to that data. In the unlikely event that Iteris becomes insolvent, the solution source code will be placed in escrow. Iteris currently maintains software escrow accounts for several clients, including New Hampshire. This does not result in any additional license fees for the proposed solution.

See **Appendix B** for additional details on software escrow.

TOPIC 11 – HISTORICAL DATA (IF APPLICABLE)

CVIEWplus and Inspect are built on a robust database that aggregates data from SAFER and intrastate data sources to provide powerful and customized screening and enforcement direction. All data stored is accessible through the user friendly applications and is limited by role based access controlled by the state. Data is organized by use case and searching hierarchy to ensure that the data most relevant to the user is presented at the right time. All historical transactions are viewable within the application via direct query screens as well as with automated and fully customizable reports. **Table 16** illustrates the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS.

Table 16 – Topic 11 Historical Data

TOPIC	KEY POINTS
Describe in detail the manner in which users and system administrators can view transactional Data	✓ CVIEWplus and Inspect users can login to any computer to view historical data within those applications via direct query screens and through standard or custom reports.
Please describe your experience with organizations similar to the Department of Safety and discuss what historical data they have and have not converted/migrated into the new system.	✓ Iteris has worked with over 20 organizations similar to the New Hampshire Department of Safety. CVIEWplus and Inspect are built on a robust database that aggregates data from SAFER and intrastate data sources and keeps all historical data.
How many years of historical data is typically converted in a project similar to this one?	✓ Typically each state retains data for the required IRP and IFTA data retention period, 4 years and 5 years respectively. Many states choose to retain data for longer depending on the regulations for enforcement and statute of limitations in their states. Iteris will complete an evaluation at the beginning of the project with NH DOS to confirm current state data retention requirements. ✓ Inspect has inspections from our first clients going back to 2014. Typically, we convert all existing historical data that is available in the federal repository. ✓ CVIEWplus has UCR records going back to 2006 and carrier data going back to 1981. Typically, we convert the last 2 years of data and anything additional the state requires for data retention.
Describe how you will help the Department of Safety determine the right number of years to convert.	✓ Iteris will meet with the Department of Safety to discuss their current Inspect and CVIEWplus needs. Iteris will then be able to determine the right amount of years to convert.

Figure 28 - Screenshot of basic carrier query

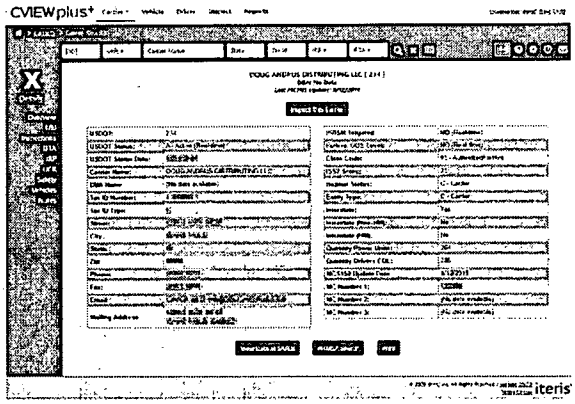
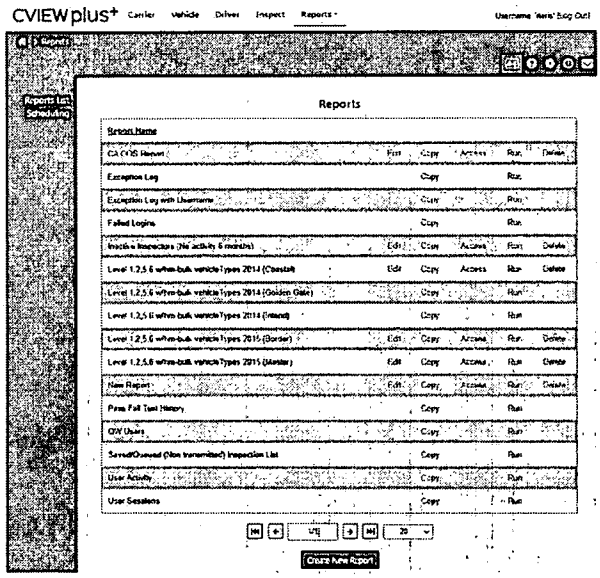
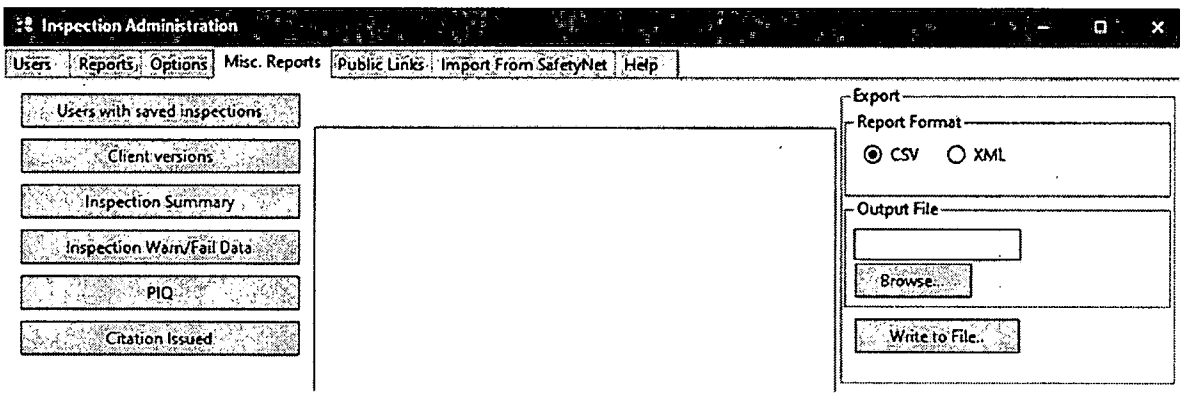


Figure 29 - Screenshot of standard report list in CVIEWplus



This shows a basic carrier query and demonstrates the standard formatting throughout the application for the data query screens. Each data point can be controlled by user role so the screen is customized per group. Additional state specific data queries can be integrated.

Figure 30 - Screenshot of standard report list in Inspect



The reports in this screenshot **(Figure 30)** are included in the standard reporting that is provided to each state upon deployment of CVIEWplus and Inspect. In addition to these reports, the state has the option to request customized reports which are included in the maintenance cost and can be scheduled to be sent to users as needed.

In order to allow enforcement to use their time most effectively, CVIEWplus and Inspect use the aggregated data and industry proven logic to alert the user of specific scenarios that the data requires additional officer intervention and investigation. Each application comes with a standard set of pass/fail tests and included in the maintenance contract is the option for the state to create any additional NH specific pass/fail tests that will assist in specific areas of concern or focus.

SAFER Data

Iteris currently has 21 clients that have performed a data transition to Iteris' CVIEWplus and 12 clients that have performed a data transition to Iteris' Inspect (including the state of NH). Iteris supports 23 clients with CVIEWplus and Inspect currently. This transition is very consistent and easily tested due to the nature of data being regularly funneled to and from SAFER by Iteris for both inspection and CVIEWplus data points. This regular activity will provide the basis for the data transition. Iteris is pleased to confirm that this data transfer is already being completed for the state of NH for the standard IRP and IFTA data sets. The inspection connection is also already fully in place with the Inspect contract and no data transition will be required for that full application and related information. Additionally, Iteris database and applications are already accessing all other carrier and CDLIS data sets from SAFER for NH and will not require a data transition.

When a state begins use of CVIEWplus, Iteris support completes a full IRP and IFTA certification with FMCSA to confirm that files are being transmitted in the correct format and that the data quality for the records contained in each file is high. Since Iteris is already transmitting IFTA files and certification of the files was completed in November of 2019, additional certification for IFTA will not be required. This portion of the project is complete. IRP certification will be included in the deployment workplan and will be fully coordinated by the Iteris project team. The certification will finalize the IRP data transition and will include a baseline process.

State Specific Requirements

Intrastate data source integrations will also include a data transition. These transitions can take a variety of forms depending on the method of integration. As part of the workplan for each intrastate data source, the project team will evaluate the data connections and determine if the transition will be supported via a baseline file transfer or if a web service connection is used any initial data loads required.

Typically each state retains data for the required IRP and IFTA data retention period, 4 years and 5 years respectively. Many states choose to retain data for longer depending on the regulations for enforcement and statute of limitations in their states. Iteris will complete an evaluation at the beginning of the project with NH to confirm current state data retention regulations and practices, identify any problems that enforcement regularly encounters with data retention and investigation and to then make a full recommendation on the retention practices moving forward. Data can be retained or purged at each annual IRP and IFTA baseline and Iteris accommodates both options as agreed upon by the state. Data retention and transition of historical data for any intrastate data sources will also be evaluated based on state regulations and practices and current problems that could be corrected with updates to these practices or additional data availability in the applications.

TOPIC 12 - SECURITY TESTING

As discussed in Topic 8, Iteris maintains a System Security Plan and implements detective controls that include vulnerability and penetration testing. Excerpts from the System Security Plan (SSP) have been provided in this response to address the specific request. **Table 17** illustrates the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS.

See "Iteris CVO System Security Plan" for the system security plan provided in **Appendix A.**

Table 17 – Topic 12 Security Testing

TOPIC	KEY POINTS
Describe the testing tools and methodologies used for testing the security of the Software application and hosting environment.	✓ Vulnerability scans and penetration testing tools employed regularly to provide detective controls within the application. ✓ Azure Security Center provides active security assessments of hosting environment along with actionable security recommendations. DDoS protection is built into the cloud network. Built in active malware detection and prevention on all virtual machines with triggered alerts.
How can you ensure the security and confidentiality of the State Data collected on the system?	✓ Iteris ensures that access controls are provided to authorized agency personnel and complies with data encryption standards to ensure state data rests safely within the control environment and is made available only to authorized individuals. ✓ For additional information on security protocols, see "Iteris CVO System Security Plan" provided in **Appendix A.**
What security validation Documentation will be shared with the State?	✓ Upon completion of regular security testing, a copy of the report will be provided to the NH DOS.
Do you use internal or external resources to conduct security testing?	✓ Iteris leverages third party tools to conduct testing. The Iteris security plan is reviewed annually to ensure compliance with contractual obligations and industry standards. A third party assists in the review of security standards, however an internal review may also be conducted.

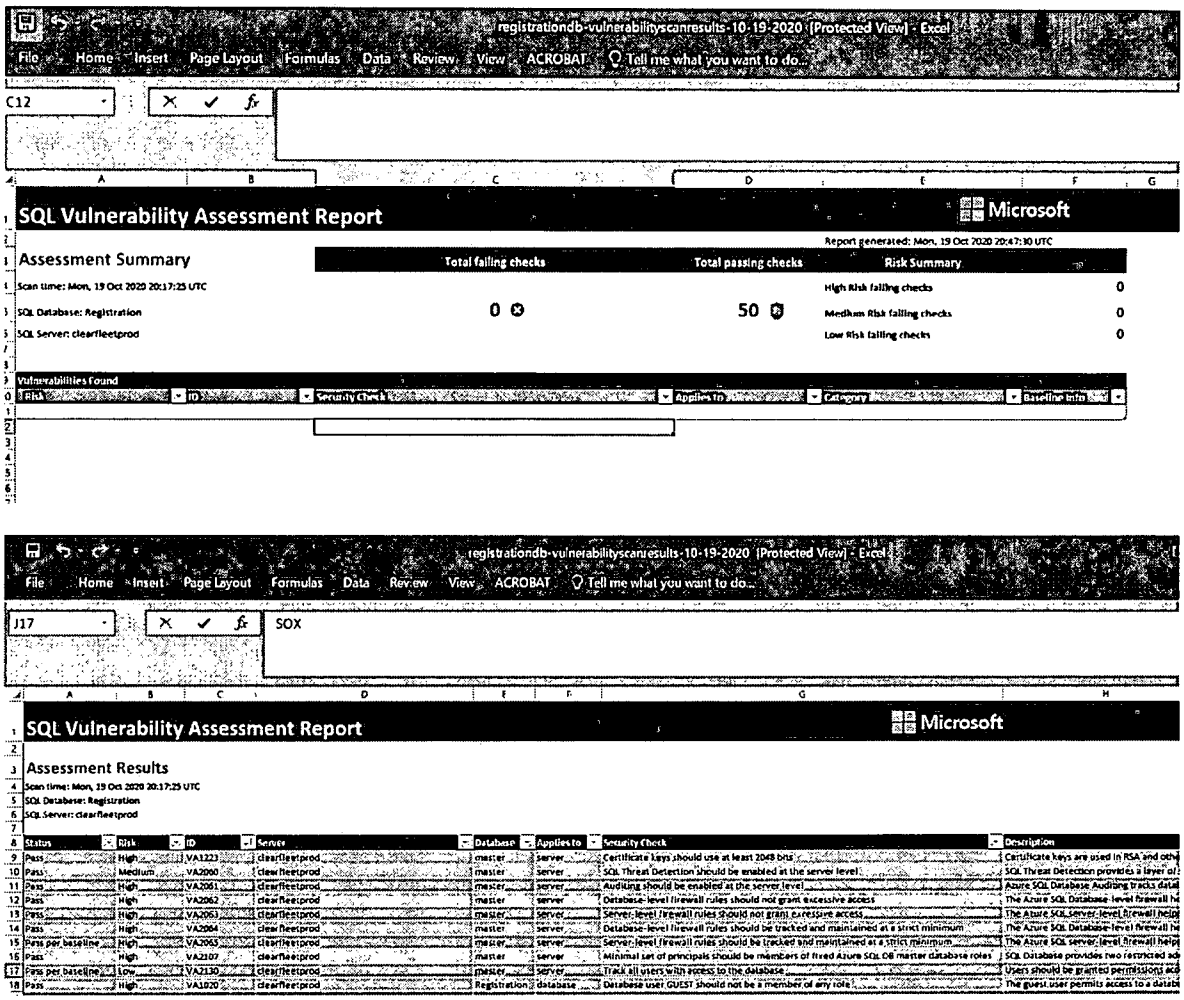
Iteris systems are continuously monitored to insure continuity of services and to identify potential attempts at unauthorized access. In the event of a website outage, Iteris CVO support staff are notified every 3-5 minutes until the issue is resolved. FTP/SFTP server connectivity is also monitored and staff alerted every 20 minutes if four failed attempts to connect are detected. Iteris also monitors the Azure environment and staff are automatically notified of any critical system outage (ex. system not responding or going offline) through Azure service alerts. These alerts provide details of the outage as well as updates from Microsoft's technical support team regarding actions taken to resolve the issue and anticipated downtime. Finally, Iteris coordinates closely with FMCSA's technical staff to stay abreast of scheduled and unscheduled downtime relative to SAFER services. Should a system outage occur within the Iteris environment, designated state personnel will be notified and the issue resolved in accordance with Iteris' SLA with the state.

Penetration testing will be conducted monthly using a third party service. Results are reported to Iteris and any critical or high vulnerabilities are addressed within 30 days. Medium/minor vulnerabilities are prioritized to be addressed as soon as possible without impacting client commitments.

Iteris utilizes Zed Attack Proxy (ZAP) as its primary tool for penetration testing. ZAP is an open-source penetration testing tool being maintained under the umbrella of the Open Web Application Security Project

(OWASP). ZAP supports fully automated, partially automated and manual penetration testing. ZAP supports test result reports that break alerts into 5 categories: High, Medium, Low, Informational, and False Positive. Iteris currently runs vulnerability scans each week. Vulnerability scans run against the database are done in accordance with the Azure rules, described here: https://docs.microsoft.com/en-us/azure/azure-sql/database/sql-database-vulnerability-assessment-rules. A sample report is provided in **Figure 31.**

Figure 31 – Vulnerability Scan Report Sample



TOPIC 13 - USER TRAINING APPROACH

Deliverable: 13 (Comprehensive Training Plan and Curriculum

Iteris conducts more than 100 trainings annually on operating and maintaining the systems and products we develop and deploy. Training materials are developed and provided to meet the needs of the users, which range from on-line to classroom settings. For more than 15 years, Iteris has been an IDIQ contractor for the USDOT, providing educational training programs from our subject matter experts in highway safety and communications, traffic signal design and timing, systems engineering, and connected vehicle and intelligent transportation system architectures across many disciplines conducted.

Iteris is committed to regular trainings available to users post-implementation via webinar or onsite meetings. For CVO, Iteris conducted approximately 20 training sessions last year, several were onsite and several were remote via webinar. **Table 18** illustrates the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS.

Table 18 – Topic 13 User Training Approach

TOPIC	KEY POINTS
What type of training (instructor led vs. computer based) will be used for each purpose and why?	✓ Ideally Iteris would like to provide application training in person with computers available to allow for the most thorough training that allows state users to be comfortable with support personnel and for trainer to more fully understand user questions and scenarios. If/When this option is not available and after the initial product launch webinar trainings will be provided which include full audio and video as well as screen-sharing capabilities to as closely replicate in person training as possible.
What methods will be employed to evaluate training activities?	✓ Evaluation of successful training will include requesting users to walk through specific use cases after the training period and demonstrate their knowledge to the trainer for review. Training session feedback will also be collected from attendees to determine any follow-up training sessions needed.
How will training be coordinated with other user support activities?	✓ Ongoing trainings will be provided as needed to continue to support users gaining knowledge of updated features and to assist in onboarding new users. Additionally, if there is a user support request that is identified to be a training deficiency the support personnel will provide training on the item to the user immediately. Additional in-depth training needs may be identified this way and trigger an additional training session.
Will manuals be adequate to enable trained users to research answers to their own questions?	✓ User and admin manuals thoroughly cover all casual, power and specialty user flows. Trained users will be able to use the training manuals to address all of their questions.
If the perception is that they are not adequate, can those manuals be quickly revised?	✓ In the event that a user finds a scenario that is not addressed in the training manual, they can report the scenario to support. A support staff member will assist with the question and also update the training manual to include the topic for future reference.
How will the State be prepared to conduct ongoing training after implementation is completed?	✓ Iteris training includes train the trainer sessions to allow for ongoing internal training. Additionally, all training materials will be provided to NH for their full use in all internal training sessions. Additional training sessions are always available during the maintenance period at no extra cost and are encouraged every year or when a significant number of new users are introduced.

TOPIC	KEY POINTS
Are training manuals on-line and maintained as part of a maintenance agreement?	✓ Training manuals are all available within the CVIEW help section (for both applications) and are updated when any update is required due to new features or application changes. Users have access to these as part of the license agreement.

Iteris has an understanding of the user types for the Inspect application and some of the common training questions that arise from the years of support already provided to NH. At the beginning of the project, Iteris will meet with the NH project team to evaluate the needs of the CVIEWplus users, determine which ones are additional from the Inspect users and understand the roles that each user set plays in the success of enforcement in NH. This learning session will allow trainings to be customized to address the use cases that each user set typically encounters and to ensure that the customization of trainings is also included in updates to the training manuals. This session will also allow NH and Iteris to determine any current Inspect training gaps and prepare for inclusion of those topics in the trainings for the new functionality.

Iteris will include in the project plan a formal training plan and training materials that will be reviewed by the New Hampshire project team and approved before commencement of initial product familiarity training activities. Training materials will be living documents throughout the project development and provided in advance for approval prior to distribution to users and administrators in training sessions. Additionally, after NH review of the training materials, any identified gap in information or understanding will be reviewed by Iteris and updates to the manuals will be made to fill the gap and ensure that the manuals are sufficient for independent training and troubleshooting. Training documents are available to users in the application as well to further assist users.

Iteris provides a combination of in person and webinar trainings to be able to accommodate schedules and locations for all users. Due to travel restrictions as a result of the COVID-19 Pandemic, in person trainings will be evaluated and potentially eliminated, however Iteris will still be able to provide extra trainings online and maintain a high level of effective training. A combination of train the trainer and training users directly has been found to be the most effective way to help all users feel comfortable with the applications at launch and also build a relationship with the support personnel at Iteris so users are familiar and comfortable with requesting help after trainings and in the course of every day application use.

For the CVIEWplus project launch, the following trainings will be provided:

- Product familiarity training with project team to establish understanding for project activities and requirements definition
- Initial train the trainer session for users that will be testing the product and follow-up ad hoc training sessions as needed to complete testing
- Initial user training sessions in preparation for go-live of the product and follow-up ad hoc training sessions during go-live
- Initial administrator training sessions in preparation for go-live of the product and follow-up ad hoc training sessions during go-live
- Follow-up training sessions after user acceptance to provide additional guidance and product familiarity
- Ongoing training for new features added to the product and new users that have not received formal training as needed
- After project launch, Iteris continues to be available for training sessions and training material updates as part of the normal maintenance contract. The Iteris team enjoys interfacing with users on a regular basis to understand the needs and work patterns of those on the ground for enforcement and wants to continue to solve these problems throughout use of the application to advocate for continued success and improvement of Inspect and CVIEWplus.

TOPIC 14 – PREPARATION OF STATE STAFF

Deliverable: 6 Communication and Change Management Plan

Table 19 illustrates the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS.

Table 19 – Topic 14 Preparation of State Staff

TOPIC	KEY POINTS
Describe how State staff assigned to the Project Team will be prepared to contribute.	✓ Attend the project kick-off meeting prepared to address any questions, assist with configurations, develop documentation, etc. ✓ Attend Bi-weekly project status meetings to ensure that the team remains on task and that all questions are answered in a timely manner. ✓ Review the "project book" regularly when provided to review the current progress of the project and give feedback and direction where necessary.
Provide an overview of Project Team interactions and dependencies between functions.	✓ Two walkthroughs of Inspect and CVIEWplus applications will be provided. ✓ Iteris product owner will work closely with state staff and walk them through decisions required for onboarding such as defining user groups and role based permissions (ex. the state may elect to restrict inspection data to law enforcement users only. ✓ Iteris will work with the state to define any custom report parameters and provide web service schemas for system integrations as needed. ✓ Any necessary additional Inspect and CVIEWplus application trainings will be provided. ✓ After deployment, Iteris will work closely with authorized personnel at the state to ensure that Inspect and CVIEWplus support the needs of state users.

Iteris recognizes the importance of a close working relationship with the customer for a successful product design and implementation. Throughout the project, the Project Manager will work with New Hampshire staff to address any questions, assist with configurations, develop documentation, etc. In the project kick-off meeting, Iteris will discuss expectations for state staff and where those responsibilities fall within the project schedule. Bi-weekly project status meetings will ensure the team remains on task and that any questions are answered in a timely fashion. In addition, the Iteris Project Manager will provide a "project book" which is maintained throughout the project. This workbook includes information such as the project team roster, action items, key decisions, change management and risk logs. This data helps the project team to stay abreast of progress on the project.

During the initial phases of the project, the Project Manager will provide two walkthroughs of the Inspect and CVIEWplus applications. One session will be provided for general users and a second session for those in administrative roles who may need to manage user accounts, groups or other permissions. The Iteris product owner will work closely with state staff and walk them through decisions required for onboarding such as defining user groups and role based permissions (ex. the state may elect to restrict inspection data to law enforcement users only). Iteris will also work with the state to define any custom report parameters and provide web service schemas for system integrations as needed.

Because Iteris already provides Inspect and a limited functionality CVIEW, many of the features will already be familiar to state staff, reducing onboarding efforts and training requirements. Iteris is happy to assist with training additional staff during the onboarding process. Please refer to the schedule and outline discussed in Topic 12 – User Training Approach, and Topic 16 – Migration Strategy for a complete overview of the processes entailed and the involvement of state staff. After system deployment, Iteris will continue to work closely with authorized personnel at the state to ensure that the products support the needs of state users. Each month, Iteris staff will hold a technical user group (TUG) call where upcoming feature releases are presented for stakeholders. Any changes stemming from FMCSA requirements presented in the monthly architecture change control board (ACCB) will also be presented for state feedback. If desired, Iteris can represent the state on the ACCB call during voting sessions as well. This approach keeps the state informed of technical changes while also allowing users the opportunity to be heard, improving user satisfaction.

TOPIC 15 – IMPLEMENTATION APPROACH

Deliverable: 12 (Deployment Plan)

Table 20 illustrates the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS.

Table 20 – Topic 15 Implementation Approach

TOPIC	KEY POINTS
Identify timeframes for major milestones, including timing for discontinuing legacy Systems;	✓ Iteris has provided milestones in the work plan and deliverables schedule included in Figure 22.
Discuss cost implications of the plan, including implications on maintenance fees	✓ As an added benefit to NH DOS, the proposed solution does not require any configuration for Inspect (already completed) which reduces the time and cost of deployment.
Address the level of risk associated with the plan;	✓ The proposed implementation plan is very low risk to the agency, with limited impacts to stakeholders, no need to migrate to another Inspection platform, and reduced time in deployment, Iteris provides the lowest risk option.
What are the highlights (key selling points) of your proposed approach?	✓ **Rapid, Low Cost Execution**. Iteris will rapidly deploy the proposed solution, reducing the cost and effort for the agency and increasing the value added by the solution. See the associated project schedule for detailed execution. ✓ **User Centric Product Development.** Customer satisfaction and retention is a top priority at Iteris. Highly engaged users make better products – and Iteris elevates the user's role in product development at all levels. ✓ **Industry Experience and Market Strength.** Iteris is a trusted advisor to its clients. The firm has the financial stability to continually invest in research and develop for solutions our customers need. With the depth and breadth of our complete solutions, Iteris solutions hit the bulls-eye on delivery and domain expertise.
What makes your proposed implementation approach unique in consideration of your competitors?	✓ No other competitor can provide the solution with the limited scope of deployment as any other solution will require additional effort in migration, training, and deployment timing – increasing the effort and
To assist the State in evaluation of the Implementation Plan or plans discussed, identify the Implementation Plan used as a basis for the cost Proposal.	✓ The implementation plan has been included in Topic 24 and shown in **Figure 37-39**.

Implementing the Iteris CVIEWplus and Inspect solution is extremely simple. Because Iteris already supports the NHSP with the Inspection solution, the DOS will benefit from a condensed schedule. Typically, the Iteris Project Manager holds a project kick-off meeting within the desired timeframe upon receiving notice to proceed from the customer. The project kick-off meeting establishes the preliminary schedule baseline and milestones to be delivered during execution. The Iteris Project Manager coordinates the development of the project management plan, subsidiary plans and written deliverables.

Employing industry standard methodologies for critical path project management from the Project Management Body of Knowledge and delivering key software milestones iteratively through the Agile SCRUM development methodology allows Iteris to move rapidly towards completion while simultaneously delivering quality solutions. In this case, the standard implementation approach will be simplified since the Inspect configuration is already complete. The implementation will include a discovery session that is a collaborative effort with the NH DOS project team to identify, define, and document any functional requirements and to provide the information requests to the NH DOS team necessary to enable CVIEWplus access for NH DOS.

This session will also evaluate any additional functional requirements related to Inspect that will be accommodated in the project schedule. The training requirements will also be identified at this time and incorporated into the training plan to be executed in the project schedule. After discovery is completed, the Project Manager will coordinate with the Iteris Product Owner to decompose the finalized requirements into work packages and formulate the work breakdown structure (WBS) for the project. During Project Planning, the Iteris will update the work plan (provided in Topic 24) to accommodate any modifications based on approved specifications from NH DOS. Iteris does not anticipate that the delivery schedule will change materially. **Figure 32** are key project milestones that will be included in the work plan and project management plans.

Figure 32 – Key Milestones

- ✓ Project Kick Off meeting
- ✓ Project Discovery meeting
- ✓ Iteris completes project plan and management plans creation
- ✓ Review with the Iteris and NH project team of the project plan, stakeholders and key roles
- ✓ Iteris completes configuration activities for CVIEWplus and any Inspect configuration updates
- ✓ CVIEWplus is made available for NH in the beta environment
- ✓ Updates to Inspect are made available in the Inspect beta environment
- ✓ Testing against the requirements matrix is completed
- ✓ Training is completed
- ✓ Iteris and NH project teams work together to create the transition timing and go-live plan
- ✓ SAFER IRP certification is initiated (SAFER IFTA certification is not required, as Iteris currently transmits IFTA files for NH DOS)
- ✓ Production environment is made available for testing
- ✓ Production cutover happens according to the identified go-live action steps
- ✓ Full production and cutover testing is completed, additional training is offered as needed
- ✓ Acceptance of deliverables is reviewed and provided by NH
- ✓ Upon production cutover, the maintenance and operations phase begins

It is anticipated that this plan will be fully executed in less than 3 months, depending on the availability of NH resources to review the system and provide feedback and participation in meetings. If needed, some user groups can transition to using the CVIEWplus application prior to other groups to allow for more vetting or testing time to certain users without delaying the implementation for those that have confirmed their requirements. It is anticipated that users of Inspect will continue on as normal and have no impacts to availability during the implementation of CVIEWplus. New users to Inspect will be on-boarded as a normal new user rather than as a transition step to shorten the schedule for having all NH users in the system.

This plan is the standard implementation that Iteris has seen success with in many other states. It offers a full opportunity for New Hampshire to test, train and understand the system fully before finalizing the implementation schedule, reducing the risk of unforeseen issues in production. It also reduces the risk of missed requirements or users not being fully satisfied and able to perform their roles to the best of their ability because the problems and concerns that they have are the focus of the application configuration from the outset

of the project. This plan also benefits NH for cost, as the cost of each deliverable is not invoiced until acceptance is provided (discussed in detail in the next section) and maintenance costs are not started until users are using the application after the transition.

Our proposed implementation is unique as it requires minimal configuration for NH DOS to begin using the product – allowing faster, less expensive implementation than other solutions. New Hampshire personnel have worked on a project team with the same Iteris team members that will be included on this project and are familiar with the format of the project from the implementation of Inspect. Starting a new project from a place of familiarity and with the opportunity to continue tried and true methods ensures success. Iteris is committed to continuing a collaborative partnership with New Hampshire and is excited to expand the benefits to NH DOS that will improve safety of commercial vehicles as well as enforcement officers throughout the state.

TOPIC 16 – TESTING

Deliverable: 10 (Testing Plan)

Project deliverables will include a master test plan which meets the requirements of the New Hampshire project team. The master test plan will be provided and reviewed by the project team for acceptance prior to the first deliverables reaching the testing stage. Acceptance criteria will be provided in each requirement to allow project team members to be guided in their testing activities and to report testing results consistently. **Table 21** illustrates the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS.

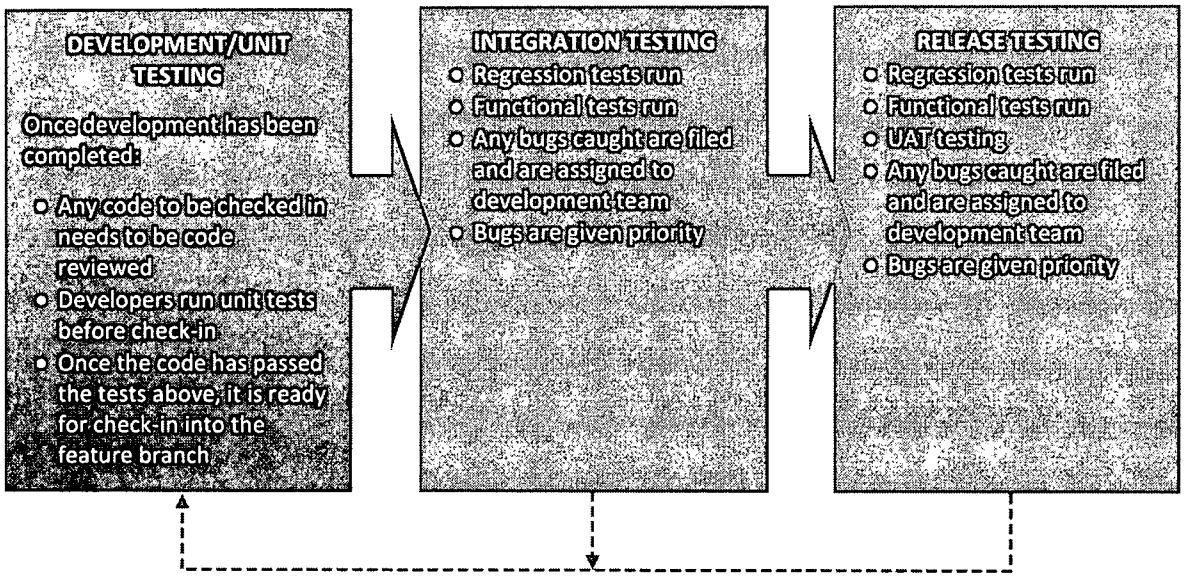
Table 21 – Topic 16 Testing

TOPIC	KEY POINTS
Describe your testing methodology and include a proposed test plan.	✓ Iteris employs functional and non-functional testing in the development lifecycle. ✓ A sample test plan has been provided in Appendix A.
Will configured Software be delivered in functional components for State Acceptance Testing?	✓ CVIEWplus is delivered as a service to NH DOS. The core application will be made available in it's entirely for NH DOS and user access will enable functional components to authorized users. Acceptance testing will be conducted as described in the work plan.
How much time should the State allow to complete User Acceptance Testing of a component?	✓ Typically a two-week user acceptance testing period is more than sufficient for client staff. Additional testing time can be accommodated if needed. Iteris will work closely with NH DOS and NHSP to ensure that the user acceptance needs are met.
What test management and test driver tools will be employed in quality assurance testing prior to delivery of code to the State? Will these tools be available to the State for use in Acceptance Testing?	✓ Iteris leverages automated testing tools and manual test scenarios during release testing. These tools are for internal use and generally clients do not encounter a need to access testing tools. Iteris will provide the UAT templates and documentation to aid the agency staff in completing UAT efficiently.
What support will be provided to prepare State staff during Acceptance Testing? How will on-site support for the State testing team be provided?	✓ State staff will be trained and actively supported by the Iteris Project team to ensure acceptance testing is conducted efficiently and effectively. On-site support for NH DOS and NHSP will be evaluated with respect to current health guidelines related to COVID-19. In the event that on-site support is not feasible, Iteris will ensure video conferencing sessions are designed and facilitated to provide as close to an on-site experience as possible.
How will members of the testing team be prepared to test the configured Software?	✓ Iteris will provide thorough training and support of state staff to ensure product familiarity is sufficient to test the configured software. Iteris will provide test scripts for State staff to work from, and detailed instruction on how to execute each test, report results and complete expected tasks.
What Documentation of configured Software will be available to the testing team?	✓ User manuals and training documentation will be provide to the testing team to support UAT. During project planning, the Iteris PM will ensure that any required documentation is added to the schedule to be delivered prior to testing.
Based on experience in similar Projects, how many and what types of Defects are likely to be encountered in Acceptance Testing? (Include metrics from other Projects to support this response)	✓ Typically with a combined CVIEW and Inspect deployment there are less than 20 defects found for both applications. These are normally data mapping or user role configuration bugs and are resolved within a business day, ready for full review in the next round of acceptance testing.
How much time is available for comprehensive testing and correction of Defects prior to	✓ Typically the applications are available for about 2 months for full testing of various users. That has proved to be sufficient in past projects. Inspect is normally more testing intensive than CVIEW and NH has

TOPIC	KEY POINTS
Implementation? Based on metrics from similar Projects, is it sufficient? (Provide information from other Projects to support this response.)	already full tested and implemented Inspect, so the testing time is sure to be adequate for this project.
If frequency exceeds the expected level, what corrective actions will be instituted?	✓ In the event the frequency of defects or criticality exceeds expectations, Iteris will allocate additional resources to quickly address the additional defects and maintain the project schedule. This implementation is highly standardized and the Iteris team does not anticipate any impediments that would increase the frequency.
How quickly will a suspected Defect be investigated, and what classifications are planned for suspected Defects?	✓ Defects are classified in the normal SLA categories: Urgent, High and Normal. Defects during testing are addressed according to these timelines as well.
How quickly will Software Defects be corrected?	✓ Defects during testing will be addressed prior to the next round of acceptance testing. Defects during maintenance will be addressed according to the SLA.
What specific Software tools will be used to isolate performance problems?	✓ Iteris CVO uses Application Dynamics to monitor all system performance. This tools helps to identify and isolate issues. Other tools such as Microsoft SQL Management Studio, Microsoft Visual Studio and Azure DevOps are used to further isolate the issues depending on the issue type. Application Dynamics provides alerts in real time as issues are detected and allow staff to drilldown and isolate specific problems in the performance of the system.
What tools will be used to document and track status of suspected Defects?	✓ Iteris leverages the Atlassian suite of software tools to document the lifecycle of development activities. Defects will be assigned a JIRA backlog item and Iteris will provide status reporting as required by NH DOS.
Will these tools be available to the State after the Project is completed?	✓ Ongoing maintenance and support requests are submitted through email to CVOSupport@iteris.com and tickets are created upon triage. JIRA access is internally
What role will the State play in classification and prioritization of Defects?	✓ Iteris will coordinate with NH DOS in project planning to ensure classification criteria are aligned with NH DOS and NHSP requirements. When defects are reported, the State will also provide necessary information to appropriately classify each defect for Iteris to prioritize.

Iteris completes both functional and non-functional testing throughout the software lifecycle. Iteris conducts unit testing, automated testing, UI testing and regression testing internally with each release. The testing process is described in **Figure 33**.

Figure 33 – The Testing Process



Iteris will document the Test Plan for NH DOS (sample has been provided in Appendix A). This will describe the UAT testing to be conducted with NH DOS staff. Requirements will be finalized and the configuration and implementation of the software will be executed. Iteris will provide test scenarios to validate the requirements matrix to be tested during the UAT period. Testing data will be provided within the beta application so the user can view all interactions with the data without affecting production data and with accurate level of insight into how the data will be affected by actions taken.

After the software has been configured for NH DOS, and Iteris has conducted internal testing, there will be a user acceptance testing period which will allow for the requirements traceability matrix to be fully addressed and the project team to prepare to provide final acceptance of the CVIEWplus deployment and any Inspect enhancements and move into the maintenance period for both applications. Prior to production cutover, all non-functional testing will be conducted for security and performance with results provided to NH DOS.

See also "Iteris CVO Software Lifecycle Management Plan" provided in **Appendix A.**

TOPIC 17– MIGRATION STRATEGY (IF APPLICABLE)

Deliverable: 11 (Data Conversion Plan and Design)
Table 22 illustrates the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS.

Table 22 – Topic 17 Migration Strategy

TOPIC	KEY POINTS
It is our assumption that the Data Conversion/Migration Plan is a deliverable that will ultimately lay out the plan required to convert and migrate data from Department of Safety's legacy system to the new environment. Please discuss your high-level approach to carrying out data conversion/migration activities. Be sure to discuss software tools and processes used to support this effort.	✓ The Data Conversion/Migration Plan is included in the deliverables scheduled as part of the work plan, noted in Figure 28 and discussed in Topic 24. The migration strategy is extremely simple for the proposed solution, as discussed below this table.
Describe the approach that will be used for assessing Data quality and conducting Data cleansing prior to conversion. Please be sure to include whose responsibility it will be and the process you are proposing to deal with incomplete records in the legacy system.	✓ There is no migration required for the inspection solution. ✓ To implement CVIEWplus file transmissions, there will be a connection setup and then data validation through SAFER, facilitated by Iteris (SAFER CERT). A final baseline to complete the recertification will also be facilitated by Iteris. ✓ The migration/conversion is highly standardized for CVIEWplus implementations and does not require extensive tooling or processing. Iteris will review all migration and conversion work items with the NH team prior to deployment, as indicated in the project schedule.
What data do you know will be challenging to convert/migrate and why? What special approach will you recommend as part of the planning document to help reduce the impact of this challenge on this project?	✓ IRP and IFTA transaction sets are highly standardized, reducing the need for any specialization. Iteris has completed this for over 21 agencies nationwide and does not foresee any specific areas of concern at this time. ✓ Iteris' team of technical and domain experts is highly capable of mitigating any risks that may arise (discussed in Topic 21).
Please discuss your approach to working with the Agency to document a data conversion/migration plan and process. Please also describe how you will determine how much historical data is available and what is appropriate to be made available within the new system.	✓ As part of the project planning phase, Iteris will review the migration/conversion plan deliverable and modify based on NH DOS feedback or other technical considerations discussed during requirements analysis. ✓ Historical data will be made available per data retention requirements (up to 5 years for IRP/IFTA or longer if the agency's requirements stipulate). Iteris does not automatically purge data, however this specification will be documented during project planning and executed accordingly.
Define expectations for State and Vendor roles during the development of the data conversion/migration plan and process.	✓ Iteris will facilitate the file transmission and certification with SAFER. ✓ NH DOS will be responsible for coordinating the setup of file transfer from originating sources to Iteris. Iteris can assist wherever needed to make this seamless for NH DOS.
What lessons learned can you share with us from other implementations that are important to understand as part of development of the data conversion/migration plan and process?	✓ Data migration/conversion for CVIEWplus implementations are highly standardized and hardened from decades of successful implementations by the Iteris team. NH DOS benefits from the unmatched experience provided by Iteris.

The proposed solution will not require migration of data, other than to establish a connection with the incoming files (T-files) to transmit to FMCSA and facilitate the user data import for CVIEWplus users. Iteris will ensure that the user data is configured for use as part of the migration strategy.

The implementation for file transmission to FMCSA is simple and low impact to NH DOS. These simple steps will be completed (also shown in the schedule depicted in Figure 28:

1. Establish connection with State file source for IRP (IFTA files are already consumed by Iteris).
2. Complete SAFER certification
3. Facilitate production baseline (similar to annual baseline)

This import process is fully automated and only requires configuration of the file locations. In order to get the files, Iteris will need to work with NH DOS to create a connection to either pull the files from a state server, or allow a state server to push files to the Iteris server. Once this is completed, Iteris will request daily files to be transmitted to Iteris for SAFER certification. Upon certification, Iteris will require the state to produce a baseline from their IRP system and their IFTA system and provide test files to Iteris. This will be no different that the annual baseline required by FMCSA. This baseline process will also be required by FMCSA since a change is being made to file processing and they will require this to recertify CORE compliance.

Iteris follows FMCSA regulations and validates the data against their requirements. Any data that does not validate in accordance with the FMCSA industry standards will need to be addressed on a case by case basis. This ensures the highest standard of data quality. Since Iteris stores historical data beyond what FMCSA does, it is up to the NH DOS to decide if they would like a full purge of this data or if they would like to keep the historical data. Either way is perfectly acceptable.

The Data Conversion Plan and Design, Deliverable #11 will include the conversion plan for user profile migration and file transmissions. The Migration Strategy work items are contained in the project schedule as shown in **Figure 34.**

Figure 34 – Project Schedule

SAFER	Mon 5/10/21	Thu 5/13/21
Test & Certify SAFER Production Connection	Tue 5/11/21	Tue 5/11/21
Test & Certify PRISM Connection	Wed 5/12/21	Wed 5/12/21
Confirm SAFER Downloads into NHCVIEW Environment	Thu 5/13/21	Thu 5/13/21
SAFER Integration Complete	Thu 5/13/21	Thu 5/13/21
IRP Integration	Mon 5/17/21	Thu 5/27/21
Identify & Commission Integration Team	Mon 5/17/21	Mon 5/17/21
Create IRP Interface Control Document (ICD)	Mon 5/17/21	Mon 5/17/21
Full Integration security review	Tue 5/18/21	Tue 5/18/21
Modify File Conversion Process (As Required)	Mon 5/17/21	Wed 5/19/21
Load Test Data & SAFER Certification	Thu 5/20/21	Thu 5/20/21
Process IRP Baseline Upload Files & Begin Daily Updates	Fri 5/21/21	Fri 5/21/21
Execute ICD End-To-End Tests	Mon 5/24/21	Tue 5/25/21
Complete SAFER Certification for IRP Transaction Set	Thu 4/15/21	Wed 4/21/21
IRP Integration Complete	Tue 5/25/21	Tue 5/25/21
IFTA Integration	Mon 5/17/21	Fri 5/21/21
Confirm IFTA Setup (already in place)	Tue 5/18/21	Tue 5/18/21
Make any needed adjustments	Wed 5/19/21	Thu 5/20/21
Full integration security review	Fri 5/21/21	Fri 5/21/21
IFTA Integration Complete	Thu 4/15/21	Thu 4/15/21

TOPIC 18 – ENVIRONMENT SETUP

Deliverable: *4 (Infrastructure Plan, including Desktop and Network Configuration Requirements*
8 (Software Configuration Plan)

Iteris maintains three environments for the proposed solution: development, beta, and production. The development environment is not accessible by NH DOS users. As new development is completed, changes are merged and deployed to the development environment. Prior to beta releases, Iteris conducts testing against the development environment. The beta environment is made available for NH DOS users to conduct regular acceptance testing prior to releases and access for testing purposes. Versions are deployed from beta to production during regularly scheduled and hot fix releases. Production environments are accessible to authorized users, determined by NH DOS. **Table 23** illustrates the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS.

Table 23 – Topic 18 Environment Setup

TOPIC	KEY POINTS
Describe the different Software and hardware environments required for the concurrent development, testing, and production of the proposed Solution.	✓ Iteris CVO primarily uses Microsoft Visual Studio and MSSQL for development and testing. The solutions are hosted on Windows Servers which reside in the Azure public cloud. These all help support implementation because they are all in the Microsoft Stack. Additionally, all environments are configured with the same hardware so that any related issues can be found before they get to production. This makes testing very efficient and conclusive.
Discuss how the proposed environments support the implementation of the hosted Solution, including all necessary training	✓ No additional training is required since all of the environments are similar, accessed in the same way but just a different URL, and use the same groups and permissions that are setup by NH DOS

Inspect and Inspect online both have a production environment that the user operates in to send official inspections to SAFER and SafetyNet. Additionally, each module has a beta environment. This is the same setup used for CVIEWplus. Although no data is manipulated in the CVIEWplus application, data is transmitted from the production environment to SAFER and from the beta environment to the SAFER CIE (SAFER Cert) site. This is required by FMCSA to adhere with CORE compliance. All development is completed and deployed to the test environments before being deployed to the production environments. Users will be able to use the same login credentials in the test environments as in production with no additional license requirements. All users have the ability to use the beta environments for testing at any time. Since the test environments mimic the production environments, there is no additional training required for users to be able to test new functionality.

The Inspect client application works on Windows XP versions and up including Windows 10 version. It has been tested thoroughly on all versions of Windows and across multiple hardware platforms including ruggedized computer, laptops, and tablets. The Inspect application does require administrative privileges in order to install, but once it is initially installed, the application has the ability to update itself without the need for IT staff involvement or administrative privileges on the machine.

Because CVIEWplus is web-based, there is no need for user intervention to install or update the application. All updates made will be automatically available in the application. This application is created for and tested in all major web browsers that are supported by their parent company, however, Chrome is the recommended browser. All environments for both applications reside in Microsoft Azure. Iteris is responsible for these environments and utilizes many tools and applications within Azure to monitor resource allocation, server health, incoming and outgoing traffic, disaster mitigation and recovery, security, etc. for all environments and applications used by the state.

TOPIC 19 - SYSTEM ACCEPTANCE CRITERIA

Project end and system acceptance will be determined based on the results of the user acceptance testing. The following is the model that is normally followed for acceptance. Iteris recommends the following procedures:

1. Iteris will develop a draft acceptance test that provides procedures that verify all requirements are met.
2. Iteris will finalize the Acceptance Test Plan, incorporating NH comments.
3. Iteris will support acceptance testing by New Hampshire. The test will allow NH to document the results of each test and identify any steps or requirements that were not met.
4. Iteris will address test results through software revision where necessary.
5. Acceptance will be final when NH verifies that all requirements are met.

Table 24 illustrates the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS.

Table 24 – Topic 19 System Acceptance

TOPIC	KEY POINTS
Propose measurable criteria for State final Acceptance of the System.	✓ Acceptance of the system will be based on the outcome of specific user acceptance tests to be created by Iteris and confirmed by the NH project team. Acceptance will not be expected until all tests are passing.
Discuss how the proposed criteria serve the interest of the State.	✓ The state will have the opportunity to review proposed user acceptance testing and verify that the cases meet all requirements in the RFP. State users will complete the testing and provide the outcome details.

When a two week testing period has been completed, all outstanding request items will be evaluated by Iteris and the state to determine any that are bug fixes or short-term enhancements. Once all request items identified have been corrected and tested, Iteris will expect final acceptance of the product and turnover to state maintenance. Any items that are long-term enhancements would continue to be tracked for completion during the annual maintenance contract without any additional cost to the state. This model is beneficial to NH DOS because it provides the opportunity to identify which issues are required to be resolved before acceptance and maintenance turnover. Iteris is flexible with the acceptance model and can accommodate any changes to the plan that the NH DOS requires. Example of acceptance test is provided in **Figure 35.**

Figure 35 – Acceptance Test

	NH UAT/Pilot Testing Tracker							
Item #	Functional Area	Operational Activity	Result (Pass/Fail)	Issues	Rating	Date	Status	Comments
	Manual Queries	Carrier, Vehicle & Related Data						
	System Access	System Access						
	Inspection Creation	Inspection creation for each level, including state specific fields						
	Inspection Creation	Transmission of inspections to SNET/SAFEr						
	Pass/Fail Flags	View Standard Pass/Fail Flag Details						
	Reporting	View/Print Standard Reports						
	Reporting	Customize Standard Reports						
	Administrative Functions	Create New Users/User Groups						
	Administrative Functions	Edit Users/User Groups						
	Administrative Functions	Other Configurable Settings (timeout, password policy)						
	Administrative Functions	Create new NH-Specific Reports						
	Administrative Functions	Customize Standard Reports						
	Administrative Functions	Revise Thresholds/Customize Standard Pass/Fail Flags						

TOPIC 20 - STATUS MEETINGS AND REPORTS

Deliverable: 8 (Software Configuration Plan)
Table 25 illustrates the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS.

Table 25 – Topic 20 Status Meeting and Reports

TOPIC	KEY POINTS
Introductory Meeting: Participants will include Vendor Key Project Staff and State Project leaders from both the Department of Safety and the Department of Information Technology. This meeting will enable leaders to become acquainted and establish any preliminary Project procedures.	✓ It is customary for the Iteris PM to hold the introductory meeting to establish communication procedures and align resources for the kickoff meeting. This will be scheduled upon notice to proceed.
Kickoff Meeting: Participants will include the State and Vendor Project Teams and major stakeholders. This meeting is to establish a sound foundation for activities that will follow.	✓ No additional training is required since all of the environments are similar, accessed in the same way but just a different URL, and use the same groups and permissions that are setup by NH DOS
Status Meetings: Participants will include, at a minimum, Vendor Project Manager and the State Project Manager. These meetings, which will be conducted at least biweekly, will address overall Project status and any additional topics needed to remain on Schedule and within budget. A status and error report from the Vendor will serve as the basis for discussion.	✓ Biweekly, or more frequent if determined to be necessary, project update meetings will include the core project team and any other stakeholders or resources as needed to discuss particular topics. An agenda of the project status will be provided prior to each meeting which includes the overall status, accomplishments, planned next steps and any issues or risks to be addressed.
The Work Plan: must be Reviewed at each Status Meeting and updated, at minimum, on a biweekly basis, in accordance with the Contract.	✓ The work plan will be reviewed in each project meeting as accomplishments and planned activities are discussed. It will be updated with input from the project team members during the meeting and in between meetings as needed.
Special Meetings: Need may arise for a special meeting with State leaders or Project stakeholders to address specific issues.	✓ If there are any needs for meetings with the entire project team or small focus groups of the project team, these meetings will be facilitated by the Iteris project manager and results that affect the whole team or stakeholders will be reported to the entire team.
Exit Meeting: Participants will include Project leaders from the Vendor and the State. Discussion will focus on lessons learned from the Project and on follow up options that the State may wish to consider.	✓ The project exit meeting is scheduled for the time of transition into maintenance. This meeting will include a full retrospective of the project for lessons learned and success notes. The meeting will also include a portion to review the upcoming product roadmap globally and NH customizations as planned during the project.

Progress Monitoring and Reporting

Monitoring of technical performance, schedules, and costs using a combination of automated and manual techniques provides an early indication of any deviation from planned performance. Iteris will create a Project Book document that will house all action items, key decisions and the risk register. A sample project book "NH CVIEW and Inspect Project Book" has been included in **Appendix A**.

Development and tracking of team member progress on their scopes of work begins with the execution of a well-defined project plan that clearly defines the roles and responsibilities of the team members. Specific task

responsibilities, deliverables, schedule and estimated levels of effort for each task will be agreed to prior to the initiation of work so there are no ambiguities as to the roles and responsibilities of team members. The work plan has been provided in Topic 24.

Status Reports and Meetings

Iteris' PM will submit status reports to the NH project team every Monday by 12PM Eastern. This report will summarize activities completed during the prior week, activities planned for the upcoming week and a brief discussion of any problems or concerns encountered and planned solutions. The Iteris Project Manager will facilitate 60 minute bi-weekly status report meeting. Iteris PM will summarize current activities, discuss concerns, report on milestones, evaluate future technical and financial requirements, and obtain feedback from NH. The bi-weekly progress report will provide the data necessary to track the progress of the work plan, in terms of budget and schedule adherence, and will forecast future expenditures and deliverable dates.

See "Status Report Template" provided in **Appendix A**.

Management Reporting Systems/Tools

Document storage: All project artifacts will be stored in a shared project repository to be accessible only by authorized users. The location of the repository will be determined during the phase-in process. All project materials will be transferred to NH at project close-out.

TOPIC 21 - RISK AND ISSUE MANAGEMENT

Iteris will evaluate project risks as part of the Project Planning activities that include Risk and Issue Analysis and Risk and Issue Mitigation, in accordance with PMBOK best practices. **Table 26** illustrates the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS.

Table 26 – Topic 21 Risk and Issue Management

TOPIC	KEY POINTS
Provide proposed methodologies for risk and issue management. Discuss State and Vendor responsibilities.	✓ Project management activities for the Iteris and NH PMs will include identification of issues and risks on a regular basis from the project team. Iteris PM will document these and present them during the bi-weekly update meetings.
The State seeks a clear means to compare planned versus actual status, including percentages, at a sufficiently detailed level to ensure the State can adequately monitor the progress of the Project.	✓ Once the project plan is completed in detail, the project manager will track in depth the status of each task. Percentages will be updated weekly and any tasks that are at risk will be noted in the project status reports and meetings.
Be sure to identify any essential time constraints on State actions. Escalation procedures will be defined in a Contract between the State and the Vendor	✓ Actions by NH will be reported on in the same way as Iteris project team tasks and will be documented well in advance to allow for the state to accommodate the tasks without undue burden.

Risk and Issue Analysis

Iteris' proposed Key Staff has managed risk in multiple ITD efforts to successfully plan, develop and deploy Core and Expanded ITD systems. The Iteris approach is to gather and process the key information about existing systems, business practices, and Project Team member capabilities, missions and priorities. Iteris believes it is essential to engage Project Team members to determine:

- Expectations.
- Commitment to the ITD Program.
- Inter-organizational relationships and agreements.
- Capabilities and resources.
- Existing and planned systems.
- Network topology.

Through interaction with Project Team members and document review, Iteris will identify potential risk areas. This is not to suggest that each potential risk area will eventually impact the project. Rather, it is an effort to proactively identify the potential for issues so that mitigation plans are in place and agreed upon in advance of risks negatively impacting the project.

Risk and Issue Mitigation

The Iteris Project Manager will log risks and issues in the risk register included in regular status reports. Documentation will include:

- Potential issue.
- Date of first identification.
- Source(s) of potential issue.
- Status of potential issue.
- Proposed mitigation effort.
- Individuals from Iteris and/or New Hampshire to perform mitigation.
- Proposed or actual date of issue resolution.

The purpose of the documentation is to ensure that the Project Team is aware of all potential risks and issues as well as any progress toward resolution. Iteris will work with the State Project Managers to prioritize risks and issues and to define mitigation efforts. Iteris will maintain the matrix of potential risks and issues and mitigation strategies. The matrix will be discussed and updated, and the progress of potential risks and issues will be tracked through resolution. Potential risks and issues will not be removed from status reports until they are resolved to the satisfaction of the State Project Managers.

Progress Tracking

Throughout the project, Iteris will track the progress of each subtask using the WBS that is part of the Project Work Plan. The full WBS can be found in **Topic 24 Work Plan**. As the Project Work Plan is updated each week, the percentage of each task completed will be noted. The WBS will be updated on the project repository. Topic 22 discusses additional activities used to report project performance using Earned Value Management (EVM). If individual subtasks fall behind schedule, they will be identified as potentials risks, and mitigation strategies will be identified to ensure their delay is resolved and does not adversely impact the project schedule.

Typical ITD Risk Areas

Because ITD is a technically and institutionally complex program, there are potential challenges and risks that must be recognized and planned for. Below, a list of typical challenges and risks Iteris has observed and resolved in other states' ITD planning and deployment:

- **Resistance to Change**
  Some agencies may not envision the direct benefits of ITD in their daily operations, or they have employees who feel threatened that improved efficiency will result in staff reductions. Other Project Team members may resist change because it requires resources such as staff and funding that are already committed. A key to ITD success is developing acceptance of the program though an emphasis on its benefits and stakeholder ownership and applying a patient and continuously sustained effort to create broad acceptance.

- **Lack of Technical Support**
  ITD requires the cooperation of many agencies to exchange information as evidenced by the many integrations referenced in this proposal. This requires the support of the agencies and of the IT departments who manage the networks and information systems. IT staff are key members of the ITD team and must be involved in the planning process in order for them to support the resulting interfaces and data exchanges.

- **Inadequate Information About Legacy Systems**
  Each state's Legacy Systems are unique. In order to fully understand their role there must be adequate documentation. To accurately depict the Top-Level Design's information flows and describe the required interfaces for ITD deployment, the ITD Program team must include and have the cooperation of State staff that use, operate and maintain legacy systems.

- **Coordination with Other Plan Holders**
  The ITD Program will impact many New Hampshire Project Team members. As such, regional and statewide plan holders should participate, or be aware of the ITD program. Without coordination, the ITD Program and other state activities may miss opportunities to complement and enhance other projects and obtain dual benefits from a single funding source.

- **Changes in State or Project Team Member Priorities**
  ITD involves many Project Team members and the priorities of some may change. The change in priority may be the result of changes in funding or staffing, new priorities or directives or reorganization. Strong ITD goals and objectives and a clear understanding of the benefits of ITD to each Project Team member are critical to keeping them engaged and committed to New Hampshire's ITD success.

TOPIC 22 - SCOPE CONTROL

Deliverable: 7 (Requirements Traceability Matrix) and 8 (Software Configuration Plan)
Part of a successful project is ensuring that the scope of the project is closely adhered to and any changes are reviewed sufficiently to ensure the end goals of the users are met appropriately with the resources allocated for the project. The most effective way to control scope is to begin as we will in this project with a full requirements gathering session that is focused on user processes and the problems that the applications will be solving for each user type. **Table 27** illustrates the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS.

Table 27 – Topic 22 Scope Control

TOPIC	KEY POINTS
Suggest an approach for scope control. Describe how the approach has been employed effectively on another Project.	✓ A full scope management plan will be provided in the project management plan which includes a change control process and stakeholder engagement to assist in making scope decisions.
Demonstrate your firm's ability to manage scope creep by discussing tools and methodologies, as well as past Project experiences.	✓ Iteris has a long standing history of successful project implementations. Leveraging industry standard project management techniques and experienced staff members, Iteris delivers on time and in scope. See the "Project Experience" section and additional details below this table.

Scope Management

Iteris team will ensure that the scope baseline is set in project planning. A desired or unexpected material change in scope will require documentation through a change request. Change requests should be submitted to the Iteris Project Manager on a change request form available in the project repository. The requestor should provide a brief description of the change requested and justification for the change. Each request will be evaluated for impacts to product functionality, budget and schedule. The Project Manager will make a recommendation for acceptance or rejection and then send to NH DOS for review and decision. Change requests will be noted in the change log along with the final decision. If approved, a formal change order will be developed outlining the change in scope, estimated duration, work effort and cost (if applicable). If the change request or change order is denied, the action will be noted in the change log with reason for denial.

Schedule Management

A detailed schedule containing milestone completion dates will be established during project planning to solidify the schedule baseline within the final WBS. Iteris will develop a work plan that describes per task resource allocation. Weekly status reports and bi-weekly conference calls will include detailed status reports for each task.

Baseline Performance

Earned value calculations will be used to measure and manage the financial success of the project. Task progress will be measured as percentage complete. Iteris assumes the burden of budget performance, as the proposed solution is offered at a firm fixed price. Leveraging EVM metrics, Iteris will assess the performance of both schedule and cost throughout the project. Variances of 10% to 20% (+/- .1 to +/- .2 in the cost or schedule performance index) will change the status to cautionary. Variances of 20% to 30% (+/- .01 to +/- .3) will change the status to alert.

An overall variance of 20% or more will require corrective action by the Project Manager in order to bring the cost and/or schedule below the alert level. Corrective actions may require a change request, which will be

documented per the change request process. Project performance will be measured by Schedule Variance (SV), Cost Variance (CV), schedule performance index (SPI) and Cost Performance Index (CPI), as shown in **Table 28.**

Table 28 – Cost & Schedule Variance and Performance Index

INDEX	VARIANCE	ACTION REQUIRED
SPI	10% - SPI between .9 and .8 or between 1.1 and 1.2	Report the reason for the variance.
	20% - SPI less than .8 or greater than 1.2	Corrective action required
CPI	10% - CPI between .9 and .8 or between 1.1 and 1.2	Report the reason for the variance.
	20% - CPI less than .8 or greater than 1.2	Corrective action required

TOPIC 23 - QUALITY ASSURANCE APPROACH

Iteris emphasizes quality throughout the software development lifecycle and within the Project Management framework employed. Iteris Project Management will ensure that all artifacts produced by the Iteris team are peer reviewed for quality and accuracy. Software controls are monitored closely in the software development approach as well, employing a set of best practices aligned with industry standards. Iteris proposes the following for a quality assurance plan for each type of deliverable:

- **Written deliverable** – deliverables with a written component will include a content discussion between the state and Iteris. After the initial discussion a draft of the document will be provided by Iteris. The state will complete internal review and provide input on the draft before a final version is completed and published to the state by Iteris.
- **Software deliverable** – testing can be completed for all software components in the test environment before the pilot group and user acceptance testing is completed. Iteris will test all components internally prior to release the test environment to the state.

Table 29 illustrates the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS.

Table 29 – Topic 16 Testing

TOPIC	KEY POINTS
Written Deliverables, such as a training plan; •Software Deliverables, such a configured Software module; and •Non-Software Deliverables, such as conduct of a training course.	✓ Iteris will also categorize deliverables into Written, Software and Non-Software. Deliverables mapped in the project schedule will be reviewed and discussed during project planning.
Describe the methodology that will be employed to assure that each type of Deliverable is of high quality before submission for State consideration. Discussion should include but not be limited to: •Provision for State input to the general content of a Written Deliverable prior to production; •The standard for Vendor internal Review of a Written Deliverable prior to formal submission; and •Testing of Software Deliverables prior to submission for Acceptance Testing	✓ All written deliverables will be provided prior to finalization to NH for review and feedback. After NH feedback is incorporated and there is no additional feedback, the documents will be finalized and provided to the project team. ✓ All written deliverables are peer reviewed within the Iteris project team prior to being given to NH for review and again before finalization. ✓ Software deliverables are all tested according to the testing plan and internal software development controls. Each configuration and feature in the application will be tested internally before it is provided to the NH project team to be tested.

For each development project, Iteris employs a Quality and Cost Control Plan (QCCP) procedure. The QCCP procedure places a specific emphasis on the quality of the products to be provided for each project. The quality portion of the plan consists of two parts: quality assurance and quality control. The quality assurance element will ensure that: (a) the day-to-day accomplishments of the project are completed in an efficient, professional manner, (b) the best people are assigned to each individual work item, and (c) a peer review process is in place to ensure that the best approach to specific problems is being undertaken. Iteris is committed to:

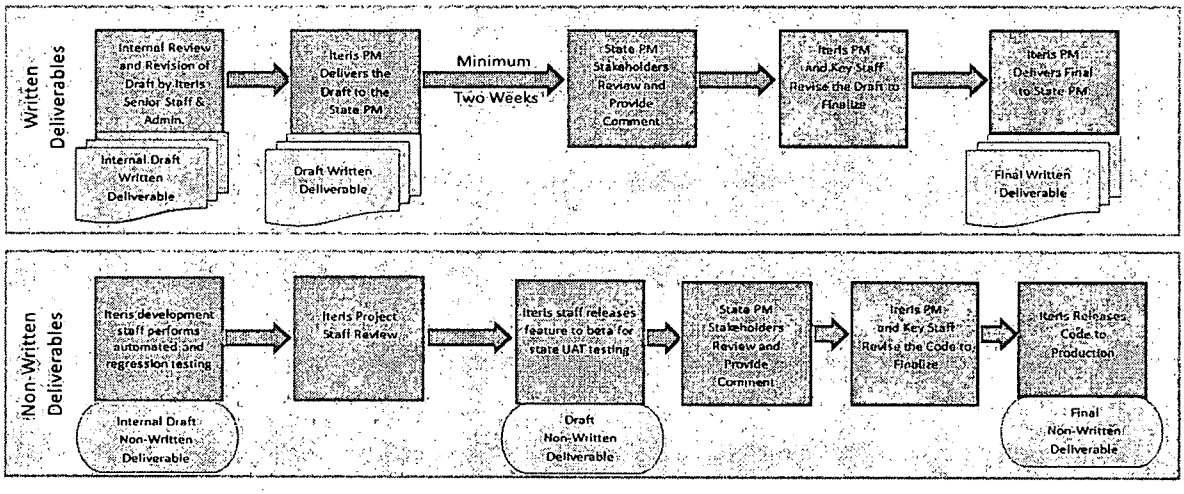
- Meeting or exceeding our Customer's expectations on all the products, software solutions and services we provide.
- Delivering products, software solutions and services that are free of defects and that are delivered on-time.
- Monitoring and analyzing key product, process and business metrics to improve our product, processes and quality system.

- Utilizing internal audits, the Corrective and Preventive Action systems, and Management Review to assess the effectiveness and improve our quality systems.
- Gathering Customer feedback regarding the quality of our products, software and services to promote feature enhancement, improve performance, improve product quality, and enhance reliability.

Quality Assurance Approach

The NH DOS CVIEW & Inspect Project has two types of deliverables: Written and Non-written Deliverables. Iteris will ensure the quality of all deliverables through the rigorous process illustrate in **Figure 36** and the following descriptions.

Figure 36 – Iteris' Quality Assurance Process



Written Deliverables

1. It is Iteris policy that all written deliverables must be reviewed by Senior Staff before distribution. Draft documents produced by Iteris are internally reviewed by a SME other than the author to verify that they are complete, address all requirements are understandable and well written.
2. The Iteris Project Manager reviews the internal comments, addresses them and revises the draft with the Iteris Key Staff.
3. The written deliverable is sent to NH DOS Project Manager a DRAFT document for distribution to reviewers. Project Team members will have at least two weeks to review the written deliverables and provide comments. Note that the Project Work Plan will have a considerably shorter external review time due to the requirement to deliver a Final Work Plan within ten days after Contract Award.
4. As deemed necessary by the State Project Managers, comments on written deliverables are discussed during special meetings by the State Project Managers.
5. Iteris delivers a FINAL written deliverable to the State Project Managers.

Non-written Deliverables

1. Development staff perform manual and automated testing of new features as well as regression testing.
2. Iteris product owner reviews functionality with development team to confirm product meets requirements.
3. Code is released to the beta environment for testing by state personnel.
4. The State Project Managers and other reviewers provide comment to the Iteris Project Manager.
5. Iteris fixes bugs identified during beta testing. In the event a bug cannot be resolved prior to the production release, Iteris will investigate the issue and the Iteris Project Manager will provide a revised release date.
6. Code is released to production.

TOPIC 24 - WORK PLAN

The work plan below describes all of the project activities, deliverables, and timelines with each activity assigned appropriately and specifically to the resource that will be completing the work item. Resources on the Iteris team are **Kohlae Angell**, Software Project Manager, and **Aaron Jenkins**, Principle Data Engineer.

Table 30 summarizes the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS.

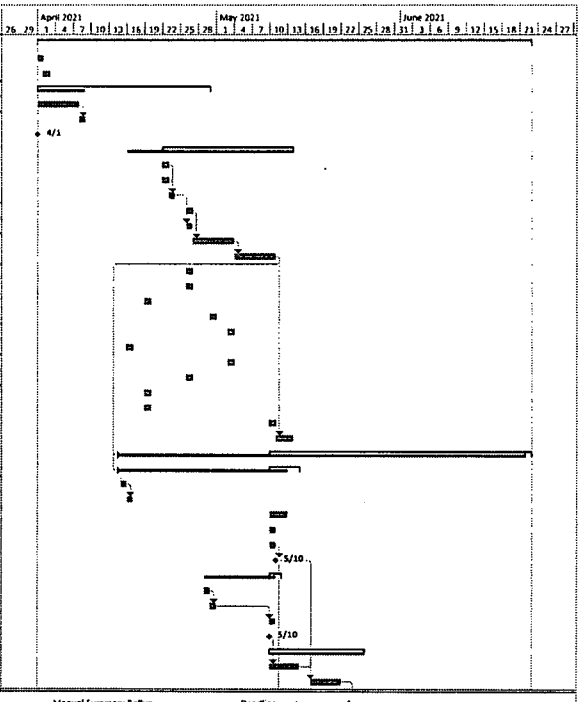
Table 30 – Topic 24 Work Plan

TOPIC	KEY POINTS
Provide a preliminary Work Plan depicting tasks, task dependencies, Schedule, milestones, Deliverables, and payment Schedule. Include the deliverables outlined in Appendix C (System Requirements and Deliverables) and include other deliverables that you, based on past experience, would recommend be developed on this project.	✓ A proposed work plan and beginning WBS is included in the proposal to give a general idea of how the project will be completed. We look forward to adding additional detail and updating specifics of the plan as the project commences.
Define both proposed Written and Software Deliverables. Include sufficient detail that the State will be able to identify departures from the Plan in sufficient time to seek corrective action.	✓ The full plan will be reviewed during the project kickoff to assist team members in reviewing the type of deliverable. Before the schedule is finalized, NH will provide input to any needed schedule updates. At the acceptance of the schedule, a scope change date will be determined to ensure that any departures from the schedule are reported on and accepted as the new schedule or added to the risk register to mitigate.
In particular, provide information about staffing.	✓ After project initiation and assignment of all NH team members, the project plan will be updated to include the name of each resource. Resources will be reviewed in the project schedule acceptance to ensure that the resources are available as needed and re-assign any as necessary.

This work plan is based on the assumption that the project will start on March 1, 2021. The work plan was created with MS Project 2016 and will be updated as each activity is completed. Updated versions of the plan will be provided to the state weekly, for status meetings, and when requested by the state. The plan will clearly identify the percent completion of each task and the planned completion and billing dates so the state can determine any schedule and cost variances in the project.

Figure 37 – WBS (1 of 2)

ID	WBS	Task Name	Duration	Start	Finish
0	0	**NH CVIEW and Inspect**	**59 days**	**Thu 4/1/21**	**Tue 6/22/21**
1	1	Receipt of Notice to Proceed	1 day	Thu 4/1/21	Thu 4/1/21
2	2	Introductory Meeting	1 day	Fri 4/2/21	Fri 4/2/21
3	3	**Project Management**	**21 days**	**Thu 4/1/21**	**Thu 4/29/21**
4	3.1	Draft Deployment Plan & Schedule	5 days	Thu 4/1/21	Wed 4/7/21
5	3.2	Project Kick-Off Meeting	1 day	Thu 4/8/21	Thu 4/8/21
6	3.3	Commence Regular Project Management Activities	0 days	Thu 4/1/21	Thu 4/1/21
7	4	**Phase 1: Solution and Requirements Discovery**	**16 days**	**Thu 4/22/21**	**Thu 5/13/21**
8	4.1	Inspect usage review	1 day	Thu 4/22/21	Thu 4/22/21
9	4.2	Current enforcement problem discovery	1 day	Thu 4/22/21	Thu 4/22/21
10	4.3	Roadmapping of needs for enforcement platform	1 day	Fri 4/23/21	Fri 4/23/21
11	4.4	Integrations review and documentation	1 day	Mon 4/26/21	Mon 4/26/21
12	4.5	User roles review and documentation	1 day	Mon 4/26/21	Mon 4/26/21
13	4.6	Create requirements tracability matrix	5 days	Tue 4/27/21	Mon 5/3/21
14	4.7	Review and confirm requirements tracability matrix with project team	5 days	Tue 5/4/21	Mon 5/10/21
15	4.8	Infrastructure Plan	1 day	Mon 4/26/21	Mon 4/26/21
16	4.9	Security Plan	1 day	Mon 4/26/21	Mon 4/26/21
17	4.10	Communications and Change Management Plan	1 day	Mon 4/19/21	Mon 4/19/21
18	4.11	Software Configuration Plan	1 day	Fri 4/30/21	Fri 4/30/21
19	4.12	Systems Interface Plan	1 day	Mon 5/3/21	Mon 5/3/21
20	4.13	Testing Plan	1 day	Fri 4/16/21	Fri 4/16/21
21	4.14	Data Conversion Plan	1 day	Mon 5/3/21	Mon 5/3/21
22	4.15	Deployment Plan	1 day	Mon 4/26/21	Mon 4/26/21
23	4.16	End User Support Plan	1 day	Mon 4/19/21	Mon 4/19/21
24	4.17	Disaster Recovery (Business Continuity) Plan	1 day	Mon 4/19/21	Mon 4/19/21
25	4.18	Documentation of Operational Procedures	1 day	Mon 5/10/21	Mon 5/10/21
26	4.19	Workplan Finalized and Delivered	3 days	Tue 5/11/21	Thu 5/13/21
27	5	**Phase 2: FMCSA Core Compliant NH CVIEWplus**	**32 days**	**Mon 5/10/21**	**Tue 6/22/21**
28	5.1	**NHCVIEW Environment**	**5 days**	**Mon 5/10/21**	**Fri 5/14/21**
29	5.1.1	Update NH CVIEW beta to allow access to standard functions	1 day	Thu 4/15/21	Thu 4/15/21
30	5.1.2	Update NH CVIEW production to allow access to standard functions	1 day	Fri 4/16/21	Fri 4/16/21
31	5.1.3	Create additional CVIEW users (in addition to current Inspect users)	3 days	Mon 5/10/21	Wed 5/12/21
32	5.1.4	Configure web services	1 day	Mon 5/10/21	Mon 5/10/21
33	5.1.5	Execute Test Procedures	1 day	Mon 5/10/21	Mon 5/10/21
34	5.1.6	NHCVIEW Environment Complete	0 days	Mon 5/10/21	Mon 5/10/21
35	5.2	**Inspect Updates**	**2 days**	**Mon 5/10/21**	**Tue 5/11/21**
36	5.2.1	Add additional Inspect Users	1 day	Thu 4/29/21	Thu 4/29/21
37	5.2.2	Inspect state field configurations	1 day	Fri 4/30/21	Fri 4/30/21
38	5.2.3	SNET update if needed	1 day	Mon 5/10/21	Mon 5/10/21
39	5.2.4	Inspect Update Complete	0 days	Mon 5/10/21	Mon 5/10/21
40	5.3	**NH Customization**	**12 days**	**Mon 5/10/21**	**Tue 5/25/21**
41	5.3.1	CVIEW identified customizations	5 days	Mon 5/10/21	Fri 5/14/21
42	5.3.2	Inspect identified customizations	5 days	Mon 5/17/21	Fri 5/21/21



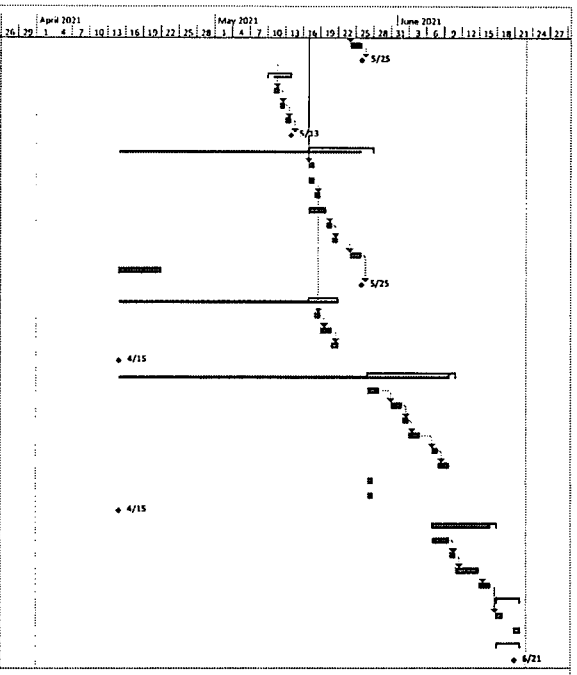
Project: NH CVIEW and Inspect
Date: Thu 11/19/20

Task | Split | Milestone | Summary | Project Summary | External Tasks | External Milestone | Inactive Task | Inactive Milestone | Inactive Summary | Manual Task | Duration-only | Manual Summary Rollup | Manual Summary | Start-only | Finish-only | Deadline | Progress | Manual Progress

Page 1

Figure 38 – WBS (2 of 2)

ID	WBS	Task Name	Duration	Start	Finish
43	5.3.3	Review requirements matrix for completeness	2 days	Mon 5/24/21	Tue 5/25/21
44	5.3.4	Customization Complete	0 days	Tue 5/25/21	Tue 5/25/21
45	5.4	SAFER	4 days	Mon 5/10/21	Thu 5/13/21
46	5.4.1	Test & Certify SAFER Production Connection	1 day	Tue 5/11/21	Tue 5/11/21
47	5.4.2	Test & Certify PRISM Connection	1 day	Wed 5/12/21	Wed 5/12/21
48	5.4.3	Confirm SAFER Downloads into NHCVIEW Environment	1 day	Thu 5/13/21	Thu 5/13/21
49	5.4.4	SAFER Integration Complete	0 days	Thu 5/13/21	Thu 5/13/21
50	5.5	IRP Integration	9 days	Mon 5/17/21	Thu 5/27/21
51	5.5.1	Identify & Commission Integration Team	1 day	Mon 5/17/21	Mon 5/17/21
52	5.5.2	Create IRP Interface Control Document (ICD)	1 day	Mon 5/17/21	Mon 5/17/21
53	5.5.3	Full Integration security review	1 day	Tue 5/18/21	Tue 5/18/21
54	5.5.4	Modify File Conversion Process (As Required)	3 days	Mon 5/17/21	Wed 5/19/21
55	5.5.5	Load Test Data & SAFER Certification	1 day	Thu 5/20/21	Thu 5/20/21
56	5.5.6	Process IRP Baseline Upload Files & Begin Daily Updates	1 day	Fri 5/21/21	Fri 5/21/21
57	5.5.7	Execute ICD End-To-End Tests	2 days	Mon 5/24/21	Tue 5/25/21
58	5.5.8	Complete SAFER Certification for IRP Transaction Set	5 days	Thu 4/15/21	Wed 4/21/21
59	5.5.9	IRP Integration Complete	0 days	Tue 5/25/21	Tue 5/25/21
60	5.6	IFTA Integration	5 days	Mon 5/17/21	Fri 5/21/21
61	5.6.1	Confirm IFTA Setup (already in place)	1 day	Tue 5/18/21	Tue 5/18/21
62	5.6.2	Make any needed adjustments	2 days	Wed 5/19/21	Thu 5/20/21
63	5.6.3	Full Integration security review	1 day	Fri 5/21/21	Fri 5/21/21
64	5.6.4	IFTA Integration Complete	0 days	Thu 4/15/21	Thu 4/15/21
65	5.7	Acceptance Testing	11 days	Thu 5/27/21	Thu 6/10/21
66	5.7.1	Create Acceptance Testing Plan	2 days	Thu 5/27/21	Fri 5/28/21
67	5.7.2	Execute Acceptance Testing Round 1	2 days	Mon 5/31/21	Tue 6/1/21
68	5.7.3	Review Round 1	1 day	Wed 6/2/21	Wed 6/2/21
69	5.7.4	Execute Acceptance Testing Round 2	2 days	Thu 6/3/21	Fri 6/4/21
70	5.7.5	Review Round 2	1 day	Mon 6/7/21	Mon 6/7/21
71	5.7.6	Compile Acceptance Testing Documentation	2 days	Tue 6/8/21	Wed 6/9/21
72	5.7.7	Load Test Applications	1 day	Thu 5/27/21	Thu 5/27/21
73	5.7.8	Security Scans (Vulnerability)	1 day	Thu 5/27/21	Thu 5/27/21
74	5.7.9	Acceptance Testing Complete	0 days	Thu 4/15/21	Thu 4/15/21
75	5.8	NH Training	9 days	Mon 6/7/21	Thu 6/17/21
76	5.8.1	Develop Training Materials (Manuals, PowerPoints)	3 days	Mon 6/7/21	Wed 6/9/21
77	5.8.2	Develop Training Schedule	1 day	Thu 6/10/21	Thu 6/10/21
78	5.8.3	Training Sessions	2 days	Fri 6/11/21	Mon 6/14/21
79	5.8.4	Training Complete	2 days	Tue 6/15/21	Wed 6/16/21
80	5.9	Go-Live for Application Use	2 days	Fri 6/18/21	Mon 6/21/21
81	5.9.1	All users begin use of CVIEW and Inspect	1 day	Fri 6/18/21	Fri 6/18/21
82	5.9.2	Project Exit Meeting	1 day	Mon 6/21/21	Mon 6/21/21
83	6	Phase 3: Year 1 Maintenance & Support	2 days	Fri 6/18/21	Mon 6/21/21
84	6.1	Commence Annual Maintenance & Support Services	0 days	Mon 6/21/21	Mon 6/21/21



Project: NH CVIEW and Inspect
Date: Thu 11/19/20

Task | Split | Milestone | Summary | Project Summary | External Tasks | External Milestone | Inactive Task | Inactive Milestone | Inactive Summary | Manual Task | Duration-only | Manual Summary Rollup | Manual Summary | Start-only | Finish-only | Deadline | Progress | Manual Progress

Page 2

D-2.5 Ongoing Operations

TOPIC 25 - HOSTED SYSTEM

Iteris CVO hosts its systems in a secure Microsoft Azure cloud environment. This extremely reliable and secure hosting environment provides many tools to monitor, the system. Iteris CVO uses a variety of applications to design, develop and maintain its systems including Microsoft Visual Studio, Microsoft SQL Server Management Studio, Azure DevOps, Jira, Confluence, Adobe XD, Adobe Illustrator, and Microsoft Visio. Iteris CVO Applications are written in the Microsoft stack using C# .Net, .Net CORE, Entity framework, SQL, Web Forms and a variety of other standard industry tools, frameworks and applications. **Table 31** illustrates the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS. See "Iteris CVO System Security Plan" for more detailed information provided in **Appendix A.**

Table 31 – Topic 25 Hosted System

TOPIC	KEY POINTS
Provide the type and speed of the connection	✓ Web and FTP servers run on Intel Xeon Platinum/Xeon processors with network bandwidth of 6000 Mbps.
Information on redundancy	✓ Load balancers used along with fault domains for web servers to prevent single point of failure for web activity. Backups of systems and disks use geo-redundant storage and locally redundant storage.
Disaster recovery	✓ Databases are backed up for transactional every 30 minutes, differential every 4 hours, and full back-up nightly. Servers are backed up daily with retention of daily backups for 7 days, and weekly backup retention for 4 weeks. ✓ For more details, see "Iteris CVO Disaster Recovery Plan" provided in **Appendix A.**
Security	✓ Network built in protection against DDoS attacks, Least privilege network firewalls surrounding all virtual machines. All virtual machines/disks/data encrypted at rest using FIPS-140-2 compliant algorithms. Malware protection installed on each virtual machine. Virtual machine updates installed monthly. ✓ For more details see "Iteris CVO System Security Plan" provided in **Appendix A.**
Interim staffing for peak help desk demand periods and transition to a permanent arrangement	✓ Help desk is fully staffed and currently available 24/7/365 with fast response times. ✓ Urgent items are immediately addressed to avoid service interruption. ✓ We know our systems support vital operations and we aim to reduce the impact of relying on technology. ✓ 96% of CVO clients have been retained over 18 years.
Development of a help desk knowledge base	✓ Customer centric approach with knowledge of the user needs results in a solution that solves the problem more efficiently and effectively for the end user. ✓ Training manual updates and documentation for processes occurs regularly in order to empower the help desk as service requests are received.
Metrics based on help desk inquiries	✓ Tracking new enhancement requests, bugs, and maintenance items keeps a pulse on current demands. ✓ Customer requests only take 40 days on average to reach production.

Table 32 provides the Iteris Service Level Agreement (SLA), which will be leveraged in triage and escalation of support requests received. Additional support levels will be available 7am-7pm Mountain Time for higher level triage and support responses. Iteris ensures that critical outages are addressed very quickly. High and Medium items will warrant communication to key personnel with regular incident updates until resolution is reached.

Table 32 – Iteris' Service Level Agreement

LEVEL	ACKNOWLEDGE TIME	RESOLUTION TIME	RESPONSE AVAILABILITY	CRITERIA
Urgent	15 minutes	1 hour	7 days / week; 24 hrs. / day	Defined as system down or unavailable
High	1 hour	4 hours	7 days / week; 24 hrs. / day	Defined as system is partially available or performing in a degraded mode
Normal	1 hour	1 work day	5 days / week; 7am-6pm Mon-Fri	Defined as primary support services provide during regular operations

Regularly scheduled product releases are well-tested and communicated to key stakeholders in advance of release. In the unlikely event that a feature needs to be "rolled-back" from a production release, the previous version of the application can easily be made available. Customizations and new versions of the core software can be reapplied/rolled-back as defined in release plan(s) with NH DOS. Quality assurance and control are key components of Iteris' product delivery approach. We recognize that it is highly important to deliver a high-performing user experience. These items are incorporated into maintenance cycles and released with regular product releases. Off-cycle releases can be planned to expedite change if desired and agreed upon by NH DOS.

Please reference Topics 8, 9, 12 and 26 for information regarding Help Desk, Disaster Recovery, Redundancy, and Security.

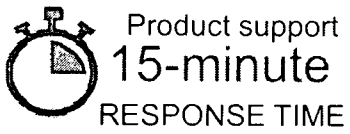
TOPIC 26– SUPPORT AND MAINTENANCE

Deliverables: 14 (End User Support Plan) and 16 (Documentation of Operation Procedures)
Table 33 illustrates the distinguishing benefits of the proposed solution to directly respond to the questions posed by NH DOS.

Table 33 – Topic 26 Support and Maintenance

TOPIC	KEY POINTS
For how many of your clients do you provide typical software maintenance and support in operational years and what percent of your clients does this represent?	✓ Support and maintenance are a key element of the hosted services provided by Iteris to all clients.
For how many of your clients do you provide support and maintenance of the operational environment on behalf of the State and what percent of your clients does this represent?	✓ Support and maintenance are a key element of the hosted services provided by Iteris to all clients.
What do you find to be the optimal amount of support?	✓ Through experience Iteris has found that providing full support is optimal in order to keep applications running smoothly and effectively.
Describe how general support and maintenance skills are transferred to State technical support personnel for knowledge sharing.	✓ Iteris' support team is experienced and able to communicate any technical support needs to the State technical support personnel seamlessly. ✓ CVO Support is equipped to provide training and education to State support personnel to execute any knowledge transfer required. However, Iteris provides technical support and maintenance as part of the complete solution to NH DOS, reducing the resource requirements for the State.
Describe how are support and maintenance issues are tracked detailing methodology and if any additional software is required.	✓ Any support and maintenance issues are emailed to or called into Iteris. Iteris has a support team 24/7/365 that clarifies and records the issues, and places them into a ticketing system. Ticket numbers are communicated with the clients and followed up with when the issues are resolved.
Describe process for maintenance of the general knowledge base.	✓ Iteris provides re-training of the applications at any time the client sees fit. This is included as part of the regular maintenance contract.
Describe any particular procedures required to handle escalation and emergency calls.	✓ In any emergency Iteris recommends sending an email describing the issue. Immediately after sending the email, Iteris recommends calling the provided contact phone numbers to discuss the situation.
Detail the plan for preventive maintenance and for upgrade installations.	✓ Iteris will have the determined State contact test all Inspect updates before being allowed to push the updates to the State users. Once the state give the approval that the latest update looks good, then Iteris will push the update to the State users.
Detail the types and frequency of support tasks required.	✓ Any issues or updates that requires a change to be made to the application will require a task to be created by the support team. Iteris supports as many tasks as possible to make these changes as quickly as possible.

Helpdesk



Customer service and support are a key differentiator for the Iteris team. The team is proud to support its customers 24/7/365. During the Inspect and CVIEWplus implementation period, dedicated support and development staff are assigned to triage, escalate, and funnel issues to resolution when reported to the Iteris CVO Support help desk. The project team recognizes the importance of system availability, reliability and data integrity to New Hampshire Department of Safety. Iteris is dedicated to providing a best-in class customer experience, emphasizing product support. Product support is available 24/7/365 via phone, email, or ticket submitted. The system will be available 24/7/365, excluding scheduled maintenance and downtime that has been mutually agreed upon with New Hampshire Department of Safety. Network and hardware uptime is the responsibility of New Hampshire Department of Safety for the components hosted by New Hampshire Department of Safety.

Operations and Maintenance

Ongoing O&M of Inspect and CVIEWplus will include regular maintenance, responses to feature requests, and reported issues within the normal course of operation. Regular maintenance will be conducted based on the mutually agreed upon schedule for New Hampshire Department of Safety. Currently, maintenance occurs monthly in the current implementation of Inspect and CVIEWplus. Often times the regular maintenance (patches etc.) are not critical and are deployed with the regularly scheduled releases to further reduce the impact to users. Any maintenance is done outside of regular hours of operation. These generally are done with continual operation and do not require downtime. However, some regularly scheduled maintenance may interrupt critical activities. To minimize the impacts of such interruption, Iteris will coordinate with New Hampshire Department of Safety and users to ensure maintenance is planned and executed optimally. In the event that maintenance needs to be conducted outside of the defined schedule, Iteris will notify New Hampshire Department of Safety of the nature, need, and impact of the maintenance for approval prior to conducting the maintenance.

This maintenance will occur in the standard maintenance window (to be determined during project planning and approved by New Hampshire Department of Safety). Iteris CVO Support will receive help desk requests from Inspect and CVIEWplus users that will be addressed in maintenance. Tickets entered will be triaged based on the SLA defined in the Help Desk section of this proposal. Tickets that are determined to be a new feature request will be reviewed by the Product Owner and submitted to New Hampshire Department of Safety for approval. Upon approval, Iteris will plan the work item for execution with the development team, applying testing and release processes discussed in this proposal. Iteris currently releases new versions of Inspect and CVIEWplus to users on a bi-monthly basis, with the ability to release off-cycle to accommodate urgent requests or planned features with specific release requirements approved by New Hampshire Department of Safety. Under the Inspect and CVIEWplus O&M, releases will be planned quarterly, with the ability to support off-cycle releases as needed to support New Hampshire Department of Safety user needs. O&M activities are overseen by our O&M task lead and conducted within the normal course of business for Iteris. Iteris provisions staff and labor allocations to support ongoing O&M based on projected and current capacity required. Iteris currently does not foresee that need for additional equipment to successfully operate and maintain the Inspect and CVIEWplus deployment.

SECTION V: CORPORATE QUALIFICATIONS

Required Information on Corporate Qualifications (E-1)



Iteris certifies, per NH DOS minimum requirements described in Appendix E: Standards for Describing Vendor Qualifications - Section E-1: Required Information on Corporate Qualifications, Iteris complies with qualifications and expertise as shown in **Table 34.** We attest that Iteris staff have complete competency and expertise in all areas required in the RFP.

Table 34– Vendor Qualifications and Important Factors

APPENDIX E: VENDOR QUALIFICATIONS	COMPLIANCE OF ITERIS' QUALIFICATIONS
Corporate qualifications of each Vendor proposed to participate in the Project	✓ Publicly traded corporation with headquarters in Santa Ana, CA ✓ Financially and legally stable ✓ 377 personnel ✓ 30+ years' experience in the transportation industry ✓ CVIEWplus deployed in 20+ environments ✓ Inspect implemented in 15 states, including New Hampshire
Proposed team organization and designation of key staff	✓ Project Sponsor: Whitney Raya, PMP, PMC-IV, UXC ✓ Project Manager: Mrs. Kohlae Angell, PMP, CSM, PMC-III ✓ Product Owner: Mr. Ben Jenkins, CSPO ✓ Contract Manager: Mr. TJ Teuscher ✓ Technical Lead: Aaron Jenkins, CSM ✓ QA/QC Manager: Delaine Adkins, MBA/MPM, PMP
Individual qualifications of candidates for the role of Project Manager; and	✓ PMI certified Project Management Professional (PMP) ✓ Certified Scrum Master ✓ 5 years' experience implementing CVIEWplus and Inspect solutions including customizations such as permit interface integration.
Individual qualifications of candidates for other key staff roles	✓ Whitney Raya: 10+ years' in product development, UXC and PMP certified. CVO Manager ✓ Delaine Adkins: Sr. Project Manager with 14 years' experience in CVO and ITD program management. ✓ Aaron Jenkins: Experienced developer managing SAFER data transmission and network infrastructure for more than 20 clients. ✓ Ben Jenkins: Seasoned product owner and customer service specialist ✓ TJ Teuscher: 3 years' experience managing accounts for CVO solutions

CORPORATE OVERVIEW

Iteris, a Delaware corporation, is the market leader in applying informatics solutions to the transportation industry since 1987. Iteris' 377 staff have decades of expertise in CVO and traffic management, along with superior services and patented products that help detect, measure, and manage traffic and vehicular performance; minimize traffic congestion; and empower Iteris clients with solutions to better manage their transportation networks. The firm is headquartered in Santa Ana, CA with offices nationwide. For this project, Iteris will be submitting as Prime Consultant and will not be utilizing any sub-consultants for this contract.

The Commercial Vehicle Operation (CVO) branch of Iteris is the market leader and has a track record of success in assisting states to plan and implement ITD initiatives. Iteris is familiar with the user personas that operate in the industry and consistently upgrades current features and creates new features as a result of client feedback. Many clients come to Iteris first to find a solution to an enforcement problem and for additional insight into improving data quality. Iteris develops and deploys innovative solutions that help agencies reduce traffic congestion, enhance transit use, monitor and manage transportation networks, and provide greater access to reliable traveler information.

Iteris' Commitment to Public Sector

Iteris provides municipalities and government agencies around the world with the necessary design, real-time analytics and actionable informatics to improve safety and mobility through technology and partnership. We make communities more walkable, transit friendly and bicycle friendly, and we move people and goods across cities and states more safely and efficiently.

Level of Technical Experience in CVO and Experience with CVIEWplus Implementation

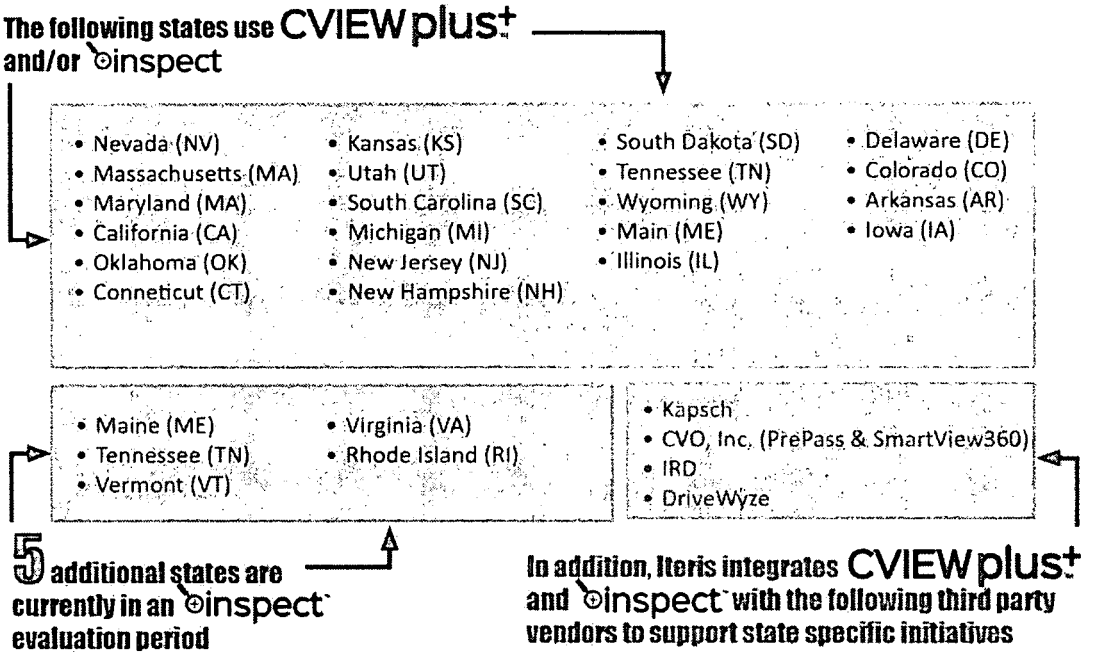
Iteris CVO has extensive experience configuring, deploying and maintaining CVIEWplus solutions that integrate with any vendor or data provider required by various state agencies. Iteris has the most extensive experience with CVIEWplus deployments and integrations within the CVO industry and actively drives new innovation in the space by partnering with forward-thinking states like New Hampshire.

The reference projects included in this proposal illustrate the breadth of integration capabilities within the COTS CVIEWplus and Inspect products. Additional features are added by client request to support a wide variety of user needs. CVIEWplus standard services also include web services available to integrate with other state applications and screening systems, such as license plate reader (LPR) and optical character recognition (OCR) devices used in electronic screening technology as well as roadside enforcement software (Iteris Inspect or other third party inspection offerings), hotlists, permits, intrastate data, etc.

Iteris technical staff is highly versed in the data quality that impacts federal systems (SAFER, MCMIS, PRISM, etc.) and federal program participation. In addition to configuring, deploying and maintaining over 21 CVIEWplus implementations with several extended integrations, Iteris proactively developed an Inspection platform in conjunction with enforcement and business users to guide requirements. The result of this is an integrated screening and inspection tool kit available nationwide that reduces screening and inspection time by up to 50%.

The following states in **Figure 39** illustrates CVIEWplus and/or Inspect:

Figure 39 – States using Iteris' CVIEWplus and/or Inspect



Work Experience with New Hampshire

Iteris has been working with the state of New Hampshire since 2017. Iteris has provided the Inspect product that they are currently using for inspections. The working relationship between Iteris and New Hampshire has been exceptional.

Apart from having discussions via email and telephone, Iteris has met with New Hampshire every year in person (apart from this last year due to COVID-19), whether at the CVSA Conference, or in the New Hampshire state office, to discuss the Inspect application and any fixes and/or enhancements that need to me made. Several of these have been implemented over the years and some are currently prioritized to be completed at a future date.

The collaboration between Iteris and New Hampshire has been a great means of making sure that the Inspect application is working the best that it can, not only for them but for other State users as well, to ensure that New Hampshire has a product that they can rely on.

FINANCIAL STRENGTH

Iteris, a Delaware corporation with headquarters in Santa Ana, CA, is publicly traded on NASDAQ under the stock symbol "ITI". All public financial filings are available on the Securities and Exchange Commission (SEC) EDGAR website atwww.sec.gov/edgar.shtml or Iteris' website at www.iteris.com on the "Investors Relations" page under SEC Filings. Key financial parameters for Iteris' fiscal year ended March 31, 2020 were as follows: As of March 31, 2020, total assets were $101,957,000; total liabilities were $38,830,000 and stockholders' equity was $63,127,000. For Iteris' fiscal year ended March 31, 2020, total revenues were $114,117,000; and total net loss was $5,610,000. See full financial reports and explanatory footnotes in Iteris' most recently filed 10-k with the SEC, as cited above.

For proof of financial strength, Iteris has chosen to provide the most current Dunn & Bradstreet report in **Appendix B.**

LITIGATION

Vendor has not been involved in any claim made by a client during the last ten years. As a public company, Vendor is required to disclose material matters (e.g., claims, litigation, settlements, etc.) in its SEC filings. Our SEC filings can be found on Vendor's website (URL: https://iterisinc.gcs-web.com/financial-information/sec-filings). From time to time, Vendor has received claims or been involved in litigation relating to or arising out of our operations in the normal course of business. Pursuant Vendor's SEC filings, Vendor is currently not a party to any claim or litigation, the adverse outcome of which, in management's opinion, individually or in the aggregate, would have a material adverse effect on Vendor's consolidated results of operations, financial position, or cash flows.

PRIOR PROJECT DESCRIPTIONS

Iteris is a leader in the CVO industry, having more than 23 CVIEWplus customers nationwide. Over the last 15 years, the CVIEWplus product has seen many enhancements, nearly all are initiated by customers. Inspect originated as a joint project between two states looking for an option to ASPEN that allowed more flexibility for state specific needs. The user interface was specifically designed to replicate elements of ASPEN workflows in order to reduce the overhead associated with training and system transitions while maintaining FMCSA standards however, Inspect also provides advanced functionality not available in other products. The Iteris CVO Team manages inspection services for 12 states under the Inspect Program, including New Hampshire. In 2019, Iteris deployed Inspect in three states; Connecticut, New Jersey and Nevada.



Inspect reduces roadside inspection time for Inspectors by up to 50% compared to ASPEN, allowing more inspection to be completed more efficiently.

The following projects were selected to demonstrate Iteris' capabilities not only to customize and deploy CVIEWplus and inspection software, but also to manage projects involving multiple technological components and disparate technologies. Iteris invites New Hampshire to contact the client for confirmation of our commitment to client satisfaction, on-time delivery and adherence to schedule.

NEVADA CVIEWPLUS AND INSPECT			
Reference	LT Don Plowman, Nevada DPS, 555 Wright Way, Carson City, NV 89711 (775) 687-8346, DPlowman@DPS.State.nv.us		
Iteris' Role	Prime		
Outcome	107 active Inspect users with combined total of 231 active CVIEWPlus+ and Inspect users		
Staff	Delaine Adkins (ITD Program Manager), Kohlae Angell (Project Manager/Product Owner - CVIEWplus), Ben Jenkins (Product Owner - Inspect) Aaron Jenkins, Brad Steiner (Software Engineers)		
Proposed Project Schedule	CVIEWplus 4/2017 – Ongoing Inspect 6/2019 - Ongoing	**Actual Project Schedule**	4/2017 – Ongoing 6/2019 - Ongoing
Proposed Cost	$266,148*	**Actual Costs**	$266,148*

*Product cost. Does not include professional services.

Type of Client:

NV Department of Public Safety (lead agency) and NV Department of Motor Vehicles

Objective:
The objective of the Nevada CVIEWplus/Inspect project was to re-establish an ITD program in the state. The project incorporates professional services, CVIEWplus and Inspect. Both applications have been successfully deployed. The state is awaiting Core ITD certification following deployment of a new IRP system in October. The state's ITD program plan was approved in 2018 following implementation of CVIEWplus. Inspect was added in 2019. In 2020, the state moved from a non-participating PRISM state to Enhanced participation. ITD core certification is pending.

Project Scope (CVIEWplus):
As **prime consultant**, Iteris configured and deployed a cloud hosted CVIEWplus application in 4 months. State specific customizations included user group configuration to manage more than 6 groups within 3 agencies. Iteris personnel assisted the state with determining roles and security requirements for each user group and provided workbooks for agency onboarding. Iteris then worked with the teams to determine the necessary custom pass/fail tests to meet the needs of each group. For example, DPS inspectors require ISS score validation whereas an IRP user does not. Iteris' staff helped to guide the state through their decision making, providing job aids for onboarding and recommending configurations to support business efficiency improvements.

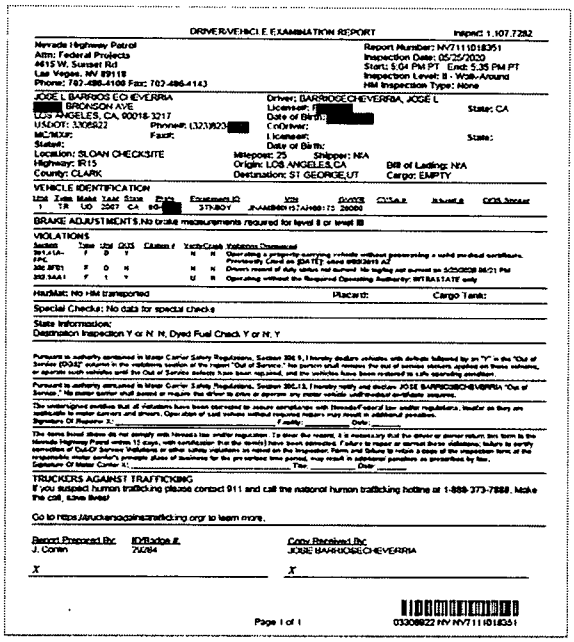
The CVIEWplus application was initially interfaced with a sun setting IRP and IFTA application in 2017. In 2019, the state began uploading IFTA demographic files through the Iteris CVIEWplus application in lieu of the IFTA Clearinghouse. In October 2020, the system was updated to interface with the updated state IFTA application and a new Explore IRP system. The state now uploads both interstate and intrastate files to CVIEWplus and to SAFER on a daily basis.

Project Scope (Inspect):
As **prime consultant,** Iteris deployed the cloud hosted Inspect solution to 95 Nevada users from state and local law enforcement agencies in just six weeks. State specific customizations include Level VII school district bus inspection reports, tailored state violation codes and custom forms and reports. Services under the agreement include:

- ITD Program Management
- Project management consulting
- Design and deployment of CVIEWplus and Inspect
- Customization to receive intrastate data
- Custom reports
- Custom violations codes
- Level VII inspections for school buses
- Hosting, maintenance, and support
- Testing
- Training
- SAFER certification support

In the first year following deployment of Inspect, Nevada personnel completed more than 21,000 inspections with 2434 resulting in driver or vehicle OOS orders. Safety data is shared with NV DMV via the CVIEWplus system, with FMCSA's SAFER database and with the state's SafetyNet database. The program further supports management of the state inspection program through PDF reports which can be saved, printed, or emailed for required quarterly reporting. Customizable inspection report headers allow the state to share the application with local agencies, expanding the number of inspections across the states while enabling administrators to easily determine which agency completed the report.

Inspection Report



DRIVER/VEHICLE EXAMINATION REPORT

Nevada Highway Patrol
Attn: Federal Projects
4615 W. Sunset Rd
Las Vegas, NV 89118
Phone: 702-486-4100 Fax: 702-486-4143

Report Number: NV711018351
Inspection Date: 05/25/2020
Start: 5:04 PM PT End: 5:35 PM PT
Inspection Level: 3 - Walk-Around
HM Inspection Type: None

JOSE L BARRIOS ECHEVERRIA
[redacted] BRONSON AVE
LOS ANGELES, CA, 90018-3217
USDOT: 3308822 Phone#: (323)923-[redacted]
MC/MX#: Fax#:
Status#:
Location: SLOAN CHECKSITE
Highway: IR15
County: CLARK

Driver: BARRIOS ECHEVERRIA, JOSE L
License#: F[redacted] State: CA
Date of Birth: [redacted]
Co-Driver:
License#: State:
Date of Birth:
Milepost: 25 Shipper: N/A
Origin: LOS ANGELES,CA Bill of Lading: N/A
Destination: ST GEORGE,UT Cargo: EMPTY

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate#	Equipment ID	VIN	GVWR	CVSA #	Inspect #	DOT# Sticker
1	TR	UD	2007	CA	6[redacted]	37I-BOY	JNAMB81H57AH80172	26060			

BRAKE ADJUSTMENT S.No brake measurements required for level 3 or level III

VIOLATIONS

Section	Type	Unit	OOS	Citation #	Vehicle/Crash	Violation Description
391.41A-	F	D	Y		N	N Operating a property-carrying vehicle without possessing a valid medical certificate. Previously Cited on: [redacted]
FMC						
392.3FMH	F	D	N		N	N Drivers record of duty status not current. No logging was current on 5/25/2020 04:01 PM
392.9A(1	F	T	Y		U	N Operating without the Required Operating Authority: INTRASTATE only

HazMat: No HM transported Placard: Cargo Tank:

Special Checks: No data for special checks

State Information:
Destination Inspection Y or N: N, Dyed Fuel Check Y or N: Y

Pursuant to authority contained in Motor Carrier Safety Regulations, Section 396.9, I hereby declare vehicles with defects followed by an "X" in the "Out of Service (OOS)" column in the violations section of the report "Out of Service." No person shall maintain, drive or operate such vehicles until the Out of Service defects have been repaired, and the vehicles have been released by a duly operating employee.

Pursuant to authority contained in Motor Carrier Safety Regulations, Section 396.13, I hereby verify and declare JOSE BARRIOS ECHEVERRIA "Out of Service." No motor carrier shall permit or require the driver to drive or operate any motor vehicle until the defects or deficiencies noted on this report have been corrected in the manner prescribed by the regulations.

The undersigned certifies that all violations have been corrected in accordance with Nevada/Federal law and/or regulations. Vehicle as they are applicable, motor carriers and drivers. Operation of said vehicles without required repairs may result in additional penalties.

Signature Of Driver X: _____ Date: _____
Signature Of Inspector X: _____ Date: _____

The items listed above do not comply with Nevada's law and/or regulations. To clear the records, it is necessary that the driver or owner return this form to the Nevada Highway Patrol within 15 days, with certification that the item(s) have been corrected. Failure to repair or correct the re-inspection. Failure to certify correction of Out-Of-Service Violations or other safety violations as noted on this Inspection Report and failure to maintain a copy of the inspection form at the responsible motor carrier's principal place of business for the pre-carrier time period, may result in additional penalties as prescribed by law.

Signature Of Motor Carrier X: _____ Title: _____ Date: _____

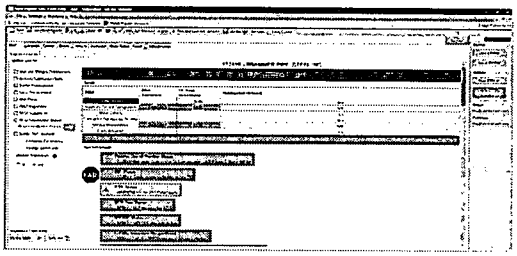
TRUCKERS AGAINST TRAFFICKING
If you suspect human trafficking please contact 911 and call the national human trafficking hotline at 1-888-373-7888. Make the call, save lives!

Go to https://truckersagainsttrafficking.org/ to learn more.

Report Prepared By: J. Conlin ID/Badge #: 2084
Copy Received By: JOSE BARRIOS ECHEVERRIA
X _____ X _____

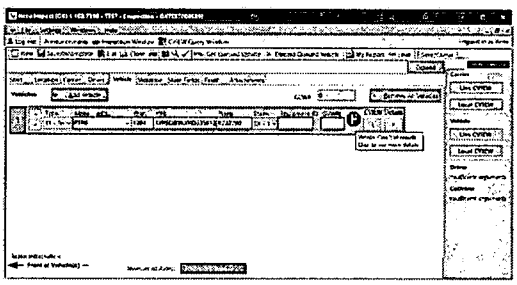
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Pass/Fail Screening



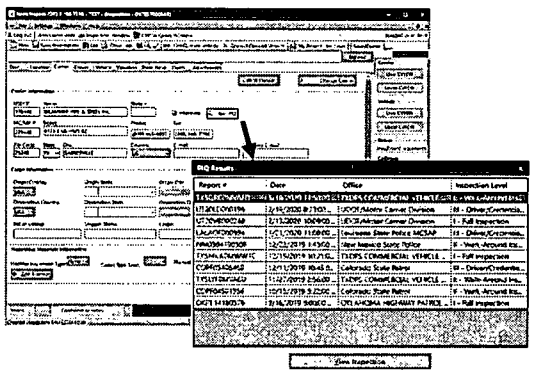
Pass/Fail test criteria can be customized for each user group. Color schemes help to draw users' attention to urgent matters for review.

Pass/Fail is carried over to vehicle entry window



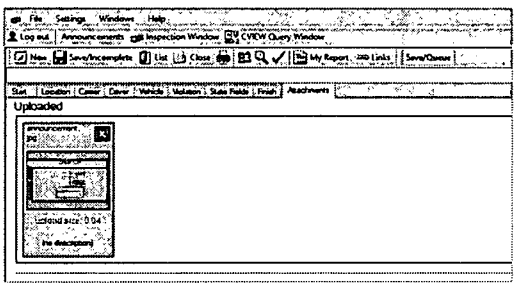
Pass/Fail indicators on the vehicle page indicate there are issues with the vehicle that should be reviewed.

Past Inspection History by Carrier, by Vehicle or by Driver



Queries initiated at the beginning of the inspection (ex. USDOT, plate and driver's license) will generate queries via CVIEWplus web service calls to pull in data from SAFER, PRISM and other databases in near real-time. The PIQ option queries the inspection history for the carrier, the vehicle or the driver depending on the tab the user is on at the time.

Ability to Attach Images and Documents for Upload to the Record



Iteris Inspect provides the capability to attach documents or photos to the inspection report for the purpose of documenting infractions or investigating DataQs. Attached documents and the associated inspection are shared with supervisors and investigators through Inspect's administration support functions.

NEW JERSEY INSPECT			
Reference	Sgt. Daniel Zelechoski, IT Coordinator, NJ DPS, Division of State Police, River Road Bldg, 17, West Trenton, NJ 08628-0068 (609) 452-2601 ext. 5903, LPP7166@GW.NJSP.ORG		
Iteris' Role	Prime		
Outcome	94 active Inspect users		
Staff	Delaine Adkins (Project Manager), Kohlae Angell/Ben Jenkins (Product Owner) Aaron Jenkins, Brad Steiner (Software Engineers)		
Proposed Project Schedule	3/2019 – Ongoing	**Actual Project Schedule**	3/2019 – Ongoing
Proposed Cost	$132,641	**Actual Costs**	$132,641

Type of Client:
New Jersey Department of Public Safety, Division of State Police, Transportation Safety Bureau

Objective:
Deploy Inspect and develop custom state reports for the NJ State Police (NJSP).

Project Scope:
As **prime consultant**, Iteris implemented an Inspect solution with limited CVIEWPlus capabilities. In addition, Iteris designed custom reports for the NJSP including standard and hazmat crash reports and state specific oversize/overweight reports.

CONNECTICUT INSPECT			
Reference	George White, Division Chief, CT Department of Motor Vehicles, Commercial Vehicle Safety Division, 60 State Street, Wethersfield, CT 06161, (860) 263-5449, George.White@ct.gov		
Iteris' Role	Prime		
Outcome	102 active Inspect users		
Staff	Whitney Norman (Senior Manager), Kohlae Angell (Project Manager), Brad Steiner (Senior Software Engineer), Ben Jenkins (Product Owner)		
Proposed Project Schedule	7/2019 – Ongoing	**Actual Project Schedule**	7/2019 – Ongoing
Proposed Cost	$97,000*	**Actual Costs**	$97,000*

* Cost reflects Inspect only. CVIEWplus was previously deployed under a separate project.

Type of Client:
Connecticut Department of Motor Vehicles, Commercial Vehicle Safety Division

Objective:
Deploy Connecticut Inspect with option to integrate additional services including permit verification/ confiscation, certification of repairs and ad hoc application enhancements.

Project Scope:
As **prime consultant**, Iteris deployed a fully compliant Connecticut Inspect application and developed product enhancements to afford users the ability to link to the state permit system for the purpose of verifying and

confiscating oversize/overweight permits. The project also entailed providing the ability for carriers to document when repairs noted in an inspection have been corrected by a mechanic (i.e. certification of repairs). Services included:

- Design
- Deployment
- Ongoing Hosting, Maintenance & Support
- Testing
- SAFER Certification
- ASPEN 3.0 Smart Logic Compliance

SUBCONTRACTOR INFORMATION

Iteris has the staff expertise and availability to achieve success for the State for each of the areas mentioned in the RFP. Iteris does not anticipate utilizing any sub-consultants for these assignments. No sub-consultant fees have been included accordingly.

SECTION VI: QUALIFICATIONS OF KEY VENDOR STAFF

Team Organization and Designation of Key Vendor Staff (E-2)

Iteris strongly believes that excellent project management is essential to the successful completion of any project. Our proposed Project Manager (PM) **Mrs. Kohlae Angell, PMP, CSM**, will lead this project and will ensure an efficient and coordinated project development process, delivery of high-quality products, and deployment of the project components within budget and on schedule. Mrs. Angell will be supported by the key personnel and support staff noted in the sections that follow. Iteris' proposed project organization chart is illustrated in **Figure 40,** designation of key staff is shown in **Table 35.**

Figure 40 – Organizational Chart

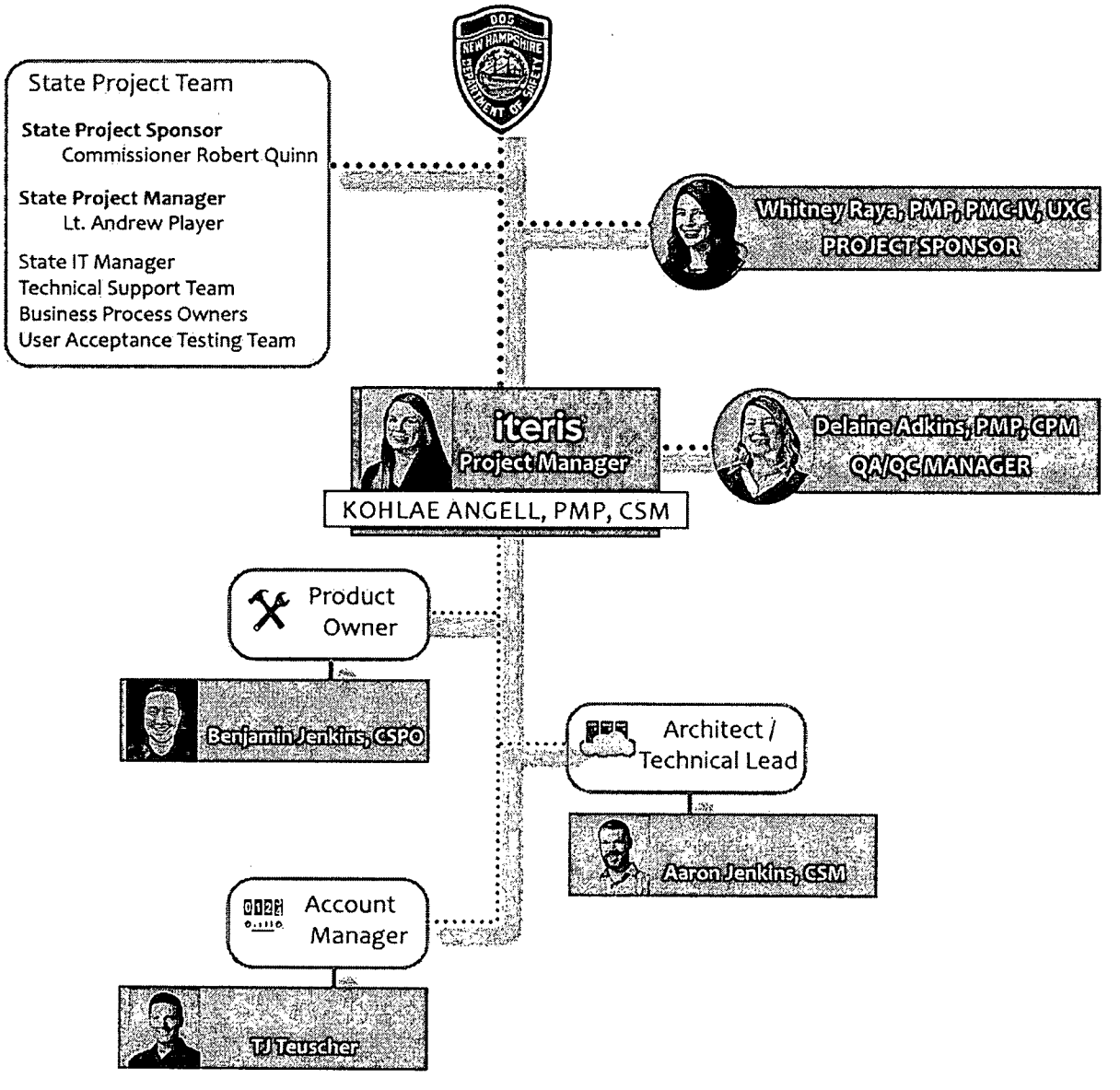


Table 35 - Designation of Key Vendor Staff

KEY STAFF	POSITION	RESPONSIBILITIES	PROJECT DURATION
Kohlae Angell, PMP, CSM	Project Manager	Coordinates the project schedule, documents project status updates, communication with stakeholders, and creates project deliverables as defined in the project plan.	Initiation, Planning, Executing, Monitoring and Controlling, Closing
Whitney Raya, PMP, PMC-IV, UXC	Project Sponsor	Ensures resource availability. Oversees Iteris project staff. Mitigates escalation when necessary.	Planning, Execution Monitoring and Controlling
Delaine Adkins, PMP, MPM/CPM	Quality Assurance/Quality Control Manager	Reviews written deliverables prior to delivery. Ensures the project performs according to standard schedule and cost performance metrics.	Planning, Execution Monitoring and Controlling
Benjamin Jenkins, CSPO	Product Owner	Define product requirements Facilitate development execution	Planning, Execution, Monitoring and Controlling
Aaron Jenkins	Architect/ Technical Lead	Ensure any new development adheres to IT standards Documents, defines and controls technical solutions implemented by the development team.	Planning, Monitoring and Controlling
TJ Teuscher	Account Manager	Responsible for client relationship management during operations and maintenance	Operate and Maintain

STATE STAFF RESOURCE WORKSHEET (E-2.1)

Table 36 - Proposed State Staff Resource Hours Worksheet

STATE ROLE	INITIATION	CONFIGURATION	IMPLEMENTATION	CLOSE OUT	TOTAL
Project Sponsor	10	5	10	5	30
State Project Manager	20	120	80	20	240
State IT Manager	10	40	40	10	100
Technical Support Team	5	120	80	20	225
Business Process Owners	10	40	40	10	100
User Acceptance Testing Team	5	60	40	5	110
State Total	60	385	290	70	805

Candidates for Project Manager (E-3)

PROJECT MANAGER – TRUSTED LEADERSHIP

Mrs. Angell will serve as the Project Manager for this project and will be directly responsible for overseeing resource assignments for implementation of the proposed solution. She is a certified PMP and has been managing IT projects and software products for over 7 years of Commercial Vehicle Operations experience in public and private sectors. In addition, Mrs. Angell is also certified in product management. These qualifications make her uniquely suited to this endeavor as her skills in these areas will assist in gathering stakeholder inputs, identifying opportunities for product and process improvements then incorporating those into the long-term product design. Mrs. Angell brings strong cross-functional leadership, superior written and verbal communication, attention to detail and dedicated product ownership to the team.



Kohlae Angell, PMP, CSM
Project Manager

Candidates for Key Vendor Staff Roles (E-4)

Iteris is also pleased to offer Ms. Whitney Raya as Project Sponsor, Ms. Delaine Adkins as Quality Assurance/Quality Control Manager, Mr. Ben Jenkins as Product Owner dedicated to successfully implementing the integrated solution for CVIEWplus and Inspect, Mr. Aaron Jenkins, Architect/Technical Lead to ensure the technical requirements are met in accordance with the IT standards, and architectural design, and Mr. TJ Teuscher as Account Manager to ensure that client needs are continually met after project launch.

Resumes for all Iteris Team members are located on the following pages.

KOHLAE ANGELL, PMP, CSM
Project Manager

iteris



EDUCATION
BS, Accounting, BYU-Idaho, Rexburg, 2013

YEARS OF EXPERIENCE
With Iteris: 5 Total: 8.5

REGISTRATIONS & CERTIFICATIONS
Project Management Professional
PMP #4171154, 2015

Certified ScrumMaster™
CSM #613559, 2017

Pragmatic Marketing Certified-III
4/6/2020

CORE DISCIPLINES
Goods Movement
Commercial Vehicle Operations
Traffic Engineering

AFFILIATIONS
Project Management Institute
Scrum Alliance

Mrs. Angell serves as Product Manager for Iteris' Transportation Systems division and has been with the firm since October 2015. She has managed a variety of software products for seven years, including international and multi-jurisdictional products that require a set of standard features and jurisdiction/country-specific functions. Mrs. Angell also fully implemented the product ownership and customer support processes and continues to lead product management. Mrs. Angell has also been managing projects for seven years and has been a certified Project Manager for almost five years.

Did you know?

I enjoy running and reading books (historical fiction and professional development are my favorite genres). I also enjoy spending time with my family – my husband and three children.

Project Experience

CVIEW/Inspect Product Management – Idaho Falls, ID

Mrs. Angell has filled the product manager role for CVIEW and Inspect since joining Iteris in 2015. Product management implementation for the branch included becoming familiar with user personas and use cases, determining roadmap items to address unfulfilled customer needs, scheduling and coordinating development of new product features. Operating as the product owner in the scrum team ensured that She was continuously involved in verifying functional requirements were met and user needs were addressed in the technical solution. Duration: 10/2015-Ongoing

ClearFleet Product Management – Idaho Falls, ID

Mrs. Angell led the product development of ClearFleet – Iteris' IRP and IFTA management solution. Activities included market problem and process discovery and definition, identification of user personas that would interact with the product, functional requirements of the application and working closely with the development team to ensure that technical requirements would support business functions with the ability to scale to many jurisdictions and new technology integrations. Ms. Angell oversaw UI design and user flow of each process while seeking and incorporating user feedback regularly. Duration: 11/2018- Ongoing

Iowa CVIEWplus™/ClearFleet Implementation – Idaho Falls, ID

Mrs. Angell was the Project Manager for the launch of CVIEWplus and ClearFleet which included full project documentation of requirements, status reports, meetings, risk register, action register, and change control. Full UAT processes and results for both products and E2E testing process for ClearFleet, including several on-site requirements gathering sessions and remote requirements confirmation meetings to understand and implement Iowa specific configurations into ClearFleet. Duration: 3/2019- Ongoing

Inspect – Idaho Falls, ID
Mrs. Angell was Project Manager role for the last four implementations of Inspect and launching the online module called Inspect Online. These launches included project planning, product management and control activities as well as testing the software prior to release to the states and concurrently with state user acceptance testing periods. Ongoing maintenance after deployment included regular communication with clients to assist in user training and resolution of application issues. Ms. Angell managed maintenance work requested by each state using the Inspect application, scheduled the work for completion, tested finished enhancements, and communicated solutions to the client. Project maintenance is ongoing with regular product releases and customer communication/ support. Duration: 10/2015- Ongoing

Michigan CVIEWplus™ – Idaho Falls, ID
Mrs. Angell fulfilled the Project Manager role on launching Inspect and CVIEWplus in Michigan. Work included creating, maintaining, and executing project management plans, documenting system specifications, and completing trainings on each application. Ms. Angell worked with the state Project Manager to coordinate the implementation of core CVISN certification in preparation for the applications to be implemented as well as directing the integration of permits into the CVIEWplus windows. Work also included regular communication with the client on the project status and providing reports with pertinent progress details. Duration: 2016 – 2017

Massachusetts CVIEWplus™ – Idaho Falls, ID
Mrs. Angell fulfilled assistant Project Manager role on the full Massachusetts implementation project, with focus specifically on leading the Inspect and CVIEWplus application implementations and user acceptance testing. Work included completing requirements gathering activities, assisting in project management documentation, tracking all issues reported during acceptance testing and following through to resolution, and instructing on-site training courses. Continuing work includes phase 2 of adding intrastate data integration into CVIEWplus.

Duration: 2015-2019

Customer Relations Management (CRM) Software Transition – Idaho Falls, ID
Mrs. Angell led the transition of one branch of the company (Taiwan) from an old CRM (Customer relationship management) system to a newly developed application. Project and product management responsibilities included many hours of requirements gathering and coordination of current functionality to be included in new features, accounting for each business rule and technical process to ensure that all user processes were in place in the new application. Other work included coordination of teams in the U.S. and Taiwan for development, transition planning, software testing, and transition support as well as training all 200 users on aspects of the application and specific administrative functions within. The transition plan included preparing the branch for maintenance and support and understanding the regular testing and release process. Duration: 12/2012 – 12/2013

China Division Website Launch – Idaho Falls, ID
Mrs. Angell acted as Project Manager on the launch of the customer-facing website for the China branch of the company which was used for customers to manage their accounts and place orders. Project management work included documentation of the project management plan and subsidiary documents, coordination of difficult timelines, and capacity management for development teams including a web development team, a service development team, and a web content and design team. Work also included conducting end to end testing of the site and its integration with four payment portals and leading additional testing by the branch administrators and training on proper testing and maintenance procedures. Ms. Angell also worked closely with the Product Manager on the project to ensure that product requirements were documented and addressed by the project team in priority order. Duration: 01/2014-10/2015

REFERENCES
Dawn Castle
Computer Information Specialist II
Maryland Department of State Police
Commercial Vehicle Enforcement Division
(410) 579-5962
dawn.castle@maryland.gov

REFERENCES
David Findlay
State Transport Police
South Carolina Department of Public Safety
(803) 896-5492
WilliamFindlay@scdps.gov

REFERENCES
Master Sergeant Todd Armstrong
Illinois State Police
Commercial Vehicle Section
(217) 782-6629

WHITNEY RAYA, PMP, PMC-IV, UXC
Project Sponsor

iteris



EDUCATION
BBA, Accounting, Idaho State University, Pocatello, 2010

BBA, Computer Information Systems, Idaho State University, Pocatello, 2010

YEARS OF EXPERIENCE
With Iteris: **4** Total: **10**

CERTIFICATIONS
Project Management Professional
PMP # 1839774, 2015

Pragmatic Marketing Certified
PMC-IV, 2017

Certified Usability Professional
UXC # 1005418, 2015

CORE DISCIPLINES
Software Product Management

Project Management

Requirements Analysis

Commercial Vehicle Safety and Enforcement Systems

Systems Integration

AFFILIATIONS
Project Management Institute, PMP certified Project Management Professional since August 2015

Nielsen Norman Group, UXC Certified Usability Professional since September 2015

Pragmatic Marketing Institute, PMC-IV Certified since January 2017

Mrs. Raya serves as a Senior Manager for Iteris' Transportation Systems division and has been with the firm since July 2016. She has been managing projects and software products for over ten years and has been a certified Project Manager (PMP) for over four years, certified usability professional for over two years, in addition to a certified product management professional for two years. Qualifications include strong cross-functional leadership, superior written and verbal communication, attention to detail and dedicated ownership of each product she is responsible for. Projects previously managed include working with diverse teams of internal and external stakeholders. Additionally, Mrs. Raya has been UX certified, PMP certified, and Product Management certified for over 3 years.

Did you know? ***Whitney enjoys traveling as well as training and participating in Spartan Races.***

Project Experience

New Hampshire Inspect™ Deployment, New Hampshire Department of Public Safety
Mrs. Raya led the project planning, execution, and closing for the New Hampshire Department of Safety's deployment of Iteris Inspect. This project required a formal project plan and standard subsidiary plans, delivered by Mrs. Raya. These plans were leveraged to successfully manage the project to successful delivery and closure in a very tight timeline. Mrs. Raya worked closely with the client Project Manager to ensure project costs were minimized and scope delivered by the required date to meet state fiscal deadlines. Successful completion of this project demonstrated excellent leadership, communication, and attention to detail. Duration: 4/2017 – 7/2017.

MI Permit Interface – Idaho Falls, ID
Mrs. Raya acted as the Project Manager for the planning and execution of permit integration. This work included thorough requirements gathering and use case definition for the integration between the CVIEW managed by Iteris and the permit system managed by a separate vendor. Mrs. Raya effectively communicated with the vendor to reduce the project management hours spent by the client and reduce their costs. She also provided oversight of the development and testing of the interface and provided assurance that the integration met the original requirements and business rules. Duration: 10/2016 – 01/2017.

Customer Registration Application – Idaho Falls, ID
Mrs. Raya led the initiation, planning, execution, and closing of a large-scale application development over the course of nine months. Project management responsibilities included detailed requirements analysis and use case definition and coordination of all stakeholders to ensure all business rules were defined, and supported by a technical specification. Many hours of coordination between business units and technical resources resulted in improved understanding of the required work items, and optimized quality of work produced. Other work included coordination of teams in the United States and project staff in Taiwan, as well as coordinating user trainings and end-user testing as part of the release cycle during execution. Mrs. Raya also led the change control, software testing, and closing of the project. Duration: 9/ 2015 – 5/2016.

Mobile Web Platform – Idaho Falls, ID
Mrs. Raya acted as Project Manager on the launch of a customer-facing mobile website platform intended for global implementation across 18 countries. The project included the launch of the platform across all countries, and a fully executed mobile web experience for the Taiwan branch of the company. Project management work included documentation of the project management plan and subsidiary documents, coordination of difficult timelines, and capacity management for development teams including a web development team, a service development team, and a web content and design team. Work also included conducting end to end testing of the site and its integration with four payment portals and leading additional testing by the branch administrators and training on proper testing and maintenance procedures. Project was in execution for 4 months and when launched had minimal defects, and a high adoption rate by mobile users. The platform was successfully executed into four additional mobile websites throughout the company within the first year after launch. Duration: 11/2014 – 03/2015.

Online Incentivized Learning Management System – Idaho Falls, ID
Mrs. Raya acted as Project Manager and product manager for the launch of an online integrated learning management system that used incentives (rewards dollars) to train new and returning customers on flagship products and services produced by the company. Mrs. Raya managed all aspects of the project. The change control environment was extremely volatile, requiring exceptional attention to detail and adherence to change control procedures. As the Project Manager, she was responsible for coordinating the development, integration, and end to end testing and release management while managing difficult timelines and highly engaged stakeholders. Mrs. Raya successfully negotiated with stakeholders to uphold the schedule baseline, and optimize quality of delivery. The project was in execution for over 4 months and was wildly successful, increasing customer retention significantly within the first six months of release. Duration: 11/2014 – 03/2015.

REFERENCES
Deborah Roeder
Executive Officer
Systems Manager IRP, IFTA, CVIEW
Iowa Department of Transportation
(515) 360-5041

REFERENCES
Lauri Brady
Director, Sales and Business Development – North America
Kapsch, Commercial Vehicle Enforcement
(602) 317-7175

REFERENCES
Mitch Surrett
Deputy General Counsel
Oklahoma Transportation
MSURRETT@ODOT.ORG
(405) 522-0290

DELAINE ADKINS, PMP, CPM
QA/QC Manager

iteris



EDUCATION
MPM, Project Management, DeVry University, 2005

MBA, Business Administration, DeVry University, 2006

BA, Psychology, Rockhurst University, Kansas City, MO, 1999

YEARS OF EXPERIENCE
With Iteris: 3 Total: 14

CERTIFICATIONS
Project Management Professional (PMP)
PMP #1293466, 2009

Certified Project Manager (CPM)
Kansas, 2006

CORE DISCIPLINES
Innovative Technology Deployment (ITD) Program Planning

Commercial Vehicle Operations (CVO)

Systems Integration

Software Development

Hardware Deployment

Ms. Delaine Adkins serves as a Senior Project Manager and Analyst for Iteris' Transportation Systems division. Her years of project management experience is based in the information technology, state government and law enforcement sectors. Her responsibilities have encompassed managing software development, customization and integration efforts, coordinating hardware deployments, performing business analysis and grant administration. Ms. Adkins comes to Iteris with more than 14 years' experience in the ITS/CVO area, including CVISN and ITD core and expanded program planning as well as CVIEW and Inspect deployment and systems administration. Her added experience in law enforcement and public sector project management affords her a unique insight into the needs of our state and federal government clients.

Did you know? ***Ms. Adkins has a large extended family with more than 70 cousins. During her free time she enjoys cooking, gardening and travel.***

Project Experience

K-Hub Project, Kansas Department of Transportation (KDOT) – Topeka, KS
As Project Manager, Ms. Adkins provides ongoing services in support of the KDOT for a $4M, multi-year deployment of the state's GIS-based traffic portal. The project includes moving the state roadway network from a single-carriageway network to a dual-carriageway, geospatially referenced network. The project also incorporates county and local roadways into the state roadway network, modernizes the agency's legacy roadway systems and interfaces legacy applications with the K-Hub portal for automated data transfer. Ms. Adkins provides business analysis with regard to interfaces design, prepares agency and state progress reports, assists with scheduling, monitors financial performance and provides vendor oversight and coordinating interface development efforts. Duration: 12/2017 – 4/2020

Nevada CVIEW, Inspect and ITD Program Planning
Ms. Adkins assumed project management oversight for the Nevada Core CVIEW and Inspect deployments, providing system configuration support, training and ongoing reporting. Ms. Adkins continues to consult with the NV team, coordinating the state's ITD program including integration of the state's future IRP and IFTA systems and system documentation required for Core ITD recertification. Duration: 12/2017 – Ongoing

New Hampshire Inspect™ Deployment, New Hampshire Department of Public Safety
Ms. Adkins provided project support and training services to New Hampshire Department of Public Safety personnel during deployment of the Iteris' commercial vehicle inspection application, Inspect.

In conjunction with the Project Manager, she helped to lead the team to a successful deployment in under twelve weeks within schedule. Duration: 05/2017 – 07/2017

Kansas Trucking Regulatory Assistance Network (KTRAN)/CVIEW Integration, Kansas Corporation Commission (KCC) – Topeka, KS
Ms. Adkins assisted KCC in defining requirements for the transfer of commercial vehicle registration, tax and safety data during implementation of the agency's KTRAN portal, a one-stop shop for motor carrier vehicle registration, operating authority issuance and permitting. Duration: 09/2017 – 12/2017

Utah ITD Planning – Salt Lake City, UT
Ms. Adkins provides ITD program management support to Utah Department of Transportation, including updating the state's ITD program plan and top level design document, coordinating CVIEW integration efforts and providing insight with regard to the state's ITD related projects. Duration: 12/2017 – Ongoing

Kansas Expanded ITD Planning – Topeka, KS
Ms. Adkins has been contracted to update the Kansas ITD program plan and provide program support to the state ITD team. Services include program training, gathering program data from respective state agencies, facilitating program meetings and developing the state program plan in cooperation with the Kansas ITD team. Duration: 06/2018 – Ongoing

Expanded CVISN ITD Planning, State of Kansas –Topeka, KS
As a contributing member of the Kansas Expanded CVISN Planning team, Ms. Adkins partnered with multiple agency leaders including representatives from KHP, KDOR, KDOT and KCC to plan multi-year expanded ITD projects. She provided assistance with requirements gathering for three system integrations with KS CVIEW and co-managed a nearly $2.0M CVISN grant with KDOR. Duration: 10/2016 – 03/2017

CVISN Core Planning – Kansas, Statewide
As a contributing team member of the Kansas Core CVISN Planning team, Ms. Adkins managed the state's Core CVISN grant and worked with multiple agencies including KHP, Kansas Department of Revenue (KDOR), Kansas DOT and Kansas Corporation Commission (KCC) to ensure the state's planned CVO projects were aligned with agency, state and federal goals. Duration: 08/2006 – 10/2016

Inspect™, Commercial Motor Vehicle Inspection Software – Topeka, KS
In conjunction with Iteris and the State of Utah, Ms. Adkins managed an endeavor to develop a commercial vehicle inspection software application (Inspect) which has subsequently been approved by the U.S. Department of Transportation for use by law enforcement agencies across the U.S. Inspect is the only third-party software to date to be certified by FMCSA as an alternative to Aspen. Duration: 10/2010 – 03/2012

Kansas E-Citation Project – Topeka, KS
Ms. Adkins assumed project management oversight for the Kansas E-Citation project, a highly visible $2M project to develop a statewide electronic citation repository. Ms. Adkins provided project management services, overseeing the software contractor's development efforts, UAT testing and developing progress reports for the state's enterprise project management office. Duration: The application was successfully deployed in 2019.

REFERENCES
Christina Helsel, Sr. Accounting Analyst/Grant Manager, WYDOT, Highway Patrol, (307) 777-4319, christina.helsel@wyo.gov

REFERENCES
Lt. Don Plowman, MCSAP Coordinator, NV Highway Patrol, (775) 687-8346, dplowman@dps.state.nv.us

REFERENCES
George White, Division Chief, CT DMV, (860) 263-5449, George.White@ct.gov

BENJAMIN JENKINS, CSPO
Product Owner

iteris



EDUCATION
BS, Communications, Brigham Young University, ID, 2008

YEARS OF EXPERIENCE
With Iteris: 2 Total: 17

CERTIFICATIONS
Certified Scrum Product Owner®
CSPO #1208794, 2020

CORE DISCIPLINES
Communications
Strategic Project Planning
Software Product Management
Commercial Vehicle Safety and Enforcement Systems
Requirements Analysis
Systems Integration

AFFILIATIONS
Scrum Alliance

Mr. Jenkins serves as a Product Owner for Iteris' Transportation Systems division and has been with the firm since March 2019. He has 15 years of experience working in the fields of communications, marketing, business development, and sales coaching. Mr. Jenkins is proficient in Microsoft Applications, written communications, public speaking, and mass HTML email optimization.

Did you know? ***Ben enjoys traveling and seeing new places. He also values hiking, camping, and spending quality time with his wife and three daughters.***

Project Experience

Iowa CVIEWplus™ Deployment – Idaho Falls, ID
Mr. Jenkins fulfilled assistant Project Manager role on the Iowa implementation project, with focus specifically on leading the CVIEWplus application implementations and user acceptance testing. Work included completing requirements gathering activities, assisting in project management documentation, tracking all issues reported during acceptance testing and following through to resolution, development capacity planning for the project and instructing training courses. Continuing work includes phase 2 of adding intrastate data integration into CVIEWplus. Duration: 3/2019 – Ongoing

Recognition Database Deployment – Idaho Falls, ID
Mr. Jenkins served as the Recognition Database Manager at Melaleuca, The Wellness Company. While serving in this role, Mr. Jenkins gathered requirements for the business summary project and regularly communicated with IT professionals as they developed a more complete profile for each customer, which helped the company save more than $100k annually. Utilizing excellent verbal and written communications skills, he assisted the President of Melaleuca with special events, training, marketing, and sales initiatives on a monthly basis in order to improve the company's image and effectiveness with each customer. He was recognized in January 2012 as Star Performer for job excellence. Duration: 8/2010 – 4/2012.

Portuguese Customer Service Line Launch – Idaho Falls, ID
Mr. Jenkins served as the Business Development Specialist at Melaleuca, The Wellness Company. While serving in this role, Mr. Jenkins piloted and launched a new Portuguese speaking customer service phone line to serve hundreds of customers throughout the United States. He also spearheaded the writing of new Portuguese sales and marketing tools for these customers. As a result of this assignment, many of these Portuguese speaking customers were empowered to help the company increase sales by recruiting similar customers in the Northeast, Southeast, and Southwest regions of the country. Duration: 01/2009 – 8/2010.

Mass Email Marketing & Blogging Initiatives – Idaho Falls, ID
Mr. Jenkins served as the Communications Director at RS&I, Inc. While serving in this role, Mr. Jenkins helped manage a team of marketing specialists to greatly improve the messaging and branding of all printed and digital communications. He utilized detailed analytics and tracking to increase the HTML email open rate by 8% and click rate by 6% for 400+ email campaigns annually and exercised cross-functional leadership to work with nine teams across the country to initiate the first social media campaigns with hundreds of messages per year. He also employed superior written communications skills to result in the company's first blogging campaigns with over 60 published articles and coordinated the sales of consumer electronics and the tracking of retailer events. Duration: 12/2013 – 03/2019.

Mass Email Marketing & SMS Campaigns – Idaho Falls, ID
Mr. Jenkins served as the Manager of Communications at Melaleuca, The Wellness Company. While serving in this role, Mr. Jenkins wrote technical specifications to communicate requirements and expectations to the IT department which were successfully delivered to convert five mass email engines into one central emailing tool of which he acted as product owner. As a result, he increased HTML email open rate by 12% and click rate by 5% for 2.5 million monthly emails through detailed tracking and reporting. He regularly communicated with executive leadership and call center directors to establish a mass SMS program to greatly improve retention and sales. As a result of his achievements, he received the 2012 President's Award for commitment to company excellence, which is the highest award given by Melaleuca to its employees. He was also recognized in August 2012 and July 2013 as Star Performer for job excellence. Duration: 04/2012 – 12/2013.

REFERENCES
Eric Aguilar #20148
Police Officer
California Highway Patrol
(916) 843.3417
ericaguilar@chp.ca.gov

REFERENCES
Brittany Berry
Oklahoma Highway Patrol Troop S
(405) 521-6073
Brittany.Berry@dps.ok.gov

REFERENCES
Sgt. D. Zelechoski #7166
IT Coordinator
New Jersey Special Operations Section
Transportation Safety Bureau
(609) 452-2601 ext. 5912
Daniel.Zelechoski@njsp.org

AARON JENKINS, CSM
Architect/Technical Lead

iteris



EDUCATION
BS, Computer Information Technology, Brigham Young University, Idaho, 2013

YEARS OF EXPERIENCE
With Iteris: **4** Total: 7

CERTIFICATIONS
Certified ScrumMaster® (CSM)
#613572, 2017

SOFTWARE EXPERIENCE
CVIEW+
Inspect Online
CVP Service
Inspect
Scrum/Agile Development
HTML
CSS
C#
ASP.NET
MVC.NET
Javascript/JQuery
SQL

AFFILIATIONS
Scrum Alliance

Mr. Jenkins serves as a Software Development Lead for Iteris' Transportation Systems division and has been with the firm since November 2015. He has seven years of experience working in the fields of Software Development. Mr. Jenkins first joined Iteris as a Software Engineer and is now a Software Development Lead. Mr. Jenkins manages development of all CVO applications for Iteris.

Did you know? ***Aaron enjoys many outdoor activities including gardening, various DIY projects, sports, and enjoys spending time with his family of three children.***

Project Experience

CVIEWplus™ Service – Idaho Falls, ID

Mr. Jenkins served as Lead Developer in managing the CVP service. This application is the lifeblood of all of our CVO applications as it processes, imports, and uploads all data from our clients and the federal repository (SAFER). Mr. Jenkins managed this application beginning in June of 2016. Mr. Jenkins was responsible for maintaining connections to clients, improving speeds of processes, managing data quality, coordinating and processing state and federal baselines and resolving and work through issues with The Federal Motor Carrier Safety Administration and State clients. Though his role in the CVP Service is lesser now due to other responsibilities, Mr. Jenkins preforms many of these responsibilities but is no longer Lead Developer of this project. Instead, he oversees the development on the project. The CVP service was created several years ago but continues to be improved and enhanced. Duration: 01/2016 - Ongoing.

Inspect™ Online – Idaho Falls, ID

Mr. Jenkins served as Software Engineer on many features and enhancements of Inspect Online. He helped convert many features from Inspect which is a Windows application to Inspect Online with is a web based applications. This conversion required an understanding of how inspections are done and the workflow that clients take when doing an inspection. It also required an understanding of both technology stacks so that the two applications would look and feel very similar despite being written in different coding languages. Another large feature of Inspect Online that Mr. Jenkins worked on was violation lookup. This feature allows inspectors to sort, filter and search thousands of possible violations to be used in an inspection. The complexity and size of the list were the largest challenges but the solution that was created makes it very user friendly, quick to find what you are looking for, and easy to understand Duration: 11/2015 - Ongoing.

Oklahoma Civil Assessments – Idaho Falls, ID
Mr. Jenkins served as Software Development Lead on this sub application. This application was created specifically for the state of Oklahoma to help streamline their civil assessment program within their states. Mr. Jenkins led the development of this project from inception and continues to manage its ongoing enhancements. Mr. Jenkins manages all technical aspects of this project and still does so with maintenance and enhancements. Duration: 05/2017 - Ongoing.

Commercial Vehicle Operations (CVO) Development – Idaho Falls, ID
Mr. Jenkins served as Software Development Lead over all applications and services offered by the Iteris. These applications include web based applications, windows applications, web services, databases and infrastructure. Mr. Jenkins also manages five software engineers. He works with them on an individual as well as team basis to help them learn and grow in their careers. He helps the Iteris CVO team set goals and gives them the tools they need and encouragement to achieve them. Furthermore Mr. Jenkins works directly with clients to understand needs, improve data quality and support new and existing features. Mr. Jenkins additionally works directly with many federal and industry level personnel to help improve commercial transportation both for enforcement and carriers. Duration: 04/2017 - Ongoing.

Scrum Master – Idaho Falls, ID
Mr. Jenkins served as Scrum Master for Iteris' CVO team. He became a Certified Scrum Master in February 2017 and became the CVO team's Scrum Master in March of 2017. He helped implement and facilitate scrum which included training the team on scrum and agile methodologies, facilitating scrum meetings, and helping the team within development as a servant leader. Implementing Scrum has helped the team become more efficient in development and improve the quality of all of their applications. Duration: 02/2017 -continues to support the scrum processes.

Student Information System (SIS), FlipSwitch – Chandler, AZ
Mr. Jenkins served as Software Engineer on many aspects of the SIS which is used by teachers and administration to manage grades, enrollment, rosters, courses, school programs and financial aid. he helped to implement and test many features including an interactive and dynamic gradebook, an enrollment portal, course management system. Mr. Jenkins was also the lead on the automated testing UI framework. He was tasked with researching selecting, prototyping and training of all developers at Strongmind on the testing system which was built under his direction and implemented across all applications. Duration: 05/2014 – 11/2015.

REFERENCES
Joel Hiatt
IT Customer Engagement Manager | MC-I
USDOT Federal Motor Carrier Safety Administration
(678) 464-1294
joel.hiatt@dot.gov

REFERENCES
Christopher Flynn
Information Technology Specialist
USDOT/OST Volpe
(617) 780-2474

REFERENCES
Timothy M. Hayes
Systems Analyst, JJJ Microsystems
PRISM Technical Support
John A. Volpe National Transportation Systems Center
(617) 494 - 2296
Timothy.Hayes.CTR@dot.gov

TJ TEUSCHER
Account Manager

iteris



EDUCATION
BS, Health Education, Idaho State University, Pocatello, 2013

YEARS OF EXPERIENCE
With Iteris: 3 Total: 7

CORE DISCIPLINES
Project Coordinating
Requirements Analysis
Communication

AFFILIATIONS
Project Management Institute member since December 2017

Mr. Teuscher serves as a Project Manager for Iteris' Transportation Systems division and has been with the firm since September 2017. He has over seven years of experience working in data quality, project coordination, end user collaboration & product acceptance.

Did you know?

TJ Teuscher loves spending time outdoors. Any activity is much more fun when he's able to do them with his wife and five children.

Project Experience

CVIEWplus™ and Inspect Account & Contract Management – Idaho Falls, ID

Mr. Teuscher took a primary ownership role with CVIEWplus and Inspect™ client contracts in 2018, with a focus on handling all contract renewals and new contracts. Work included gathering requirements for each contract renewal, developing the cost support documentation, coordinating deadlines, paperwork, & data with client organizations, Iteris accounting & contract teams, ensuring that the client's needs are meet in a timely manner. Duration: 05/2018 - Ongoing.

Inspect – Idaho Falls, ID

Mr. Teuscher has filled the project coordinator role for the last four implementations of Inspect. Current work includes regular communication with clients to assist in user training and resolution of application issues. Mr. Teuscher helps manages maintenance work requested by each state using the Inspect application, schedules the work for completion, tests finished enhancements, and communicates solutions to the client. States that are currently using this application are UT, KS, CA, MI, ME, NH, MA, SC, NV, NJ, OK, CT and MD. VT, RI, TN, and VA are currently testing it out. Project maintenance is ongoing with regular product releases and customer communication/support. Duration: 09/2017 - Ongoing.

CVIEWplus™ and Inspect Support – Idaho Falls, ID

Mr. Teuscher took a primary product support role with CVIEWplus and Inspect™ in 2017, with a focus on managing all bugs, maintenance, and enhancement requests for new and existing clients. Work included gathering requirements for each request, providing the development team with essential details and direction to complete all requests in a timely manner, and communicating regularly with the clients concerning updates of said work. Duration: 09/2017 – Ongoing.

REFERENCES
Donald Bridge, Jr., Lieutenant
CT Dept. of Motor Vehicles
Commercial Vehicle Safety Division
(860) 263-5446

REFERENCES
Jay Thompson
Chief - Arkansas Highway Police
(501) 569-2421
Jay.Thompson@ArDOT.gov

REFERENCES
Lieutenant Thomas I. Fitzgerald
Section Commander
Massachusetts State Police
Commercial Vehicle Enforcement Section
(978)369-1004
thomas.fitzgerald@state.ma.us

SECTION VII: COPY OF THE RFP AND ANY SIGNED ADDENDUM

As instructed in RFP, Iteris has provided the following titled attachments in "Original" copy only:

- RFP DOS 2021-100 CMV Inspection CVIEW
- RFP DOS 2021-100 Attachment A Requirements
- RFP DOS 2021-100 Attachment B Appendix II to Part 200
- RFP DOS 2021-100 Attachment C Bid Response Tables
- Addendum 1 RFP DOS 2021-100 CMVE Inspection
- Addendum 2 RFP DOS 2021-100 CMVE Inspection
- Addendum 3 RFP DOS 2021-100 CMVE Inspection

SECTION VIII: APPENDIX

Appendix A

Iteris has provided the following literature attachments:

- Sample Documents
  - Status Report Template
  - NH CVIEW and Inspect Project Book
  - Sample Test Plan
- Product Literature
  - Iteris CVO Disaster Recovery Plan
  - Iteris CVO Software Lifecycle Management Plan
  - Iteris CVO System Security Plan
  - Iteris CVIEWplus Admin User Guide

Appendix B

- Iteris CVIEWplus™ Service and Software License
- Iteris CVIEWplus™ End User License Agreement
- Sample Escrow agreement
- Dunn & Bradstreet Report
- Board of Directors Resolution
- Certification of Good Standing
- Certificate of Liability of Insurance
- Certificate of Vote – *proof of notary and corporate seal provided with "Original" copy only.*

Attachment E

Appendix A

Status Report Template

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New Hampshire CVIEW and Inspect Implementation Progress Report

Project # XXXXXXX

Client PM: NH Project Manager
Iteris PM: Kohlae Angell
Reporting Period: 12-01-20 Through 12-9-20

Milestones Met & Accomplishments This Reporting Period

1. Contract Award and project start.
2. Etc.

Planned Activities for Next Reporting Period

1. Working Group Roster
2. Team Invitations
3. Etc.

Work Behind Schedule

1. None.

Comments

1. None.

Action Items

This section includes a summary of open Action Items.

Missouri Motor Carrier Credentialing Project Action Items

Item	Assigned	Date Added	Days Since Added	Status	Comments
Provide project team list to Iteris	MoDOT PM	10/8/2019	6	Open	This is a sample action item for display.
Update WBS	Iteris PM	10/8/2019	6	Closed	This is a sample action item for display.
Example action item.	Team	10/8/2019	6	Open	This is a sample action item for display.
Example action item.	Iteris PM	10/8/2019	6	Open	This is a sample action item for display.

Key Decisions

This section documents key project decisions along with any project impacts.

07/10/19

Illinois Expanded ITD PP&TLD Development Project
Key Decisions

ID #	Date	Question / Issue	Impact	Decision
1	6/1/2019	Project will probably encounter questions or issues needing a decision by the project team and/or project manager. This log is designed to capture those decision.	Iteris will keep this log during the project. The decision can be Pending, Approved, Denied or Removed.	Pending

Change Control Items

This section includes a summary of requested changes to the project scope.

07/10/19

Illinois Expanded ITD PP&TLD Development Project
Change Control

ID #	Date Added	Originator	Item	Comments	Status
1	6/20/2019	IDOT PM	This log is designed to capture items which arise during the project which may entail a change of scope. Also, items could entail "ideas" for change which are beyond the scope of this project. These are also "bucket-listed" here so they are preserved for continued consideration.	Iteris maintains this log as part of the project management activity. The change status can be Pending, Approved, Denied or Removed.	Pending
2					
3					
4					

Project Risks

This section includes identified project risks, the impact and any mitigation actions.

07/10/19

Illinois Expanded ITD PP&TLD Development Project
Risk Log

ID #	Date	Risk	Mitigation Steps
1	6/1/2019	Any project risks that arise should be identified using this log.	Mitigating strategies will be detailed in this section.
2			
3			

NH CVIEW and Inspect Project Book

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11/17/20	NH CVIEW and Inspect Action Items				
ID #	Item	Assigned	Date Added	Status	Comments
1	Provide project team list to Iteris	NH PM	10/16/2020	Open	This is a sample action for display.
2	Update WBS	Kohlae Angell	10/16/2020	Open	This is a sample action for display.
3	Example action item	Team	10/16/2020	Open	This is a sample action for display.
4	Example action item	Iteris PM	10/16/2020	Open	This is a sample action for display.

11/17/20	NH CVIEW and Inspect Change Control				
ID #	Priority	Date Added	Originator	Item	Status

11/17/2020	NH CVIEW and Inspect Issues			
ID #	Issue	Impact	Owner	Status
1	Project schedule is very similar to other projects, but already mostly reflects as done since Iteris offers many services to NH presently.	Project shows at a higher level complete at project start than is normal.	Iteris PM	Project status is fully updated and can continue from the current services offered by Iteris.
2	This is a sample issue.	Sample impact	Team Member	Sample Issue

11/17/20	NH CVIEW and Inspect Key Decisions		
ID #	Date	Decision	Impact
1	10/16/2020	Inspect is already fully functional and CVIEW can be turned on with the same access to all Inspect users very quickly. Testing for CVIEW should be emphasized to ensure a quick completion of the whole project.	Project schedule can be shortened and vital safety and regulatory information available to the roadside for immediate use in enforcement.

11/17/2020	NH CVIEW and Inspect Findings During Operations			
ID #	Who	What	Status	Comments
1	Bill Burke	Inspect and CVIEW permissions are managed in the same place so there is no additional configuration needed on permissions for launch.	In progress	
2	Ben Jenkins	We missed seeing our clients at CVSA this year.	Open	Looking forward to an in-person workshop in the spring.
3	Carol Spoerl	SafetyNet data restrictions are sometimes difficult to troubleshoot, but Iteris is always able to assist.	Closed	CVOP-XXXX
4	NH PM	Sample Finding	Open	

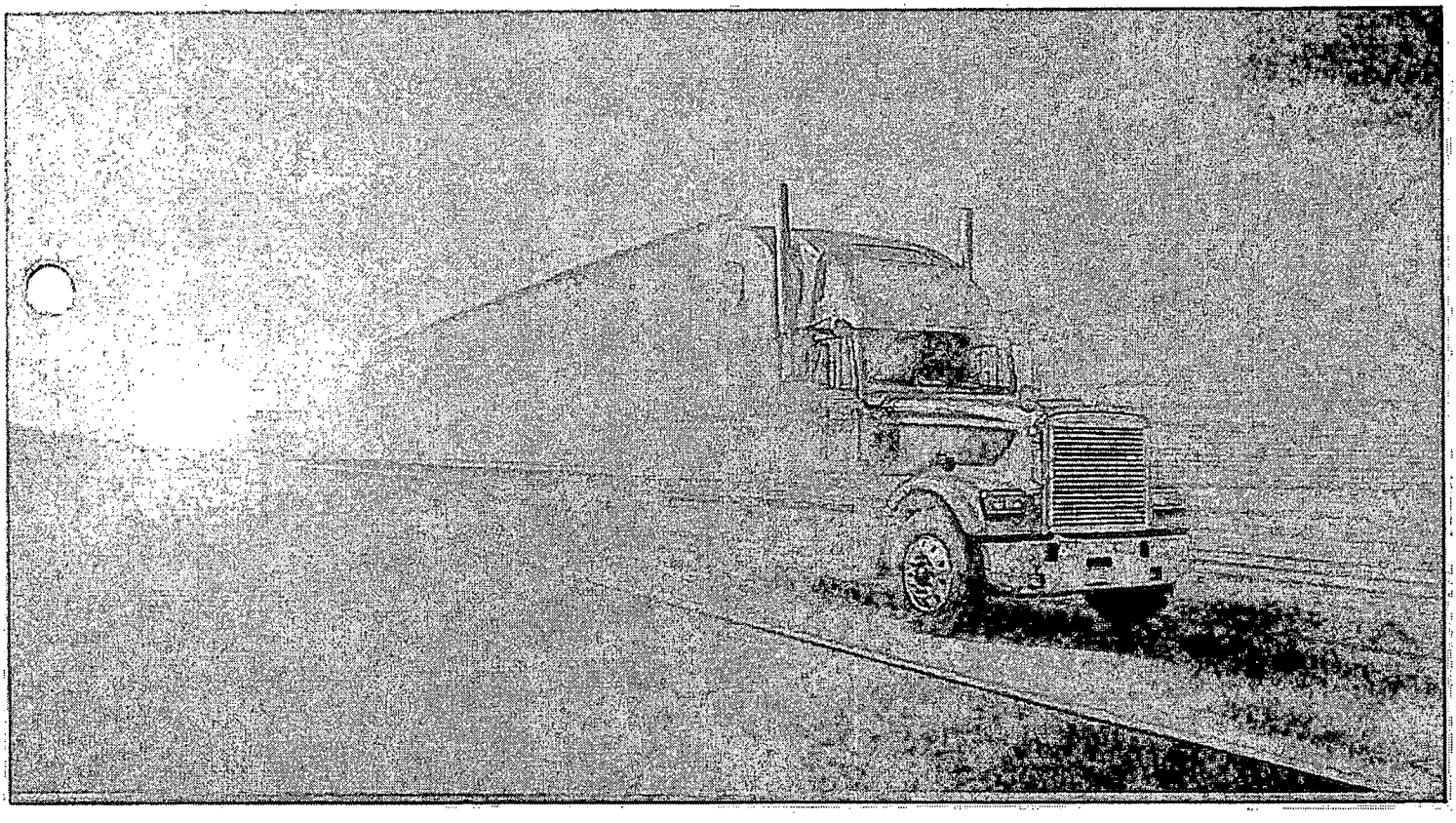
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Sample Test Plan

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USER ACCEPTANCE TEST PLAN



Prepared by Iteris

Confidential

DOCUMENT VERSION CONTROL

VERSION	COMMENTS	MODIFIED BY	DATE
1.0	Initial version	Iteris PM	November 15, 2020

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APPENDIX C – DEFECT REPORT FORMAT 7

INTRODUCTION

This document outlines the Iteris CVO User Acceptance Test (UAT) Plan for CVIEWplus and Inspect configuration and use by the New Hampshire Department of Safety (ND DOS) and the New Hampshire State Police (NHSP).

1 OBJECTIVE

The objective of the test plan is to describe the processes and procedures to ensure system functionality meets the technical specifications as agreed upon by Iteris and NH DOS. Performance testing, penetration testing and other network related tests are addressed in the software development lifecycle and security plans.

2 METHODS AND APPROACH

Iteris, in coordination with NH DOS and NHSP, will review the requirements as outlined in the original RFP and agree upon functionalities required for core deployment and any customizations required. Each requirement will be traced to applicable acceptance test scenarios and documented in the Project Book to be completed during the UAT period. Any functional requirements delivered after the Core deployment (as mutually agreed upon with NH DOS and NHSP) will also have acceptance test scenarios documented to be tested when complete in a subsequent UAT period (if applicable). This methodology allows for core functionality to be released as soon as possible while also providing a road map for future product enhancements. Iteris will identify and document key responsibilities for the project team to complete to successfully complete UAT. For example:

2.1 NH DOS and NHSP will be responsible for the following activities:

2.1.1. Assigned testers from the client will complete test cases provided by Iteris.
2.1.2. Reported issues to be submitted to CVOSupport@iteris.com using the approved format (Appendix C).

2.2 Iteris team responsibilities will include:

2.2.1. Iteris to provide test matrix with scenarios to be tested with requirement traceability.
2.2.2. An Iteris staff member will be available during the scheduled testing blocks to facilitate test case completion
2.2.3. Iteris will document the pass or fail of each test in the shared tracking document.
2.2.4. Document action items and failed tests for resolution
2.2.5. Address and resolve issues on a timely basis based on rating level (Appendix B).
2.2.6. Provide status report on test cases
2.2.7. Communicate status of UAT scenarios to project team

3 TESTING PROCEDURES

Iteris will work closely with NH DOS and NHSP throughout the testing period. Iteris will conduct user training and review the acceptance test scenarios with the testing team prior to NH DOS and NHSP executing acceptance tests.

3.1 Review Test Scenarios

3.1.1. Iteris will provide test scenarios to demonstrate requirements.
3.1.2. NH DOS and NHSP will provide any feedback on the scenarios to be accounted for prior to completing testing.
3.1.3. During facilitated refinement sessions with Iteris, confirm each test case demonstrates the functional step written in the requirement.
3.1.4. Approved test cases will be documented in the test case matrix as well as in the project requirements document.

3.2 Complete Test Scenarios

3.2.1. Tests will be performed according to the approved scenarios and project schedule.

3.2.2. The result of each test case should be recorded as "pass" or "fail". The pass or fail determination is based on whether or not the system performs as designed as indicated in the approved test script.

3.2.3. Issues or questions should be reported ***as soon as they are encountered,*** all issue reports should include the user role (agency user, administrator, carrier, process agent, etc.), the version and environment (ex. beta v1.4), the name of the person making the report, and a description of the issue and screenshots, if available. Finally, the reporter should provide a rating using the scale in Appendix B.

APPENDICES

APPENDIX A – TEST SCHEDULE

Testing Period [mm/dd/yy – mm/dd/yy]

UAT Schedule - Sample			
Activity	**Schedule**	**State**	**Iteris**
Provide Test Plan	Mm/dd/yy	State Staff	Iteris PM
Execute UAT	Mm/dd/yy	State Staff	Iteris PM

APPENDIX B – RATING SCALE

Launch Blocker – Work stoppage will occur and no workaround exists. Issue must be resolved before go-live.

Significant Issue – High impact to resources and/or systems OR workaround requires excessive time, cost and/or resources. Issue must be resolved within a mutually agreed upon timeframe between Iteris and Iowa DOT, determined in daily recap discussion and documented in testing tracker.

Minor Issue – Minimal impact to resources or systems OR workaround in place with minimal impact on time, cost and/or resources. Issue must be resolved within 180 days of go-live.

Enhancement - Requests for functionality or improvements not included in the original requirements or the approved scope for implementation. Enhancement requests will be documented for post-production evaluation.

APPENDIX C – DEFECT REPORT FORMAT

Reported by: User A

Version/Testing Role: Beta v 1.4 – Admin User

Issue: User could not access admin report in CVIEWplus.

Steps to Reproduce:

Expected Result:

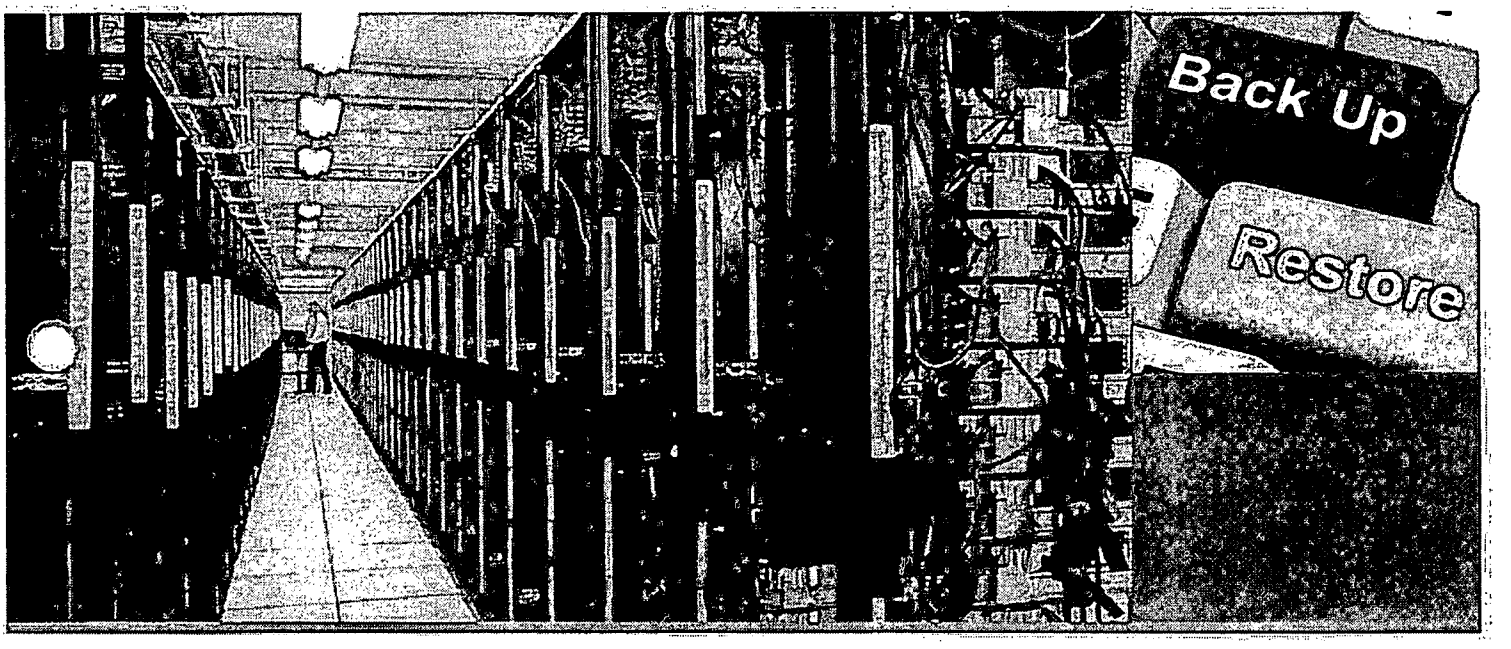
Actual Result:

[Include Screen Shot]



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CVO DISASTER RECOVERY AND CONTINGENCY PLAN



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DOCUMENT VERSION CONTROL

VERSION	COMMENTS	MODIFIED BY	DATE
1.0	Initial version	Whitney Raya	April-19, 2018
1.1	Updated	Aaron Jenkins	February 4, 2020

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1 SERVER FAILURE 1
2 SINGLE DATABASE RECOVERY 2
3 AZURE: RESTORE FROM SERVER BACKUP 3
4 SET UP BACK UPS ON NEW SERVERS 7

INTRODUCTION

This document defines the Inspect disaster recovery plan. Iteris contracts with RackSpace for hosting services and is hosted in the Azure cloud. The services are provided at the San Antonio Azure facility. Iteris currently maintains the Azure hosted environment with consulting guidance provided by Rackspace Navigator support service.

1 SERVER FAILURE

1. Follow the steps outlined in Restore from Server Backup
2. If this is the database server then confirm that all databases exist and are functioning correctly. If they do not exist then complete the steps found in Single Database Recovery for each database backup file.
3. Once the server and files are recovered and everything is working correctly it is time to set up the backups. Follow the instructions at Set up backups on new server.

2 SINGLE DATABASE RECOVERY

1. In SSMS choose the task 'Restore Database' on the specific database that needs to be restored.
2. In the Restore window select 'Device' as the Source, then click the "..." button, then leave the dropdown as 'File' and click 'Add'. Next click on the F drive and select the latest full backup at the following location: U:\DB_Backups\PRD-SQL\{db_name}\FULL\.
3. Select the .bak file and click OK, then OK again. Make sure that the destination dropdown has the correct database to replace over. So if CT needed to be restored then you would select qw_ct as the destination.
4. Select 'Options' in the left column of the restore window.
5. Select overwrite the existing database.
6. Check the box for 'Close existing connections to destination database'.
7. If you are planning on restoring from a differential backup then be sure to use 'RESTORE WITH NORECOVERY' as the Recovery state. If you are just planning on restoring the full backup and not use a differential then leave the Recovery state at 'RESTORE WITH RECOVERY'.
8. Click OK to restore the database.

If you are choosing to restore a differential as well, then after restoring the FULL backup the database will show as "Restoring..." next to the name of the db in SSMS. Follow the exact same steps above for restoring from a differential except instead of the FULL folder choose the DIFF folder for the backup file, also be sure to use Recovery state as 'RESTORE WITH RECOVERY' which will put your database back online and remove the 'Restoring' status.

Last step is just to verify that the restore went through correctly, checking that data exists where it should.

The SQL to perform the above steps are as follows:

- FULL Backup with no differential restore (replace bold with correct information)

!! If needing to restore CVIEW database then the only difference is the MDF resides on a different drive than all other dbs. Drive is: S:\DATA

```
USE [master]

ALTER DATABASE [qw_ar] SET SINGLE_USER WITH ROLLBACK IMMEDIATE

RESTORE DATABASE [qw_ar] FROM  DISK =
N'U:\DB_Backups\PRD-SQL\qw_ar\FULL\{backup_file_name
} ' WITH  FILE = 1,  MOVE N'qw_ar' TO N'T:\DATA\qw_ar.mdf',   MOVE
N'qw_ar_log' TO N' F:\LOG\qw_ar_log.ldf',             NOUNLOAD,
REPLACE,  STATS = 5

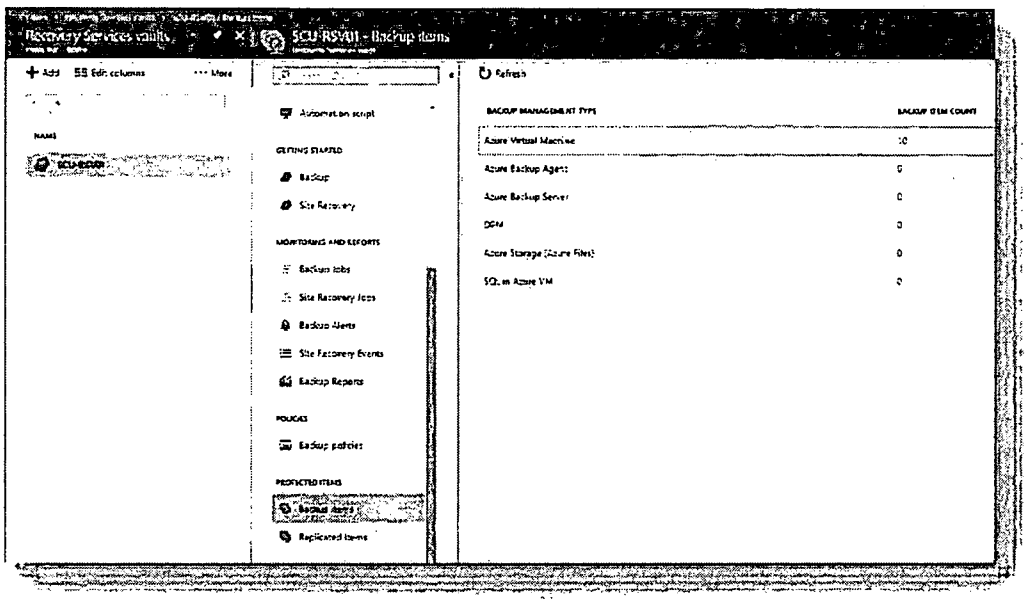
ALTER DATABASE [qw_ar] SET MULTI_USER

GO
```

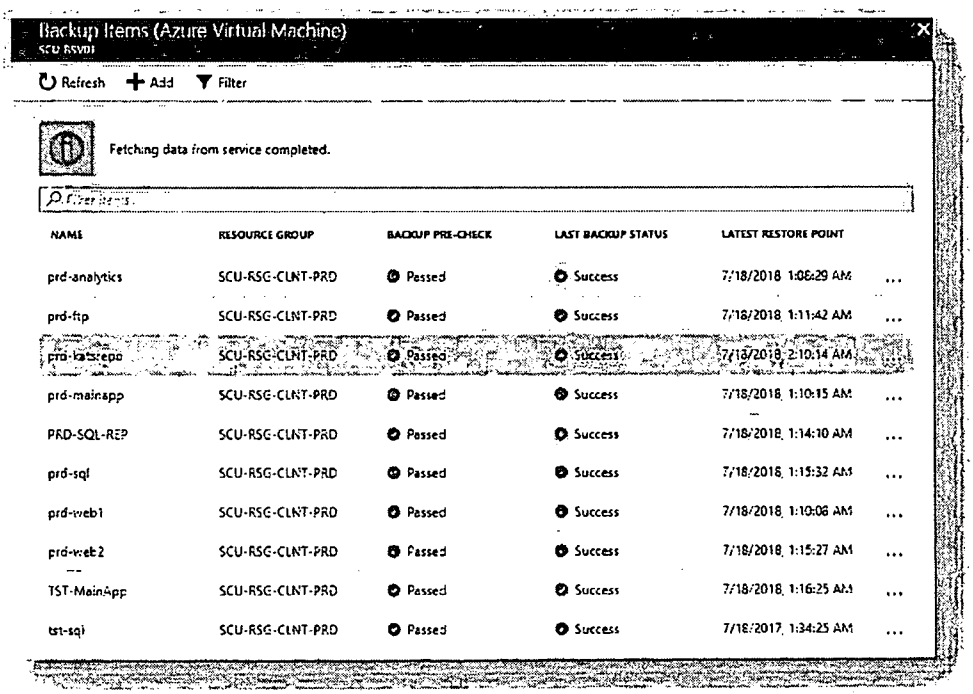
3 AZURE: RESTORE FROM SERVER BACKUP

1. Log into Azure Portal and search for Recovery Service Vaults. Select SCU-RSV01 recovery vault.

2. Under Protected Items select Backup items, then select Azure Virtual Machine



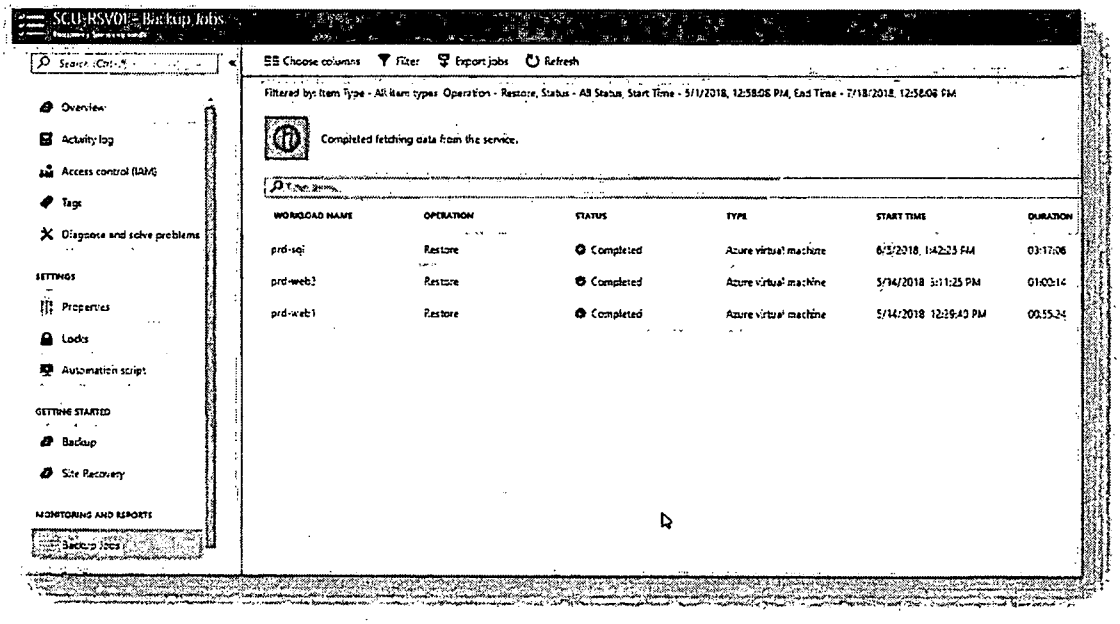
3. Select the server name from the list of backup items that needs to be restored.



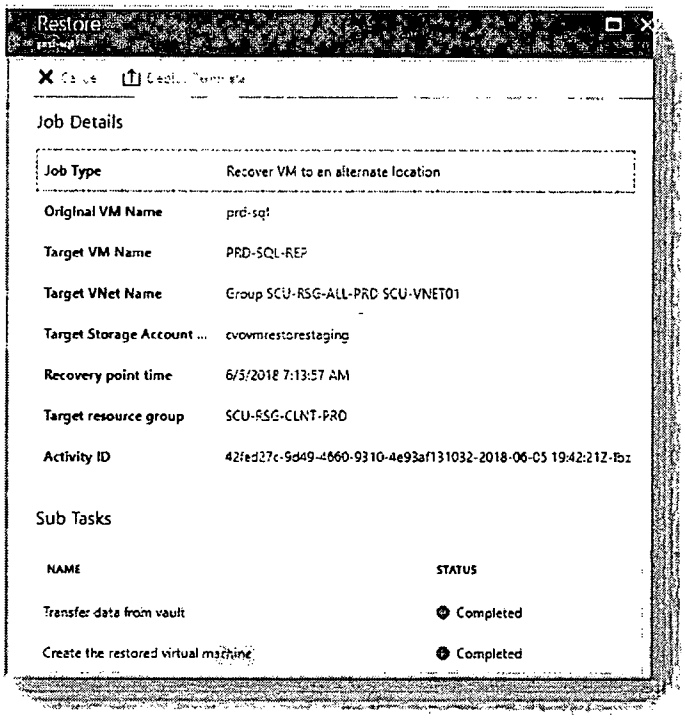
4. Select the appropriate backup date that should be used and either right click or click on '...' and choose 'Restore VM'.

5. Complete the Restore configuration blade with appropriate information.
   a. Restore Type: Create virtual machine
   b. Virtual machine name (must be unique)
   c. Resource group: "SCU-RSG-CLNT-PRD" (where all other vm's are currently stored)
   d. Virtual network: 'SCU-VNET01'.
      i. !! One important note with the restore process is that the default Azure DNS associated to each VM will associate to the restored VM after restore is done instead of the source VM where the backup originated from. So if the VM name is being referenced in code/configs anywhere to use the Azure internal DNS just be warned that the new restored server will immediately start to be used unless restored into a new network first, rename the VM from the OS level, then restart VM and place back into network it belongs in. This happens because of the OS being restored from the backup which still has the original name associated instead of the renamed VM specified in step b. If desired, OS level machine name must be renamed after restore for DNS to work correctly on source VM and restored VM.
      ii. Options for renaming VM hostname from OS level. https://www.top-password.com/blog/tag/change-computer-name-command-line/
   e. Staging Location: 'cvovmrestorestaging'
   f. Click OK.

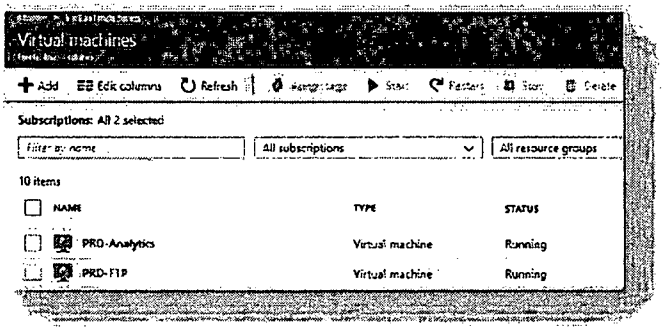
6. At this point a restore job will be created which will create a new VM from the backup point selected along with new managed disks for each disk that was associated in the backup.
   a. Can view the job and progress of it by going to the "Backup Jobs" link under 'Monitoring and Reports" section



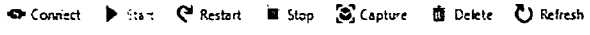
b. Details of the job can be viewed by clicking on the row of the restore job.



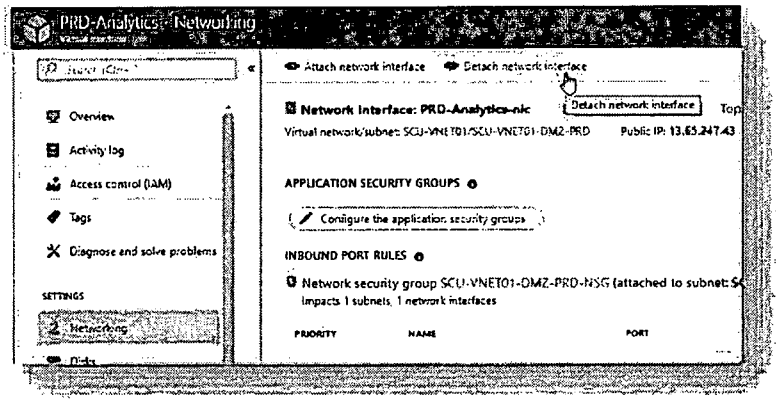
7. Once restore process has completed make sure that the VM is up and running in portal by going to the 'Virtual Machines' page and status should be 'Running'. If not then click on the VM and open up the settings.



In the settings you can see the state of the server in the top, if not started then click on Start.



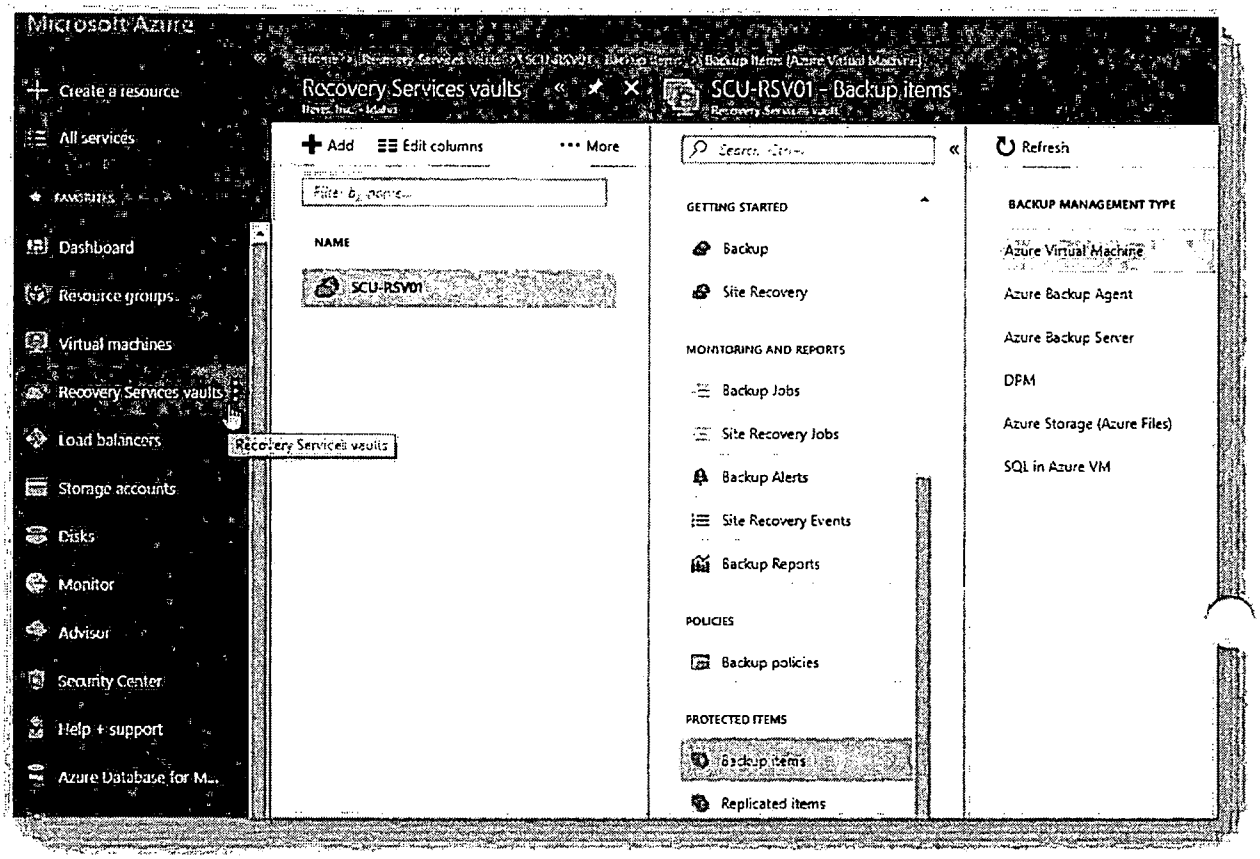
8. If the source VM was in a faulted state and should be replaced by the restored vm, then detach the network interface associated to the source vm so that the same private ip and public IP address (if any) can be used on the new restored VM.



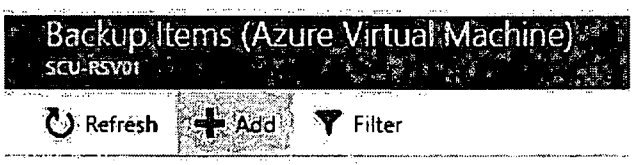
9. Now go to the restored VM and click on Attach network interface and select recently removed network interface from source VM.
10. Now remove the automatically attached network interface that was created as a part of the restore process. Should just be a private IP address.
11. At this point you should be able to remote into the VM, see the restored disks and data as of the restored date. Anything that was using the source server should now be using the new restored server.
12. Test to ensure that the usage of the server is working correctly and fix any problems that arise.
13. Delete the source VM that is in a faulted state and any associated disks (as long as the VM and disks are no longer used or needed).

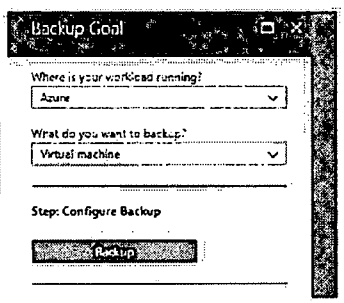
4 SET UP BACKUPS ON NEW SERVER

1. Log into the Azure portal and go to the Recovery Service Vaults page.
2. Click on "Backup items" under the "Protected Items" section.
3. Click on "Azure Virtual Machine" under "Backup Management Type"

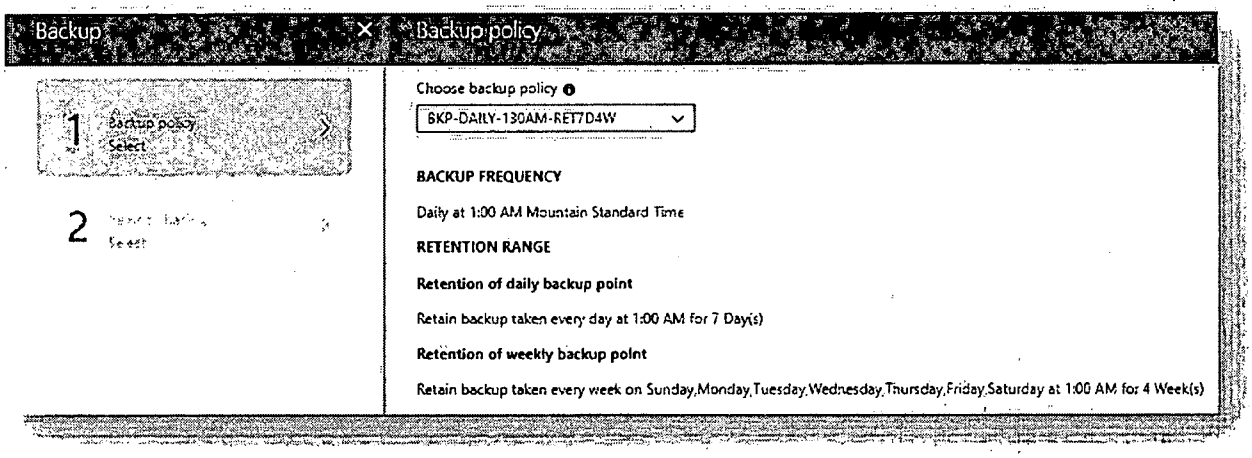


4. Click on Add button and then for Backup Goal select Azure workload and Virtual Machine to backup. Then click on "Backup" button.





5. Select Backup Policy "BKP-DAILY-130AM-RET7D4W"



6. Select the virtual machine that needs to be backed up from the Items to Backup window. Then click on OK.
7. Click on "Enable Backup" button to complete process for scheduling backups for the virtual machine.

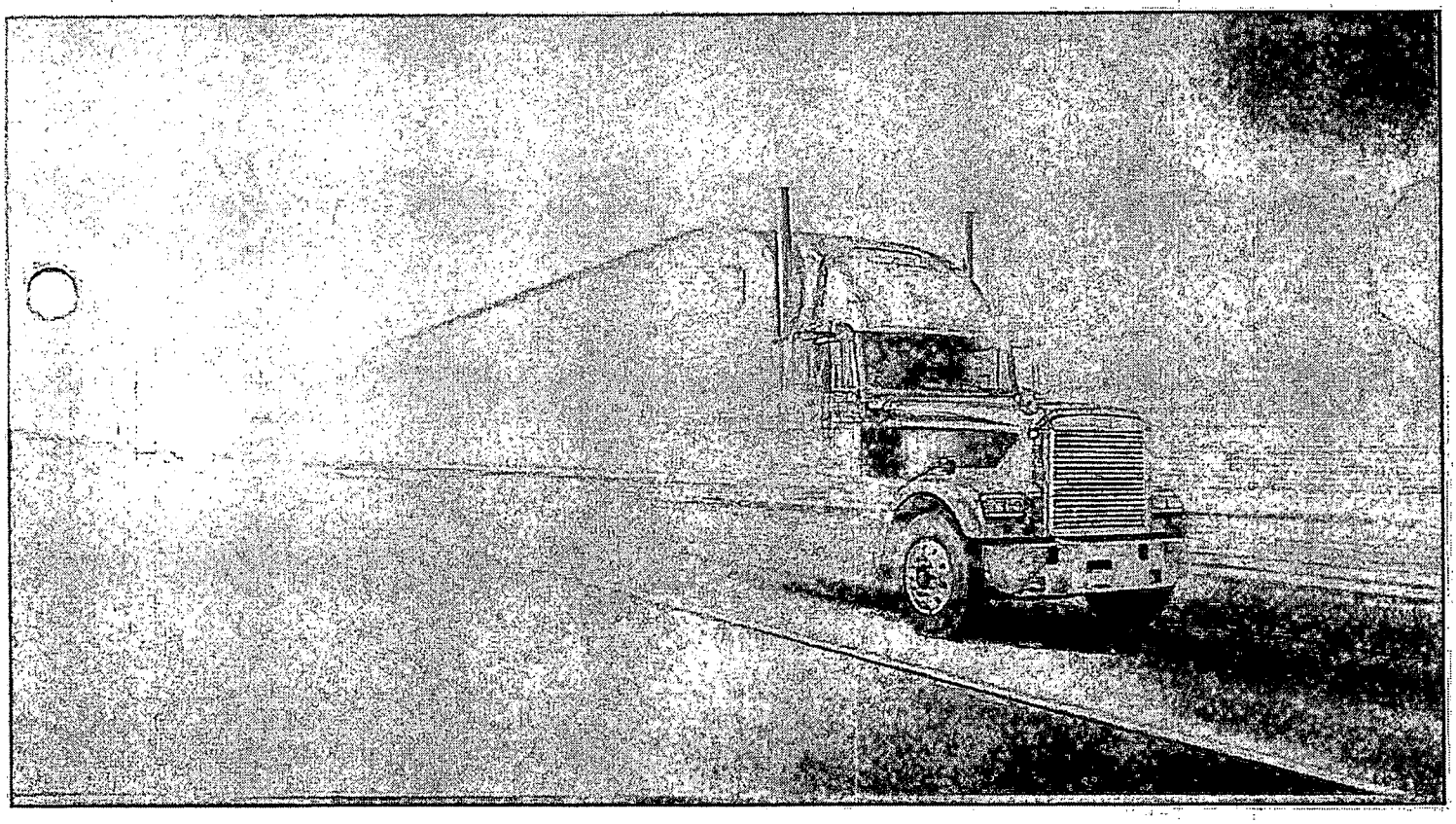
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Iteris CVO Software Lifecycle Management Plan

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CVO SOFTWARE LIFECYCLE MANAGEMENT PLAN



Prepared by Iteris

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DOCUMENT VERSION CONTROL

VERSION	COMMENTS	MODIFIED BY	DATE
1.0	Initial version	Delaine Adkins	June 3, 2020
2.0	Expanded scope	Delaine Adkins	October 16, 2020
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INTRODUCTION

This document outlines Iteris CVO Software Development Lifecycle Management. Iteris CVO software solutions include CVIEWPlus, Inspect, and ClearFleet.

1 OBJECTIVE

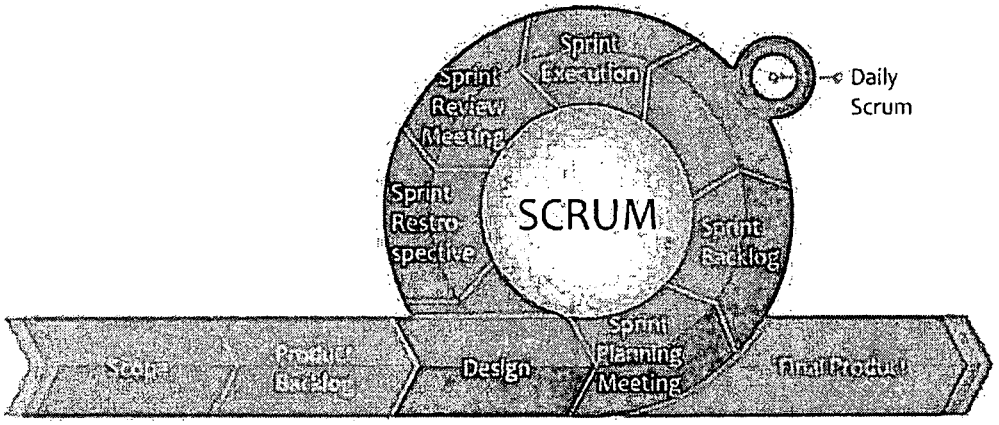
The objective of the Software Development Lifecycle Management Plan is to describe the processes and procedures to develop, maintain, replace, alter or enhance Iteris CVO software solutions throughout the life of the product as well as the methodologies the processes are built upon.

2 STRATEGIC ROADMAP

Iteris maintains a long-term product strategy utilizing Pragmatic Principles. The Pragmatic methodology focuses on identifying market problems and designing solutions to resolve them. Once identified, solutions are organized into a strategic product roadmap which provides a long-term plan for product design. Once the solution moves to the design phase the focus turns to identifying user personas, building use case scenarios and defining detailed requirements with our customers. Throughout the process, Iteris strives to include state personnel and to communicate effectively with our stakeholders through monthly Technical User Group (TUG) calls as well as informal communication.

3 PRODUCT DEVELOPMENT METHODOLOGY AND APPROACH

Iteris follows an iterative SCRUM AGILE methodology. The goal of the AGILE method is to change and produce working software as quickly as possible. The process begins with product scope where the high level request is documented. Once the request is approved and high level requirements are defined, the story is prioritized in the product backlog. For example, federal mandates are prioritized over a new feature request. The team then begins design and planning, working with the client to define detailed requirements and determining the level of effort to complete the work. The task is then added to the sprint backlog and prioritized within the sprint based on resource availability. Iteris follows a two-week sprint execution cycle for developed, followed by a review meeting where the product revisions are demonstrated for the product owner. The product owner is responsible for validating that the design and solution meet the requirements as stated in the design phase. If approved, the work is released to the test environment for client acceptance. Any bugs or defects are addressed in the next two-week sprint, after which the product is released in production. At the end of each sprint, the team also holds a sprint retrospective to identify areas where efficiencies might be gained or processes can be improved.



3.1 Requirement Definition

Enhancements and change requests may be identified through a client generated request or through an internal request. Requests are initiated through the CVO Support Desk (CVOSupport@Iteris.com).

Prior to implementation, each technical change request will be thoroughly documented using the Technical Change Request (TCR) form (see Appendix A). The form provides guidance for considerations when making design changes, including impacts to product functionality, cost of implementation, availability of resources, etc. The form also provides a means for Iteris and the state to work collaboratively to identify the problem and ensure the proposed solution meets the needs of the client. Finally, the form process provides a mechanism to confirm that stakeholders are included in the decision making process.

3.2 Plan & Design

After the TCR is completed and approved, Iteris will prioritize the feature/enhancement in the product backlog. Items required for federal compliance are typically prioritized over other requests. Once prioritized, Iteris will work with the client to define detail level requirements and update design specifications. CVO product owners will review the requirements against the existing product architecture and roadmap and provide any feedback necessary. Once Iteris receives client approval of the proposed solution, project tasks are developed and added to the sprint backlog for prioritization. The CVO team follows a two week development cycle or "sprint". The product owner prioritizes the backlog for each sprint based on criticality and roadmap. Planning and refinement sessions are scheduled one week prior to the beginning of the sprint. This allows the development team to estimate the level of effort and ask for additional details on tasks prior to the beginning of the sprint. The product owner is responsible for providing clarification and communicating with the client.

3.3 Build / Code

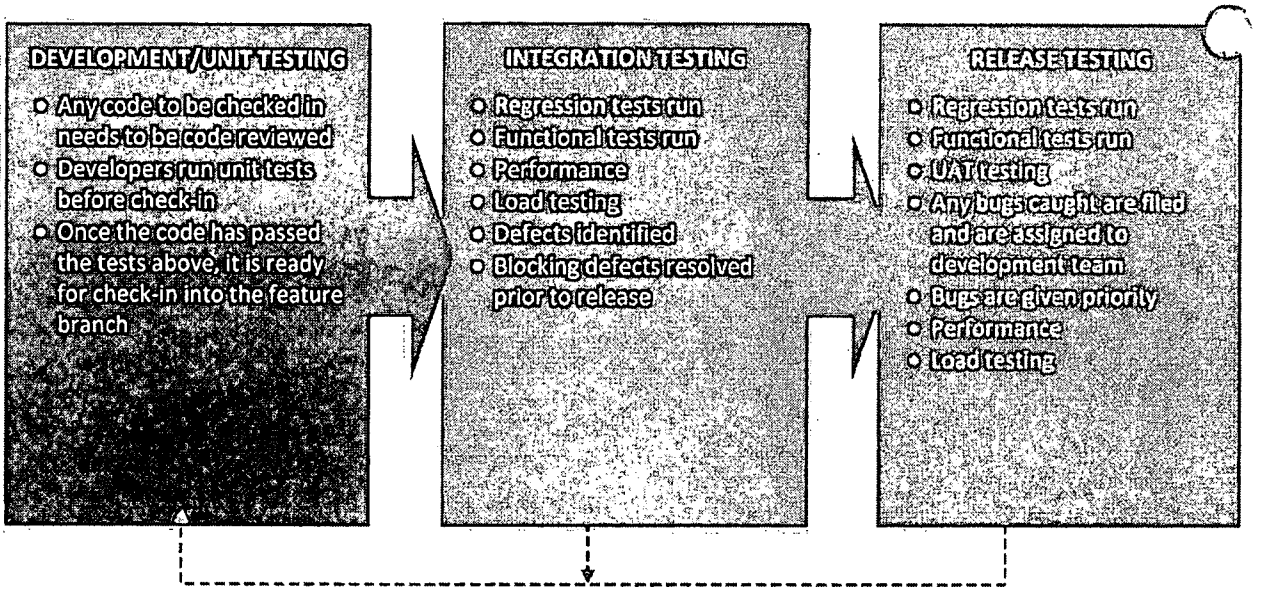
During the two week sprint, development staff focus on coding and perform automated testing in the development environment. Code is reviewed by the product owner and, if approved, scheduled for the next production release. If not approved, the task is added to the next sprint with a high priority.

3.4 Test / Debug / Document

Iteris utilizes both manual and automated testing during development in order to verify features function as designed. In addition, bi-weekly reviews provide an opportunity for all team members to provide feedback. Once approved by the development team and reviewed by the product owner, the features are released to the beta environment for client testing. Any bugs identified during beta testing are addressed during the current sprint. The product owner again confirms the functionality both personally and with the client. Approved features are then scheduled for a production release. If a feature is not approved, the product owner will provide an explanation and anticipated release date (if known) to the client.

Release notes are provided with each production release, outlining system changes and new features.

Occasionally, a bug may not be found during testing. For this reason, a maintenance task is included in every sprint to allow time for the team to address unforeseen items. If a bug cannot be addressed in the current sprint (ex. due to the level of effort), a new task will be generated and prioritized for the sprint backlog. The product owner will provide status updates to the customer.



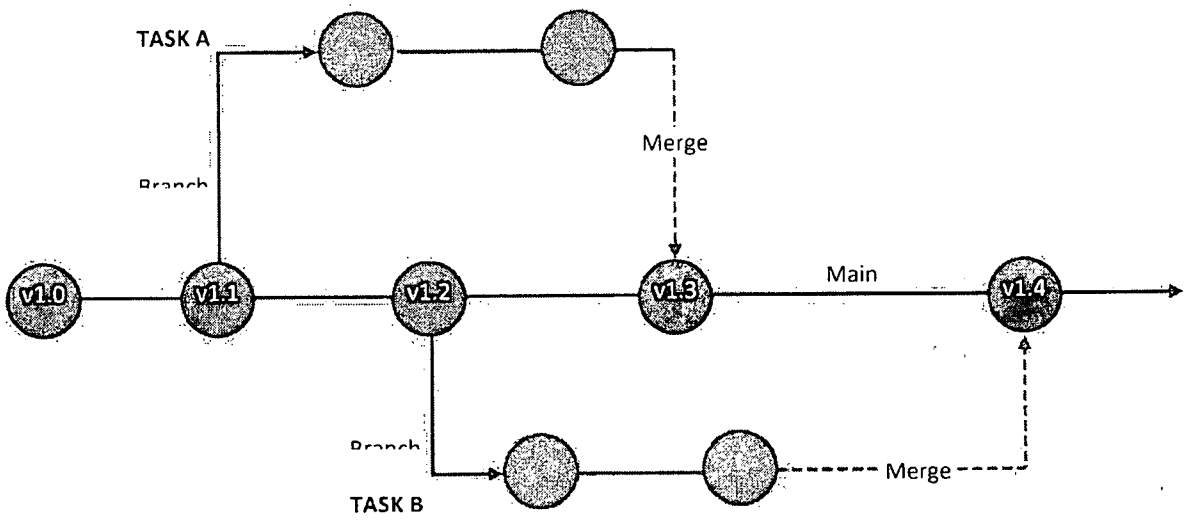
As new bugs are found or enhancements are identified, Iteris adds new tests (these map to Iteris' client requirements) to the existing regression and/or functional test suite in order to ensure the continued maintenance of code and application quality.

3.5 Deploy

Complete code is released to the test or "beta" environment overnight on the second Sunday of each even numbered month (i.e., Feb, Apr, Jun, Aug, Oct, Dec) for client testing. Approved features are then scheduled for release on the fourth Sunday of each even numbered month.

In the event of a major issue impacting the ability for operations to perform day-to-day business, an ad hoc release will be scheduled in coordination with Iowa DOT operations and IT staff.

Iteris' branching model serves as the basis for bringing new and modified code to release The Main Branch line represents the deployed versions of the software. Software is developed/modified in feature branches and brought back to the Main branch for release.



During development, the code in feature branches is checked for errors as well as unit tested to make sure it is performing as required. Once development is complete and unit tests have passed on the feature branch, code is merged into the main branch where it is tested again against a predefined list of tests based on Iteris' client requirements during User Acceptance testing. Visual Studio tools are used to manage code repositories and to control merge conflicts. Any conflicts are resolved at the time the conflicting code is checked in. Once a bug has been fixed, it again goes through code review and unit testing before check-in. Any issues identified are corrected and, when all tests have passed, the code is released to production. Once released, the User/Acceptance testing procedures are again run to check for any issues that may have surfaced during the transition to production.

On the Main branch, regression, functional and UAT tests are run. These help catch any issues that might have been caused by the check-in. Any bugs/defects caught are logged and given priority.

4 TOOLS

Iteris utilizes the following tools in managing projects and software development.

- Aha! - product management and strategic road mapping
- Microsoft Project 2016
- JIRA
- Microsoft Office Professional Plus 2016

5 CONFIGURATION MANAGEMENT

All system changes are documented by Iteris' support team or the product owner, and assigned a number for tracking purposes (ex. CVOP-4095). The ticket number will be used in email communications, technical change requests and any supporting documentation such as requirement documents, wire frames, etc.

Design specifications are stored in Iteris' secure Atlassian Content site. As part of the technical change request process, the product owner and senior development staff will review the system architecture. Any changes required to the overall architecture will be documented, reviewed with the team and discussed with each client as part of the change request review process.

Each release the version number is updated.

Iteris will incorporate **IRP fees for foreign jurisdictions and quarterly IFTA tax rate updates** in recurring maintenance.

Any Changes to Iowa business rules that warrant a system enhancement outside of the scope of the product roadmap will be scoped and funded via the change order process described in section 5.

6 HARDWARE MAINTENANCE

Security compliance, patching, network upgrades, and regulatory compliance will drive mandatory maintenance activities throughout the product lifecycle. The Iteris technical support team will coordinate with the client project managers and IT personnel to review proposed maintenance activities and establish an implementation plan including schedules and resource assignments.

Windows server security patches will be installed on the third Wednesday for server1 and Thursday for server2 at 7PM MT, unless alternative arrangements are made with the client. Downtime will be mitigated through the use of automated deployments through DevOps and load balanced server environments. Updates will only be performed off hours unless required for resolution of a critical issue preventing system usability. Server maintenance is performed monthly during offline hours. All other hardware maintenance is performed by Azure according to their uptime guaranteed percentages. The Iteris team will work collaboratively with the client to ensure understanding and plan these changes as needed. Coordination between all parties (the client and Iteris) will be critical to avoid errors in data processing since many processes run in near real-time and may rely on system interfaces.

7 SUPPORT

The Iteris support team is centered on client satisfaction and is available to meet requests immediately. The support desk (cvosupport@iteris.com) is available 24/7/365). Issues are acknowledged and tracked for the customer to receive an ETA on resolution in a timely manner. Issues can be escalated by directly emailing the assigned account manager. For Iowa DOT, the escalation can be directed to Whitney Raya, Senior Manager at wnorman@iteris.com with reference to the ticket being escalated. Escalation will follow the SLA below, and will reassess priority accordingly. Iteris has the following SLA:

SERVICE LEVEL	ACKNOWLEDGE TIME	RESOLUTION TIME	RESPONSE AVAILABILITY	CRITERIA
Urgent	15 Minutes	1 Hour	7 days/week 24 hrs. a day	Urgent is defined as system down or unavailable
High	1 Hour	4 Hours	7 days/week 24 hrs. a day	High is defined as system is partially available or performing in a degraded mode
Normal	1 hour	1 work day	5 days/week Mon – Fri 7AM – 6PM MT	Normal is defined as primary support services provide during regular operations.

8 TECHNICAL USER GROUP (TUG)

Technical User Group (TUG) calls will be held on the 3rd Monday of each even month. The TUG call will include a review of the release notes:

- Thorough discussion on global bug fixes and new features
- Demo of any major changes



- Brief discussion on state specific issues

The TUG call will also include any updates on issues that the group is interested in, such as changes to Federal programs or applications, training sessions or conferences, etc. The third purpose of the TUG is to allow clients to provide feedback and suggestions to Iteris. This discussion will be used to improve customer service and define new global features that will be logged for completion in future releases. All Iteris CVO customers are able to participate in the TUG sessions.

APPENDICES

APPENDIX A – TECHNCIAL CHANGE REQUEST FORM

TECHNICAL CHANGE REQUEST FORM

Product Name		Reference Number	
Product Owner		Date Requested	
Requestor		Date Required	

Change Request Details
Schedule Impact:
Budget Impact:
Justification
Impact of the suggested changes. What is the impact of NOT implementing the change? Is there an alternative solution? If so, why is the proposed solution a better option?

Decision			
☐ Approved	☐ Approved with modifications	☐ Rejected	☐ Deferred
Decision Support			

Acknowledged	
Client Representative	
Product Owner	

TECHNICAL CHANGE REQUEST REVIEW

Product Name		**Reference Number**	
Product Owner		**Date Requested**	
Requestor		**Date Required**	

Resource Requirements			
Deliverables Description	Effort Hours	Date Required	Resource Required
1.			
2.			
3.			
Based on the impact, state the projected timing consequences and associated costs of making the requested change. List the tasks and work effort in man hours.			

Product Impact			
Description	Cost	Schedule	Resources
1.			
2.			
3.			
Based on the impact, state the projected timing consequences, associated costs of making the requested change and anticipated resource load.			

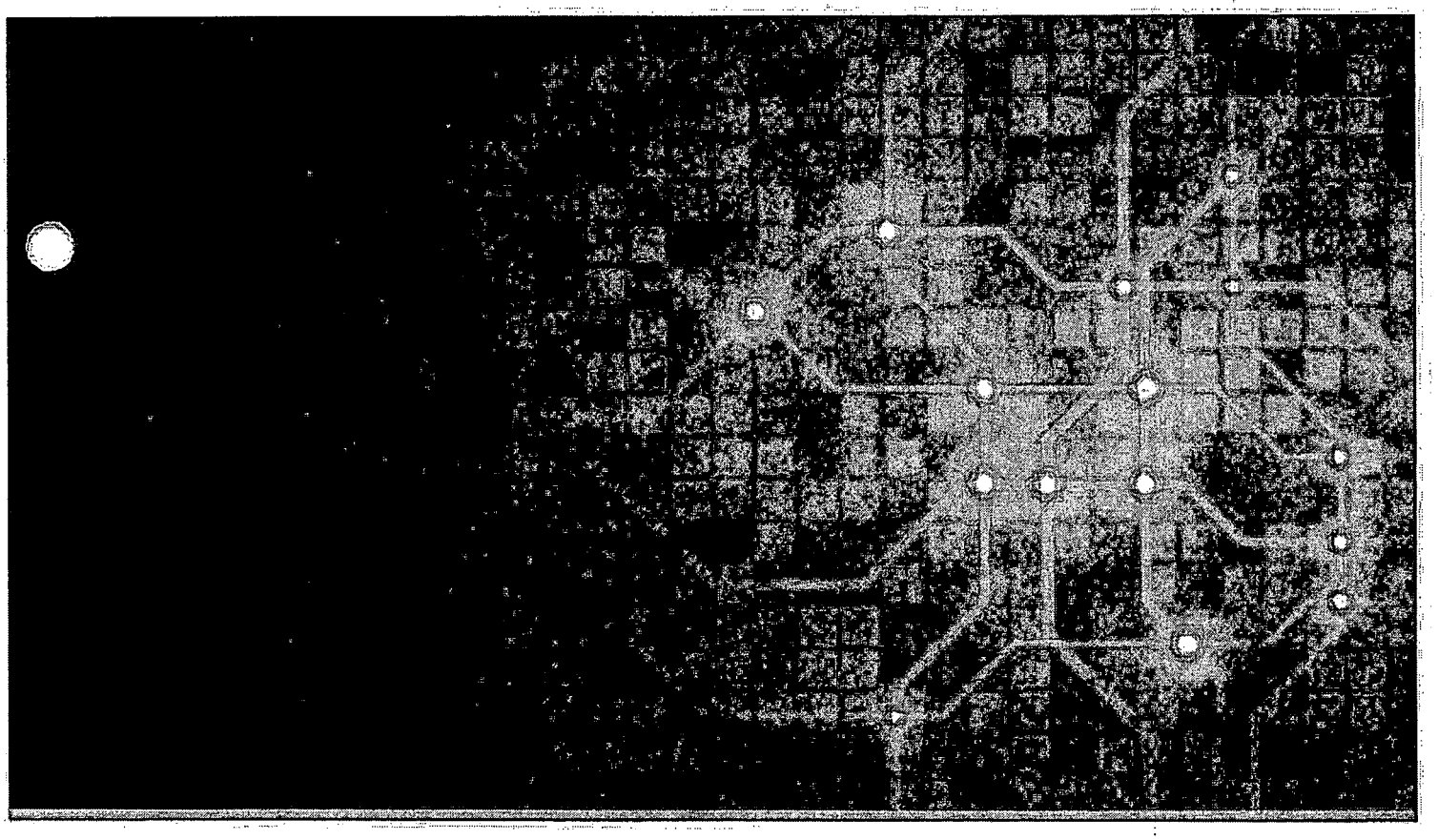
Cost/Benefit Analysis
Does the benefit of the change justify the cost? Will the change cause any delay in deployment? Will there be any impacts on the core product as a result of the change? Are the resources (financial and human) available?
Explain:

Priority (if Approved)		
☐ High	☐ Medium	☐ Low

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CVO SYSTEM SECURITY PLAN



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VERSION	COMMENTS	MODIFIED BY	DATE
1.0	Initial version	Kohlae Angell	July 24, 2018
1.1	Revision	Aaron Jenkins	September 4, 2019
2.0	New version	Whitney Raya	September 26, 2019
2.1	Version updates/revisions	Aaron Jenkins	February 13, 2020
3.0	New Version	Whitney Raya	July 27, 2020
3.1	Updated for testing	Whitney Raya	October 21, 2020

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1 PURPOSE

The purpose of this System Security Plan (SSP) is to provide a review of system security requirements, and to describe the control environment in which the systems within the Iteris Commercial Vehicle Operations (CVO) Solutions platform operate. This plan outlines how the control environment is defined, how the system(s) comply, and how the control environment itself is managed. The technology control environment exists to protect Iteris, its customers, and data pertinent to the functionality supported by the technology controlled. This plan documents adherence to security requirements imposed by Iteris standards, customers and partners.

2 SCOPE

This plan applies to all Iteris CVO employees and all internal and external users who have access to Iteris' information technology resources. Such resources include data, images, text, software, hardware, paper, or other storage media.

3 DEFINITIONS

- **Confidentiality** – Placing authorized restrictions on access and disclosure of information in order to protect personal privacy or proprietary information.
- **Systems** – All or part of the physical or virtual hardware or software required for the housing, implementing, distributing or accessing of technical resources, applications or data.
- **Principle of Least Privilege** – Limiting access to any resource within the systems to only the bare minimum permissions to accomplish the work required.
- **VPN (Virtual Private Network)** – A network that uses public infrastructure to securely relay information or provide access to resources. VPN's use secure channels including encryption and other security mechanisms to only allow authorized users access to internal networks and data.
- **Encryption** – The process of protecting information by altering it into an unreadable form except by those authorized systems that know how to decrypt the information.

4 CONTROL ENVIRONMENT

Iteris recognizes the critical importance of a holistic control environment that ensures adequate protection of Iteris proprietary information, Iteris customers, and data relevant to Iteris systems, products, and services rendered. The control environment can be described within the following domains:

4.1 Physical Security

4.1.1 Iteris Facilities

Iteris facilities containing technology infrastructure to support internal network access, personnel records, etc. are managed in a tightly controlled environment requiring physical key or key card access to facilities. Only authorized individuals may access internal systems. Remote access is provided to authorized personnel via secure VPN.

4.1.2 Third-Party Hosting

Iteris CVO hosts its systems in a secure Microsoft Azure cloud environment, located in San Antonio, Texas with a backup site located in Illinois. Microsoft leads the industry in establishing clear security and privacy requirements and then consistently meeting these requirements. Azure meets a broad set of international and industry-specific compliance standards, such as General Data Protection Regulation (GDPR), ISO 27001, HIPAA, FedRAMP, SOC 1 and SOC 2, as well as country-specific standards, including Australia IRAP, UK G-Cloud, and Singapore MTCS. Rigorous third-party audits, such as those done by the British Standards Institute, verify Azure's adherence to the strict security controls these standards mandate. (https://azure.microsoft.com/en-us/overview/trusted-cloud/)

Iteris also exacts direction of hosted services through Rackspace to provide technical support for this environment. Iteris utilizes Azure via Rackspace for comprehensive security and compliance services. Their security experts use leading technologies and best practices to support our efforts to comply with regulatory mandates. Azure has built-in monitoring, threat detection, automatic patching, and backups that allow us to keep our system safe and functioning 24/7.

4.2 Personnel

4.2.1 Workforce Security

Iteris has a regulated process for hiring and terminating its employees. Applicants are first screened by our HR department and then a series of interviews take place including at least one face-to-face interview. Potential employees must also pass a background check and drug screening prior to employment. Once a candidate is cleared and chosen for employment they must agree to the rules of behavior as outlined in the Employee Handbook. Iteris CVO employees are also subject to FMCSA's Rules of Behavior. Employee termination is handled by Human Resources. When an employee is terminated all access to internal and external systems is removed.

4.2.2 Workforce Access

System access is restricted based on each individual's role. Each person's access is limited to the specific resources required to perform his/her job functions. All approved access is logged and stored for reference. Iteris follows the principle of least privilege when granting access to any resources within the organization.

4.2.3 Incident Management

Iteris has a 24/7 support center that can be reached via email to address any critical issues. Iteris staff can also be reached by phone during business hours. When contacted, the support center determines the severity of the issue and escalates to the appropriate channels to resolve the issue in a timely manner in accordance with our Service Level Agreement (SLA) with the state. Breach in security protocols identified are reported as an "Urgent" issue, within 15 minutes of reporting or identification. Notification to client contact is made within less than 24 hours.

LEVEL	ACKNOWLEDGE TIME	RESOLUTION TIME	RESPONSE AVAILABILITY	CRITERIA
Urgent	15 minutes	1 hour	7 days / week; 24 hrs. / day	Defined as system down or unavailable
High	1 hour	4 hours	7 days / week; 24 hrs. / day	Defined as system is partially available or performing in a degraded mode
Normal	1 hour	1 work day	5 days / week; 7am-6pm Mon-Fri	Defined as primary support services provide during regular operations

Iteris Commercial Vehicle Operations (CVO) also has a disaster recovery plan and a security breach plan which outlines steps required to take if those issues were to occur.

4.2.4 Confidentiality

All staff with access to the customer's system will agree to and sign confidentiality or non-disclosure agreements as described by the contract in place providing the service.

4.3 Training and Certification

4.3.1 Training

All staff with access to customer data and systems attend annual security and information assurance trainings. Additional trainings are encouraged throughout the year. Applicable staff attend training on new security standards adopted by Iteris customers as required compliance for Iteris products and services within 60 days of adoption.

4.3.2 Certifications

All staff with access to customer data and systems are required to certify adherence to the FMCSA rules of behavior (see the **Appendix**).

4.4 System Security

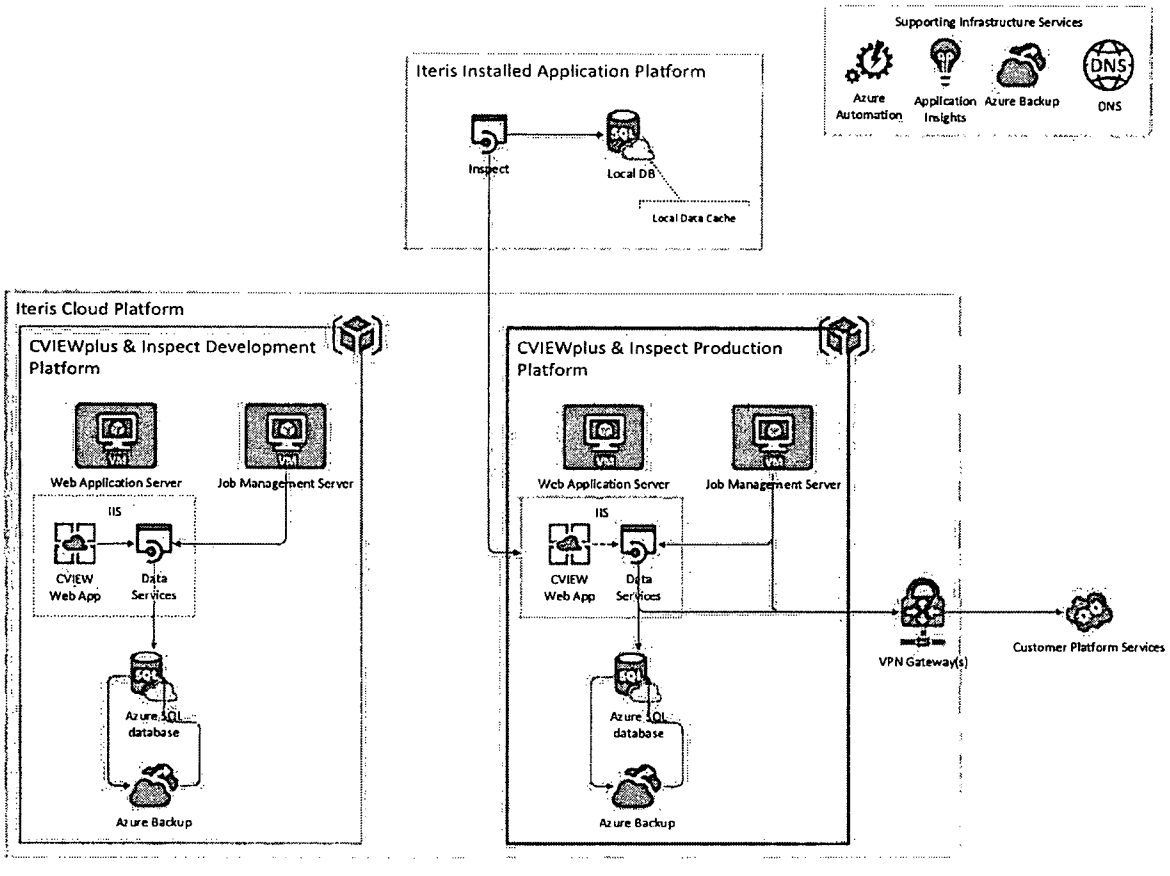
4.4.1 Regulations and Security Requirements

Iteris maintains a Memorandum of Agreement (MOA) with FMCSA and maintains all regulations mandated within those agreements. All systems within Azure that are used by Iteris are SOC 2 compliant. Iteris also meets FIPS and ISO 27001 standards for compliance and follows many other best practices within the industry to uphold the security and confidentiality of sensitive data.

Data Retention, Privacy Policy and Transition Period terms are included in Appendix C.

4.4.2 Interconnections

The Iteris system manages interconnections with FMCSA, IRP Clearinghouse, IFTA Clearinghouse and client boundaries. The following diagram depicts the interconnections within the control environment:



4.4.3 Server Access

The Iteris environment for the system sits behind a firewall within the Azure cloud environment. VPN access is required to access the firewall and all hardware that sits behind it. This firewall uses a whitelist of IP addresses and

will only allow traffic from those specific IP addresses through to the system's servers. Once traffic has been allowed past the firewall, valid credentials must be given to access the desired server. This validation and verification prevents outside access to the system's servers as well as unauthorized user access even from verified sources. Remote server access is limited to IP addresses within the United States.

4.4.4 Security Vulnerabilities and Security Patches

Vulnerability scans are conducted prior to releases. All security vulnerabilities identified will be repaired within 30 days of detection. Any security patches to operating systems and applications will be installed within 60 days of release. Any suspected security breaches will be communicated to the state administration.

4.4.5 Password Management

Password policies are managed by authorized state system administrators and enforced within the application. These policies are determined by state administrators and can be as strict as the state chooses. This includes password complexity as well as required password change intervals. Additionally, on a failed user login, the application will only specify that the login failed and will not indicate as to the cause. System administrators have the ability to define or reset any user password. Users can also reset their own password. Upon a password change, the user will be required to re-login. If a user has forgotten their password, they are able to reset it via a link which sends an email to the email on record for the user entered. After a state determined number of failed login attempts, the user will be locked out and require a system administrator to allow them to attempt to login again. The number of failed attempts is set to five (5). Password complexity is managed by the administrator, in alignment with FMCSA rules of behavior. In the event of employee termination or resignation, the user account may be disabled or deleted by an authorized system administrator subject to state policy.

4.4.6 Logging

Access to the system is logged and stored for audit and security purposes. This includes internal access as well as client access to the applications. All changes and general activity within the system is logged and stored for 1 year. System administrators can access these logs at any time.

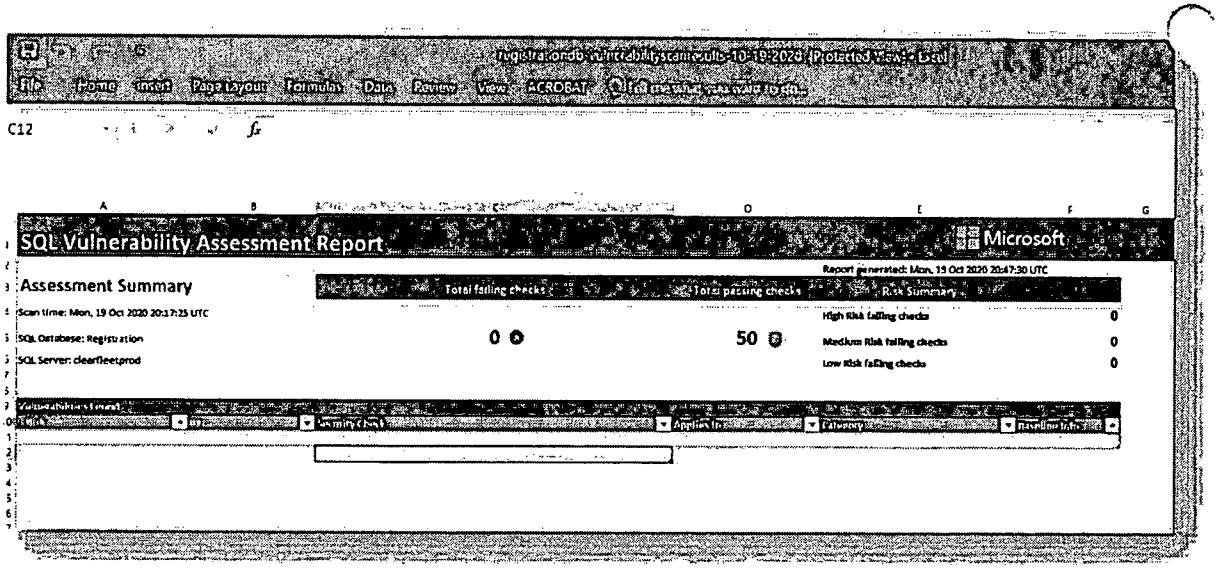
4.4.7 Continuous Monitoring

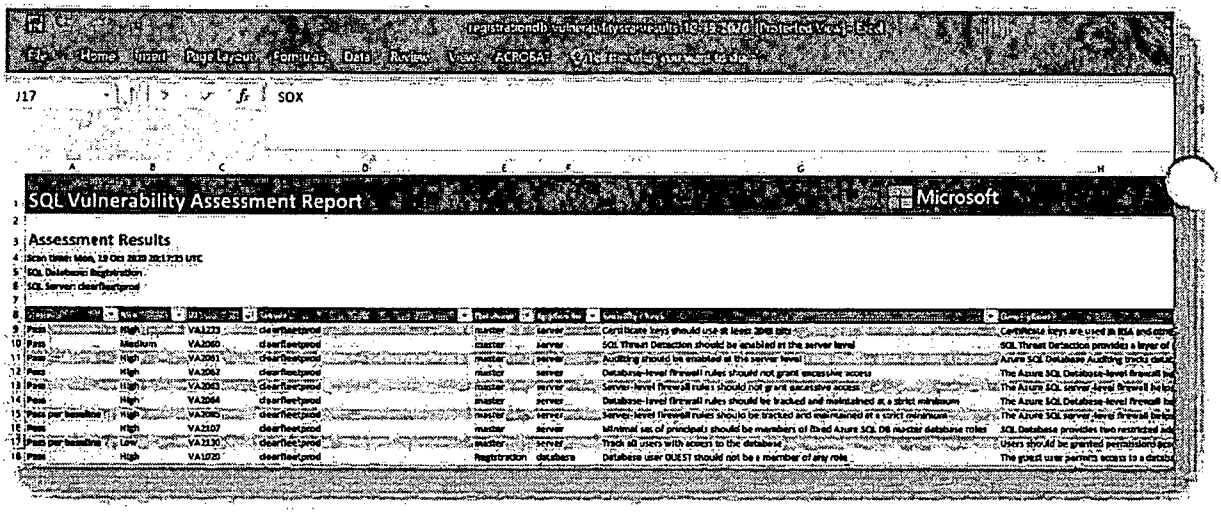
Iteris systems are continuously monitored to insure continuity of services and to identify potential attempts at unauthorized access. In the event of a website outage, Iteris CVO support staff are notified every 3-5 minutes until the issue is resolved. FTP/SFTP server connectivity is also monitored and staff alerted every 20 minutes if four failed attempts to connect are detected. Iteris also monitors the Azure environment and staff are automatically notified of any critical system outage (ex. system not responding or going offline) through Azure service alerts. These alerts provide details of the outage as well as updates from Microsoft's technical support team regarding actions taken to resolve the issue and anticipated downtime. Finally, Iteris coordinates closely with FMCSA's technical staff to stay abreast of scheduled and unscheduled downtime relative to SAFER services. Should a system outage occur within the Iteris environment, designated state personnel will be notified and the issue resolved in accordance with Iteris' SLA with the state.

Penetration testing will be conducted monthly using a third party service. Results are reported to Iteris and any critical or high vulnerabilities are addressed within 30 days. Medium/minor vulnerabilities are prioritized to be addressed as soon as possible without impacting client commitments.

Iteris utilizes Zed Attack Proxy (ZAP) as its primary tool for penetration testing. ZAP is an open-source penetration testing tool being maintained under the umbrella of the Open Web Application Security Project (OWASP). ZAP supports fully automated, partially automated and manual penetration testing.
ZAP supports test result reports that break alerts into 5 categories: High, Medium, Low, Informational, and False Positive.

Iteris currently runs vulnerability scans each week. Vulnerability scans run against the database are done in accordance with the Azure rules, described here: https://docs.microsoft.com/en-us/azure/azure-sql/database/sql-database-vulnerability-assessment-rules. A sample report is provided below:





4.4.8 Website Certificates

Iteris acquires and maintains website certificates for all web applications. The signature algorithm used for these certificates is sha256RSA with a hash algorithm of sha256. The public key is RSA (2048 Bits). These certificates are monitored and renewed on a regular basis to ensure the sites are secure. This level of encryption ensures all data transmitted within the site is secure.

4.5 Data Security

4.5.1 Database

Database backups are performed daily and are stored for 1 week. Server backups, including all associated disk drives, are performed daily and stored for 30 days. More details regarding backup and recovery can be found in our disaster recovery document upon request.

4.5.2 Data Integrity

Iteris validates all incoming data for compliance with data schemas as well as verifies integrity of data to prevent data corruption prior to inserting new records. SAFER baselines are run monthly to make sure all data is up to date and matches SAFER's databases. State data is baselined at least annually to insure data integrity. FMCSA data quality reports are also monitored on a monthly basis and any anomalies researched with the state and FMCSA. Once errors are identified, the state will be provided with instructions to correct the data and a baseline scheduled if necessary.

4.5.3 Data encryption

All data transmission is encrypted while in motion and is also only transmitted via secure VPN tunnels. At rest Iteris databases are encrypted as a whole and require valid credentials to access. Within the databases, all PII data is encrypted using AES-256 encryption standards. Iteris contains Federal Tax Information (FTI) and Personally Identifiable Information (PII) data and ensures that when storing/processing this data FIPS 140-2 compliant algorithms are used to maintain secure cryptography.

4.6 Network Security

4.6.1 Antivirus and Malware Control

Azure Microsoft Antimalware provides antivirus protection on each virtual machine in the Azure environment. This helps identify and remove viruses, spyware, and other malicious software. Trend Micro OfficeScan Agent provides additional endpoint protection for Iteris staff access.

4.6.2 Network Security

Firewalls surround each virtual subnet in each virtual network and include rules for managing ingress and egress traffic. Each firewall rule includes a descriptive name that is unique and a brief description of who the rule is for, what is being allowed and why it is needed following the principle of least privilege.

4.6.3 Transmission

All web traffic and file processing is handled in a single DMZ subnet. Protocols allowed are HTTP, HTTPS, FTP with TLS, FTPS, and SFTP. All HTTP traffic is automatically redirected to HTTPS. Any traffic using FTP/SFTP/FTPS protocols must be whitelisted in the firewall prior for approved access to the FTP file server. All encodings follow FIPS 140-2 compliance.

4.6.4 Database Access

Public read-only database access is strictly limited to pre-approved and whitelisted IP addresses limited to only a replicated database server(s). Allowed ports are limited to minimum access required to open a connection to read SQL data. All other SQL traffic and management is limited to intranet access and secure VPN tunnels.

4.6.5 Wireless, Remote, and Mobile Access

Remote access to all virtual machines is allowed only through a single Site-to-Site VPN connection or Point-to-Site VPN connection using RDP. All front-end web access whether wireless, wired, or mobile is limited to a single DMZ subnet.

4.7 User Security

4.7.1 Role based security

All users access Iteris applications via single sign-on with centralized authentication/authorization. This allows for role based access control across all of our applications. Role based securities are granular enough to restrict users from accessing any part of any application. Additionally, editing privileges are also controlled throughout the applications and can be specified down to individual functionality. Role based user access is determined by system administrators. System administrators have access to all areas of the applications. All user groups, roles, and

responsibilities are managed by system administrators and can be modified at any time. System administrator accounts can be disabled by another authorized administrator or Iteris at the state's request.

4.7.2 User Activity

A user is automatically logged out after a defined amount of time. This timeframe is configurable by system administrators. Reports are also available to show logs of user activity, last login, failed logins, and other security vulnerabilities. Access to these reports is managed by system administrators.

APPENDIX A – FMCSA RULES OF BEHAVIOR



U.S. Department of Transportation
Federal Motor Carrier Safety Administration

Rules of Behavior
Federal Motor Carrier Safety Administration (FMCSA)

I understand that I am personally responsible for use and misuse of system accounts and passwords. The government reserves the right to monitor the activity of any machine connected to its infrastructure and log details of all inquiries and transactions. FMCSA IT systems are the property of the Federal government. FMCSA owns the data stored on FMCSA databases, including all data recorded for monitoring, email messages and information, even those deemed personal. I understand that by accessing a U.S. government information system and data that I must comply with the following requirements:

1. The FMCSA IT systems are intended for official government use only. FMCSA IT systems may not be used for personal or commercial purposes.
2. Sensitive information may not be transmitted at a level higher than what the system is approved for.
3. Information obtained via the FMCSA IT systems may not be divulged outside of government channels without the express permission of the data owner.
4. Any activity that would discredit FMCSA, including seeking, transmitting, collecting, or storing defamatory, discriminatory, sexually explicit, obscene, harassing, or intimidating messages or material is not permitted.
5. Any activity that violates Federal laws for information privacy (e.g., hacking, spamming, etc.) is not permitted.
6. FMCSA IT system-to-system accounts are provided solely for the use of the agency for which they were created. System-to-System passwords or any other authentication mechanism should never be shared or stored any place accessible to non-authorized persons.
7. Passwords must be reasonable (i.e. not "password" or "administrator") and changed every 90 days. Passwords used by administrators and end-users to access those systems that in turn access FMCSA IT systems, must comply with the current U.S. DOT policy for passwords.
8. Virus prevention tools must be in place on any and all machines from which FMCSA IT systems are accessed. Each user must be able to determine that such a tool is active. The user must also follow their organization guidelines for keeping the software and virus definition tables current.
9. Any password compromise or unauthorized usage of the user accounts must be reported immediately to the Information Systems Security Manager (ISSM) at FMCSASecurity@dot.gov. In addition, the incident should be reported to the local Non FMCSA IT security personnel or person in charge of the IT systems operations.

APPENDIX B –INCIDENT / BREACH REPORTING

The organization discovering a security incident will report it in accordance with the organization's incident reporting procedures and ensure that the other organization is notified. Notification will be made using the ISA Incident Call Roster Point of Contact Table included below.

Iteris System(s) personnel will be notified of any security incident that may have an operational or security impact on the interconnected system(s). Likewise, the Non-Iteris personnel shall be notified of any security incident that may have an operational or security impact on Non-Iteris System(s) that is interconnected to the Iteris System.

Point of Contact (POC) Tables

Point of Contact (POC)

Client	*Iteris*
AO:	AO: Brad Steiner
System Owners:	System Owners: Whitney Raya

Incident Call Roster

Client			
Name	**Role**	**Email**	**Phone**

Iteris			
Name	**Role**	**Email**	**Phone**
Whitney Raya	Program Manager	wln@iteris.com	208-419-0590
Brad Steiner	Systems Architect	brs@iteris.com	208-528-8538
Kohlae Angell	Product Manager	kxa@iteris.com	208-419-0370

APPENDIX C –DATA RETENTION, PRIVACY POLICY AND TRANSITION PERIOD

Data Retention, Privacy Policy and Transition Period

It is Iteris' policy that Customer Data is private and confidential to Customer. The "**Retention Period**" for Customer Data shall be one hundred eighty (180) days unless reduced by Customer in a written notice to Iteris, or as modified by a written agreement of Customer and Iteris.

For one hundred eighty days (180) days prior to the expiration date of the Term of the Agreement, or upon notice of termination of the Agreement, Iteris shall assist Customer in extracting and/or transitioning all Customer Data in a mutually agreed standard format ("**Transition Period**"). The Transition Period may be modified as agreed upon in writing by the parties in an amendment to the Agreement. During the Transition Period, Services and Customer Data access shall continue to be made available to Customer without alteration.

Unless otherwise stated a written amendment to the Agreement, Iteris shall permanently destroy or render inaccessible Customer Data in Iteris' and/or in any third party contractor's possession or control following the expiration of all obligations. Within thirty (30) days following the Retention Period, Iteris shall issue a written statement to Customer confirming the destruction or inaccessibility of the Customer Data.

Azure Equipment disposal

Upon a system's end-of-life, Microsoft operational personnel follow rigorous data handling and hardware disposal procedures to assure that hardware containing your data is not made available to untrusted parties. We use a secure erase approach for hard drives that support it. For hard drives that can't be wiped, we use a destruction process that destroys the drive and renders the recovery of information impossible. This destruction process can be to disintegrate, shred, pulverize, or incinerate. We determine the means of disposal according to the asset type. We retain records of the destruction. All Azure services use approved media storage and disposal management services.

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Iteris CVIEWplus Admin User Guide

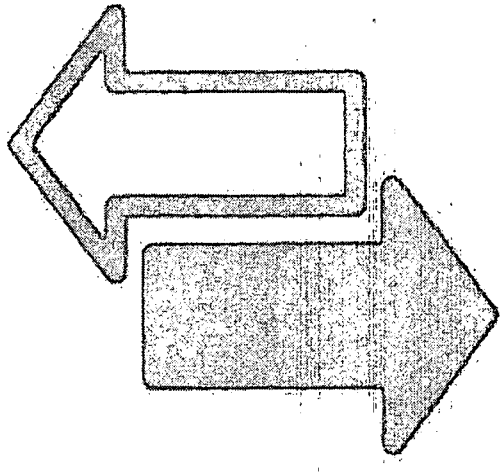
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iteris®

CVIEWplus+

Administration Guide

v.2.0, Updated May 22, 2017



Version	Comments	Modified By	Date
2.0	New format	Kohlae Angell	May 22, 2017
1.0	Initial version	Thad Hoffman	March 6, 2008

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1. INTRODUCTION

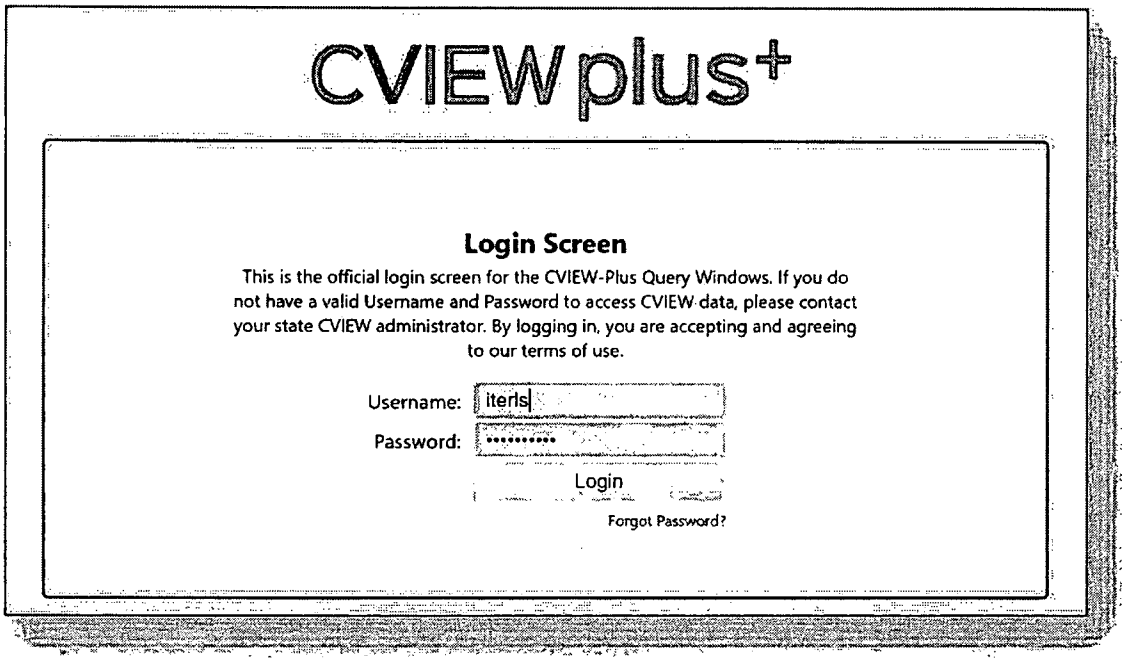
The CVIEWplus+ application allows state and local law enforcement, registration, mobile weigh station, port of entry, and administrative personnel easy access to information stored in the state's CVIEW (Commercial Vehicle Information Exchange Window) database.

This application was developed with input from a number of states, and has been tested and optimized for quick response time with both high-speed internet connections, and slower cell-phone and dial-up connections.

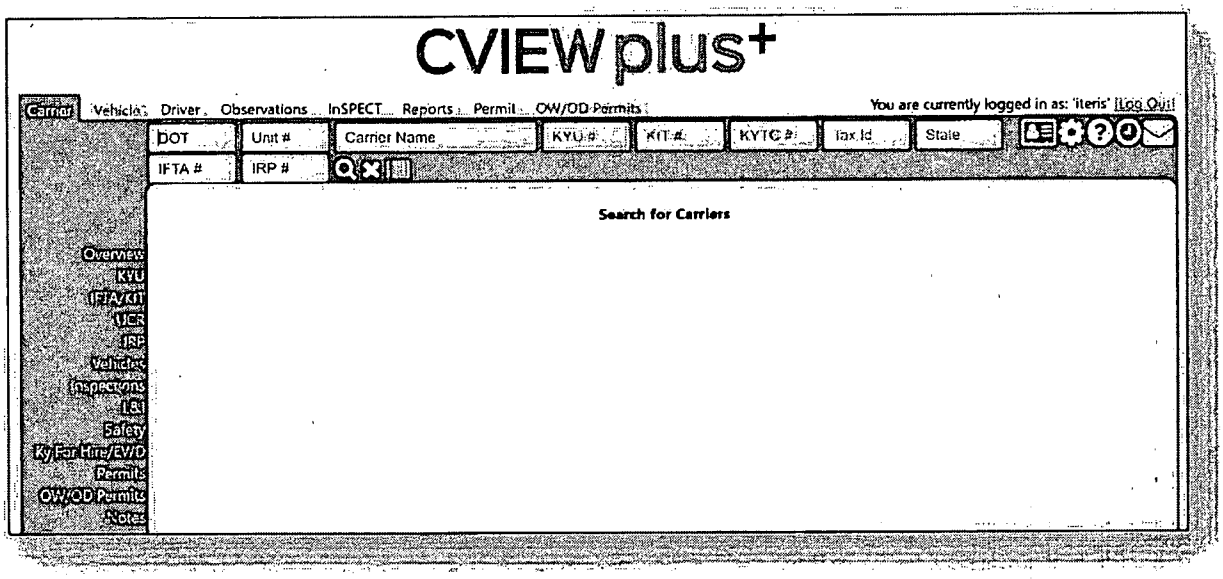
The CVIEWplus+ administration interface is the interface that allows a CVIEW administrator to add users, change passwords, create groups, and customize views for specific groups. The administration interface allows administrators the ability to completely customize the groups, users, and application according to each state's specific requirements.

2. LOGIN

The CVIEWplus+ administration interface is accessed through a standard web browser, such as Microsoft Internet Explorer or Chrome. Authorized users must log in to access the application. Enter your user name and password in the boxes provided, and then click the Login button or press the Enter key. A sample of the login screen is displayed below. You should already have login credentials to access CVIEW. If you do not have a valid login with administrator privileges, you will not be able to configure CVIEW.

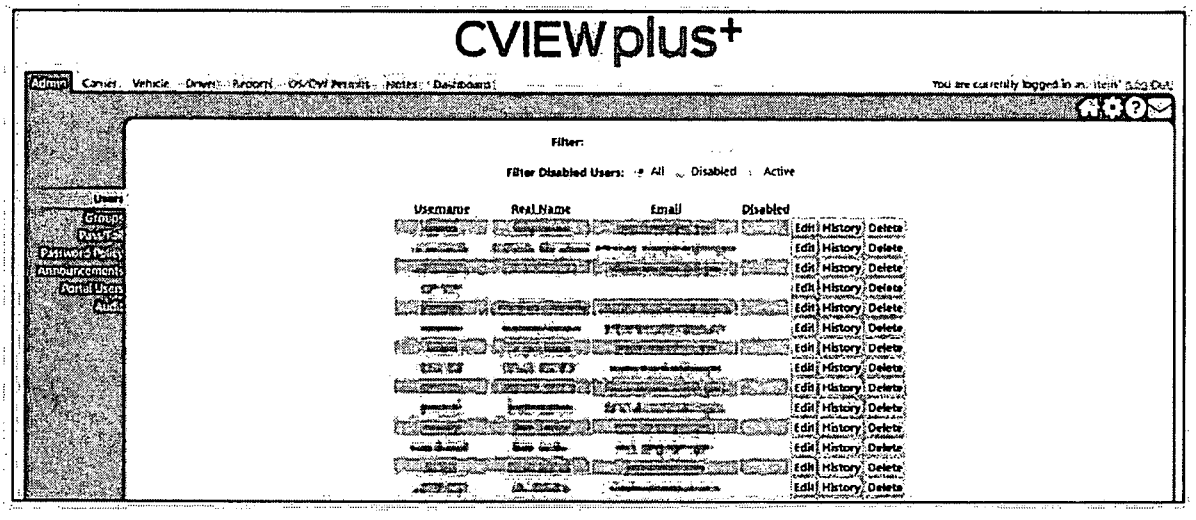


A successful login takes you to the Main Screen, similar to the screen below. If you have administrator privileges, you will see an icon in the top right corner of your screen that looks like a contact card. Clicking on that icon will take you to the administration section where you can add users, groups, and configure the application.

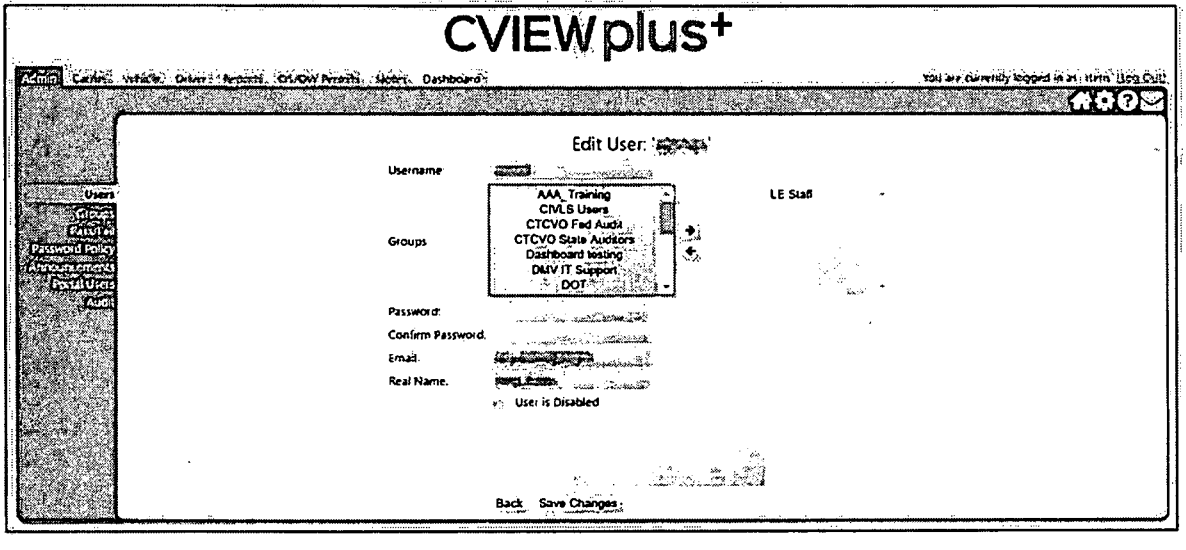

CVIEWplus+
Carrier
Vehicles
Driver
Observations
InSPECT
Reports
Permit
OW/OD Permits
You are currently logged in as: 'iteris' [Log Out]
DOT
Unit #
Carrier Name
KYU #
KIT #
KYTC #
Tax Id
State
IFTA #
IRP #
Search for Carriers
Overview
KYU
IFTA/KIT
UCR
IRP
Vehicles
Inspections
I&I
Safety
Ky For Hire/EVD
Permits
OW/OD Permits
Notes

3. ADD, MODIFY OR DELETE A USER

Once you are logged into CVIEW and have navigated to the administration section, you should see a screen similar to the following screen.



This screen allows you to edit, delete, or modify users and view the query history associated with a particular user. In order to add a new user to the system, click on the "Add user" button at the bottom of the page. If you wish to modify an existing user select the "edit" button to the right of the user. If you wish to delete a user select the delete button to the right of the user. If you wish to see the usage history of a particular user you can do that by clicking on the history button. If you selected to add or modify a user, you will then see a screen similar to the following screen.

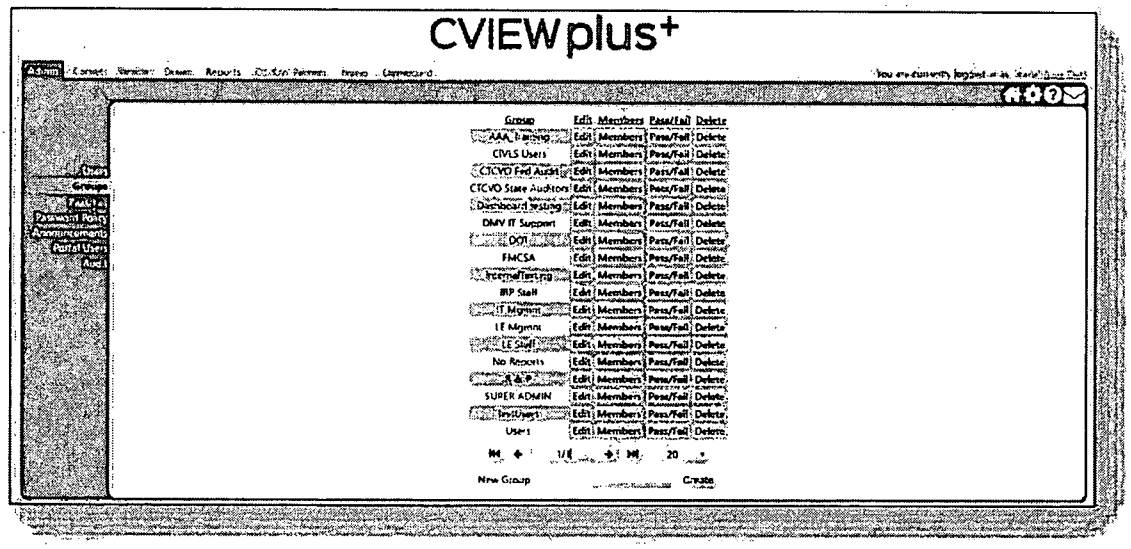


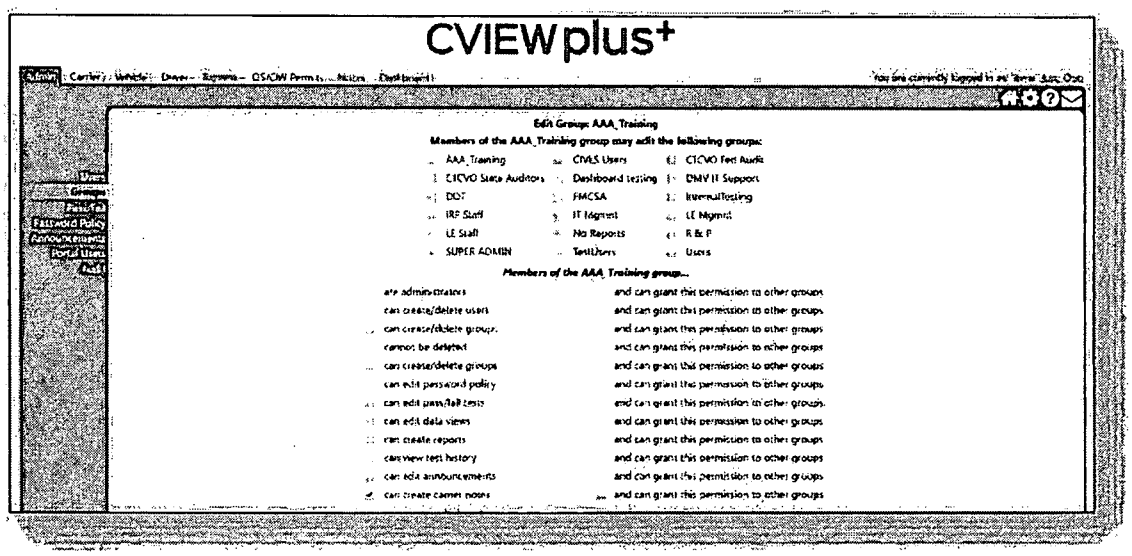
Whether you are adding or modifying a user, you can enter or change any of the information on this screen. If you are adding a new user, enter the user name you wish to have for the user, select the appropriate group from the list box, add a password and confirm the password and then add any additional comments to help you identify this user. An example of a comment would be "Bob Johnson DPS enforcement user" or "John Smith DMV registration user". Comments are not necessary but can be useful in determining who a particular user is or to add notes of why a user is disabled.

If a particular group does not exist in the drop down menu on this "Add/Edit User" screen, please refer to the section entitled "Add, Modify, or Delete a Group" for information on how to set up a new group.

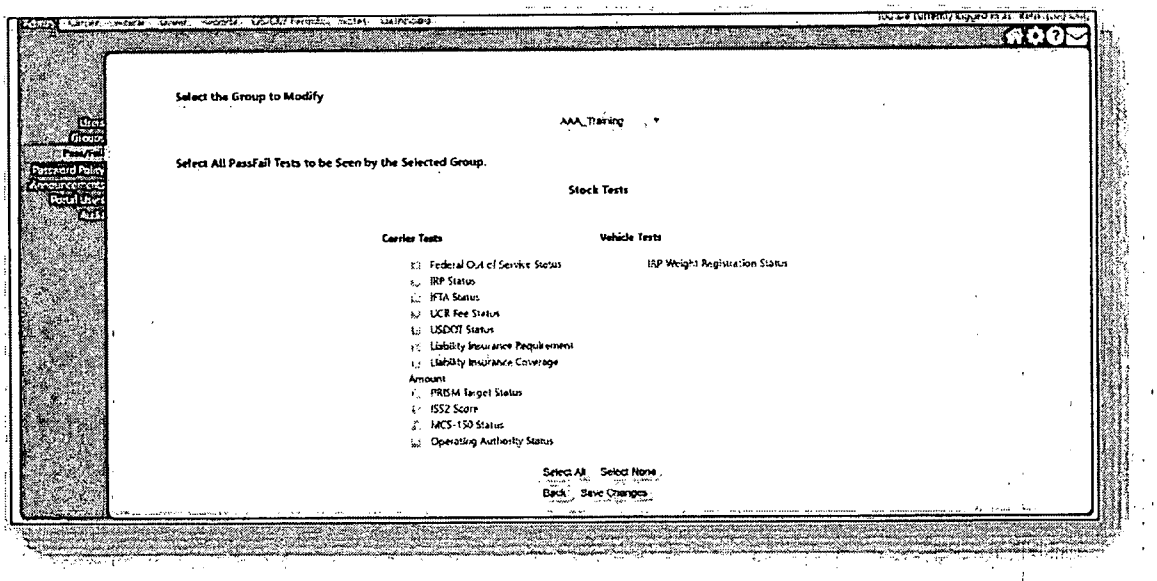
4. ADD, MODIFY, OR DELETE A GROUP

To add, modify, or delete a particular group, make sure that the "Admin" tab is selected and select the "Groups" submenu under the Admin tab. You should see a screen similar to the following screen.





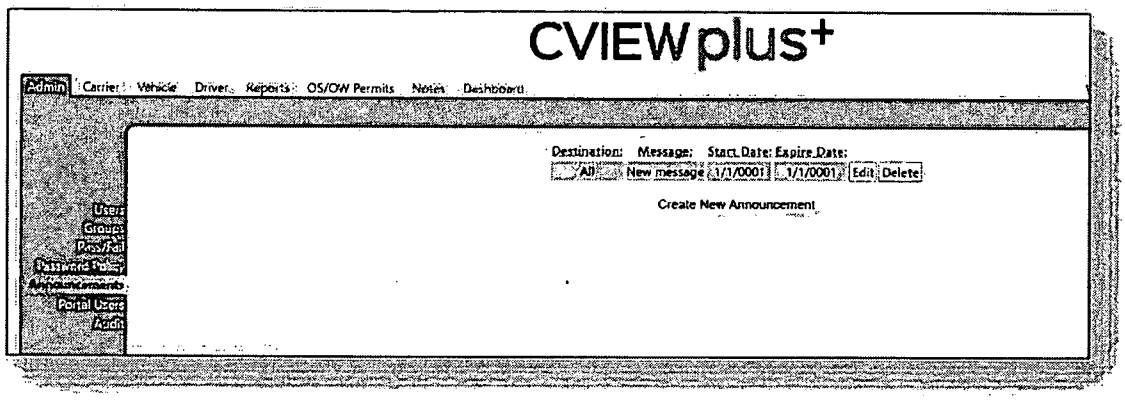
This screen allows you to edit, add, delete, or modify groups. In order to add a new group to the system, enter the new group name in the box provided at the bottom of the screen and then click on the "create" button. If you wish to delete a group select the delete button associated with that group on the right hand side of the screen. If you wish to modify the pass/fail tests associated with a particular group, select the "pass/fail" button associated with the group you wish to change.

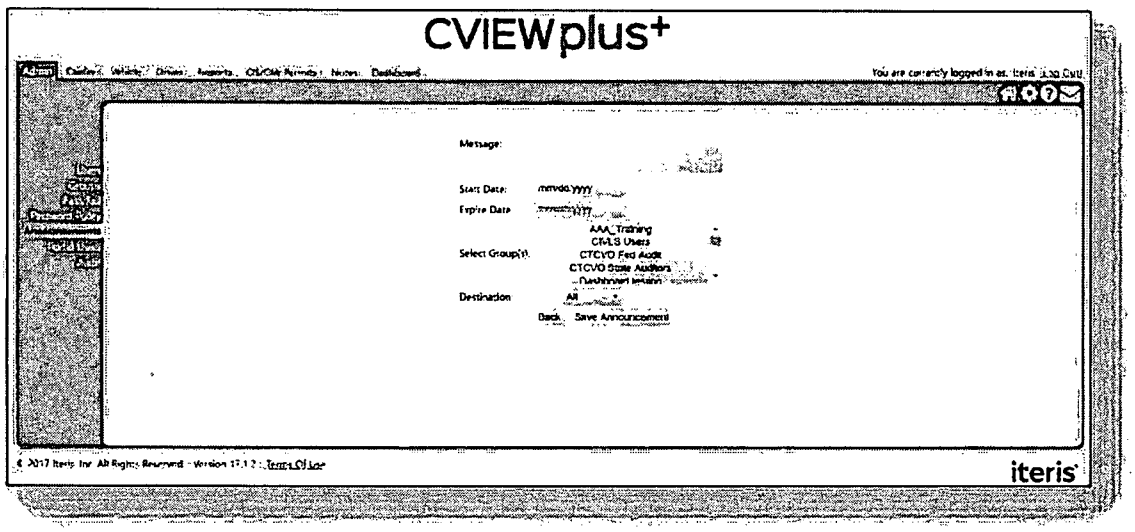


This screen allows an administrator to select any of the global tests that have been previously set up to be used as pass/fail criterion for a particular group.

5. ANNOUNCEMENTS

The CVIEWplus+ administration interface allows an administrator to add multiple announcements for viewing by individual groups. These announcements can be added by clicking on the "Announcements" sub menu and then clicking on the create announcements button.

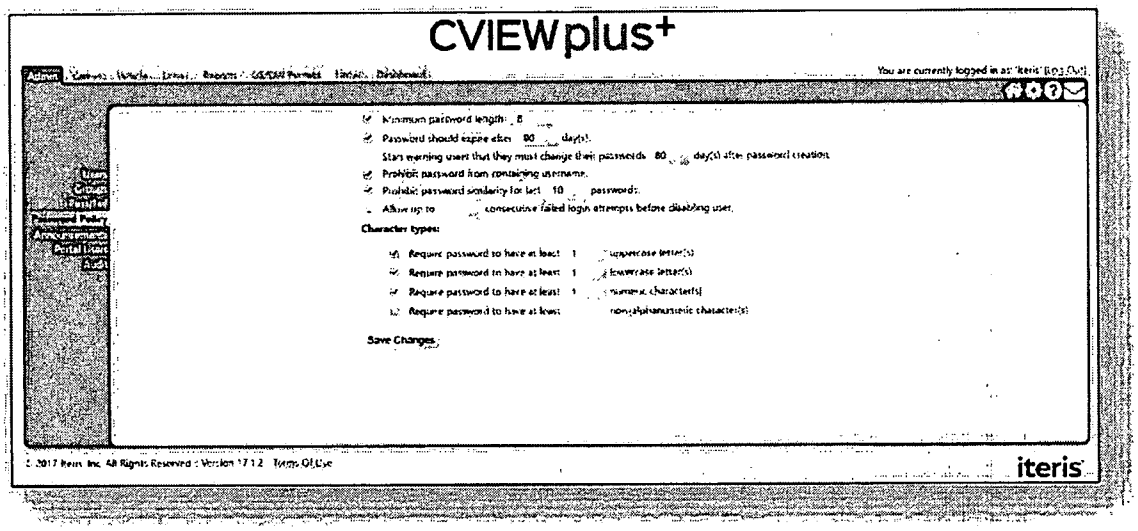




Any announcement may be created by typing the message of the announcement in the message box, selecting a start date for the announcement to start, selecting an expire date for the announcement to expire and then selecting the group(s) that will see the announcement. The Destination drop down allows the administrator to select if the announcement is shown in CVIEW, Inspect, or both. The announcement will appear at the top of every group's CVIEWplus+ screen beginning on the date that was selected as the start date and will stop showing on the date selected as the expire date.

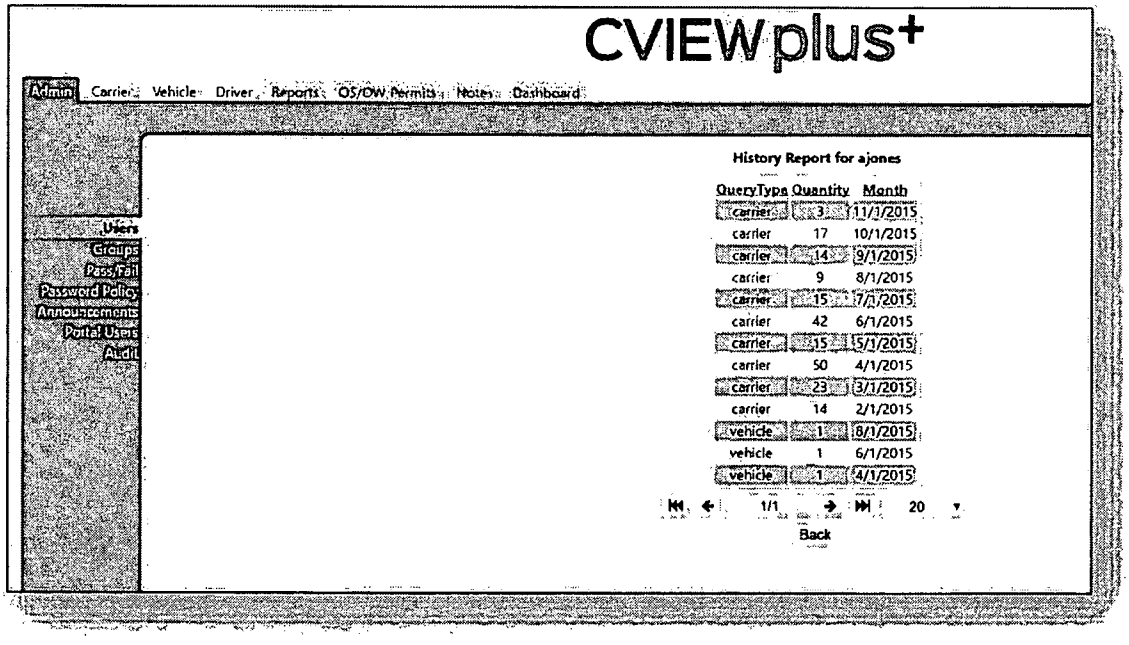
6. PASSWORD POLICY

The CVIEWplus+ administration interface allows an administrator to globally set a password policy for users. These password policies can be as stringent or as loose as a state feels is necessary. This password policy interface allows complete flexibility in determining how a state support and administers their passwords. By default, no password policy is enforced.



7. VIEWING QUERY HISTORY

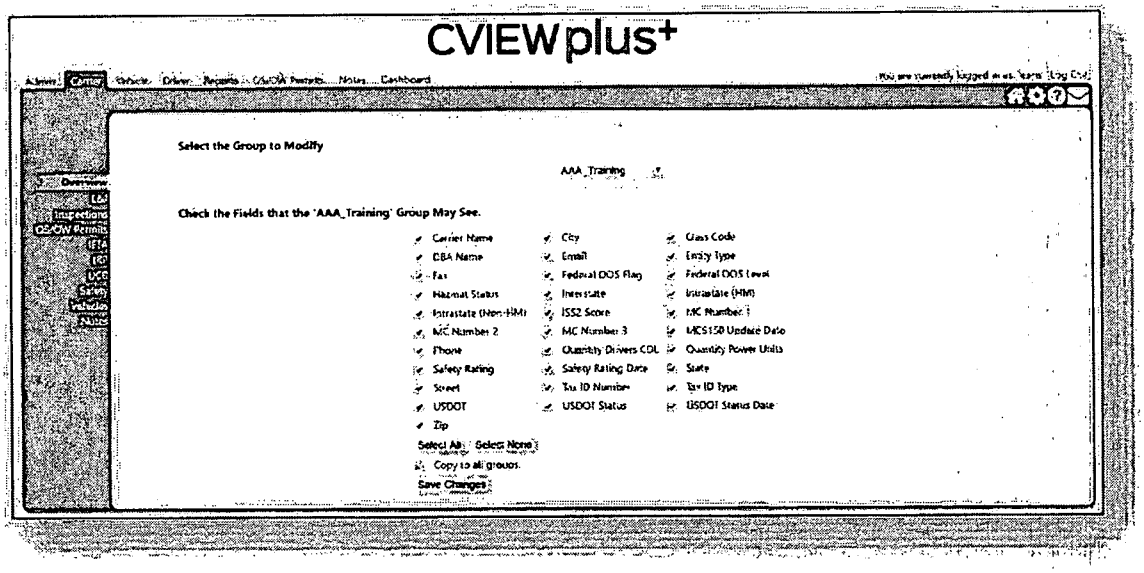
The CVIEWplus+ Administration Interface allows an administrator to see the number of carrier and vehicle queries that were submitted in a given month. This history can be viewed on a per user basis. To view a particular user's history, select the "Admin" tab, the "Users" submenu, and the "history" button associated with a particular user. The results should give you a screen similar to the following.



8. MODIFYING CVIEW TABS

The CVIEW Administrator may choose to modify the tabs to fit the needs of a specific group. Modifications should be made in conjunction with a lead contact in each group to ensure that appropriate data elements are included in each view. Data elements for all tabs may be modified by the administrator by selecting the appropriate tab from the administration interface, selecting the appropriate sub menu, and then either selecting or deselecting the appropriate data elements.

In order to modify elements viewable on the carrier tab and its submenus, select the Carrier tab. You should see a screen similar to the following screen.



Select the group you wish to modify the data elements for before making changes to the data points checked.

This dynamic configuration screen allows an administrator to select or deselect certain data elements based on the need or desire of the group. To select or deselect a given element simply check or uncheck the box associated with that element. Once the appropriate elements have been selected, click on the "Save Updates" button at the bottom of the screen. To select all elements or deselect all elements the "Select All" and "Select None" buttons may be used.

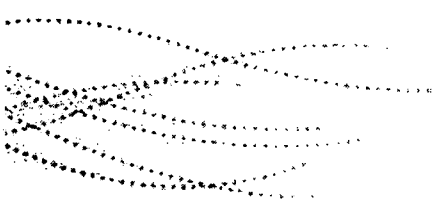
Each carrier and vehicle submenu (overview, credentials, safety, inspections, etc) must be customized this way for each group. Once the carrier elements are changed for a particular group, clicking on the vehicle tab will allow the administrator the ability to dynamically change the vehicle screens for each group as well.

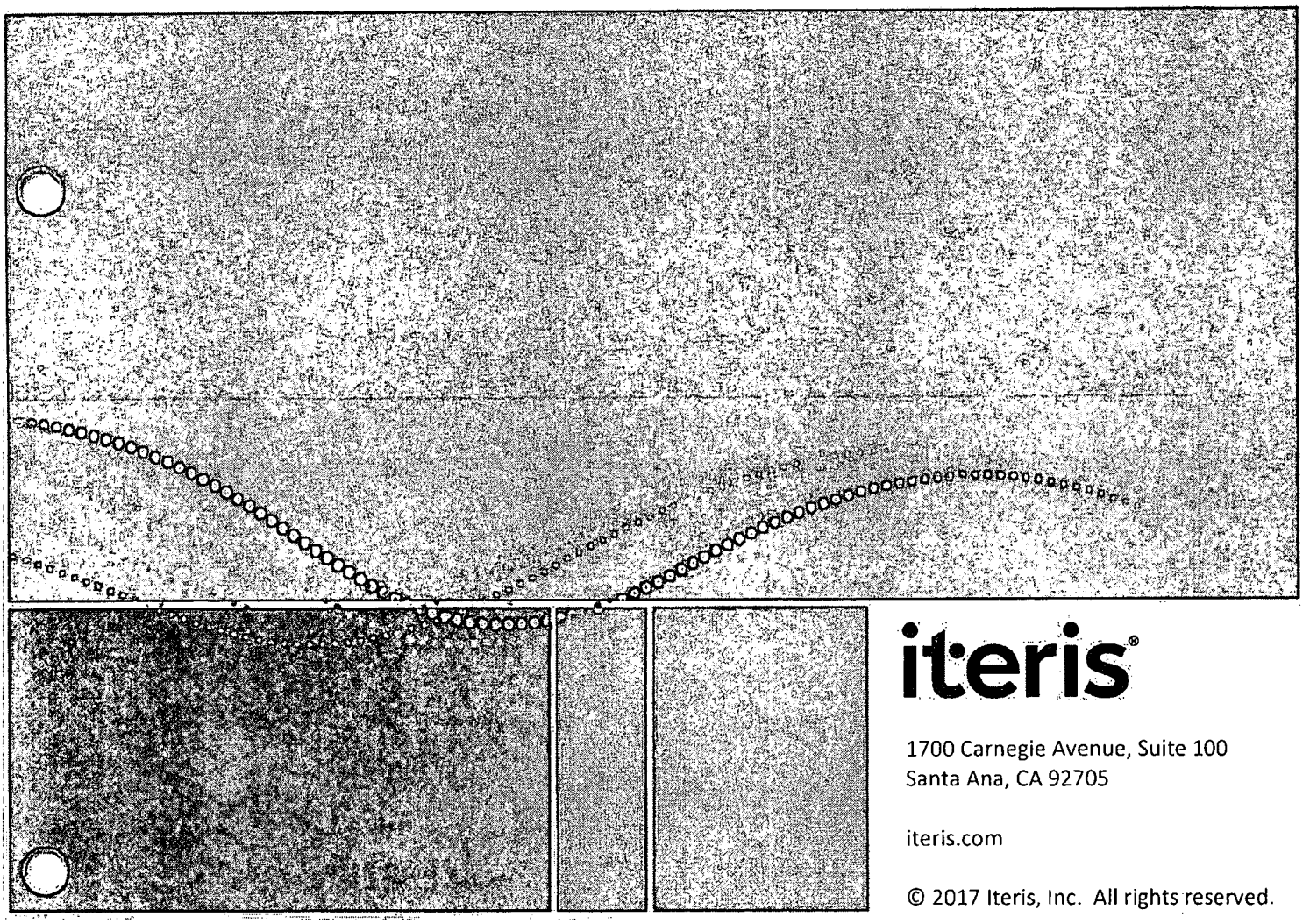
9. CONTACT INFORMATION

For more information about CVIEWplus+ application or administration interface, please contact:

CVIEWplus+ Technical Support
Iteris, Inc.

Tel: (208) 528-8538
Email: cvosupport@iteris.com





iteris®

1700 Carnegie Avenue, Suite 100
Santa Ana, CA 92705

iteris.com

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Innovating Through Informatics™

Attachment F

Appendix B

Iteris CVIEWplus™ Service and Software License

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CVIEWplus+
Service and Software License

Iteris licenses the Service and Service-related software, in object code form, whether provided as an application in a hosted environment, on storage media (CD, DVD, portable memory device, etc.), in firmware, or as download via electronic or any other media, (collectively or individually, as applicable, "Software") and any related documentation for description, use, operation, or maintenance of the Software ("Documentation") as described in the agreement ("**Contract**") between Iteris and State of New Hampshire Department of Safety ("**Customer**") as a result of the RFP DOS 2021-100.

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Iteris CVIEWplus™ End User License Agreement

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CVIEWplus+
End User License Agreement

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Iteris' entire liability and your exclusive remedy shall be: (i) to use reasonable efforts to repair, modify, or replace the Service or to provide an avoidance procedure within a commercially reasonable time so that the Service conforms, in all material respects, to the functional capacities described in the Documentation; or, (ii) in Iteris' sole discretion, to refund the amount of the proportional license fee previously paid for the non-conforming Service.

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NO OTHER WARRANTIES OR GUARANTEES, EXPRESSED OR IMPLIED INCLUDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARISING BY LAW, CUSTOM OR CONDUCT, SHALL BE APPLICABLE TO THE SERVICE. THE RIGHTS AND REMEDIES PROVIDED HEREIN ARE EXCLUSIVE AND IN LIEU OF ANY OTHER RIGHTS OR REMEDIES. IN NO EVENT SHALL ITERIS HAVE ANY LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, OR FOR LOSS, DAMAGE, OR EXPENSE DIRECTLY OR INDIRECTLY ARISING FROM USE OF THE SERVICE, OR ANY INABILITY TO USE IT, EITHER SEPARATELY OR IN COMBINATION WITH OTHER SERVICES, SOFTWARE OR MATERIALS, OR FROM ANY OTHER CAUSE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO CASE SHALL ITERIS' LIABILITY EXCEED THE AMOUNT OF THE LICENSE FEE.

LICENSEE RESPONSIBILITY. Licensee agrees that it is the responsibility of the Licensee to understand fully the limitations of and assumptions underlying the Service and to refrain from use of the Service without the assistance of personnel with appropriate expertise. Licensee accepts all responsibility for review, application, and use of the Service output including, but not limited to, all responsibility for use of output and certification that any such output meets provisions of any applicable regulation, standard, or specification.

OWNERSHIP OF CUSTOMER DATA. Iteris claims no ownership in and to any and all Personal Data, information, content and data provided by Customer and its End Users through access and use of the Service and stored in Service databases (collectively, "Customer Data"). "Personal Data" means any information that is referred to as personal identifiable information, personal data or personal information (or other like term) under applicable date protection or privacy law, and includes information that by itself or combined with other information can be used to identify a living individual. Customer is responsible for ensuring that only Customer's Customer Data that Customer owns or has permission to use are provided by Customer during the course of using the features and functionalities of the Services, as Iteris will not be responsible for any non-compliance by Customer of this Agreement.

The Parties agree that as between them, all rights, including all intellectual property rights, in and to Customer Data shall remain the exclusive property of the Customer, and Iteris has a limited, non-exclusive license for Iteris (and its authorized third party contractors) to access and use the Customer Data as provided to Iteris solely for performing its obligations under the Agreement. Nothing herein shall be construed to confer any license or right to the Customer Data by implication, estoppel or otherwise, under copyright or other intellectual property rights, to any third party. Unauthorized use of Customer Data by Iteris or third parties performing any portion of the Services is strictly prohibited. For the purposes of this paragraph, the phrase "unauthorized use" means data mining or processing of data, stored or transmitted by the Services, for unrelated commercial purposes, advertising or advertising-related purposes, or for any other purpose other than security or service delivery analysis that is not explicitly authorized.

APPLICABLE LAW. This Agreement is governed by the laws of the State of California except for its conflict of laws provisions and excluding the United Nations Convention on the International Sale of Goods. In the event that Licensee is a federal, state, or local governmental body or agency, this Agreement shall be governed by the laws of the State in which the Licensee is located except for such state's conflict of laws provisions and excluding the United Nations Convention on the International Sale of Goods.

U.S. GOVERNMENT RESTRICTED RIGHTS

The Service and Documentation are "commercial items" as that term is defined at 48 CFR 2.101, consisting of "commercial computer software" and "commercial computer software documentation" as such terms are used in 48 CFR 12.212. Consistent with 48 CFR 12.212, U. S. Government end users acquire the Service and Documentation with only those rights set forth herein. Contractor/manufacturer is Iteris, Inc. 1700 Carnegie Avenue Suite 100, Santa Ana, CA 92705.

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Sample Escrow Agreement

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escrowassociates
part of nccgroup

Standard/Registered Multi Licensee Deposit Account
Software Escrow Agreement

Date
Licensor **Iteris Inc.**
Agreement Number

Notice: The parties to this Agreement are obliged to inform Escrow Agent of any changes to the Software or in their circumstances (including change of name, principal office, contact details or change of owner of the intellectual property in the Software).

Escrow Agreement Dated: January 31, 2014

Between:

(1) Iteris Inc., a corporation organized and existing under the laws of Delaware with its principal office is at 1700 Carnegie Avenue Santa Ana, CA 92705-5551 (**"Licensor"**); and

(2) NCC Group Escrow Associates, LLC, a corporation organized and existing under the laws of Georgia with its principal office at 8302 Dunwoody Place, Suite 150, Atlanta, GA, 30350, USA (**"Escrow Agent"**).

Background:

(A) Licensee has been granted a license to use the Software which comprises computer programs.

(B) Certain technical information and/or documentation relating to the Software is the confidential information and intellectual property of Licensor or a third party.

(C) Licensor acknowledges that in certain circumstances, such information and/or documentation would be required by Licensee in order for it to continue to exercise its rights under its License Agreement with the Licensor.

(D) The parties therefore agree that such information and/or documentation should be placed with a trusted third party, Escrow Agent, so that such information and/or documentation can be released to Licensee should certain circumstances arise.

Agreement:

In consideration of the mutual undertakings and obligations contained in this Agreement, the parties agree that:

1 Definitions and Interpretation

1.1 In this Agreement the following terms shall have the following meanings:

"Agreement" means the terms and conditions of this multi licensee deposit account software escrow agreement set out below, including the Schedule and Appendices hereto.

"Confidential Information" means all technical and/or commercial information not in the public domain and which is designated in writing as confidential by any party.

"Deposit Account" means an account set up on the execution of a Deposit Account Agreement under which specific Escrow Material is deposited by the Licensor with Escrow Agent.

"Deposit Account Agreement" means an agreement in the form attached as Appendix 1, for the setting up of a Deposit Account.

"Deposit Form" means the form at Schedule 1 which is to be completed by Licensor and delivered to Escrow Agent with each deposit of the Escrow Material.

"Escrow Material" means the Source Code of the Software and such other material and documentation (including updates and upgrades thereto and new versions thereof) as are necessary to be delivered or deposited to comply with Clause 3 of this Agreement.

"Full Verification" means the tests and processes forming Escrow Agent's Full Verification service and/or such other tests and processes as may be agreed between the parties for the verification of the Escrow Material.

"Integrity Testing" means those tests and processes forming Escrow Agent's Integrity Testing service, in so far as they can be applied to the Escrow Material.

"Intellectual Property Rights" mean any copyright, patents, design patents, registered designs, design rights, utility models, trademarks, service marks, trade secrets, know how, database rights, moral rights, confidential information, trade or business names, domain names, and any other rights of a similar nature including industrial and proprietary rights and other similar protected rights in any country or jurisdiction together with all registrations, applications to register and rights to apply for registration of any of the aforementioned rights and any licenses of or in respect of such rights.

"License Agreement" means the agreement under which a Licensee was granted a license to use the Software.

"Licensee" means any Standard Licensee and/or Registered Licensee and references in this Agreement to Licensee shall be to the relevant Licensee or Licensees given the context in which such reference is made.

"Order Form" means the order form setting out the details of the order placed with Escrow Agent for setting up this Agreement and/or a Deposit Account Agreement and/or the registration of a Licensee under this Agreement.

"Registered Licensee" means a Licensee in relation to whom a Registration Agreement has been signed by the Licensee and the Licensor, forwarded to Escrow Agent and whose registration has been confirmed in writing by Escrow Agent to Licensor and Licensee.

"Registration Agreement" means an agreement in the form set out in Appendix 2 to be signed by Licensor, Escrow Agent and any company wishing to be a party to a Deposit Account Agreement or Deposit Account Agreements, as a Registered Licensee and, accordingly, to take the benefit of and be bound by the terms and conditions of the Agreement (save as varied in the Registration Agreement) including payment obligations as may be defined in the Registration Agreement.

"Release Purposes" means the purposes of understanding, maintaining, modifying and correcting the Software exclusively for and on behalf of Licensee together with such other purposes (if any) as are permitted under the License Agreement.

"Software" means the software together with any updates and upgrades thereto and new versions thereof licensed to Licensee under the License Agreement details of which are set out in Schedule 1 of a Deposit Account Agreement.

"Source Code" means the computer programming code of the Software in human readable form.

"Standard Licensee" means a Licensee who is, subject to Clauses 14.5 and 14.17, joined as a beneficiary to, or removed as a beneficiary from, a Deposit Account by the Licensor in its sole and absolute discretion from time to time and at any time, which the Licensor does by completing and submitting to Escrow Agent a list in the form set out in Appendix 3.

"Standard Licensee List" means the list of Standard Licensees which is to be submitted to Escrow Agent every time one or more Standard Licensees is added to or removed from the list in accordance with Clause 2.4.

1.2 This Agreement shall be interpreted in accordance with the following:

1.2.1 headings are for ease of reference only and shall not be taken into consideration in the interpretation of this Agreement;

1.2.2 all references to Clauses and Schedules are references to Clauses and Schedules of this Agreement; and

1.2.3 all references to a party or parties are references to a party or parties to this Agreement.

2 Deposit Accounts, Standard Licensees and Registered Licensees

2.1 Each time that the Licensor wishes to deposit different Escrow Material under the terms of this Agreement, the Licensor and Escrow Agent must execute a completed Deposit Account Agreement containing the details of the Escrow Material to be deposited in accordance with the obligations contained in Clause 3.

2.2 Each signed Deposit Account Agreement shall be supplemental to and be governed by the terms of this Agreement.

2.3 For the avoidance of doubt, if the Escrow Material to be deposited is an update to or development of Escrow Material already deposited under an existing Deposit Account, the deposit of such Escrow Material shall not require a new Deposit Account and shall be deposited under the relevant existing Deposit Account.

2.4 The Licensor may add or remove Standard Licensees as beneficiaries to one or more Deposit Accounts by completing and submitting to Escrow Agent a consolidated list of all Standard Licensees registered to each Deposit Account in the form set out in Appendix 3 every time it wishes to add or remove Standard Licensees. Any list provided must track changes to the previous list submitted by the Licensor. The Licensor may only add or remove Standard Licensees using the consolidated list. A Standard Licensee may terminate its own registration under one or more Deposit Accounts in accordance with Clause 14.5. Escrow Agent shall be entitled to remove Standard Licensees as beneficiaries to one or more Deposit Accounts in accordance with Clause 14.17. Escrow Agent shall be entitled to rely on the most recently received Standard Licensee List together with any terminations by Standard Licensees since the date of that list.

2.5 Registered Licensees may be added to one or more Deposit Accounts by forwarding to Escrow Agent a Registration Agreement signed by the Registered Licensee and the Licensor and such registration being confirmed in writing by Escrow Agent to Licensor and Licensee.

2.6 The Licensor shall ensure that the description of the Escrow Material in each of (i) the Deposit Account Agreement, (ii) the Deposit Form (iii) the Registration Agreement and (iv) the Standard Licensee List all correspond with each other and the description on the Escrow Material when deposited.

3 Licensor's Duties and Warranties

3.1 Licensor shall:

3.1.1 deliver a copy of the Escrow Material to Escrow Agent within 30 days of the date Escrow Agent receives an executed Deposit Account Agreement;

3.1.2 deliver an update or replacement copy of the Escrow Material to Escrow Agent within 30 days of a material update, error correction, enhancement, maintenance release or functional modification to the Software which results in an updated delivery of the object code version of the Software to Licensee;

3.1.3 ensure that each copy of the Escrow Material deposited under each Deposit Account with Escrow

Agent comprises the Source Code of the latest version of the Software used by Licensee;

3.1.4 deliver to Escrow Agent an update or replacement copy of the Escrow Material deposited under each Deposit Account within 30 days after the anniversary of the last delivery of the Escrow Material to ensure that the integrity of the Escrow Material media is maintained;

3.1.5 deliver with each deposit of the Escrow Material a Deposit Form which includes the following information:

3.1.5.1 details of the deposit including the full name of the Software (i.e. the original product name and deposit account number as set out under Schedule 1 to the Deposit Account Agreement together with any new names given to the Software by Licensor), version details, media type, backup command/software used, compression used, archive hardware and operating system details; and

3.1.5.2 password/encryption details required to access the Escrow Material;

3.1.6 deliver with each deposit of the Escrow Material deposited under each Deposit Account the following technical information (where applicable):

3.1.6.1 documentation describing the procedures for building, compiling and installing the Software, including names and versions of the development tools;

3.1.6.2 Software design information (e.g. module names and functionality); and

3.1.6.3 name and contact details of employees with knowledge of how to maintain and support the Escrow Material; and

3.1.7 deposit a detailed list of the suppliers of any third party software and tools required to access, install, build or compile or otherwise use the Escrow Material.

3.2 Licensor warrants to both Escrow Agent and Licensee at the time of each deposit of the Escrow Material under each Deposit Account with Escrow Agent that:

3.2.1 it has the full right, ability and authority to deposit the Escrow Material;

3.2.2 in entering into this Agreement and any Deposit Account Agreement and performing its obligations under such agreements, it is not in breach of any of its ongoing express or implied obligations to any third party(s); and

3.2.3 the Escrow Material deposited under Clause 3.1 contains all information in human-readable form and is on suitable media to enable a reasonably skilled programmer or analyst to understand, maintain, modify and correct the Software.

4 Licensee's Responsibilities and Undertakings

4.1 In the event that the Escrow Material deposited under one or more Deposit Accounts is released under Clause 7, Licensee shall:

4.1.1 keep the Escrow Material confidential at all times;

4.1.2 use the Escrow Material only for the Release Purposes;

4.1.3 not disclose the Escrow Material to any person save such of Licensee's employees or contractors who need to know the same for the Release Purposes. In the event that Escrow Material is disclosed to its employees or contractors, Licensee shall ensure that they are bound by the same confidentiality obligations as are contained in this Clause 4.1;

4.1.4 hold all media containing the Escrow Material in a safe and secure environment when not in use; and

4.1.5 forthwith destroy the Escrow Material should Licensee cease to be entitled to use the Software under the terms of the License Agreement.

4.2 In the event that Escrow Agent releases any Escrow Material to a Standard Licensee, the Standard Licensee, unless Licensee is a federal, state or local governmental entity, shall be required, as a condition of release and , to sign an undertaking to confirm its agreement to the obligations contained in Clause 4.1.

5 Escrow Agent's Duties

5.1 Escrow Agent shall:

5.1.1 at all times during the term of this Agreement, retain the latest deposit of the Escrow Material deposited under each Deposit Account in a safe and secure environment;

5.1.2 notify Licensor and the relevant Licensee of the acceptance of any Registration Agreement; and

5.1.3 inform Licensor and relevant Standard and Registered Licensee(s) of the receipt of any deposit of the Escrow Material under a Deposit Account by sending to all parties a copy of the Deposit Form and/or the Integrity Testing report or Full Verification report (as the case may be) generated from the testing

processes carried out under Clause 11.

5.2 In the event of failure by Licensor to deposit any Escrow Material under a Deposit Account with Escrow Agent, Escrow Agent shall not be responsible for procuring such deposit and may, at its sole discretion, notify the Licensor and Standard and Registered Licensees of Licensor's failure to deposit any Escrow Material under a Deposit Account.

5.3 Escrow Agent may appoint agents, contractors or sub-contractors as it deems fit to carry out the Integrity Testing and the Full Verification processes. Escrow Agent shall ensure that any such agents, contractors and sub-contractors are bound by the same confidentiality obligations as are contained in Clause 9.

5.4 Escrow Agent has the right to make such copies of the Escrow Material as may be necessary solely for the purposes of this Agreement.

6 Payment

6.1 The artles shall pay Escrow Agent's fees and charges as published from time to time or as otherwise agreed, as listed in the Order Form and, in the case of Registered Licenses, in the Registration Agreement. Escrow Agent's fees as published are exclusive of any applicable sales tax. In the case of Standard Licensees, Licensor shall, when submitting a Standard Licensee List to Escrow Agent pursuant to Clause 2.4, indicate in each case whether it or the Standard Licensee is paying the licensee registration fee. If a Standard Licensee is indicated as paying the licensee registration fee, then the Standard Licensee must, within 30 days of the date on which Escrow Agent sends it the Order Form or emails it setting out the fees for which it is liable, either confirm via email to Escrow Agent that it will pay those fees or sign and return the Order Form to Escrow Agent. The Licensor shall always be required to pay the licensee termination fee and the release fee, but Standard Licensee may pay licensee termination fee or the release fee in the event that Licensor cannot or will not pay.

6.2 If Escrow Agent is required to perform any additional or extraordinary services as a result of being an escrow agent including intervention in any litigation or proceeding, Escrow Agent shall receive reasonable compensation for such services and be reimbursed for all costs incurred, including reasonable attorney's fees.

6.3 Escrow Agent shall be entitled to review and vary its standard fees and charges for its services under this Agreement from time to time but no more than once a year and only upon 45 days written notice to the parties.

6.4 All invoices are payable within 30 days from the date of invoice. Interest shall accrue at the lesser of 1.5% per month or the maximum amount permitted by applicable law for any fees that are undisputed by the paying party and remain unpaid for more than 30 days past the due date of the applicable invoice.

6.5 In the event of a dispute made in good faith as to the amount of fees, the party responsible for payment agrees to remit payment on any undisputed amount(s) in accordance with Clause 6.1 above. In such circumstances, the interest on the fees shall not accrue as to any disputed amounts unless not paid within 30 days after such dispute has been resolved by the parties.

7 Release Procedures

7.1 Subject to: (i) the remaining provisions of this Clause 7 and (ii) the receipt by Escrow Agent of the fees chargeable upon a release and any other fees and interest (if any) outstanding under this Agreement, Escrow Agent will release the Escrow Material deposited under the relevant Deposit Accounts to which the Licensee is a party (whether as a Standard Licensee or a Registered Licensee) to a duly authorized representative of Licensee if any of the following events (**"Release Event(s)"**) occur:

7.1.1 Licensor agrees to release in writing;

7.1.2 a receiver, trustee, or similar officer is appointed for the business or property of Licensor; or

7.1.3 Licensor files a petition in bankruptcy, files a petition seeking any reorganization (without confirming immediately in writing to Licensee that it will continue to maintain the Software in accordance with the terms of the License Agreement or any applicable maintenance agreement), makes an arrangement, composition, or similar relief under any law regarding insolvency or relief for debtors, or makes an assignment for the benefit of creditors; or

7.1.4 any involuntary petition or proceeding under bankruptcy or insolvency laws is instituted against Licensor and not stayed, enjoined, or discharged within 60 days; or

7.1.5 Licensor takes any corporate action authorizing any of the foregoing; or

7.1.6 any similar or analogous proceedings or event to those in Clauses 7.1.1 to 7.1.3 above occurs in respect of Licensor within any jurisdiction outside the USA; or

7.1.7 Licensor ceases to carry on its business or the part of its business which relates to the Software and no successor has agreed to assume Licensor's obligations to Licensee; or

7.1.8 Licensor or, where relevant, its agent, parent, subsidiary or associated company is in material breach of its obligations as to maintenance or modification of the Software under the License Agreement or any maintenance agreement entered into in connection with the Software and has failed to remedy such default notified by Licensee to Licensor within a reasonable period.

7.2 Licensee must notify Escrow Agent of the occurrence of a Release Event specified in Clause 7.1 by delivering to Escrow Agent a notice in writing ("**Notice**") declaring that such Release Event has occurred and specifying the Deposit Account(s) so affected, and setting out the facts and circumstances of the Release Event, that the License Agreement and any maintenance agreement, if relevant, for the Software was still valid and effective up to the occurrence of such Release Event and exhibiting such documentary evidence in support of the Notice as Escrow Agent shall reasonably require.

7.3 Upon receipt of a Notice from Licensee claiming that a Release Event has occurred:

7.3.1 Escrow Agent shall submit a copy of the Notice to Licensor (with a copy to the Licensee in order to acknowledge receipt of the Notice) by courier or other form of guaranteed delivery; and

7.3.2 unless within 14 calendar days after the date of dispatch of the Notice by Escrow Agent, Escrow Agent receives a counter-notice in writing from Licensor stating that in their view no such Release Event has occurred or, if appropriate, that the event or circumstance giving rise to the Release Event has been rectified as shown by documentation in support thereof,

Escrow Agent will release the Escrow Material deposited under the relevant Deposit Accounts to which the Licensee is party and which Licensee has requested, to Licensee for its use for the Release Purposes.

7.4 Upon receipt of the counter-notice from Licensor under Clause 7.3.2, Escrow Agent shall send a copy of the counter-notice and any supporting evidence to Licensee (with a copy to Licensor in order to acknowledge receipt of the counter-notice) by courier or other form of guaranteed delivery.

7.5 Within 90 calendar days of dispatch of the counter-notice by Escrow Agent, Licensee may give Licensor and Escrow Agent written notice of its intention to arbitrate under Clause 8 ("**Demand**").

7.6 If, within 90 calendar days of dispatch of the counter-notice by Escrow Agent to Licensee, Licensee has not given a Demand to Licensor and Escrow Agent, the Notice submitted by Licensee will be deemed to be no longer valid and Licensee shall be deemed to have waived their right to release of the Escrow Material deposited under the relevant Deposit Accounts to which the Licensee is party and which Licensee has requested for the particular reason or event specified in the original Notice. In such circumstances, this Agreement shall continue in full force and effect.

8 Disputes regarding Release Event(s)

8.1 All disputes regarding whether the Release Event(s) specified in the Notice occurred before the Licensee delivered the Notice to Escrow Agent shall be decided by one (1) arbitrator. The place of the arbitration shall be Dover, Delaware. If the Licensor and Licensee have not agreed on an arbitrator within seven (7) days after the Licensor receives the Demand, the American Arbitration Association (AAA) shall appoint an arbitrator within ten (10) days of receipt of a request to appoint an arbitrator, which may be filed by either the Licensor or Licensee. The arbitrator's agreement to the deadlines set forth in this Clause 8 shall be a condition to the appointment as arbitrator, but failure to adhere to these time limits shall not be a basis for challenging the award. Notwithstanding the foregoing, in the event that the Licensee is a federal, state, or local governmental body and the applicable law for such governmental body prohibits binding arbitration or otherwise requires disputes to be resolved in accordance with such applicable law, then all disputes regarding the Release Event(s) shall be decided by the applicable provisions of such law.

8.2 Within seven (7) days of the appointment of the arbitrator, the Licensor and Licensee shall each provide written submissions to the arbitrator, together with all documentary evidence in their possession in support of their claim.

8.3 Based solely on the written submissions of the Licensor and Licensee, and without the need for a hearing, the arbitrator shall render and deliver his or her award to the Licensor, the Licensee and Escrow Agent within fourteen (14) days of receiving the written submissions from the Licensor and Licensee. The Licensee and Licensor may agree to extend this time limit or the arbitrator may do so in its discretion if he or she determines that the interest of justice so requires.

8.4 The award shall be limited to a determination of whether or not there existed a Release Event at the time Licensee delivered the Notice to Escrow Agent and, where the Licensor claims within the timescales specified in Clause 7.3.2 that the Release Event has been rectified and the Licensee does not agree, to a determination of whether or not the Release Event has in fact been rectified. In addition, the arbitrator shall award the prevailing party its attorneys' fees and costs, including the fees and costs of the arbitrator.

8.5 The arbitral award shall be final and binding upon the Parties hereto. If the arbitrator finds that a Release Event existed at the time of delivery of the Notice to Escrow Agent, Escrow Agent is hereby authorized to release and deliver the Escrow Material deposited under the relevant Deposit Account to which the Licensee is party and which the Licensee has requested to the Licensee within 5 working days of the decision being notified by the arbitrator to the parties. If the arbitrator finds to the contrary, then Escrow Agent shall not release the Escrow Material and shall continue to hold the Escrow Material in accordance with the terms of this Agreement.

8.6 The Parties agree that the arbitration provided in this Clause 8 shall not be consolidated or joined with any other proceeding regarding disputes between or among any of the Parties.

9 Confidentiality

9.1 The Escrow Material shall remain at all times the confidential and intellectual property of its owner.

9.2 In the event that Escrow Agent releases any Escrow Material to Licensee, Licensee shall be permitted to use the Escrow Material only for the Release Purposes.

9.3 Subject to Clause 9.4, Escrow Agent agrees to keep all Confidential Information relating to the Escrow Material and/or the Software that comes into its possession or to its knowledge under this Agreement in strict confidence and secrecy. Escrow Agent further agrees not to make use of such information and/or documentation other than for the purposes of this Agreement and, unless the parties should agree otherwise in writing and subject to Clause 9.4, will not disclose or release it other than in accordance with the terms of this Agreement.

9.4 Escrow Agent may release any Escrow Material to the extent that it is required by applicable federal, state or local law, regulation, court order, judgment, decree or other legal process, provided that, unless prohibited by the terms of the order or the relevant law or regulation, Escrow Agent has notified Licensor and Licensee prior to such required release, has given Licensor and/or Licensee an opportunity to contest (at their own expense) such required release, within the time parameters mandated by such applicable regulation, court order, judgment, decree or other legal process. Escrow Agent is hereby expressly authorized in its sole discretion to obey and comply with all orders, judgments, decrees so entered or issued by any court, without the necessity of inquiring as to the validity of such order, judgment or decree, or the court's underlying jurisdiction. Where Escrow Agent obeys or complies with any such order, judgment or decree, Escrow Agent shall not be liable to Licensee, Licensor or any third party by reason of such compliance, notwithstanding that such order, judgment or decree may subsequently be reversed, modified or vacated.

9.5 Any request by a Licensee under Clause 11.3 for a Full Verification shall not be disclosed to any other Licensee(s) except as the requesting Licensee agrees.

10 Intellectual Property Rights

10.1 The release of any Escrow Material to Licensee will not act as an assignment of any Intellectual Property Rights that Licensor or any third party possesses in the Escrow Material. However, upon deposit of any Escrow Material, the title to the media upon which the Escrow Material is deposited (**"Media"**) is transferred to Escrow Agent. Upon delivery of the Escrow Material back to Licensor, the title to the Media shall transfer back to the Licensor. If the Escrow Material is released to the Licensee, the title to the Media shall transfer to the Licensee.

10.2 The Intellectual Property Rights in the Integrity Testing report and any Full Verification report shall remain vested in Escrow Agent. Licensor and Licensee shall each be granted a non-exclusive right and license to use the Integrity Testing report for the purposes of this Agreement and their own internal purposes only. Licensor and the party who commissioned the Full Verification shall each be granted a non-exclusive right and license to use the Full Verification report for the purposes of this Agreement and their own internal purposes only.

11 Integrity Testing and Full Verification

11.1 Escrow Agent shall bear no obligation or responsibility to any party to this Agreement or person, firm, company or entity whatsoever to determine the existence, relevance, completeness, accuracy, operation, effectiveness, functionality or any other aspect of any Escrow Material received by Escrow Agent under this Agreement.

11.2 As soon as practicable after any Escrow Material has been deposited with Escrow Agent, Escrow Agent shall apply its Integrity Testing processes to that Escrow Material.

11.3 If mutually agreed by Licensor and a Registered Licensee in the applicable Registration Agreement, either party to this Agreement shall be entitled to require Escrow Agent to carry out a Full Verification. Subject to Clause 11.4, Escrow Agent's prevailing fees and charges for the Full Verification processes and all reasonable expenses incurred by Escrow Agent in carrying out the Full Verification processes shall be payable by the requesting party.

11.4 If any Escrow Material fails to satisfy Escrow Agent's Full Verification tests as a result of being defective or incomplete in content, Escrow Agent's fees, charges and expenses in relation to the Full Verification tests shall be paid by Licensor.

11.5 Should any Escrow Material deposited fail to satisfy Escrow Agent's Integrity Testing or Full Verification tests under Clauses 11.2 or 11.3, Licensor shall, within 14 days of the receipt of the notice of test failure from Escrow Agent, deposit such new, corrected or revised Escrow Material as shall be necessary to ensure its compliance with its warranties and obligations in Clause 3. If Licensor fails to make such deposit of the new, corrected or revised Escrow Material, Escrow Agent will issue a report to the relevant Licensee(s) (with a copy to Licensor) detailing the problem with the Escrow Material as revealed by the relevant tests.

12 Escrow Agent's Liability

12.1 Nothing in this Clause 12 excludes or limits the liability of Escrow Agent for gross negligence or intentional misconduct.

12.2 Subject to Clause 12.1, Escrow Agent shall not be liable for:

12.2.1 any loss or damage caused to either Licensor or Licensee except to the extent that such loss or damage is caused by the negligent acts or omissions of or a breach of any contractual duty by Escrow Agent, its employees, agents or sub-contractors, and in such event, Escrow Agent's total liability with regard to all claims arising under or by virtue of this Agreement or in connection with the performance or contemplated performance of this Agreement, shall not exceed the sum of $250,000 (two hundred and fifty thousand US dollars); and

12.2.2 any special, indirect, incidental or consequential damages whatsoever.

12.3 Escrow Agent shall not be responsible in any manner whatsoever for any failure or inability of Licensor or Licensee to perform or comply with any provision of this Agreement.

12.4 Escrow Agent shall not be liable in any way to Licensor or Licensee for acting in accordance with the terms of this Agreement and specifically (without limitation) for acting upon any notice, written request, waiver, consent, receipt, statutory declaration or any other document furnished to it pursuant to and in accordance with this Agreement.

12.5 Escrow Agent shall not be required to make any investigation into, and shall be entitled in good faith without incurring any liability to Licensor or Licensee to assume (without requesting evidence thereof) the validity, authenticity, veracity and due and authorized execution of any documents, written requests, waivers, consents, receipts, statutory declarations or notices received by it in respect of this Agreement.

12.6 Escrow Agent shall not be liable in any way to Licensor or Licensee for acting, subject to any terminations pursuant to Clause 14.5, in reliance on the Standard Licensee List referred to in Clause 2.4 together with any Registration Agreements executed and confirmed by Escrow Agent.

13 Indemnity

13.1 Save for any claim falling within the provisions of Clause 12.1, the Licensor and any Registered Licensee involved in the dispute or litigation jointly and severally agree at all times to indemnify and hold harmless Escrow Agent in respect of all of its legal and all other costs (including reasonable attorney's fees), fees and expenses incurred directly or indirectly as a result of being brought into or otherwise becoming involved in any form of dispute resolution proceedings or any litigation of any kind between the Licensor and the Licensee in relation to this Agreement to the extent that this Agreement does not otherwise provide for reimbursement of such costs.

13.2 The Licensor shall assume all liability and shall at all times indemnify and hold harmless Escrow Agent and its officers, agents, sub-contractors and employees from and against any and all liability, loss, damages, costs, legal costs (including reasonable attorney's fees), professional and other expenses and any other liabilities of whatever nature, awarded against or agreed to be paid or otherwise suffered, incurred or sustained by Escrow Agent, whether direct, indirect or consequential as a result of or in connection with any claim by any third party(s) for alleged or actual infringement of Intellectual Property Rights arising out of or in connection with all and any acts or omissions of Escrow Agent in respect of the Escrow Material as contemplated under this Agreement.

13.3 The Licensor shall, where Escrow Agent has acted pursuant to Clause 12.6 above, assume all liability and shall at all times indemnify and hold harmless Escrow Agent and its officers, agents, sub-contractors and employees from and against any and all liability, loss, damages, costs, legal costs (including reasonable attorney's fees), professional and other expenses and any other liabilities of whatever nature, awarded against or agreed to be paid or otherwise suffered, incurred or sustained by Escrow Agent, whether direct, indirect or consequential as a result of or in connection with any claim by a Licensor, Licensee or any third party(s) that Escrow Agent has either failed to release some or all of the correct Escrow Material on a Release Event or has released Escrow Material that it should not have released.

14 Term and Termination

14.1 This Agreement and any Deposit Account Agreement shall continue until terminated in accordance with this Clause 14.

14.2 If Licensor or Licensee, as the case may be, fails to pay an invoice addressed to it for services under this Agreement and/or any Deposit Account Agreement within 30 days of its issue, Escrow Agent reserves the right to give that party written notice to pay the outstanding invoice within 30 days. If Licensor has not paid its invoice by the expiry of the 30 day notice period, Escrow Agent will give Licensee(s) a period of 30 days to pay Licensor's invoice. If Licensor or Licensee (as appropriate) has not paid its invoice after being given notice in accordance with this Clause, Escrow Agent shall have the right to terminate this Agreement, the relevant Deposit Account Agreement or the registration of Licensee (as appropriate) without further notice. Any amounts owed by Licensor but paid by Licensee(s) will be recoverable by Licensee(s) direct from Licensor as a debt and, if requested, Escrow Agent shall provide appropriate documentation to assist in such recovery.

14.3 Upon termination of this Agreement and/or a Deposit Account Agreement in their entirety under the provisions of Clause 14.2, for 30 days from the date of termination Escrow Agent will make the relevant Escrow Material

available for collection by Licensor or its agents from the premises of Escrow Agent during office hours. After such 30 day period Escrow Agent has the authority to destroy the Escrow Material.

14.4 Notwithstanding any other provision of this Clause 14, Escrow Agent may resign as escrow agent hereunder and terminate this Agreement and/or a Deposit Account Agreement(s) by giving sixty (60) days written notice to Licensor and Licensee(s). In the event that this Agreement and/or a Deposit Account Agreement is terminated in its entirety, Licensor and Licensee(s) shall appoint a mutually acceptable new custodian on similar terms and conditions to those contained herein. If a new custodian is not appointed within 14 days of delivery of such notice, Licensor or Licensee(s) shall be entitled to request the American Arbitration Association to appoint a suitable new custodian upon terms and conditions consistent with those in this Agreement. Such appointment shall be final and binding on Licensor and Licensee(s). If Escrow Agent is notified of the new custodian within the notice period, Escrow Agent will forthwith deliver the Escrow Material to the new custodian. If Escrow Agent is not notified of the new custodian within the notice period and this Agreement and/or a Deposit Account Agreement has been terminated in its entirety, Escrow Agent will return the Escrow Material to Licensor.

14.5 A Standard Licensee or Registered Licensee may terminate any and all Deposit Account Agreements in respect of itself only at any time by giving sixty (60) days prior written notice to Escrow Agent.

14.6 If the License Agreement with a Registered Licensee has expired or has been lawfully terminated, then Registered Licensee shall give notice to Escrow Agent within 14 days thereof to terminate its interest under the relevant Deposit Account Agreement(s), failing which, Licensor shall be entitled to give written notice to Escrow Agent to terminate the relevant Registered Licensee's interests under the relevant Deposit Account Agreement(s). Upon receipt of such a notice from Licensor, Escrow Agent shall notify Registered Licensee of Licensor's notice to terminate. Unless within 30 days of Escrow Agent giving such notice to Registered Licensee, Escrow Agent receives a counter-notice from Registered Licensee disputing the termination of the License Agreement, then Registered Licensee shall be deemed to have consented to such termination and Registered Licensee's rights under the relevant Deposit Account Agreement shall immediately automatically terminate. Any disputes arising under this Clause shall be dealt with in accordance with the dispute resolution procedure in Clause 8. Upon termination of all Registered and Standard Licensees under a Deposit Account Agreement under this Clause, Escrow Agent shall return the Escrow Material to Licensor.

14.7 Subject to Clause 14.6, Licensor may only terminate the interests of any Registered Licensee under a Deposit Account Agreement with the written consent of that Registered Licensee.

14.8 Subject to Clause 14.6, Licensor may only terminate this Agreement or a Deposit Account Agreement in its entirety with the written consent of all Registered Licensees.

14.9 Licensor may terminate the interests of any Standard Licensee under a Deposit Account Agreement at any time by submitting to Escrow Agent a new list in the form set out in Appendix 3.

14.10 A Deposit Account Agreement shall automatically immediately terminate in respect of a Licensee upon release of the Escrow Material to that Licensee in accordance with Clause 7.

14.11 If this Agreement or a Deposit Account Agreement is superseded and replaced by a new agreement in respect of the Escrow Material, this Agreement and/or the relevant Deposit Account Agreement shall, upon the coming into force of the new agreement in respect of a Licensee, automatically terminate in respect of that Licensee. When this Agreement and/or a Deposit Account Agreement has been terminated in respect of all Licensees who are registered under it, it shall immediately terminate in its entirety. The relevant party or parties shall request Escrow Agent to either transfer the Escrow Material to the new agreement or ask Licensor under the new agreement to deposit new material. If new material is deposited, upon its receipt, Escrow Agent shall, unless otherwise instructed, destroy the Escrow Material.

14.12 The termination of this Agreement and/or a Deposit Account Agreement in respect of a Licensee shall be without prejudice to the continuation of this Agreement and/or the Deposit Account Agreement in respect of any other Licensees.

14.13 If any terminations of Licensees' interests under this Agreement and/or a Deposit Account Agreement result in there being no Licensees registered under this Agreement and/or the Deposit Account Agreement, unless otherwise instructed by Licensor, this Agreement and/or the Deposit Account Agreement will continue and the Escrow Material will be retained by Escrow Agent pending registration of other Licensees.

14.14 The provisions of Clauses 1, 4.2, 6, 9, 10, 11.1, 12, 13, 14.14 to 14.16 (inclusive) and 15 shall continue in full force after termination of this Agreement.

14.15 On and after termination of this Agreement and/or a Deposit Account Agreement, Licensor and/or Licensee(s) (as appropriate) shall remain liable to Escrow Agent for payment in full of any fees and interest which have become due but which have not been paid as at the date of termination.

14.16 The termination of this Agreement and/or a Deposit Account Agreement, however arising, shall be without prejudice to the rights accrued to the parties prior to termination.

14.17 Escrow Agent may remove a Standard Licensee as a beneficiary under one or more Deposit Account(s) if it fails to confirm that it will pay the Escrow Agent's fees in accordance with Clause 6.1.

15 General

15.1 Licensor and Licensee(s) shall notify Escrow Agent and each other, within 30 days of its occurrence, of any of the following:

15.1.1 a change of its name, principal office, contact address or other contact details; and

15.1.2 any material change in its circumstances that may affect the validity or operation of this Agreement or a Deposit Account Agreement.

Escrow Agent shall be entitled to contact any party to this Agreement (including Standard Licensees) as required to enable it to provide its services under this Agreement, including, but not limited, to verify that it has up-to-date contact details.

15.2 This Agreement shall be deemed entered into in Delaware and will be governed by and construed according to the laws of the state of Delaware, excluding that body of law known as conflict of law. The parties agree that any dispute arising under this Agreement, except as provided in Clause 8, will be resolved in the state or federal courts in Dover, and the parties hereby expressly consent to the jurisdiction thereof. Notwithstanding the foregoing, in the event that the Licensee is a federal, state, or local governmental body and the applicable law for such governmental body requires that the applicable License be governed and construed by such law, then this Agreement shall be deemed to be governed and construed according to such law.

15.3 This Agreement and the relevant Deposit Account Agreement together with, in respect of each Registered Licensee, their Registration Agreement and in respect of each Standard Licensee, the inclusion of them in the Appendix 3 list and any relevant Escrow Agent Integrity Testing or verification terms and conditions incorporated by any Registration Agreement represents the whole agreement relating to the escrow arrangements between Escrow Agent, Licensor and that Licensee for the Software and shall supersede all prior agreements, discussions, arrangements, representations, negotiations and undertakings. In the event of any conflict between these documents, the terms of this Agreement shall prevail.

15.4 Unless the provisions of this Agreement otherwise provide, any notice or other communication required or permitted to be given or made in writing hereunder shall be validly given or made if delivered by hand or courier or if dispatched by certified or registered mail (airmail if overseas) addressed to the address specified for the parties in this Agreement or their Registration Agreement (or such other address as may be notified to the parties from time to time) or if sent by facsimile message to such facsimile number as has been notified to the parties from time to time and shall be deemed to have been received:

(i) if delivered by hand or courier, at the time of delivery;

(ii) if sent by certified or registered mail (airmail if overseas), 3 business days after posting (6 days if sent by airmail);

(iii) if sent by facsimile, at the time of completion of the transmission of the facsimile with facsimile machine confirmation of transmission to the correct facsimile number of all pages of the notice.

Licensor (as amended from time to time):

BUSINESS CONTACT
Company: Iteris, Inc.
Contact: Dan Gilliam Title: Vice President Contracts
Address: 1700 Carnegie Avenue Ste 100
City, State, Zip: Santa Ana, CA 92705-5551
Telephone: 949-270-9606 Fax: 949-270-9401
Email: dgilliam@iteris.com

TECHNICAL CONTACT
Company: Iteris, Inc.
Contact: Thaddeus Hoffman Title: Sr. Program Manager
Address: 12426 Explorer Drive, Suite 240
City, State, Zip: Boise, ID 83713
Telephone: 208-345-4630 Fax:
Email: tth@iteris.com

BILLING CONTACT (If different from above)
Contact: Accounts Payable Title:
Address: 1700 Carnegie Avenue Ste 100
City, State, Zip: Santa Ana, CA 92705-5551
Telephone: 949-270-9422 Fax: 949-270-9421
Email: accountspayable@iteris.com
Purchase Order (If applicable):

Escrow Agent (as amended from time to time):

BUSINESS CONTACT
Company:
Contact: Title:
Address:
City, State, Zip:
Telephone: Fax:
Email:

15.5 Except where Licensor or Licensee merges, is acquired or has substantially all of its assets acquired and the new entity or acquirer agrees to assume all of their obligations and liabilities under this Agreement and the relevant Deposit Account Agreement, Licensor and Licensee shall not assign, transfer or subcontract this Agreement or any rights or obligations hereunder without the prior written consent of the other parties.

15.6 Escrow Agent shall be entitled to transfer or assign this Agreement upon written notice to both Licensor and all Licensees.

15.7 This Agreement shall be binding upon and survive for the benefit of the successors in title and permitted assigns of the parties.

15.8 If any provision of this Agreement is declared too broad in any respect to permit enforcement to its full extent, the parties agree that such provision shall be enforced to the maximum extent permitted by law and that such provision shall be deemed to be varied accordingly. If any provision of this Agreement is found by any court, tribunal or administrative body of competent jurisdiction to be wholly or partly illegal, invalid, void, or unenforceable, it shall, to the extent of such illegality, invalidity or unenforceability, be deemed severable and the remaining part of the provision and the rest of the provisions of this Agreement shall continue in full force and effect.

15.9 Save as expressly provided in this Agreement, no amendment or variation of this Agreement or a Deposit Account Agreement shall be effective unless in writing and signed by a duly authorized representative of each of the parties to it.

15.10 Escrow Agent shall, on request by Licensor or Standard or Registered Licensee, provide a copy of this Agreement to the relevant Standard or Registered Licensee(s) stated in the request.

15.11 The parties shall not be liable to each other or be deemed to be in breach of this Agreement by reason of any

delay in performing, or failure to perform, any of their obligations under this Agreement if the delay or failure was for a reason beyond that party's reasonable control (including, without limitation, fire, flood, explosion, epidemic, riot, civil commotion, any strike, lockout or other industrial action, act of God, war or warlike hostilities or threat of war, terrorist activities, accidental or malicious damage, or any prohibition or restriction by any governments or other legal authority which affects this Agreement and which is not in force on the date of this Agreement). A party claiming to be unable to perform its obligations under this Agreement (either on time or at all) in any of the circumstances set out above must notify the other parties of the nature and extent of the circumstances in question as soon as practicable. If such circumstances continue for more than six months, any of the other parties shall be entitled to terminate this Agreement by giving one month's notice in writing.

15.12 No waiver by any party of any breach of any provisions of this Agreement shall be deemed to be a waiver of any subsequent or other breach and, subject to Clause 7.6, no failure to exercise or delay in exercising any right or remedy under this Agreement shall constitute a waiver thereof.

15.13 This Agreement may be executed in any number of counterparts and by different parties in separate counterparts. Each counterpart when so executed shall be deemed to be an original and all of which together shall constitute one and the same agreement. A facsimile or copy of the agreement or signature shall be as valid as an original.

Signed for and on behalf of Iteris Inc.

Name: Dan Gilliam ..... | .....

Position: Vice President, Contracts ..... | (Authorized Signatory)

Signed for and on behalf of NCC GROUP ESCROW ASSOCIATES, LLC

Name: Grayson Burnhart ..... | .....

Position: Contracts Manager ..... | (Authorized Signatory)

Schedule 1 (Deposit Form)

ESCROW MATERIALS DEPOSIT FORM	
Escrow Account Number:	[Agreement Number]
Product Name:	[Software Name]
Deposit Account Number:	[ ]
Date:	

DEPOSITOR DETAILS

Company Name:		Technical Contact:	
Address:		Signature:	
		Position:	
Telephone No:		Email Address:	

MATERIAL DETAILS

Media Type (e.g. Disc, Tape etc.)	Number of media items	Name of Software	Version/Release

Hardcopy Documents (please supply details):	
Softcopy Documents (please give location on media, e.g. \docs\build):	
What Hardware was used to create the media deposit?	
What Operating System was used?	
What Backup Command/Software was used?	
What Software Compression has been used?	
What Encryption/Password Protection has been used?	
In what Development Language is the source code written?	
Approximate size of the data on the media in megabytes?	
Provide details of any third party software required to access/compile the material.	
Provide details of any additional build information.	

The following information MUST be provided for Escrow Agent to accept the deposit of escrow material:

If this is your initial/first deposit, please fill in Section 1.
If this is your second or subsequent deposit (i.e. a replacement/update) please fill in Section 2.

SECTION 1 **Initial Deposit (First Deposit)** – Is this a complete deposit?
☐ **YES** ☐ **NO** **If NO, please indicate when the rest of the deposit will be sent**

_____

SECTION 2 **Deposit Updates/Replacements** – Is the deposit a complete replacement of any of the previous deposits?
☐ **YES** ☐ **NO**

If **YES**, would you like the past deposit(s) to be:

☐ **RETAINED** ☐ **RETURNED** ☐ **DESTROYED** ***For returns and destroys**, please specify which deposit(s) this applies to by reference to the month and year of delivery to Escrow Agent

(Tick 'ALL' if all previous deposits): ☐ **All** ☐ **SPECIFIC DEPOSIT(S):**

Signature of Recipient _____ **Date material received by Escrow Agent** _____

Appendix 1

Template Deposit Account Agreement

Agreement dated:

Between:

(1) Iteris Inc., a corporation organized and existing under the laws of Delaware with its principal office is at 1700 Carnegie Avenue Santa Ana, CA 92705-5551 ("**Licensor**"); and

(2) NCC Group Escrow Associates, LLC, a corporation organized and existing under the laws of Georgia with its principal office at 8302 Dunwoody Place, Suite 150, Atlanta GA, 30350, USA ("**Escrow Agent**").

Agreement:

In consideration of the mutual obligations and undertakings contained in the multi licensee deposit account software escrow agreement number _____ dated _____ ("**Agreement**") between the Licensor and Escrow Agent, the parties to this agreement agree as follows:

1 This agreement is a Deposit Account Agreement (as defined in the Agreement).

2 This Deposit Account Agreement is supplemental to and governed by the terms and conditions of the Agreement.

3 This Deposit Account Agreement relates to the Escrow Material as defined in the Agreement and as described in Schedule 1 below.

4 Escrow Agent's fees are payable as set out in the Order Form.

Signed for and on behalf of Iteris Inc.

Name: .....

Position: ..... (Authorized Signatory)

Date: .....

Signed for and on behalf of NCC GROUP ESCROW ASSOCIATES, LLC

Name: .....

Position: ..... (Authorized Signatory)

Date: .....

Schedule 1

Description of Escrow Material

Product name Product description

Deposit Account No. [1]

Appendix 2

Registration Agreement

NOTE: ***A COPY OF THIS REGISTRATION AGREEMENT MUST BE DULY SIGNED BY AN AUTHORIZED SIGNATORY AND RETURNED TO ESCROW AGENT BEFORE A REGISTERED LICENSEE CAN CLAIM PROTECTION UNDER THE RELEVANT DEPOSIT ACCOUNT.***

Agreement between:

(1) Iteris Inc. a corporation organized and existing under the laws of Delaware with its principal office is at 1700 Carnegie Avenue Santa Ana, CA 92705-5551 (**"Licensor"**);

(2) NCC Group Escrow Associates, LLC, a corporation organized and existing under the laws of Georgia with its principal office at 8302 Dunwoody Place, Suite 150, Atlanta GA, 30350, USA (**"Escrow Agent"**); and

(3) Licensee's Name: .....

whose principal office is at

.....

..... (**"Licensee"**);

Agreement:

1. This registration agreement (**"Registration Agreement"**) is supplemental to the terms and conditions of the multi licensee deposit account software escrow agreement number [Agreement#] dated _____ (**"Escrow Agreement"**) and the Deposit Account Agreement(s) (as defined in the Escrow Agreement) product name(s) and number(s) _____ dated _____, both between Licensor and Escrow Agent.
2. This Registration Agreement, the Escrow Agreement and the relevant Deposit Account Agreement(s) together shall form a binding agreement between Licensor, Escrow Agent and Licensee in accordance with the terms of the Escrow Agreement.
3. Licensee hereby agrees to take the benefit of, agrees and undertakes to perform its obligations under and be bound by the terms and conditions of the Escrow Agreement, including the payment obligations defined below, as though they were a party to the Escrow Agreement and the Deposit Account Agreement and named therein as a Licensee.
4. Licensor and Licensee agree to compensate Escrow Agent for its services pursuant to this agreement according to the schedule following:

	DESCRIPTION	RATE	LICENSOR	LICENSEE
1	Annual Escrow Management Fee	$	100%	Nil
2	Deposit Account Initial Fee	$	100%	Nil
3	Licensee Registration Fee (per individual Licensee registered, payable upon registration and upon the escrow account's anniversary every year thereafter)	$	Nil	100%
4	Scheduled Update Fee (2nd and subsequent scheduled deposits in any one year, payable on completion of this Agreement and in advance of each anniversary thereafter)	$	100%	Nil
5	Licensee Termination Fee	$	Nil	100%
6	Release Fee (plus Escrow Agent's reasonable expenses)	$	Nil	100%

5. This Registration Agreement shall take effect when Escrow Agent has registered Licensee as a party to the relevant Deposit Account Agreement.

Licensee:

BUSINESS CONTACT
Company: _____
Contact: _____ Title: _____
Address: _____
City, State, Zip: _____
Telephone: _____ Fax: _____
Email: _____

BILLING CONTACT (If different from above)
Contact: _____ Title: _____
Address: _____
City, State, Zip: _____
Telephone: _____ Fax: _____
Email: _____
Purchase Order (if applicable): _____

Signed for and on behalf of [Licenseename]

Name: .....

Position: ..... (Authorized Signatory)

Date: .....

Signed for and on behalf of Iterls Inc.

Name: .....

Position: ..... (Authorized Signatory)

Date: .....

Signed for and on behalf of NCC GROUP ESCROW ASSOCIATES, LLC

Name: .....

Position: ..... (Authorized Signatory)

Date: .....

Appendix 3

Standard Licensee List

NOTE: ***A COPY OF THIS STANDARD LICENSEE LIST MUST INCLUDE:***

- ***THE LICENSOR NAME;***
- ***THE NAME OF THE PERSON AT THE LICENSOR SUBMITTING THE LIST;***
- ***THE DATE ON WHICH THE LIST IS SUBMITTED TO ESCROW AGENT; AND***
- ***(IN RESPECT OF EACH STANDARD LICENSEE) WHETHER THE LICENSOR OR THE STANDARD LICENSEE IS PAYING THE LICENSEE REGISTRATION FEES***

AND MUST BE RETURNED TO THE ESCROW AGENT BEFORE A STANDARD LICENSEE CAN CLAIM PROTECTION UNDER THE RELEVANT DEPOSIT ACCOUNT.

Licensor Name: .....

Form submitted by: .....

Date submitted: .....

Product name:
Deposit Account Number: [1]

Standard Licensee #1

Company Name: _____

Contact: _____

Address: _____

City, State, Zip: _____

Telephone: _____ Fax: _____

E-mail: _____

Deposit Account Number(s): _____

Licensor/Standard Licensee* is paying the Licensee Registration Fee (* circle or delete as appropriate)

Standard Licensee #2

Company Name: _____

Contact: _____

Address: _____

City, State, Zip: _____

Telephone: _____ Fax: _____

E-mail: _____

Deposit Account Number(s): _____

Licensor/Standard Licensee* is paying the Licensee Registration Fee (* circle or delete as appropriate)

Product name:
Deposit Account Number: [2]

Standard Licensee #1

Company Name: _____

Contact: _____

Address: _____

City, State, Zip: _____

Telephone: _____ Fax: _____

E-mail: _____

Deposit Account Number(s): _____

Licensor/Standard Licensee* is paying the Licensee Registration Fee (* circle or delete as appropriate)

Standard Licensee #2

Company Name: _____

Contact: _____

Address: _____

City, State, Zip: _____

Telephone: _____ Fax: _____

E-mail: _____

Deposit Account Number(s): _____

Licensor/Standard Licensee* is paying the Licensee Registration Fee (* circle or delete as appropriate)

Dunn & Bradstreet Report

INTENTIONALLY LEFT BLANK

ITERIS, INC.

Trade Name(s): ITERIS
ACTIVE HEADQUARTERS

D-U-N-S Number: 04-876-5937
Company: ITERIS, INC.

Summary

D&B Address

Address: 1700 CARNEGIE AVE STE 100
SANTA ANA,CA, US - 92705
Location Type: HEADQUARTERS
Phone: 949-270-9400
Fax:
Web: www.iteris.com

Added to Portfolio: 07/25/2011
Endorsement: dtn@iteris.com
Last View Date: 07/07/2020

Company Summary

SCORE BAR

PAYDEX® ↓	**75**	Paying 8 days past due
Commercial Credit Score Class ↑	**1**	Low Risk of severe payment delinquency.
Financial Stress Score Class ↑	**3**	Moderate Risk of severe financial stress
Credit Limit - D&B Conservative	**400,000.00**	Based on profiles of other similar companies.
D&B Rating	**4A3**	4A indicates 10 to 50 million, Credit appraisal of 3 is fair

D&B 3-MONTH PAYDEX®

D&B 3-month PAYDEX® : 76
Low Risk (100) ; High Risk (1)
When weighted by amount, Payments to suppliers average 6 Days Beyond Terms

D&B PAYDEX®

D&B PAYDEX® : 75
Low Risk (100) ; High Risk (1)
When weighted by amount, Payments to suppliers average 8 days beyond terms

D&B COMPANY OVERVIEW

This is a headquarters location

Branch(es) or Division(s) exist
Y

Chief Executive
JJOSEPH BERGERA, PRES-CEO

Age (Year Started)
51 years (1969)

Employees
447 (146 Here)

History Status
CLEAR

Net Worth
63127000

Financing
SECURED

Financial Condition
FAIR

Revenue
114117000

Stock Symbol
ITI

SIC
3861, 8742

Line of business
Mfg photo equip/supplies, mgmt consulting svcs

NAICS
333316

PUBLIC FILINGS

The following data includes both open and closed filings found in D&B's database on this company.

Record Type	Number of Records	Most Recent Filing Date
Bankruptcies	0	---
Judgments	0	---
Liens	0	---
Suits	0	---
UCCs	5	04/01/2018

The public record items contained herein may have been paid, terminated, vacated or released prior to today's date.

FINANCIAL STRESS SCORE CLASS

Financial Stress Score Class : 3
Low Risk:1 ; High Risk:5

COMMERCIAL CREDIT SCORE CLASS

Commercial Credit Score Class : 1
Low Risk:1 ; High Risk:5

PAYDEX® TREND CHART

DETAILED TRADE RISK INSIGHT™

3 months from May-20 to Jul-20

Days Beyond Terms Past 3 months: 5 Days
Days Beyond Terms Past 3 months : 5
Low Risk:0 ; High Risk:120+

Dollar-weighted average of **31** payment experiences reported from **24** companies.

STOCK PERFORMANCE

ITI 4.93 -0.01 ↓ (-0.21%)

Previous Close:	Volume:
4.93	103,926.00
Daily High:	Daily Low:
5.1	4.89
52-Week High:	52-Week Low:
6.7	2.08
P/E:	Market Cap:
N/A	200,406,330
EPS:	Div/Yield:
-0.15	0.00

LATEST NEWS

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Google Inc.

Is Iteris Inc (ITI) Going to Burn These Hedge Funds? Daily Magazine Jul 5, 2020
Google Inc.

Squarepoint Ops LLC Has $301,000 Stock Position in Iteris Inc (NASDAQ:ITI) The Enterprise Leader Jul 5, 2020
Google Inc.

Tom Thomas Purchases 10,000 Shares of Iteris Inc (NASDAQ:ITI) Stock - Modern Readers MR Modern Readers Jul 2, 2020
Google Inc.

A Director at Iteris (ITI) is Buying Shares Smarter Analyst Jun 30, 2020
Google Inc.

Iteris Inc (NASDAQ:ITI) Expected to Post Earnings of -$0.04 Per Share MR Modern Readers Jun 29, 2020
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Iteris Inc (NASDAQ:ITI) Expected to Announce Quarterly Sales of $28.56 Million MR Modern Readers Jun 29, 2020
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Iteris Appoints Anjali Joshi to Its Board of Directors Business Wire Jun 22, 2020
Google Inc.

Iteris? (ITI) Outperform Rating Reiterated at JMP Securities The Olympia Report Jun 21, 2020
Google Inc.

3 'Strong Buy' Stocks Under $5 With Substantial Upside Potential Daily Magazine Jun 20, 2020
Google Inc.

Iteris Wins Contract in Georgia socalTECH.com Jun 16, 2020
Google Inc.

Iteris Selected by Digital Traffic Systems, Inc. to Deploy ITS Asset Management System for Georgia Department of Transportation Business Wire Jun 15, 2020
Google Inc.

Motorcar Parts of America Reports Fiscal 2020 Fourth Quarter and Year-End Results One News Page Ltd Jun 15, 2020
Google Inc.

Iteris (NASDAQ:ITI) Lifted to C- at TheStreet MR Modern Readers Jun 14, 2020
Google Inc.

Teton Advisors Inc. Reduces Stock Position in Iteris Inc (NASDAQ:ITI) The Olympia Report Jun 13, 2020
Google Inc.

B. Riley Comments on Iteris Inc?s Q2 2021 Earnings (NASDAQ:ITI) MR Modern Readers Jun 13, 2020
Google Inc.

Brokerages Set Iteris Inc (NASDAQ:ITI) Price Target at $8.17 Tech Know Bits Jun 12, 2020
Google Inc.

Zacks Investment Research Upgrades Iteris (NASDAQ:ITI) to Buy MR Modern Readers Jun 12, 2020
Google Inc.

Permanent Link to Iteris (NASDAQ:ITI) Releases Quarterly Earnings Results, Beats Estimates By $0.02 EPS The Olympia Report Jun 11, 2020
Google Inc.

Iteris (NASDAQ:ITI) Coverage Initiated by Analysts at Northland Securities - Modern Readers MR Modern Readers Jun 11, 2020
Google Inc.

Graham Corporation Reports Fiscal 2020 Fourth Quarter and Full Year Results One News Page Ltd Jun 10, 2020
Google Inc.

Iteris (ITI) Gets a Buy Rating from Northland Securities Smarter Analyst Jun 10, 2020
Google Inc.

ITERIS : Q4 2020 Key Financial Metrics 4-Traders Jun 9, 2020
Google Inc.

Iteris: Fiscal 4Q Earnings Snapshot News957 Jun 9, 2020
Google Inc.

Iteris EPS beats by $0.01, misses on revenue One News Page Ltd Jun 9, 2020
Google Inc.

Iteris Reports 18% Revenue Growth Year Over Year in Fiscal Fourth Quarter Business Wire, Inc. Jun 9, 2020
Google Inc.

Iteris, Inc. to Host Earnings Call BAYSTREET Jun 9, 2020
Google Inc.

Enter the Student Data Challenge On Urban Travel Time, Speed And Reliability Iteris, Incorporated Jun 9, 2020
Google Inc.

Vantage Next Now Compatible with Dozens of Video Management Systems (VMS) Iteris, Incorporated Jun 9, 2020
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Iteris Enhances ADT and API Capabilities of VantageLive! Iteris, Incorporated Jun 8, 2020
Google Inc.

Bentonville: A New American Town Iteris, Incorporated Jun 5, 2020
Google Inc.

Iteris Wins $1M Contract In Texas socalTECH.com Jun 3, 2020
Google Inc.

ITERIS, INC. (NASDAQ:ITI) Files An 8-K Results of Operations and Financial Condition Market Exclusive Jun 3, 2020
Google Inc.

Iteris bags $1M contract by City of Round Rock (NASDAQ:ITI) Seeking Alpha Jun 3, 2020
Google Inc.

Iteris Awarded $1 Million Contract by City of Round Rock for Smart Mobility Initiative Business Wire Jun 2, 2020
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Mitsubishi UFJ Kokusai Asset Management Co. Ltd. Boosts Stake in Iteris Inc (NASDAQ:ITI) The Enterprise Leader Jun 2, 2020
Google Inc.

Iteris (ITI) Scheduled to Post Quarterly Earnings on Tuesday - Modern Readers MR Modern Readers Jun 1, 2020
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Iteris Sets Fiscal Fourth Quarter and Full Year 2020 Conference Call for Tuesday, June 9, 2020 at 4:30 p.m. ET Business Wire May 27, 2020
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Iteris (NASDAQ:ITI) Upgraded at ValuEngine Tech Know Bits May 18, 2020
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Iteris Inc (NASDAQ:ITI) Receives $8.17 Consensus PT from Brokerages Tech Know Bits May 18, 2020
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Iteris (NASDAQ:ITI) Trading 0.2% Higher Tech Know Bits May 11, 2020
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Iteris and Georgia DOT Celebrate 511 Day 2020 Iteris, Incorporated May 11, 2020
Google Inc.

B. Riley Weighs in on Iteris Inc?s FY2020 Earnings (NASDAQ:ITI) Tech Know Bits May 8, 2020
Google Inc.

Iteris Wins $1.8M Contract With South Carolina socalTECH.com May 7, 2020
Google Inc.

South Carolina Department of Transportation Completes Upgrade to Iteris ClearGuide for Improved Statewide Mobility Business Wire May 6, 2020
Google Inc.

Burnsville weather analytics company bolsters agricultural business with $12M acquisition Around the Majors - StarTribune.com May 6, 2020
Google Inc.

PRESS RELEASE: ITS Canada Announces Completion of Version 3 Update of the

ITS Architecture for Canada ITS Canada May 5, 2020
Google Inc.

JMP Securities Lowers Iteris (NASDAQ:ITI) Price Target to $9.00 Tech Know Bits May 5, 2020
Google Inc.

CleanSpark CLSK and IPG Photonics among Tech gainers; My Size and Itron among losers Seeking Alpha May 5, 2020
Google Inc.

STOCK PERFORMANCE

ITI 4.93 -0.01 ↓ (-0.21%)

Previous Close: 4.93	Volume: 103,926.00
Daily High: 5.1	Daily Low: 4.89
52-Week High: 6.7	52-Week Low: 2.08
P/E: N/A	Market Cap: 200,406,330
EPS: -0.15	Div/Yield: 0.00

Detailed Trade Risk Insight™

Detailed Trade Risk Insight provides detailed updates on over 1.5 billion commercial trade experiences collected from more than 260 million unique supplier/purchaser relationships.

DAYS BEYOND TERMS - PAST 3 & 12 MONTHS

3 months from May-20 to Jul-20

Days Beyond Terms : 5 Days

Days Beyond Terms : 5
High Risk:120+ ; Low Risk:0

Dollar-weighted average of **31** payment experiences reported from **24** companies.

12 months from Aug-19 to Jul-20

Days Beyond Terms : 4 Days

Days Beyond Terms : 4
High Risk:120+ ; Low Risk:0

Dollar-weighted average of **62** payment experiences reported from **35** companies.

DEROGATORY EVENTS LAST 12 MONTHS FROM JUL-19 TO JUN-20

No Derogatory trade Event has been reported on this company for the past 13 Months

TOTAL AMOUNT CURRENT AND PAST DUE - 12 MONTH TREND FROM JUL-19 TO JUN-20

Status	Jul
Total	5
Current	5
1-30 Days Past Due	2
31-60 Days Past Due	1
61-90 Days Past Due	1
91+ Days Past Due	4

Corporate Linkage

SUBSIDIARIES (DOMESTIC)

Company	City , State	D-U-N-S® NUMBER
MEYER MOHADDES ASSOCIATES INC	LOS ANGELES , California	79-883-5484

ALBECK GERKEN, INC.	TAMPA , Florida	12-863-0162
MERIDIAN ENVIRONMENTAL TECHNOLOGY, INC.	GRAND FORKS , North Dakota	02-020-7507
BERKELEY TRANSPORTATION SYSTEMS, INC	BERKELEY , California	15-777-1119
ODETICS BROADCAST, INC.	ANAHEIM , California	12-338-5069

BRANCHES (DOMESTIC)

Company	City , State	D-U-N-S® NUMBER
ITERIS, INC.	LOS ANGELES , California	06-109-6256
ITERIS, INC.	OAKLAND , California	12-624-4339
ITERIS, INC.	ONTARIO , California	19-974-8638
ITERIS, INC.	BOISE , Idaho	19-976-5483
ITERIS, INC.	IDAHO FALLS , Idaho	19-977-0202
ITERIS, INC.	NORCROSS , Georgia	19-977-0889
ITERIS, INC.	LAS VEGAS , Nevada	83-083-0746
ITERIS, INC.	OGDEN , Utah	02-679-0674
ITERIS, INC.	LAS VEGAS , Nevada	04-793-8532
ITERIS, INC.	KANSAS CITY , Missouri	05-411-0164
ITERIS, INC.	TROY , Michigan	02-268-7194
ITERIS, INC.	ROUND ROCK , Texas	02-756-9122
ITERIS, INC.	ORLANDO , Florida	12-685-1729
ITERIS, INC.	OMAHA , Nebraska	02-207-5218
ITERIS, INC.	GRAND FORKS , North Dakota	07-965-0513
ITERIS, INC.	FAIRFAX , Virginia	09-950-9855
ITERIS, INC.	BERKELEY , California	06-690-8959
ITERIS, INC.	WEST LAKE HILLS , Texas	09-094-6149

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Predictive Scores

D&B VIABILITY RATING SUMMARY

The D&B Viability Rating uses D&B's proprietary analytics to compare the most predictive business risk indicators and deliver a highly reliable assessment of the probability that a company will go out of business, become dormant/inactive, or file for bankruptcy/insolvency within the next 12 months. The D&B Viability Rating is made up of 4 components:

Viability Score
Compared to All US Businesses within the D&B Database:

- Level of Risk:**Low Risk**
- Businesses ranked 1 have a probability of becoming no longer viable: **0.2 %**
- Percentage of businesses ranked 1: **0.3 %**
- Across all US businesses, the average probability of becoming no longer viable:**14 %**

Portfolio Comparison
Compared to All US Businesses within the same MODEL SEGMENT:

- Model Segment :**Available Financial Data**
- Level of Risk:**Low Risk**
- Businesses ranked 2 within this model segment have a probability of becoming no longer viable: **0.2 %**
- Percentage of businesses ranked 2 with this model segment:**14 %**
- Within this model segment, the average probability of becoming no longer viable:**0.6 %**

Data Depth Indicator
Data Depth Indicator:

- Rich Firmographics
- Extensive Commercial Trading Activity

Company Profile:
Company Profile Details:

- Financial Data:**Available**
- Trade Payments:**Available: 3+Trade**

› Comprehensive Financial Attributes

Greater data depth can increase the precision of the D&B Viability Rating assessment.

To help improve the current data depth of this company, you can ask D&B to make a personalized request to this company on your behalf to obtain its latest financial information. To make the request, click the link below. Note, the company must be saved to a folder before the request can be made.

Request Financial Statements

Reference the FINANCIALS tab for this company to monitor the status of your request.

- Company Size:**Large: Employees:50+ or Sales: $500K+**
- Years in Business:**Established: 5+**



Financial Data	Trade Payments	Company Size	Years in Business
Available	Available: 3+Trade	Large	Established

CREDIT CAPACITY SUMMARY

This credit rating was assigned because of D&B's assessment of the company's creditworthiness. For more information, see the **D&B Rating Key**

D&B Rating:4A3 **Financial Strength:** 4A indicates 10 to 50 million **Composite credit appraisal:** 3 is fair

Sales: 114,117,000 (Up by 15.1% from last year)
Number of Employees Total: 447 (146 here) (As of 03/30/2020)

Worth: 63,127,000 (Up by 85.4% from last year) (As of 03/30/2020)
Working Capital: $32,514,000 (As of 03/31/1920)

Payment Activity	(based on 95 experiences)
Average High Credit:	$27,735
Highest Credit:	$600,000
Total Highest Credit:	$1,713,350

Below is an overview of the company's rating history since 06/15/2009.

D&B Rating	Date Applied
4A3	07/23/2018
4A2	06/17/2018
4A3	06/27/2016
5A2	10/20/2014
1R3	07/15/2014
5A2	06/10/2013
5A1	06/12/2012
5A2	02/09/2012
5A1	11/03/2011
5A2	06/15/2009

Note: The Worth amount in this section may have been adjusted by D&B to reflect typical deductions, such as certain intangible assets.

D&B CREDIT LIMIT RECOMMENDATION

Conservative credit Limit: 400,000
Aggressive credit Limit: 750,000
Risk category for this business:LOW

Risk category for this business:: LOW

The Credit Limit Recommendation (CLR) is intended to serve as a directional benchmark for all businesses within the same line of business or industry, and is not calculated based on any individual business. Thus, the CLR is intended to help guide the credit limit decision, and must be balanced in combination with other elements which reflect the individual company's size, financial strength, payment history, and credit worthiness, all of which can be derived from D&B reports.

Risk is assessed using D&Bs scoring methodology and is one factor used to create the recommended limits. See Help for details.

FINANCIAL STRESS CLASS SUMMARY

The Financial Stress Score predicts the likelihood of a firm ceasing business without paying all creditors in full, or reorganization or obtaining relief from creditors under state/federal law over the next 12 months. Scores were calculated using a statistically valid model derived from D&B's extensive data files.

The Financial Stress Class of 3 for this company shows that firms with this class had a failure rate of 0.24% (24 per 10,000), which is lower than the average of businesses in D & B's database

Financial Stress Class :

Financial Stress Class : 3
Low Risk:1 ; High Risk:5
Moderately lower than average risk of severe financial stress, such as a bankruptcy or going out of business with unpaid debt, over the next 12 months.

Probability of Failure:

- Risk of Severe Financial Stress for Businesses with this Class: **0.24%** (24 per 10,000)
- Financial Stress National Percentile : **50** (Highest Risk: 1; Lowest Risk: 100)
- Financial Stress Score : **1477** (Highest Risk: 1,001; Lowest Risk: 1,875)
- Average Risk of Severe Financial Stress for Businesses in D&B database: **0.48%** (48 per 10,000)

The Financial Stress Class of this business is based on the following factors:

- Low proportion of satisfactory payment experiences to total payment experiences.
- UCC Filings reported.
- High proportion of past due balances to total amount owing.
- High number of inquiries to D & B over last 12 months.
- Prior Business Deterioration.

Financial Stress Percentile Trend:

Notes:

- The Financial Stress Class indicates that this firm shares some of the same business and financial characteristics of other companies with this classification. It does not mean the firm will necessarily experience financial stress.
- The Probability of Failure shows the percentage of firms in a given Class that discontinued operations over the past year with loss to creditors. The Probability of Failure - National Average represents the national failure rate and is provided for comparative purposes.
- The Financial Stress National Percentile reflects the relative ranking of a company among all scorable companies in D&B's file.
- The Financial Stress Score offers a more precise measure of the level of risk than the Class and Percentile. It is especially helpful to customers using a scorecard approach to determining overall business performance.

Norms	National %
This Business	50
Region: PACIFIC	52
Industry: MANUFACTURING	52
Employee range: 100-499	75
Years in Business: 26+	77

This Business has a Financial Stress Percentile that shows:

- Higher risk than other companies in the same region.
- Higher risk than other companies in the same industry.
- Higher risk than other companies in the same employee size range.
- Higher risk than other companies with a comparable number of years in business.

CREDIT SCORE SUMMARY

The Commercial Credit Score (CCS) predicts the likelihood of a business paying its bills in a severely delinquent manner (91 days or more past terms).

The Credit Score class of 1 for this company shows that 1.1% of firms with this class paid one or more bills severely delinquent, which is lower than the average of businesses in D & B's database.

Credit Score Class :

Credit Score Class : 1c
Low Risk:1 ; High Risk:5
Low risk of severe payment delinquency over next 12 months.

Incidence of Delinquent Payment

- Among Companies with this Classification: **1.10%**
- Average compared to businesses in D&B's database: **10.20%**
- Credit Score Percentile : **91** (Highest Risk: 1; Lowest Risk: 100)
- Credit Score : **582** (Highest Risk: 101; Lowest Risk: 670)

The Credit Score Class of this business is based on the following factors:

- Proportion of past due balances to total amount owing
- Proportion of slow payments in recent months
- Total Liabilities to Net Worth influencing the score
- Higher risk industry based on delinquency rates for this industry

Credit Score Class Percentile Trend:

Notes

- The Commercial Credit Score Risk Class indicates that this firm shares some of the same business and financial characteristics of other companies with this classification. It does not mean the firm will necessarily experience severe delinquency.
- The Incidence of Delinquent Payment is the percentage of companies with this classification that were reported 91 days past due or more by creditors. The calculation of this value is based on D&B's trade payment database.
- The Commercial Credit Score percentile reflects the relative ranking of a firm among all scorable companies in D&B's file.
- The Commercial Credit Score offers a more precise measure of the level of risk than the Risk Class and Percentile. It is especially helpful to customers using a scorecard approach to determining overall business performance.

Norms	National %
This Business	91
Region: PACIFIC	50
Industry: MANUFACTURING	62
Employee range: 100-499	89
Years In Business: 26+	85

This business has a Credit Score Percentile that shows:

- Lower risk than other companies in the same region.
- Lower risk than other companies in the same industry.
- Lower risk than other companies in the same employee size range.
- Lower risk than other companies with a comparable number of years in business.

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Trade Payments

D&B PAYDEX®

The D&B PAYDEX is a unique, weighted indicator of payment performance based on payment experiences as reported to D&B by trade references. Learn more about the D&B PAYDEX

Timeliness of historical payments for this company.

Current PAYDEX		Payments Within Terms		Average High Credit	
75		**75%**		**$27,735**	
Equal to 8 days beyond terms (Pays more promptly than the average for its industry of 11 days beyond terms)		**Total payment Experiences in D&Bs File (HQ)**	95	**Largest High Credit**	$600,000
				Highest Now Owing	$200,000
		Trade Experiences with Slow or Negative Payments(%)	27.37%	Highest Past Due	$30,000
Industry Median	73				
Equal to 11 days beyond terms		Total Placed For Collection	0		

Payment Trend Unchanged

Compared to payments three months ago

Indications of slowness can be the result of dispute over merchandise, skipped invoices etc. Accounts are sometimes placed for collection even though the existence or amount of the debt is disputed.

D&B PAYDEX

D&B PAYDEX : 75
Low Risk (100) ; High Risk (1)

When weighted by amount, payments to suppliers average 8 days beyond terms

- ☐ High risk of late payment (Average 30 to 120 days beyond terms)
- ☒ Medium risk of late payment (Average 30 days or less beyond terms)
- ☐ Low risk of late payment (Average prompt to 30+ days sooner)

3-MONTH D&B PAYDEX

3-Month D&B PAYDEX : 76
Low Risk (100) ; High Risk (1)

Based on payments collected over last 3 months.
When weighted by amount, payments to suppliers average 6 days beyond terms

- ☐ High risk of late payment (Average 30 to 120 days beyond terms)
- ☒ Medium risk of late payment (Average 30 days or less beyond terms)

☐ Low risk of late payment (Average prompt to 30+ days sooner)

D&B PAYDEX® COMPARISON

CURRENT YEAR

PAYDEX® of this Business compared to the Primary Industry from each of the last four quarters. The Primary Industry is Mfg photo equip/supplies, mgmt consulting svcs , based on SIC code 3861 .

Shows the trend in D&B PAYDEX scoring over the past 12 months.

	8/19	9/19	10/19	11/19	12/19	1/20	2/20	3/20	3/20	4/20	5/20	6/20
This Business	75	76	75	75	74	75	75	76	76	76	76	75
Industry Quartile												
Upper	-	-	78	-	-	78	-	-	78	-	-	78
Median	-	-	74	-	-	74	-	-	74	-	-	73
Lower	-	-	68	-	-	68	-	-	68	-	-	67

Current PAYDEX for this Business is 75 , or equal to 8 days beyond terms
The 12-month high is 76 , or equal to 6 DAYS BEYOND terms
The 12-month low is 71 , or equal to 14 DAYS BEYOND terms

PREVIOUS YEAR

Shows PAYDEX of this Business compared to the Primary Industry from each of the last four quarters. The Primary Industry is Mfg photo equip/supplies, mgmt consulting svcs , based on SIC code 3861 .

Previous Year	9/18 Q1'18	12/18 Q2'18	3/19 Q3'19	6/19 Q4'19
This Business	75	75	75	75
Industry Quartile				
Upper	79	78	78	78
Median	74	74	74	74
Lower	68	68	68	68

Based on payments collected over the last 4 quarters.

Current PAYDEX for this Business is 75, or equal to 8 days beyond terms

The present industry median Score is 73, or equal to 11 DAYS BEYOND terms

Industry upper quartile represents the performance of the payers in the 75th percentile

Industry lower quartile represents the performance of the payers in the 25th percentile

PAYMENT HABITS

For all payment experiences within a given amount of credit extended, shows the percent that this Business paid within terms. Provides number of experiences to calculate the percentage, and the total credit value of the credit extended.

Credit Extended	Payment Experiences	Total Amount	% of Payments Within Terms
Over 100,000	2	1,100,000	[redacted]
50,000-100,000	3	190,000	[redacted]
15,000-49,999	11	260,000	[redacted]
5,000-14,999	12	85,000	[redacted]
1,000-4,999	13	23,500	[redacted]
Under 1,000	19	5,650	[redacted]

Based on payments collected over last 24 months.

Payment experiences reflect how bills are paid in relation to the terms granted. In some instances, payment beyond terms can be the result of disputes over merchandise, skipped invoices, etc.

PAYMENT SUMMARY

There are 95 payment experience(s) in D&Bs file for the most recent 24 months, with 54 experience(s) reported during the last three month period.
The highest Now Owes on file is 200000 . The highest Past Due on file is 30000
Below is an overview of the company's currency-weighted payments, segmented by it's supplier's primary industries:

Top Industries	Total Revd (#)	Total Amount	Largest High Credit	Within Terms (%)	1 - 30 Days Late (%)	31 - 60 Days Late (%)	61 - 90 Days Late (%)	91 + Days Late (%)
Nonclassified	11	72,500	30,000	73	17	0	10	0
Telephone communictns	11	13,200	5,000	81	19	0	0	0
Whol electronic parts	4	18,550	10,000	50	50	0	0	0
Mfg computer storage	3	122,500	90,000	49	14	37	0	0

Mfg car parts	2	1,100,000	600,000	100	0	0	0	0
Whol computers/softwr	2	50,500	50,000	100	0	0	0	0
Radiotelephone commun	2	30,000	20,000	100	0	0	0	0
Whol industrial suppl	2	5,050	5,000	50	50	0	0	0
Public finance	2	3,500	2,500	100	0	0	0	0
Mfg elect. components	1	50,000	50,000	100	0	0	0	0
Computer system desgn	1	45,000	45,000	50	0	50	0	0
Mfg relays/controls	1	25,000	25,000	0	100	0	0	0
Mfg switchgear-boards	1	25,000	25,000	100	0	0	0	0
Coating/engrave svcs	1	20,000	20,000	50	50	0	0	0
Ret computer/software	1	20,000	20,000	0	0	50	0	50
Misc business service	1	15,000	15,000	50	50	0	0	0
Admin public health	1	15,000	15,000	100	0	0	0	0
Whol motor vehicles	1	10,000	10,000	0	50	50	0	0
Arrange cargo transpt	1	5,000	5,000	100	0	0	0	0
Whol nondurable goods	1	5,000	5,000	0	50	50	0	0
Prepackaged software	1	5,000	5,000	0	100	0	0	0
Lcl truck-w/o storage	1	2,500	2,500	50	50	0	0	0
Whol service paper	1	2,500	2,500	100	0	0	0	0
Whol hardware	1	1,000	1,000	100	0	0	0	0
Mfg elect coil/trnsfm	1	1,000	1,000	100	0	0	0	0
Employment agency	1	500	500	100	0	0	0	0
Misc business credit	1	250	250	100	0	0	0	0
Reg misc coml sector	1	250	250	100	0	0	0	0
Short-trm busn credit	1	250	250	100	0	0	0	0
Whol electrical equip	1	100	100	100	0	0	0	0

Other payment categories

Cash experiences	30	$3,550	$1,000
Payment record unknown	5	$45,650	$25,000
Unfavorable comments	0	$0	$0
Placed for collections	0	$0	$0
Total in D&B's file	95	$1,713,350	$600,000

Accounts are sometimes placed for collection even though the existence or amount of the debt is disputed.

Indications of slowness can be result of dispute over merchandise, skipped invoices, etc.

DETAILED PAYMENT HISTORY FOR THIS COMPANY

Date Reported(mm/yy)	Paying Record	High Credit	Now Owes	Past Due	Selling Terms	Last Sale Within(month)
06/20	Ppt	50	50	0	N30	1 mo
06/20	Ppt-Slow 30	15,000	10,000	5,000		1 mo
06/20	Ppt-Slow 30	10,000	10,000	250	N30	1 mo
06/20	(004)	50			Cash account	2-3 mos
05/20	Ppt	600,000	200,000	0		1 mo
05/20	Ppt	50,000	50,000	0	N30	1 mo
05/20	Ppt	50,000	50,000	0		1 mo
05/20	Ppt	30,000	10,000	0		1 mo
05/20	Ppt	25,000	0	0		6-12 mos
05/20	Ppt	20,000	20,000	0		1 mo
05/20	Ppt	10,000	5,000	0		1 mo
05/20	Ppt	7,500	1,000	0		1 mo
05/20	Ppt	5,000	500	0		1 mo
05/20	Ppt	2,500	2,500	0		1 mo
05/20	Ppt	500	0	0		1 mo
05/20	Ppt	500	250	0		1 mo
05/20	Ppt	500	0	0		1 mo
05/20	Ppt	250	100	0		1 mo
05/20	Ppt	250	250	0	Lease Agreemnt	1 mo
05/20	Ppt	50	0	0		6-12 mos
05/20	Ppt-Slow 30	30,000	30,000	250		1 mo
05/20	Ppt-Slow 30	20,000	10,000	0	1 10 N30	1 mo
05/20	Ppt-Slow 30	7,500	750	750		6-12 mos
05/20	Ppt-Slow 30	7,500	7,500	2,500	N30	1 mo
05/20	Ppt-Slow 30	7,500	7,500	750		1 mo
05/20	Ppt-Slow 30	5,000	5,000	1,000	N30	1 mo
05/20	Ppt-Slow 30	2,500	0	0		2-3 mos
05/20	Ppt-Slow 30	1,000	100	50		1 mo
05/20	Ppt-Slow 60	90,000	35,000	30,000		1 mo

05/20	Ppt-Slow 60	45,000	15,000	10,000		1 mo
05/20	Ppt-Slow 90	15,000	0	0		6-12 mos
05/20	Slow 30	25,000	25,000	20,000		1 mo
05/20	Slow 30	5,000	0	0		6-12 mos
05/20	Slow 30	2,500	0	0		6-12 mos
05/20	Slow 30	250	0	0		4-5 mos
05/20	Slow 30-60	10,000	5,000	5,000		1 mo
05/20	Slow 60-120	20,000	10,000	250		1 mo
05/20	(038)	100			Cash account	1 mo
05/20	(039)	100	0	0	Cash account	1 mo
05/20	(040)	50			Cash account	1 mo
05/20	(041)	50			Cash account	1 mo
04/20	Ppt	2,500				1 mo
04/20	Ppt	1,000				1 mo
04/20	Ppt	500	500	0	N30	1 mo
04/20	(045)	100			Cash account	1 mo
04/20	(046)	100			Cash account	1 mo
04/20	(047)	100			Cash account	1 mo
04/20	(048)	50			Cash account	2-3 mos
04/20	(049)	50			Cash account	1 mo
04/20	(050)	50			Cash account	1 mo
04/20	(051)	50			Cash account	1 mo
04/20	(052)	50			Cash account	1 mo
03/20	Ppt	1,000	1,000	0		1 mo
03/20	Ppt	250	250	0		1 mo
03/20	Ppt	100	100	0		1 mo
03/20	Ppt	100	100	0		1 mo
02/20	(057)	100			Cash account	1 mo
01/20	(058)	100	0	0		6-12 mos
12/19	Slow 15	2,500	2,500	2,500		
12/19	Slow 15	1,000	1,000	1,000		
12/19	Slow 15	500	500	500		
12/19	Slow 15	250	250	250		
12/19	(063)	50			Cash account	1 mo
10/19	(064)	250			Cash account	6-12 mos
10/19	(065)	50			Cash account	1 mo
10/19	(066)	50				1 mo
10/19	(067)	50			Cash account	1 mo
09/19	(068)	50			Cash account	2-3 mos
08/19	Ppt	500	0	0	N30	6-12 mos
08/19	(070)				Cash account	1 mo
08/19	(071)	250			Cash account	1 mo
08/19	(072)	50			Cash account	4-5 mos
07/19	(073)	1,000			Cash account	1 mo
06/19	Ppt	15,000				1 mo
06/19	(075)	20,000	0	0		1 mo
01/19	Ppt	1,000	1,000	0	N30	1 mo
11/18	Ppt	100	0	0		6-12 mos
10/18	Ppt	250	0	0		6-12 mos
09/18	(079)	50			Cash account	6-12 mos
06/18	Ppt	1,000	0	0		6-12 mos

Payments Detail Key: ■ 30 or more days beyond terms

Payment experiences reflect how bills are paid in relation to the terms granted. In some instances payment beyond terms can be the result of disputes over merchandise, skipped invoices, etc.Each experience shown is from a separate supplier. Updated trade experiences replace those previously reported

Public Filings

The following data includes both open and closed filings found in D&B's database on this company.

Bankruptcies

0

Latest Filing:

The following Public Filing data is for information purposes only and is not the official record. Certified copies can only be obtained from the official source.

UCC FILINGS

Collateral	All Negotiable instruments including proceeds and products - All Inventory including proceeds and products - All Account(s) including proceeds and products - All Computer equipment including proceeds and products - and OTHERS
Type	Original
Sec. Party	CALIFORNIA BANK & TRUST, IRVINE, CA
Debtor	ITERIS, INC.
Filing No.	2008 3620463
Filed With	SECRETARY OF STATE/UCC DIVISION, DOVER, DE
Date Filed	10/27/2008
Latest Info Received	11/25/2008
Type	Amendment
Sec. Party	CALIFORNIA BANK & TRUST, IRVINE, CA
Debtor	ITERIS, INC.
Filing No.	2011 2924341
Filed With	SECRETARY OF STATE/UCC DIVISION, DOVER, DE
Date Filed	07/27/2011
Latest Info Received	08/17/2011
Original UCC Filed Date	10/27/2008
Original Filing No	2008 3620463
Type	Continuation
Sec. Party	CALIFORNIA BANK & TRUST, IRVINE, CA
Debtor	ITERIS, INC.
Filing No.	2013 1754184
Filed With	SECRETARY OF STATE/UCC DIVISION, DOVER, DE
Date Filed	05/07/2013
Latest Info Received	06/27/2013
Original UCC Filed Date	10/27/2008
Original Filing No	2008 3620463
Collateral	Leased Equipment including proceeds and products
Type	Original

Sec. Party	KONICA MINOLTA PREMIER FINANCE, JACKSONVILLE, FL
Debtor	ITERIS, INC.
Filing No.	2018 2211437
Filed With	SECRETARY OF STATE/UCC DIVISION, DOVER, DE
Date Filed	04/01/2018
Latest Info Received	05/10/2018

Type	Original
Sec. Party	US EXPRESS LEASING, INC., PARSIPPANY, NJ
Debtor	ITERIS, INC.
Filing No.	2008 3788591
Filed With	SECRETARY OF STATE/UCC DIVISION, DOVER, DE
Date Filed	11/11/2008
Latest Info Received	12/09/2008

GOVERNMENT ACTIVITY

Activity summary

Borrower (Dir/Guar)	NO
Administrative Debt	NO
Contractor	YES
Grantee	NO
Party excluded from federal program(s)	NO

Possible candidate for socio-economic program consideration

Labour Surplus Area	N/A
Small Business	YES (2020)
8(A) firm	N/A

The details provided in the Government Activity section are as reported to Dun & Bradstreet by the federal government and other sources.

The public record items contained in this report may have been paid, terminated, vacated or released prior to the date this report was printed.

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Special Events

06/29/2020 - BOARD OF DIRECTORS UPDATE:
According to published reports, Iteris, Inc. announced that Anjali Joshi has been appointed to its board of directors.

06/21/2020 - GOVERNMENT CONTRACT:
According to published reports, Iteris announced that it has scored a subcontract win, part of a $2.4M project, for the Georgia Department of Transportation. The company said it will deploy its products as part of a statewide intelligent transportation system (ITS) maintenance sub-contract. The company did not say how much of that $2.4 million will go to the company.

06/08/2020 - EARNINGS UPDATE:
According to published reports, comparative operating results for the 12 months ended March 31, 2020: Revenue of $114,117,000, Net income of ($5,610,000); compared to Revenue of $99,123,000, Net income of ($7,816,000) for the comparable period in the prior year.

06/02/2020 - GOVERNMENT CONTRACT:
According to published reports, Iteris announced that it has been selected by the South Carolina Department of Transportation, in a contract worth $1.8M.

02/14/2020 - EARNINGS UPDATE:
According to published reports, comparative operating results for the 9 months ended December 31, 2019: Revenue of $83,222,000, Net Income of ($5,827,000); compared to Revenue of $73,032,000, Net Income of ($5,384,000) for the comparable period in the prior year.

12/12/2019 - GOVERNMENT CONTRACT:
According to published reports, Iteris, Inc. announced that it has been awarded a $2.05 million sub-contract from the Los Angeles County Metropolitan Transportation Authority provide traffic operations analysis and traffic engineering design services for a new light rail transit system in Los Angeles County. The project represents the continued expansion of Iteris transit system solutions in southern California and nationwide.

12/10/2019 - OFFICER CHANGE:
According to published reports, Iteris, Inc. announced that Douglas L. Groves will join the company as senior vice president and chief financial officer, effective December 4, 2019.

11/12/2019 - EARNINGS UPDATE:
According to published reports, comparative operating results for the 6 months ended September 30, 2019: Revenue of $54,489,000, Net Income of ($3,759,000); compared to Revenue of $49,892,000, Net Income of ($2,920,000) for the comparable period in the prior year.

09/03/2019 - GOVERNMENT CONTRACT:
According to published reports, Iteris, Inc. announced that it has received a $1 million contract to update the Florida Department of Transportations Statewide Intelligent Transportation Systems Architecture and seven Regional ITS Architectures to conform to the latest version of the National ITS Architecture, and to reflect the current and planned ITS and advanced technology solutions Florida stakeholders envision.

History & Operations

COMPANY OVERVIEW

Company Name
ITERIS, INC.

Doing Business As
ITERIS

Street Address
1700 Carnegie Ave Ste 100 Santa Ana, CA 92705

Annual Sales
$114,117,000.00

Phone
949 270-9400

URL
www.iteris.com

Stock Symbol
ITI

History
CLEAR

Present management control
51 years

HISTORY

The following information was reported **06/29/2020**

Officer(s):
- J JOSEPH BERGERA, PRES-CEO+
- ANDREW SCHMIDT, CFO-V PRES FIN-SEC
- JOSEPH BOISSY, CMO
- THOMAS L THOMAS, CHB+
- DOUGLAS L. GROVES, SVP-CFO

DIRECTOR(S): The officers identified by (+) and Kevin C Daly, Scott E Deeter, Gerard M Mooney, Laura L Siegal, Mikel H Williams and Anjali Joshi.

The Delaware Secretary of State's business registrations file showed that Iteris, Inc. was registered as a Corporation on July 13, 1987, under the file registration number 2131938.

Business started 1969.

The company was founded in 1969 and was incorporated in Delaware in 1987 as Odetics, Inc. In September 2003, the company changed its name from Odetics, Inc. to Iteris Holdings, Inc. to reflect its focus on the ITS industry and its capital structure at that time.

On October 22, 2004, the company completed a merger with its majority-owned subsidiary, Iteris, Inc. (the Iteris Subsidiary) and officially changed the company's corporate name from Iteris Holdings, Inc. to Iteris, Inc.

The company's common stock is traded on the NASDAQ Capital Market under the symbol "ITI ". As of May 29, 2018, there were 331 holders of record of the company's common stock. As of September 11, 2017, those shareholders identified by the company as beneficially owning 5% or more of the outstanding shares were: Fundamental Global Investors, LLC and RELM Wireless Corporation (6.5%); Lloyd I. Miller, III (15.3%) and D. Kyle Cerminara (6.6%). As of the same date, directors and officers as a group beneficially owns 4.3% of the outstanding share.

RECENT EVENTS:.

On June 19, 2020, sources stated that DTN, LLC, Omaha, NE, has acquired the ClearAg and ClearPath Weather of Iteris, Inc., Santa Ana, CA, on May 4, 2020. With the acquisition, Iteris, Inc. has remained to be a separate active legal entity. The acquired assets were integrated to DTN, LLC. Terms of the transaction were undisclosed. Further details are unavailable.

On July 18, 2019, sources stated that Iteris, Inc., Santa Ana, CA, has completed the acquisition of Albeck Gerken, Inc., Tampa, FL, on July 2, 2019. With the acquisition, Albeck Gerken, Inc. will now operate as a subsidiary of Iteris, Inc.. The purchase price of $10,720,000 was delivered to the Selling Shareholders through the payment of an aggregate of $6,185,000 in cash and the issuance of 868,774 shares of Iteris Common Stock, a portion of which was deposited in escrow for 18 months to secure performance of the indemnification and other post-closing obligations of the Selling Shareholders under the Stock Purchase Agreement. In addition, the Company agreed to grant $1,744,200 in retention bonuses to the Selling Shareholders payable in the form of restricted stock at $5.22 per share, and $570,000 in retention bonuses to other employees payable in cash, each vesting over three years following the closing. Attached as Exhibit 10.1 is the form of agreement entered into for the retention bonuses payable in restricted stock to the Selling Shareholders. The Chief Executive Officer and President is now Joe Bergera. Employees were retained. Further details are unavailable.

THOMAS L THOMAS. Director since 1999. He has served as the company's Chairman of the Board since 2016. He is the Managing Partner of T2 Partners, a business which he founded in January 2011.

J JOSEPH BERGERA. Director since 2015. He has served as the company's President and CEO since 2015. He served as Group Vice President, Software of Roper Technologies, Inc. (formerly, Roper Industries) since September 2011 and as President of iTradeNetwork, a Roper subsidiary, since August 2013. He was the Executive Vice President and General Manager, Tax Solutions at CCH Wolters Kluwer from March to September 2011.

ANDREW SCHMIDT. He has served as the company's Vice President of Finance, CFO and Secretary since 2015. Prior to joining the company, he served as the CCFO and Corporate Secretary of Smith Micro Software, Inc. from 2005 to May 2014.

JOSEPH BOISSY. He has served as the company's Chief Marketing Officer (CMO) since 2017. Prior to that, he served as CMO of Vendavo, Inc. (acquired by Francisco Partners in October 2014) from September 2013 to November 2016. Prior to that, he served as the Chief Marketing Officer at 3VR Inc. from October 2011 to September 2013.

DOUGLAS L. GROVES. Antecedents were not available.

KEVIN C DALY. Director since 1993. He served as the company's interim CEO from February to September 2015.

SCOTT E DEETER. Director since 2017. He has served as Ventria Bioscience Inc.'s President and CEO and as a director since 2002.

GERARD M MOONEY. Director since 2013. He retired from International Business Machines Corporation (IBM) in March 2014, after serving in a number of senior positions since 2000. Most recently, he served as the Vice President Strategy for IBM's Public Sector from February 2012 until his retirement.

LAURA L SIEGAL. She was appointed as the company's Director on May 15, 2018. She has served as the CEO of Natel Engineering Company, Inc.s (dba NEO Technology Solutions) and as a director of that company since July 2013.

MIKEL H WILLIAMS. Director since 2011. He has served as the CEO and a Director of Targus Cayman Holdco Limited since 2016.

ANJALI JOSHI. Antecedents were not available.

BUSINESS REGISTRATION

CORPORATE AND BUSINESS REGISTRATIONS REPORTED BY THE SECRETARY OF STATE OR OTHER OFFICIAL SOURCE AS OF **03/16/2012**

Registered Name:	ITERIS, INC.
Business type:	CORPORATION
Corporation type:	NOT AVAILABLE
Date incorporated:	07/12/1987
State of incorporation:	DELAWARE
Filing date:	07/12/1987
Registration ID:	2131938
Status:	STATUS NOT AVAILABLE
Where filed:	SECRETARY OF STATE/CORPORATIONS DIVISION, DOVER ,DE
Registered agent:	REGISTERED AGENT SOLUTIONS, INC., 1679 S. DUPONT HWY., SUITE 100 ,DOVER,DE,199010000

OPERATIONS

06/29/2020

Description:

- Manufactures photographic equipment and supplies, specializing in cameras or related equipment, driers, printing equipment and densitometers. Provides management consulting services, specializing in transportation. Manufactures electrical machinery, equipment and supplies, specializing in security control equipment or systems.
- Terms are on contract basis. Sells to commercial concerns. Territory : International.
- The company has historically experienced seasonality, particularly with respect to its Roadway Sensors segment, which adversely affects such sales in the company's third and fourth fiscal quarters due to a reduction in intersection construction and repairs during the winter months due to inclement weather conditions, with the third fiscal quarter generally impacted the most by inclement weather. The company also experienced seasonality, particularly with respect to its Transportation Systems segment, which adversely impacts the company's third fiscal quarter due to the increased number of holidays, causing a reduction in available billable hours. The company has also experienced seasonality related to certain ClearPath Weather services, which adversely affects such sales in the company's first and second fiscal quarters mainly because these services are generally not required during spring and summer when weather conditions are comparatively milder.

Employees: 447 which includes officer(s) and 33 part-time. 146 employed here.

Facilities: Leases 41,000 sq. ft. in a building.

Branches: The business has branch(es) division(s); detailed branch information is available in Dun & Bradstreet's linkage or family tree products.

Subsidiaries:

- The business has subsidiary(ies); detailed subsidiary information is available in Dun & Bradstreet's linkage or family tree products.

SIC & NAICS

SIC:

NAICS:

- 333316 Photographic and Photocopying Equipment Manufacturing

Based on information in our file, D&B has assigned this company an extended 8-digit SIC. D&B's use of 8-digit SICs enables us to be more specific about a company's operations than if we use the standard 4-digit code.

The 4-digit SIC numbers link to the description on the Occupational Safety & Health Administration (OSHA) Web site. Links open in a new browser window.

- 3861 0300 Cameras and related equipment
- 3861 0203 Driers, photographic
- 3861 0206 Printing equipment, photographic
- 3861 9901 Densitometers
- 8742 0410 Transportation consultant
- 3699 0502 Security control equipment and systems
- 333316 Photographic and Photocopying Equipment Manufacturing
- 333316 Photographic and Photocopying Equipment Manufacturing
- 333316 Photographic and Photocopying Equipment Manufacturing
- 541614 Process, Physical Distribution, and Logistics Consulting Services
- 335999 All Other Miscellaneous Electrical Equipment and Component Manufacturing

Financials

COMPANY FINANCIALS

D&B

Company Financial: Edgar (Annual Statement)

BALANCE SHEET

Period Ending

ASSETS

Current Assets

Cash and Cash Equivalents

Short Term Investments

Net Trade Receivables

Inventory

Other Current Assets

Total Current Assets

Property, Plant and Equipment

Fixed Assets

Long Term Investments

Deferred Long Term Asset Charges

Other Assets

Goodwill

Other Intangible Assets

Intangible Assets

Total Assets

Accumulated Amortization

LIABILITIES

Current Liabilities

Accounts Payable

Short Term And Current Long Term Debt

Other Current Liabilities

Total Current Liabilities

Long Term Debt

Deferred Long Term Liability Charges

Negative Goodwill

Minority Interest Expense

Other Liabilities

Misc Stocks Options Warrant

Total Liabilities

SHAREHOLDER'S EQUITY

Preferred Stock Amount

Common Stock

Retained Earnings

Treasury Stock

Capital Surplus

Other Equity

Total Equity

INCOME STATEMENT

Period Ending

Sales (Revenue)

Cost of Goods Sold

Gross Profit

Sales And General Admin

Research and Development Expense

Non-Recurring Charges

Other Operating Items

Operating Income

Net Total Other Income and Expenses

Earnings Before Interest and Taxes

Interest Expense

Earning Before Tax

Income Tax Expense

Equity Earnings or Loss

Minority Interest Expense

Net Income From Continuing Operations

Discontinued Operations

Effect of Accounting Changes

Extraordinary Items

Other Non-Operating Expenses

Net Income

Preferred Stocks and Other Adjustments

Net Income Applicable to Common Shares

STATEMENT OF CASH FLOW

Period Ending

Depreciation

Net Income Adjustments

Changes in Liabilities

Changes in Accounts Receivables

Changes in Inventories

Changes in Other Operating Activities

Net Cash Flows - Operating Activities

Capital Expenditures

Investments

Other Cash Flows from Investing Activities

Net Cash Flows - Investing Activities

Dividends Paid

Sale and Purchase of Stock

Net Borrowings

Other Cash Flows from Financing Activities

Net Cash Flows - Financing Activities

Effect of Exchange Rate

Change in Cash and Cash Equivalents

FINANCIAL RATIOS

Solvency Ratios

Current Ratio

Quick Ratio

Current Liabilities to Net Worth (%)

Total Liabilities to Net worth (%)

Current Liabilities to Inventory (%)

Fixed Assets to Net Worth (%)

Cash Ratio

Efficiency Ratios

Accounts Payable to Sales Ratio

Sales to Working Capital Ratio

Sales to Inventory (%)

Assets to Sales (%)

ROCE (%)

Profitability Ratios

Return on Net Worth (%)

Return on Assets (%)

Return on Sales (%)

Gross Profit Margin (%)

Operating Margin (%)

Pre-Tax Profit Margin (%)

Profit Margin (%)

Pre-Tax Return on Equity (%)

After Tax Return on Equity (%)

Operating Income to Interest Ratio

Financial Leverage Ratios

EBITDA to EBIT Ratio

Debt to Income Ratio

Debt to Equity Ratio

Equity Ratio (%)

Interest Coverage Ratio

Interest Coverage by EBITDA Ratio

Company Financial: Edgar (Quarterly Statement)

BALANCE SHEET

Period Ending

ASSETS

Current Assets

Cash and Cash Equivalents

Short Term Investments

Net Trade Receivables

Inventory

Other Current Assets

Total Current Assets

Property, Plant and Equipment

Fixed Assets

Long Term Investments

Deferred Long Term Asset Charges

Other Assets

Goodwill

Other Intangible Assets

Intangible Assets

Total Assets

Accumulated Amortization

LIABILITIES

Current Liabilities

Accounts Payable

Short Term And Current Long Term Debt

Other Current Liabilities

Total Current Liabilities

Long Term Debt

Deferred Long Term Liability Charges

Negative Goodwill

Minority Interest Expense

Other Liabilities

Misc Stocks Options Warrant

Total Liabilities

SHAREHOLDER'S EQUITY

Preferred Stock Amount

Common Stock

Retained Earnings

Treasury Stock

Capital Surplus

Other Equity

Total Equity

INCOME STATEMENT

Quarter

Quarter Ending

Sales (Revenue)

Cost of Goods Sold

Gross Profit

Sales And General Admin

Research and Development Expense

Non-Recurring Charges

Other Operating Items

Operating Income

Net Total Other Income and Expenses

Earnings Before Interest and Taxes

Interest Expense

Earning Before Tax

Income Tax Expense

Equity Earnings or Loss

Minority Interest Expense

Net Income From Continuing Operations

Discontinued Operations

Effect of Accounting Changes

Extraordinary Items

Other Non-Operating Expenses

Net Income

Preferred Stocks and Other Adjustments

Net Income Applicable to Common Shares

STATEMENT OF CASH FLOW

Quarter

Quarter Ending

Depreciation

Net Income Adjustments

Changes in Liabilities

Changes in Accounts Receivables

Changes in Inventories

Changes in Other Operating Activities

Net Cash Flows - Operating Activities

Capital Expenditures

Investments

Other Cash Flows from Investing Activities

Net Cash Flows - Investing Activities

Dividends Paid

Sale and Purchase of Stock

Net Borrowings

Other Cash Flows from Financing Activities

Net Cash Flows - Financing Activities

Effect of Exchange Rate

Change in Cash and Cash Equivalents

FINANCIAL RATIOS

Solvency Ratios

Current Ratio

Quick Ratio

Current Liabilities to Net Worth (%)

Total Liabilities to Net worth (%)

Current Liabilities to Inventory (%)

Fixed Assets to Net Worth (%)

Cash Ratio

Efficiency Ratios

Accounts Payable to Sales Ratio

Sales to Working Capital Ratio

Sales to Inventory (%)

Assets to Sales (%)

ROCE (%)

Profitability Ratios

Return on Net Worth (%)

Return on Assets (%)

Return on Sales (%)

Gross Profit Margin (%)

Operating Margin (%)

Pre-Tax Profit Margin (%)

Profit Margin (%)

Pre-Tax Return on Equity (%)

After Tax Return on Equity (%)

Operating Income to Interest Ratio

Financial Leverage Ratios

EBITDA to EBIT Ratio

Debt to Income Ratio

Debt to Equity Ratio

Equity Ratio (%)

Interest Coverage Ratio

Interest Coverage by EBITDA Ratio

FINANCIAL STATEMENT COMPARISON
08/11/2019

Three-year Statement Comparative:

	Fiscal Consolidated Mar 31 2019	Fiscal Consolidated Mar 31 2018	Fiscal Consolidated Mar 31 2017	Last Three Years
Curr Assets	36,705,000	39,896,000	43,314,000	
Curr Liabs	23,230,000	22,494,000	20,579,000	
Current Ratio	1.58	1.77	2.1	
Working Capital	13,475,000	17,402,000	22,735,000	
Other Assets	21,250,000	22,990,000	19,031,000	
Worth	34,055,000	39,521,000	40,224,000	
Sales	99,123,000	103,729,000	95,982,000	
Long Term Liab	670,000	871,000	1,542,000	
Net Profit (Loss)	(7,816,000)	(3,526,000)	(4,826,000)	

STOCK PERFORMANCE

STATEMENT UPDATE

2020-06-10

Fiscal Consolidated statement dated MAR 31 2020:

Assets		Liabilities	
Cash	14,217,000	Accts Pay	8,355,000
Accts Rec	17,569,000	Deferred Revenue	5,963,000
Inventory	3,040,000	Accruals	12,197,000
Mktble Securities	11,556,000		
Restricted Cash	146,000		
Unbilled Accounts Receivable	10,352,000		
Prepaid Exps & Other Current Assets	2,149,000		
Curr Assets	59,029,000	Curr Liabs	26,515,000
Fixt & Equip	1,942,000	Lease Liabilities	11,995,000
Right-Of-Use Assets	13,044,000	Deferred Income Taxes	190,000
Intangible Assets-Net	6,137,000	L.T. Liab-Other	130,000
Goodwill	20,590,000	COMMON STOCK	4,071,000
Other Assets	1,215,000	ADDIT. PD.-IN CAP	176,209,000
		RETAINED EARNINGS	(117,153,000)
Total Assets	101,957,000	Total Liabilities + Equity	101,957,000

From APR 01 2019 to MAR 31 2020 annual sales $114,117,000; cost of goods sold $66,356,000. Gross profit $47,761,000; operating expenses $53,737,000. Operating income $(5,976,000); other income $526,000; net income before taxes $(5,450,000); Federal income tax $160,000; (net loss) $5,610,000.

Statement obtained from Securities And Exchange Commission. Prepared from statement(s) by Accountant: Deloitte & Touche LLP, Costa Mesa, CA.

Accounts receivable shown net less $802,000 allowance. Fixed assets shown net less $8,201,000 depreciation.

Explanations

The net worth of this company includes intangibles.

ADDITIONAL FINANCIAL DATA

Fiscal Consolidated statement dated MAR 31 2019

Assets		Liabilities	
Cash	7,071,000	Accts Pay	9,441,000
Accts Rec	16,929,000	Deferred Revenue	4,883,000
Inventory	2,916,000	Accruals	8,906,000
Mktble Securities	1,935,000		
Unbilled Accounts Receivable	6,487,000		
Prepaid Exps & Other Current Assets	1,367,000		
Curr Assets	36,705,000	Curr Liabs	23,230,000
Fixt & Equip	1,965,000	Deferred Rent	455,000
Intangible Assets-Net	3,286,000	Deferred Income Taxes	65,000
Goodwill	15,150,000	L.T. Liab-Other	150,000
Other Assets	849,000	COMMON STOCK	3,338,000
		ADDIT. PD.-IN CAP	142,260,000
		RETAINED EARNINGS	(111,543,000)
Total Assets	57,955,000	Total Liabilities + Equity	57,955,000

From APR 01 2018 to MAR 31 2019 annual sales $99,123,000; cost of goods sold $60,517,000. Gross profit $38,606,000; operating expenses $46,565,000. Operating income $(7,959,000); other income $179,000; net income before taxes $(7,780,000); Federal income tax $36,000. (net loss) $7,816,000.

Statement obtained from Securities And Exchange Commission. Prepared from statement(s) by Accountant: Deloitte & Touche LLP, Costa Mesa, CA.

ACCOUNTANTS OPINION

A review of the accountant's opinion indicated that the financial statement meets generally accepted accounting principles and the audit contains no qualifications.

Accounts receivable shown net less $539,000 allowance. Fixed assets shown net less $7,418,000 depreciation.

Explantions

The net worth of this company includes intangibles.

On August 12, 2019, the financial information was updated.

KEY BUSINESS RATIOS

Statement Date : 2020-03-31

Based on this Number of Establishments : 10

Industry Norms Based On 10 Establishments

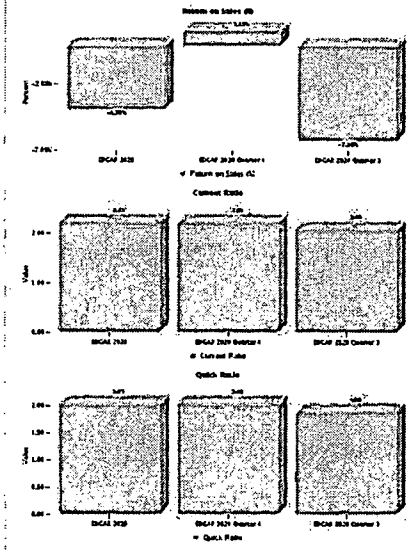
	This Business	Industry Median	Industry Quartile
Profitability			
Return on Sales %	(4.9)	(5.2)	2

Return on Net Worth %	(8.9)	(6.6)	3
Short Term Solvency			
Current Ratio	2.2	1.5	1
Quick Ratio	1.7	1.0	1
Efficiency			
Assets to Sale %	89.3	70.2	3
Sales/Net Working Capital	3.5	4.7	4
Utilization			
Total Liabilities / Net Worth %	61.5	124.2	1

UN = Unavailable

Spread Financials

Financial Trend Graphs



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Your Information

Record additional information about this company to supplement the D&B information.

Note: Information entered in this section will not be added to D&B's central repository and will be kept private under your user ID. Only you will be able to view the information.

Account Number

Endorsement/Billing Reference *
dtn@iteris.com

Sales Representatives

Credit Limit
$0.00

Total Outstanding
$0.00

View Snapshots

Type	Company Name & Address	Date Created	Saved By
SNAPSHOT 03/12/2019 D-U-N-S Number 04-876-5937	ITERIS 1700 CARNEGIE AVE STE 100 SANTA ANA, CA 927055551 United States Of America	03/12/2019	
SNAPSHOT 04/03/2017 D-U-N-S Number 04-876-5937	ITERIS 1700 CARNEGIE AVE STE 100 SANTA ANA, CA 927055551 United States Of America	04/03/2017	

	SNAPSHOT 04/06/2015 D-U-N-S Number 04-876-5937	ITERIS 1700 CARNEGIE AVE STE 100 SANTA ANA, CA 927055551 United States Of America	04/06/2015
	SNAPSHOT 01/08/2015 D-U-N-S Number 04-876-5937	ITERIS 1700 CARNEGIE AVE STE 100 SANTA ANA, CA 927055551 United States Of America	01/08/2015
	SNAPSHOT 10/13/2014 D-U-N-S Number 04-876-5937	ITERIS 1700 CARNEGIE AVE STE 100 SANTA ANA, CA 927055551 United States Of America	10/13/2014
	SNAPSHOT 07/08/2014 D-U-N-S Number 04-876-5937	ITERIS 1700 CARNEGIE AVE STE 100 SANTA ANA, CA 927055551 United States Of America	07/08/2014
	SNAPSHOT 02/13/2014 D-U-N-S Number 04-876-5937	ITERIS 1700 CARNEGIE AVE STE 100 SANTA ANA, CA 927055551 United States Of America	02/13/2014
	SNAPSHOT 07/25/2011 D-U-N-S Number 04-876-5937	ITERIS 1700 Carnegie Ave Ste 100 Santa Ana, CA 92705 United States Of America	07/25/2011

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Certification of Good Standing

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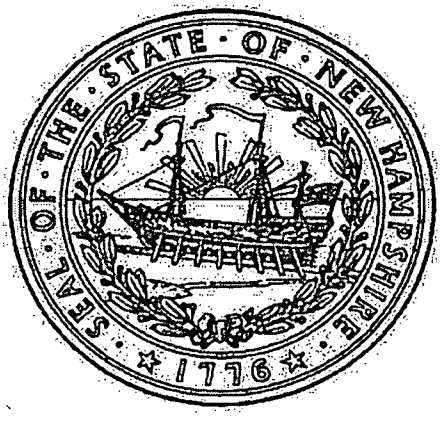
State of New Hampshire
Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that ITERIS, INC. is a Delaware Profit Corporation registered to transact business in New Hampshire on January 08, 2015. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: **719738**

Certificate Number: **0005028166**



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed the Seal of the State of New Hampshire, this 14th day of October A.D. 2020.

William M. Gardner

Secretary of State

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Certificate of Liability of Insurance

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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 3/31/2020

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

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

PRODUCER Woodruff-Sawyer & Co. 2 Park Plaza, #500 Irvine CA 92614	CONTACT NAME: Katharine Tiller PHONE (A/C, No, Ext): 949.435.7353 FAX (A/C, No): 949.476.3118 E-MAIL ADDRESS: ktiller@wsandco.com
INSURED ITERINC-01 Iteris, Inc. 1700 Carnegie Avenue, Suite 100 Santa Ana CA 92705-5551	INSURER(S) AFFORDING COVERAGE — NAIC # INSURER A: Valley Forge Insurance Company — 20508 INSURER B: Continental Insurance Company — 35289 INSURER C: Columbia Casualty Company — 31127 INSURER D: — INSURER E: — INSURER F: —

COVERAGES **CERTIFICATE NUMBER:** 460916586 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY			6057362701	4/1/2020	4/1/2021	EACH OCCURRENCE	$ 2,000,000
	CLAIMS-MADE X OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 2,000,000
	X BI Ded. None						MED EXP (Any one person)	$ 15,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						PERSONAL & ADV INJURY	$ 2,000,000
	POLICY X PRO-JECT X LOC						GENERAL AGGREGATE	$ 4,000,000
	X OTHER:						PRODUCTS - COMP/OP AGG	$ 4,000,000
								$
A	AUTOMOBILE LIABILITY			6057362682	4/1/2020	4/1/2021	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
	X ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS ONLY / NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
							Owned/Hired Comp/Coll	$ Ded's $1000
A	X UMBRELLA LIAB X OCCUR			6057362679	4/1/2020	4/1/2021	EACH OCCURRENCE	$ 25,000,000
	EXCESS LIAB CLAIMS-MADE						AGGREGATE	$ 25,000,000
	DED X RETENTION $ $10,000							$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N			6057544401	4/1/2020	4/1/2021	X PER STATUTE OTH-ER	
B	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? N/A			6057544415	4/1/2020	4/1/2021	E.L. EACH ACCIDENT	$ 1,000,000
	(Mandatory in NH)						E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - POLICY LIMIT	$ 1,000,000
C	Professional Liability Claims Made Form Retro Date 04/01/2007			652092957	4/1/2020	4/1/2021	Limit $10,000,000/ Deductible $100,000	Agg $10,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Issued for Evidence of Insurance Purposes Only

CERTIFICATE HOLDER

Iteris, Inc. (Basic)
1700 Carnegie Avenue, Suite 100
Santa Ana CA 92705-5551

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE
K. Tiller

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Certificate of Vote – *proof of notary and corporate seal provided with "Original" copy only*

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ACTIVITY / DELIVERABLES / MILESTONES PRICING WORKSHEET				
	ACTIVITY, DELIVERABLE, OR MILESTONE	DELIVERABLE TYPE	PROJECTED DELIVERY DATE	PRICE
PLANNING AND PROJECT MANAGEMENT				
1	Conduct Project Kickoff Meeting	Non-Software	4/8/2021	$2,500
2	Work Plan	Written	5/13/2021	$10,000
3	Project Status Reports	Written	Weekly, beginning 4/8/21	Included
4	Infrastructure Plan, including Desktop and Network Configuration Requirements	Written	4/26/2021	Included
5	Security Plan	Written	4/26/2021	Included
6	Communications and Change Management Plan	Written	4/19/2021	Included
7	Software Configuration Plan	Written	4/30/2021	Included
8	Systems Interface Plan and Design/Capability	Written	5/3/2021	Included
9	Testing Plan	Written	4/16/2021	Included
10	Data Conversion Plan and Design	Written	5/3/2021	Included
11	Deployment Plan	Written	4/26/2021	Included
12	Comprehensive Training Plan and Curriculum	Written	6/9/2021	Included
13	End User Support Plan	Written	4/19/2021	Included
14	Business Continuity Plan	Written	4/19/2021	Included
15	Documentation of Operational Procedures	Written	5/10/2021	Included
INSTALLATION				
16	Provide Software Licenses if needed	Written	5/12/2021	Included
17	Provide Fully Tested Data Conversion Software	Software	6/1/2021	Included
18	Provide Software Installed, Configured, and Operational to Satisfy State Requirements	Software	6/21/2021	Included
TESTING				
19	Conduct Integration Testing	Non-Software	5/21/2021	Included
20	Conduct User Acceptance Testing	Non-Software	6/9/2021	$12,500
21	Perform Production Tests	Non-Software	5/27/2021	Included
22	Test In-Bound and Out-Bound Interfaces	Software	5/27/2021	Included
23	Conduct System Performance (Load/Stress) Testing	Non-Software	5/27/2021	Included
24	Certification of 3rd Party Pen Testing and Application Vulnerability Scanning.	Non-Software	5/27/2021	Included
SYSTEM DEPLOYMENT				
25	Converted Data Loaded into Production Environment	Software	4/15/2021	Included
26	Provide Tools for Backup and Recovery of all Applications and Data	Software	4/15/2021	Included
27	Conduct Training	Non-Software	6/16/2021	Included
28	Cutover to New Software	Non-Software	6/18/2021	$25,000
29	Provide Documentation	Written	6/21/2021	Included
30	Execute Security Plan	Non-Software	5/27/2021	Included
OPERATIONS				
31	Ongoing Hosting Support	Non-Software	6/21/2021	Included
32	Ongoing Support & Maintenance	Software	6/21/2021	$574,624
33	Conduct Project Exit Meeting	Non-Software	6/21/2021	Included
TOTAL PROJECT COST				$624,624

Contractor Initials SP
Date 04/29/2021

Attachment 1: Project Requirements

Vendor Instructions for Business (BR) and Technical (TR) Requirements
Vendor Response Column: Place a "**Yes**" if the current release of the software can fully support **ALL** the functionality described in the row, without special customization. A "Yes" can **only** be used if the delivery method is Standard (see delivery method instructions below). Otherwise, enter an "**No**"; A "No" can only be used with delivery method Future, Custom, or Not Available/Not Proposing (see delivery method instructions below).
Criticality Column: **(M)** Indicates a requirement that is "**Mandatory**". The State considers it to be of such great importance that it must be met in order for the proposal to be accepted. If the proposer believes that there is something about their proposal that either obviates the need for this requirement or makes it of less importance this must be explained within the comments. The State retains the right to accept a proposal if the need of the requirement is reduced or eliminated by another feature of the proposal. **(P)** Indicates a requirement which is "**Preferred**". This requirement is considered by the State to be of great usefullness but the lack of this feature is not considered serious enough to disqualify the proposal. **(O)** Indicates a requirement which is "**Optional**". This requirement is considered by the State to be one which usefull or potentially usefull but not a central feature of the Project.
Delivery Method Column: Complete the delivery method using a Standard, Future, Custom, or Not Available/Not Proposing (as defined below) that indicates how the requirement will be delivered. **Standard** - Feature/Function is included in the proposed system and available in the current software release. **Future** - Feature/Function will be available in a future release. (Provide anticipated delivery date, version, and service release in the comment area.) **Custom** - Feature/Function can be provided with custom modifications. (Respondent must provide estimated hours and average billing rate or flat cost for the software modification in the comment area. These cost estimates should add up to the total cost for software modifications found in the cost summary table in Section X of the RFP). **Not Available/Not Proposing** - Feature/Function has not been proposed by the Vendor. (Provide brief description of why this functionality was not proposed.)
Comments Column: For all Delivery Method responses vendors must provide a brief explanation of how the requirement will be met. Free form text can be entered into this column.
Vendor Instructions for Activity, Deliverable, and Milestone
Vendor shall complete the Activity Deliverable, and Milestone Table identifying estimated delivery date and price.

Attachment 1: Project Requirements

REQUIREMENTS					
Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
General Requirements					
B1.1	System shall be configured by the Vendor to upload inspections directly to the Federal SafetyNet mailbox or Safety and Fitness Electronic Records system (SAFER).	M	Yes	Standard	Iteris configures inspections and uploads them to SAFER.
B1.2	Sotware shall be installed on each NH State Police (NHSP) workstation and portable laptop computers. Ability to use as stand-alone application or online application. (The State estimates 60 user profiles)	M	Yes	Standard	Iteris will provide instructions on how to install applications onto the NH workstations and portable laptop computers (for Inspect). CVIEWplus is on online application and no need to install on machines.
B1.3	System shall be deployed with databases for production use and test/training instances. The test/training instance shall be used for software testing prior to the deployment of software updates and enhancements.	M	Yes	Standard	We provide a test environment (Beta) for testing purposes for Inspect and CVIEWplus.
B1.4	Appropriate software and any potential network infrastructure additions shall be provided by the Vendor. Software shall comply with Volpe SAFER Interface Cerification Procedures (SICP) testing and certification.	M	Yes	Standard	Iteris currently complies with Volpe SAFER Interface Certification Procedures (SICP) testing and certification.
B1.5	System shall have the ability to sync to multiple data sources to retrieve carrier, vehicle, and driver data	M	Yes	Standard	Iteris currently has the ability to sync with multiple data sources to retrieve carrier, vehicle, and driver data.
B1.6	System shall always upload inspections to CVIEW in order to verify and store data. Latest data from last connection.	M	Yes	Standard	Iteris Inspect inspections are uploaded to SAFER immediately. That data is then automatically uploaded to CVIEWplus (CVIEWplus pulls data from SAFER).
B1.7	System shall allow off-line use of all system features. System shall connect automatically and sync data when network is available to allow for near-real time data availability	M	Yes	Standard	Iteris Inspect allows for off-line use with real time data of the users last online connection.
B1.8	System shall provide a distinct, visual, highly visible alert for Automatic Out of Service (OOS) notification and violation submission for OOS carriers or vehicles. (i.e. Green for good/passing/red for failing). Visual notification shall appear in all screens related to that carrier.	M	Yes	Standard	Iteris uses automatic alerts (green for go/pass and red for bad/failing). Initial searches performed in Inspect and CVIEWplus display these alerts automatically.
B1.9	System shall be configurable to State of NH-specific violations and activities.	M	Yes	Standard	Iteris can modify any violations and add any requested violations for Inspect and CVIEW to screen for that are specific to NH needs.
B1.10	System shall provide single sign on capability for multiple systems/ websites, including CDLIS, CVIEW	M	Yes	Standard	Iteris Inspect users login with their CDLIS credentials at the same time they login with their Inspect credentials. They will remained logged into CDLIS during their time in the Inspect application.
B1.11	System shall be capable of Active Directory integration	P	Yes	Standard	Iteris Inspect and CVIEWplus has an Active Directory (the ability to mark users as Inactive). Only Active users are allowed to use Iteris applications.
B1.12	System shall have the ability to communicate directly with motor carrier via e-mail, using the information in the carrier's FMCSA profile, post-inspection.	M	Yes	Standard	Currently Iteris Inspect has a setting to email Carrier inspections when completed, and when selected, inspections done for that selected Carrier will send the inspections to that Carriers email found on their FMCSA file.
B1.13	System shall alert the user if the company is PRISM targeted. Alert shall be distinct, visual, and highly visible to the user.	M	Yes	Standard	CVIEWplus and Inspect visibly display an alert if a carrier is PRISM targeted. This alert shows on the first page of the query result and is easily seen.
B1.14	System shall allow users to customize data queries, activity reports and data extraction	M	Yes	Standard	Any report customization is included with Inspect. Currently permitted users can customize reports and have access to Iteris for help in creating requested reports
B1.15	System shall have a user-friendly interface	M	Yes	Standard	Iteris Inspect maintains a user friendly interface based on years of user feedback.

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Date: 04/29/2021

REQUIREMENTS					
Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
General Requirements					
B1.16	System shall have a user-friendly, ad-hoc reporting capability, in additional to standard reporting functions	M	Yes	Standard	Any report customization is included with Inspect. Currently permitted users can customize reports and have access to Iteris for help in creating requested reports.
B1.17	System shall be vendor-hosted solution	M	Yes	Standard	Iteris hosts Inspect and CVIEWplus solutions.
B1.18	System shall be a commercial off the shelf product requiring minimum customizations. System shall be configurable for State of NH specific rules, alerts, etc.	M	Yes	Standard	Iteris Inspect and CVIEWplus are fully functional applications and with minimum customizations they can be ready for use.
B1.19	Vendor shall provide a separate test and training environment, in additon to the production environment.	M	Yes	Standard	We provide a test environment (Beta) for testing purposes for Inspect and CVIEWplus.
B1.20	Vendor shall stay current with FMCSA's Interconnection Security Agreement requirements requirements that shall be renewed annually.	M	Yes	Standard	Iteris stays current with FMCSA's ISA requirements.
B1.21	Vendor shall stay insure that they stay current with FMCSA's Memorandum of Understanding requirements that shall be renewed every three years	M	Yes	Standard	Iteris stays current with FMCSA's MOU requirements.
B1.22	System shall provide NH State Troopers access to real-time carrier, vehicle and driver data and federal information systems inclusive of but not limited to Safety & Fitness Electronic Records (SAFER), Commercial Driver's License Information System (CDLIS), Inspection Selection System (ISS), and Past Inspection Query (PIQ)	M	Yes	Standard	Iteris Inspect and CVIEWplus stay current with real-time carrier, vehicle, and driver data, as well as SAFER, CDLIS, ISS, and PIQ data.
B1.23	Vendor shall complete training of all State users within 1 month of system implementation	M	Yes	Standard	Within 1 month of system implementation, Iteris can schedule online training for all State users. (or in-person training if current COVID regulations allow)
Inspection System					
B2.1	System shall have real time auto filling capabilities for carrier, vehicle and driver information from CVIEW.	M	Yes	Standard	When starting an inspection with Inspect, Carrier, Vehicle
B2.2	System shall have real time updates for integrated Inspection Selection System (ISS) and safety based BASICS data.	M	Yes	Standard	Inspect pulls in real-time data for IIS and BASIC data automatically when using Inspect. This information pulls up on the very first page when an inspection is started.
B2.3	System shall have the ability to integrate with State e-citation or other state specific applications via web service or XML data feeds.	M	Yes	Standard	Iteris can integrate with State applications via web service or XML data feeds.
B2.4	System should have the ability to launch State eTciketing application to allow users to create a citation directly from an inspection	P	Yes	Custom	We can integrate with many different application types. With the help of NH we can determine what data from Inspect needs to transfer into the NH E-Ticketing application, as long as the owner of the E-Ticketing application is willing to work with Iteris (such as another 3rd party vendor).
B2.5	System shall allow users to enter notes/comments as part of an inspection.	M	Yes	Standard	During an inspection using Inspect, users are able to add notes at anytime. Users can choose whether or not to print these notes out on the actual inspection report.
B2.6	System shall provide capability for designating some notes as confidential. Notes marked as confidential will only be viewable by users with specific roles/permissions	P	Yes	Standard	During an inspection using Inspect, users are able to add confidential notes at anytime. These notes are NOT printed on inspection reports and only users with the correct permissions will be able to see these notes.
B2.7	System shall be able to automatically populate specific violation codes for carriers with Federal Out of Service Orders.	M	Yes	Standard	Inspections done using Inspect will automatically populate carrier Federal Out of Service Order violations as soon as the inspection is started.
B2.8	System shall display carrier's ISS safety score	M	Yes	Standard	Inspections done using Inspect will automatically populate carrier IIS score as soon as the inspection is started.

Attachment 1: Project Requirements

REQUIREMENTS					
Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
General Requirements					
B2.9	System shall allow users, based on role, the ability to view completed inspections	M	Yes	Standard	Users can view a history of all their own inspections (completed, saved, or pending). User permissions can also be adjusted to allow them to view other users completed inspections.
B2.10	System shall be able to report what version of inspection software is in use by the end users.	M	Yes	Standard	Inspect admin users have access to a report that show what version of Inspect the users are using along with the last time that user logged in to Inspect.
B2.11	System shall allow a user, based on role, to make global changes and push updates to client systems.	M	Yes	Standard	Inspect has the capability to push global changes to client systems. The changes being pushed out have to be approved by a specific user role in NH.
B2.12	System shall allow State Police Adminstrators to add new users to the system	M	Yes	Standard	Admin users of Inspect have the ability to add, remove, and suspend Inspect users.
B2.13	System shall have a way of emailing the carrier, who has an email address on file with FMCSA, with a redacted copy of the inspection report once an inspection is completed	P	Yes	Standard	Iteris Inspect has a setting to email Carrier inspections when completed, and when selected, inspections done for that selected Carrier will send the inspections to that Carriers email found on their FMCSA file.
B2.14	System shall have the ability to import registration data and driver licenseing data through a bar code scanner	P	Yes	Standard	Inspect has the capability to import data that is scanned by a bar code scanner.
B2.15	System shall utilize FMCSA's "Smart Logic" technology where required by FMCSA.	M	Yes	Standard	Inspection completed in Inspect have "Smart Logic" integrated into the inspection violations automatically.
CVIEW					
B3.1	System shall integrate CVIEW and inspection systems, allowing a user to launch an inspection directly from a CVIEW inquiry	M	Yes	Standard	CVIEWplus has an online inspection option that allows users to select "Inspect this Carrier" at any time when reviewing Carrier data. Also, there is an Inspect tab where users can start an online inspection at anytime.
B3.2	System shall shall notify the trooper with a stand out type of alert indicating an immediate safety issue with the carrier, Federal OOS Order, IFTA, IRP, UCR Issues.	M	Yes	Standard	In CVIEWplus, any immediate safety issues regarding the carrier, is automatically displayed in a Red alert that is easily noticed by the user.
B3.3	System shall alert Troopers of MCMS staus of carrier (active/inactive)	M	Yes	Standard	During a query using CVIEWplus, the MCMS status of a carrier is automatically displayed.
B3.4	System shall list carrier name and any DBA(s)	M	Yes	Standard	During a query using CVIEWplus, the carrier name and any associated DBA's are automatically displayed.
B3.5	System shall display all of the carriers 7 BASIC scores (HOS Compliance, Driver Fitness, Controlled Substance/Alcohol, Vehicle Maint., HM Compliance, Crash Indicator), and display the basic assessment, on road performance and investigation deficiencies score/indicators.	M	Yes	Standard	CVIEWplus pulls in real-time data for BASIC data automatically. This information pulls up on the Safety tab when a query is made for a carrier, vehicle, Tax ID, IRP#, or IFTA#.
B3.6	System shall pull live insurance information from SAFER and or L&I	M	Yes	Standard	CVIEWplus pulls in live insurance information from SAFER & L&I. This information is displayed on the L&I tab when a query is made for a carrier, vehicle, Tax ID, IRP#, or IFTA#.
FMCSA					
B4.1	System shall meet Federal Motor Carrier Safety Administration (FMCSA) requirements and certifications to maintain data quality, security, and timeliness standards.	M	Yes	Standard	Iteris helps clients with their FMCSA certification to ensure good data quality, security, and timelines standards.
B4.2	System shall update inspection record system whenever FMCSA updates ASPEN, at a minimum.	M	Yes	Standard	Each time FMCSA updates ASPEN, Iteris is notified to ensure that we make any necessary changes to any new or updated inspection regulations.

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Date: 04/29/2021

Attachment 1: Project Requirements

REQUIREMENTS					
Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
General Requirements					
B4.3	System shall allow real time validation of ASPEN and SafetyNet business rules upon submission of inspection reports.	M	Yes	Standard	Inspect enforces all FMCSA business rules and doesn't allow data being entered that would violate these rules when submitted. Upon submission to SAFER, the ASPEN and SNET business rules are also validated. Any changes to ASPEN and SNET business rules provided to Iteris will be implemented in Inspect to ensure the rules are kept in sync.
B4.4	System shall automatically import FMCSA updates. Updates shall be made available to the users in a timely manner.	M	Yes	Standard	Iteris is notified of all FMCSA updates and makes any necessary changes to CVIEWplus and Inspect as quickly as possible so as to not interrupt users.
Optional Items					
B5.1	License Plate Reader (scanning devices)/DOT Reader compatible	P	Yes	Standard	Users can hook up the LPRs to CVIEW by way of the LPR vendor calling CVIEW web services that are included in the CVIEW licensing.
B5.2	Ability to attach and save Photographs to inspection reports	P	Yes	Standard	Inspect allows attachments to inspections. This includes PNG, JPG, and PDF documents. These are not sent to SAFER however, they are stored in Iteris' database.
B5.3	Ability to query for Hazardous Materials/IEP (Intermodal Equipment Provider) and populate inspection report with information	P	Yes	Standard	Hazmat and IEP data is queried in the inspection report process. If you add a hazmat section then it allows you select the drop down of the hazmat type and details. For the IEP, if you add a vehicle in the vehicle page that is intermodal equipment you get the pop up that searches for the equipment information and populates it.
B5.4	Ability to use on mobile device.	P	Yes	Standard	CVIEWplus is mobile friendly and within CVIEWplus, inspections can be completed online.

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Date 04/29/2021

Attachment 1: Project Requirements

APPLICATION REQUIREMENTS					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
GENERAL SPECIFICATIONS					
A1.1	Ability to access data using open standards access protocol (please specify supported versions in the comments field).	M	Yes	Standard	The proposed solution for an integrated solution supports direct data access via the Open Database Connectivity standard (v3.8). We rely on basic auth headers which are defined in IETF RFC 7617 for authentication
A1.2	Data is available in commonly used format over which no entity has exclusive control, with the exception of National or International standards. Data is not subject to any copyright, patent, trademark or orhter trade secret regulation	M	Yes	Standard	Data is available in any reasonable format requested by the client and is free of any legal limitations including those mentioned.
A1.3	Web-based compatible and in conformance with the following W3C standards: HTML5, CSS 2.1, XML 1.1	M	Yes	Standard	Iteris applications are all compliant with the W3C standards listed.
APPLICATION SECURITY					
A2.1	Verify the identity or authenticate all of the system client applications before allowing use of the system to prevent access to inappropriate or confidential data or services.	M	Yes	Standard	Entry into the applications requires credentials authorized by a state administrator. These credentials provide access to areas of the application and data specifically noted by a state administrator. Access to data can be as granular as specific data points on a single page in some areas.
A2.2	Verify the identity and authenticate all of the system's human users before allowing them to use its capabilities to prevent access to inappropriate or confidential data or services	M	Yes	Standard	Admin users have the ability to grant permissions or deny permission to application users.
A2.3	Enforce unique user names.	M	Yes	Standard	Admin users have the ability to create user names and enforce desired formatting
A2.4	Enforce complex passwords for Administrator Accounts in accordance with DoIT's statewide *User Account and Password Policy*	M	Yes	Standard	Admin users have the ability to create desired formatting for password requirements. Password requirements can adjust Minimum password length, expire dates, prohibit username in password, similarity to the last passwords, regulate failed login attempts, require # of Uppercase, lowercase, numeric, & non-alphanumeric characters.
A2.5	Enforce the use of complex passwords for general users using capital letters, numbers and special characters in accordance with DoIT's statewide User Account and Password Policy.	M	Yes	Standard	Admin users have the ability to create desired formatting for password requirements. Password requirements can adjust Minimum password length, expire dates, prohibit username in password, similarity to the last passwords, regulate failed login attempts, require # of Uppercase, lowercase, numeric, & non-alphanumeric characters.
A2.6	Encrypt passwords in transmission and at rest within the database.	M	Yes	Standard	All passwords are encrypted at rest and in transit. Additionally passwords are also hashed to keep them even more secure
A2.7	Establish ability to expire passwords after a definite period of time in accordance with DoIT's statewide User Account and Password Policy	M	Yes	Standard	Admin users have the ability to create desired formatting for password requirements. Password requirements can adjust Minimum password length, expire dates, prohibit username in password, similarity to the last passwords, regulate failed login attempts, require # of Uppercase, lowercase, numeric, & non-alphanumeric characters.
A2.8	Provide the ability to limit the number of people that can grant or change authorizations	M	Yes	Standard	Admin users have the ability to limit the number of people that can grant or change authorizations. This includes creating user groups, user types, and user permissions.
A2.9	Establish ability to enforce session timeouts during periods of inactivity.	M	Yes	Standard	After an hour of inactivity the application will require another successful login to continue
A2.10	The application shall not store authentication credentials or sensitive data in its code.	M	Yes	Standard	All passwords are encrypted at rest and in transit. Additionally passwords are also hashed to keep them even more secure

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APPLICATION REQUIREMENTS					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
A2.11	Log all attempted accesses that fail identification, authentication and authorization requirements.	M	Yes	Standard	All login failures regardless of reason are logged and are available via a report in the system.
A2.12	The application shall log all activities to a central server to prevent parties to application transactions from denying that they have taken place.	M	Yes	Standard	All activities and transactions are logged to a centralized database and can be accessed via reports in the system.
A2.13	All logs must be kept for (XX- days, weeks, or months)	M	Yes	Standard	Iteris can keep logs for whatever length of time NH requests.
A2.14	The application must allow a human user to explicitly terminate a session. No remnants of the prior session should then remain.	M	Yes	Standard	When a user terminates or cancels an inspection, logs out of Inspect, or logs out of CVIEWplus, all data being worked on is lost (or saved) and unable to be viewed by the following user. No user identifying information should remain.
A2.15	Do not use Software and System Services for anything other than they are designed for.	M	Yes	Standard	All software and services are used in accordance to their intended purpose.
A2.16	The application Data shall be protected from unauthorized use when at rest	M	Yes	Standard	Application data is encrypted at rest and is only available for access by authorized personnel.
A2.17	The application shall keep any sensitive Data or communications private from unauthorized individuals and programs.	M	Yes	Standard	All sensitive data and communications stored in secure servers and only available to authorized personnel and other specified applications.
A2.18	Subsequent application enhancements or upgrades shall not remove or degrade security requirements	M	Yes	Standard	All enhancements or upgrades will continue to implore all of the security standards specified and agreed upon.
A2.19	Utilize change management documentation and procedures	M	Yes	Standard	Any change requests will be filtered through an approved gatekeeper from the State. Approved gatekeepers for the applications will communicate any needed changes to Iteris.

Attachment: Project Requirements

TESTING					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
APPLICATION SECURITY TESTING					
T1.1	All components of the Software shall be reviewed and tested to ensure they protect the State's web site and its related Data assets.	M	Yes	Standard	All software is reviewed and tested prior to being released into production and also continues to test and review software that is in production on a daily basis.
T1.2	The Vendor shall be responsible for providing documentation of security testing, as appropriate. Tests shall focus on the technical, administrative and physical security controls that have been designed into the System architecture in order to provide the necessary confidentiality, integrity and availability.	M	Yes	Standard	Security testing reports and documentation are available upon request.
T1.3	Provide evidence that supports the fact that Identification and Authentication testing has been recently accomplished; supports obtaining information about those parties attempting to log onto a system or application for security purposes and the validation of users	M	Yes	Standard	CVIEW+ logs every login attempt whether successful or not and is available as a CVIEW+ report for failed logins and user sessions.
T1.4	Test for Access Control; supports the management of permissions for logging onto a computer or network	M	Yes	Standard	Iteris tests the permission settings to ensure Access Control is working.
T1.5	Test for encryption; supports the encoding of data for security purposes, and for the ability to access the data in a decrypted format from required tools.	M	Yes	Standard	CVIEW and Inspect data that is PII is encrypted according to industry standards and FMCSA requirements. A sample of the encryption can be provided during system testing to provide assurance that the encryption standards are met. Encrypted PII is available in a decrypted format in CVIEW and Inspect but is still kept secure through role based security and the ability to disallow permissions to PII data fields for any user group.
T1.6	Test the Intrusion Detection; supports the detection of illegal entrance into a computer system	M	Yes	Standard	CVIEW / Inspect infrastructure access and requests are monitored by Azure Network Watcher. Authentication attempts (both successful and failed) are logged and reviewed for unauthorized connections.
T1.7	Test the Verification feature; supports the confirmation of authority to enter a computer system, application or network	M	Yes	Standard	Iteris tests the permission settings to ensure Verification is working.
T1.8	Test the User Management feature; supports the administration of computer, application and network accounts within an organization.	M	Yes	Standard	Iteris tests the permission settings to ensure User Management is working.
T1.9	Test Role/Privilege Management; supports the granting of abilities to users or groups of users of a computer, application or network	M	Yes	Standard	Iteris tests the permission settings to ensure Roll/Privilege Management is working.
T1.10	Test Audit Trail Capture and Analysis; supports the identification and monitoring of activities within an application or system	M	Yes	Standard	CVIEW has a set of audit reports that keeps track of all activities within CVIEW and Inspect for all users in the system. The length of time to keep the audit data is configurable by NH and the reports for the audit activity are available in both the beta and production environments. System testing will include verification that these reports are capturing activity. Any additional reports for audit purposes that are not in the standard set of audits will be created by Iteris within the deployment or maintenance agreement.
T1.11	Test Input Validation; ensures the application is protected from buffer overflow, cross-site scripting, SQL injection, and unauthorized access of files and/or directories on the server.	M	Yes	Standard	Iteris conducts regular vulnerability scans in accordance with the defined System Security Plan, included in Appendix A for reference.
T.1.12	For web applications, ensure the application has been tested and hardened to prevent critical application security flaws. (At a minimum, the application shall be tested against all flaws outlined in the Open Web Application Security Project (OWASP) Top Ten (http://www.owasp.org/index.php/OWASP_Top_Ten_Project))	M	Yes	Standard	CVIEW and Inspect are both mature applications that have been tested thoroughly for years and have regular testing completed on incremental changes to the applications to ensure that security measures continue to be robust. Iteris CVO systems have been tested against OWASP standards and have no failures in the OWASP Top Ten. The security plan allows for any newly identified security concerns to be immediately addressed and corrected.

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TESTING					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
T1.13	Provide the State with validation of 3rd party security reviews performed on the application and system environment. The review may include a combination of vulnerability scanning, penetration testing, static analysis of the source code, and expert code review (please specify proposed methodology in the comments field).	M	Yes	Standard	The Iteris security plan will be provided to NH for review of security testing and practices. Iteris can provide the results of third party security reviews to NH as a project deliverable in PDF format. Additionally, a project activity will include reviewing security practices and working with NH IT to ensure that all security requirements are met.
T1.14	Prior to the System being moved into production, the Vendor shall provide results of all security testing to the Department of Information Technology for review and acceptance.	M	Yes	Standard	Iteris will provide results of all security testing for review and acceptance
T1.15	Vendor shall provide documented procedure for migrating application modifications from the User Acceptance Test Environment to the Production Environment.	M	Yes	Standard	Iteris will provide documented procedures for migrating application modifications from UAT to Production
STANDARD TESTING					
T2.1	The Vendor must test the software and the system using an industry standard and State approved testing methodology as more fully described in Appendix G-2.	M	Yes	Standard	Iteris will perform testing specified in Appendix G-2 and provide results to the State upon request.
T2.2	The Vendor must perform application stress testing and tuning as more fully described in Appendix G-2	M	Yes	Standard	Iteris will perform testing and tuning specified in Appendix G-2 and provide results to the State where applicable.
T2.3	The Vendor must provide documented procedure for how to sync Production with a specific testing environment.	M	Yes	Standard	Iteris will provide documentation for how production and testing environments are synced
T2.4	The vendor must define and test disaster recovery procedures.	M	Yes	Standard	Iteris will provide documentation of disaster recovery procedures and show how they are tested.
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	Date				

HOSTING-CLOUD REQUIREMENTS					
State Requirements			Vendor		Vendor
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
OPERATIONS					
H1.1	Vendor shall provide an ANSI/TIA-942 Tier 3 Data Center or equivalent. A tier 3 data center requires 1) Multiple independent distribution paths serving the IT equipment, 2) All IT equipment must be dual-powered and fully compatible with the topology of a site's architecture and 3)Concurrently maintainable site infrastructure with expected availability of 99.982%	M	Yes	Standard	The proposed solution is a securely hosted solution that leverages Azure cloud services that exceeds TIA-942 standards to deliver highly available, redundant access to information for NH DOS users. For additional information on Azure's availability: https://gallery.technet.microsoft.com/Azure-Standard-Response-to-5de19cb6 is a link to the document on pages 49-50
H1.2	Vendor shall maintain a secure hosting environment providing all necessary hardware, software, and Internet bandwidth to manage the application and support users with permission based logins.	M	Yes	Standard	Iteris maintains a secure hosting environment providing all necessary hardware, software, and Internet bandwidth to manage the application and support users with permission based logins.
H1.3	The Data Center must be physically secured – restricted access to the site to personnel with controls such as biometric, badge, and others security solutions. Policies for granting access must be in place and followed. Access shall only be granted to those with a need to perform tasks in the Data Center.	M	Yes	Standard	Iteris facilities containing technology infrastructure to support internal network access, personnel records, etc. are managed in a tightly controlled environment requiring physical key or key card access to facilities. Only authorized individuals may access internal systems. Remote access is provided to authorized personnel via secure VPN.
H1.4	Vendor shall install and update all server patches, updates, and other utilities within 60 days of release from the manufacturer.	M	Yes	Standard	Iteris will install any security patches to operating systems and applications within 60 days of release.
H1.5	Vendor shall monitor System, security, and application logs.	M	Yes	Standard	Iteris monitors all system, security, and application logs on a regular basis, and is notified if any major issues occur.
H1.6	Vendor shall manage the sharing of data resources.	M	Yes	Standard	Iteris manages all sharing of data and data resources.
H1.7	Vendor shall manage daily backups, off-site data storage, and restore operations.	M	Yes	Standard	Database backups are performed daily and are stored for 1 week. Server backups, including all associated disk drives, are performed daily and stored for 30 days. Iteris manages all restore operations relating to these processes.
H1.8	The Vendor shall monitor physical hardware.	M	Yes	Standard	Iteris monitors the health and performance of all physical devices for the system
H1.9	Remote access shall be customized to the State's business application. In instances where the State requires access to the application or server resources not in the DMZ, the Vendor shall provide remote desktop connection to the server through secure protocols such as a Virtual Private Network (VPN).	M	Yes	Standard	Iteris will provide VPN access where applicable and needed to meet all of the needs of the State when traditional access is not sufficient.
H1.10	The Vendor shall report any breach in security in conformance with State of NH RSA 359-C:20. Any person engaged in trade or commerce that is subject to RSA 358-A:3, I shall also notify the regulator which has primary regulatory authority over such trade or commerce. All other persons shall notify the New Hampshire attorney general's office.	M	Yes	Standard	Any suspected security breaches will be communicated to the state administration and any other applicable parties.
DISASTER RECOVERY					
H2.1	Vendor shall have documented disaster recovery plans that address the recovery of lost State data as well as their own. Systems shall be architected to meet the defined recovery needs.	M	Yes	Standard	Iteris has and will provide disaster recovery documentation upon request which encompasses both data and application disasters.
H2.2	The disaster recovery plan shall identify appropriate methods for procuring additional hardware in the event of a component failure. In most instances, systems shall offer a level of redundancy so the loss of a drive or power supply will not be sufficient to terminate services however, these failed components will have to be replaced.	M	Yes	Standard	Within the disaster recovery plans, Iteris has redundancy in hardware to prevent, quickly mitigate, or restore failure in functionality due to any disaster that may occur.
H2.3	Vendor shall adhere to a defined and documented back-up schedule and procedure.	M	Yes	Standard	All backup schedules and procedures are defined and documented by Iteris
H2.4	Back-up copies of data are made for the purpose of facilitating a restore of the data in the event of data loss or System failure.	M	Yes	Standard	Database backups are performed daily and are stored for 1 week.
H2.5	Scheduled backups of all servers must be completed regularly. The minimum acceptable frequency is differential backup daily, and complete backup weekly.	M	Yes	Standard	Server backups, including all associated disk drives, are performed daily and stored for 30 days.
H2.6	Tapes or other back-up media tapes must be securely transferred from the site to another secure location to avoid complete data loss with the loss of a facility.	M	Yes	Standard	Azure has a very robust backup/recovery structure and when tapes are moved (if used) they are done so in a secure manner.

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HOSTING-CLOUD REQUIREMENTS					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
H2.7	Data recovery – In the event that recovery back to the last backup is not sufficient to recover State Data, the Vendor shall employ the use of database logs in addition to backup media in the restoration of the database(s) to afford a much closer to real-time recovery. To do this, logs must be moved off the volume containing the database with a frequency to match the business needs.	M	Yes	Standard	Iteris handles data recovery of both state and system data and is responsible for recovery even when backups are not sufficient.
HOSTING SECURITY					
H3.1	The Vendor shall employ security measures ensure that the State's application and data is protected.	M	Yes	Standard	Iteris uses Microsoft Azure for hosting which has very in-depth security measures to keep data protected.
H3.2	If State data is hosted on multiple servers, data exchanges between and among servers must be encrypted.	M	Yes	Standard	All data exchanges between servers within the systems' hosted environments is encrypted
H3.3	All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a whole, shall have aggressive intrusion-detection and firewall protection	M	Yes	Standard	All servers that Iteris uses are kept up to date from all known vulnerabilities. All servers also sit behind a firewall that has prevents all traffic unless whitelisted by IP address.
H3.4	All components of the infrastructure shall be reviewed and tested to ensure they protect the State's hardware, software, and its related data assets. Tests shall focus on the technical, administrative and physical security controls that have been designed into the System architecture in order to provide confidentiality, integrity and availability	M	Yes	Standard	This will be accomplished by vulnerability and penetration testing.
H3.5	The Vendor shall ensure its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.	M	Yes	Standard	Iteris will comply and resolve any security issues or vulnerabilities identified by any party.
H3.6	The Vendor shall perform scheduled and random security audits, including vulnerability assessments, of the Vendor' hosting infrastructure and/or the application and provide reports of these audits to the State upon request.	M	Yes	Standard	The security plan provided as a project deliverable will cover the details of the security procedures that Iteris follows. Security audits are completed regularly and the results provided to NH for review as requested. Any additional security audits identified outside of the normal process can be scheduled and completed as requested by NH
H3.7	All servers and devices must have event logging enabled. Logs must be protected with access limited to only authorized administrators. Logs shall include System, Application, Web and Database logs.	M	Yes	Standard	All Iteris systems keep detail event logs that are only accessible by authorized personnel.
H3.8	Operating Systems (OS) and Databases (DB) shall be built and hardend in accordance with guidelines set forth by CIS, NIST or NSA	M	Yes	Standard	Iteris OS and DB are built and hardened in accordance with guidelines set forth by CIS, NIST or NSA
H3.9	The Vendor shall notify the State's Project Manager of any security breaches within two (2) hours of the time that the Vendor learns of their occurrence.	M	Yes	Standard	Iteris will notify any and all applicable personnel of any security breach within two hours.
H3.10	The Vendor shall be solely liable for costs associated with any breach of State data housed at their location(s) including but not limited to notification and any damages assessed by the courts.	M	Yes	Standard	Iteris will be solely liable for costs associated with any breach of State data, in accordance with the definition of Breach contained in the RFP DOS 2021-100 Terms and Definitions (page 101 (12) of 109).
SERVICE LEVEL AGREEMENT					
H4.1	The Vendor's System support and maintenance shall commence upon the Effective Date and extend through the end of the Contract term, and any extensions thereof.	M	Yes	Standard	Iteris support, hosting and maintenance of applications will commence upon the Effective Date and extend through the end of the contract term, and any extensions thereof.
H4.2	The vendor shall maintain the hardware and Software in accordance with the specifications, terms, and requirements of the Contract, including providing, upgrades and fixes as required.	M	Yes	Standard	Iteris will maintain the hardware and Software in accordance with the specifications, terms, and requirements of the Contract, including providing, upgrades and fixes as required.
H4.3	The vendor shall repair or replace the hardware or software, or any portion thereof, so that the System operates in accordance with the Specifications, terms, and requirements of the Contract	M	Yes	Standard	Iteris will repair or replace the hardware or software, or any portion thereof, so that the System operates in accordance with the Specifications, terms, and requirements of the Contract.
H4.4	All hardware and software components of the Vendor hosting infrastructure shall be fully supported by their respective manufacturers at all times. All critical patches for operating systems, databases, web services, etc, shall be applied within sixty (60) days of release by their respective manufacturers.		Yes	Standard	All hardware and software components of the Iteris hosting infrastructure are fully supported within the hosted solution provided to NH DOS at all times by Azure and Iteris. All critical patches for operating systems, databases, web services, etc., shall be applied within sixty (60) days of release, included as part of the ongoing maintenance of the hosted solution delivered to NH DOS by Iteris

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HOSTING-CLOUD REQUIREMENTS					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
H4.5	The State shall have unlimited access, via phone or Email, to the Vendor technical support staff between the hours of 8:30am to 5:00pm- Monday through Friday EST;	M	Yes	Standard	Iteris provides access to technical support staff 7 days a week, 24 hours a day for High levels of emergencies. SERVICE LEVEL Urgent - (response availability - 7 days/week, 24 hrs./day) Urgent is defined as system down or unavailable High - (response availability - 7 days/week, 24 hrs./day) High is defined as system is partially available or performing in a degraded mode Normal - (response availability - 5 days/week, Mon-Fri 6:30AM-8PM EST) Normal is defined as primary support services provided during regular operations. Please reference Topic 25 and 26 for additional information on support and service level provided by Iteris with the proposed solution.
H4.6	The Vendor shall conform to the specific deficiency class as described: o Class A Deficiency - Software - Critical, does not allow System to operate, no work around, demands immediate action; Written Documentation - missing significant portions of information or unintelligible to State; Non Software - Services were inadequate and require re-performance of the Service. o Class B Deficiency - Software - important, does not stop operation and/or there is a work around and user can perform tasks; Written Documentation - portions of information are missing but not enough to make the document unintelligible; Non Software - Services were deficient, require reworking, but do not require re-performance of the Service. o Class C Deficiency - Software - minimal, cosmetic in nature, minimal effect on System, low priority and/or user can use System; Written Documentation - minimal changes required and of minor editing nature; Non Software - Services require only minor reworking and do not require re-performance of the Service.	M	Yes	Standard	Iteris Service Levels are as follows: Urgent - (response availability - 7 days/week, 24 hrs./day) Urgent is defined as system down or unavailable High - (response availability - 7 days/week, 24 hrs./day) High is defined as system is partially available or performing in a degraded mode Normal - (response availability - 5 days/week, Mon-Fri 6:30AM-8PM EST) Normal is defined as primary support services provided during regular operations. Iteris will incorporate NH definitions of Class Deficiencies for NH use of Iteris applications. Please reference Topic 25 and 26 for additional information on support and service level provided by Iteris with the proposed solution.
H4.7	As part of the maintenance agreement, ongoing support issues shall be responded to according to the following: a. Class A Deficiencies - The Vendor shall have available to the State on-call telephone assistance, with issue tracking available to the State, eight (8) hours per day and five (5) days a week with an email / telephone response within two (2) hours of request; or the Vendor shall provide support on-site or with remote diagnostic Services, within four (4) business hours of a request; b. Class B & C Deficiencies –The State shall notify the Vendor of such Deficiencies during regular business hours and the Vendor shall respond back within four (4) hours of notification of planned corrective action; The Vendor shall repair or replace Software, and provide maintenance of the Software in accordance with the Specifications, Terms and Requirements of the Contract;	M	Yes	Standard	Iteris Service Levels and response times are as follows: SERVICE LEVEL Urgent - (response availability - 7 days/week, 24 hrs./day) Urgent is defined as system down or unavailable. Acknowledge time: 15 minutes. Resolution time: 1 Hour. High - (response availability - 7 days/week, 24 hrs./day) High is defined as system is partially available or performing in a degraded mode. Acknowledge time: 1 hour. Resolution time: 4 Hours. Normal - (response availability - 5 days/week, Mon-Fri 6:30AM-8PM EST) Normal is defined as primary support services provided during regular operations. Acknowledge time: 1 hour. Resolution time: 1 work day. Iteris will incorporate NH definitions of Class Deficiencies for NH use of Iteris applications.
H4.8	The hosting server for the State shall be available twenty-four (24) hours a day, 7 days a week except for during scheduled maintenance.	M	Yes	Standard	Iteris hosting server for the State is available twenty-four (24) hours a day, 7 days a week except for during scheduled maintenance. Any scheduled maintenance will be conducted in the agreed upon maintenance window.
H4.9	A regularly scheduled maintenance window shall be identified (such as weekly, monthly, or quarterly) at which time all relevant server patches and application upgrades shall be applied.	M	Yes	Standard	All maintenance will be done outside of regular work hours and will be negotiated with the state. Any non-regular maintenance will be communicated to and arranged with the state administrators.
H4.10	If The Vendor is unable to meet the uptime requirement, The Vendor shall credit State's account in an amount based upon the following formula: (Total Contract Item Price/365) x Number of Days Contract Item Not Provided. The State must request this credit in writing.	M	Yes	Standard	If Iteris is unable to meet the uptime requirement, Iteris shall credit State's account in an amount based upon the following formula: (Total Contract Item Price/365) x Number of Days Contract Item Not Provided. The State must request this credit in writing.
H4.11	The Vendor shall use a change management policy for notification and tracking of change requests as well as critical outages.	M	Yes	Standard	Any change requests will be filtered through an approved gatekeeper from the State. Approved gatekeepers for the applications will communicate any needed changes to Iteris.
H4.12	A critical outage will be designated when a business function cannot be met by a nonperforming application and there is no work around to the problem.	M	Yes	Standard	Iteris agrees that a critical outage will be designated when a business function cannot be met by a nonperforming application and there is no work around to the problem.

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HOSTING-CLOUD REQUIREMENTS					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
H4.13	The Vendor shall maintain a record of the activities related to repair or maintenance activities performed for the State and shall report quarterly on the following: Server up-time; All change requests implemented, including operating system patches; All critical outages reported including actual issue and resolution; Number of deficiencies reported by class with initial response time as well as time to close	M	Yes	Standard	All maintenance activities are tracked by Iteris for both CVIEWplus and Inspect. All updates to the system including enhancements, bugs and patches are included in monthly TUG (Technical User Group) release notes. Server up-time, critical outage issues and resolution as well as ticket tracking for open issues will be provided quarterly.
H4.14	The Vendor will give two-business days prior notification to the State Project Manager of all changes/updates and provide the State with training due to the upgrades and changes.	M	Yes	Standard	Iteris will give 2 business-days notice to the State Project Manager of all changes/updates and provide the State with training due to the upgrades and changes.

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SUPPORT & MAINTENANCE REQUIREMENTS					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
SUPPORT & MAINTENANCE REQUIREMENTS					
S1.1	The Vendor's System support and maintenance shall commence upon the Effective Date and extend through the end of the Contract term, and any extensions thereof.	M	Yes	Standard	Iteris support, hosting and maintenance of applications will commence upon the Effective Date and extend through the end of the contract term, and any extensions thereof.
S1.2	Maintain the hardware and Software in accordance with the Specifications, terms, and requirements of the Contract, including providing, upgrades and fixes as required.	M	Yes	Standard	Iteris will maintain the hardware and Software in accordance with the specifications, terms, and requirements of the Contract, including providing, upgrades and fixes as required.
S1.3	Repair Software, or any portion thereof, so that the System operates in accordance with the Specifications, terms, and requirements of the Contract.	M	Yes	Standard	Iteris will repair or replace the hardware or software, or any portion thereof, so that the System operates in accordance with the Specifications, terms, and requirements of the Contract.
S1.4	The State shall have unlimited access, via phone or Email, to the Vendor technical support staff between the hours of 8:30am to 5:00pm- Monday through Friday EST;	M	Yes	Standard	Iteris provides access to technical support staff 7 days a week, 24 hours a day for High levels of emergencies. SERVICE LEVEL Urgent - (response availability - 7 days/week, 24 hrs./day) Urgent is defined as system down or unavailable High - (response availability - 7 days/week, 24 hrs./day) High is defined as system is partially available or performing in a degraded mode Normal - (response availability - 5 days/week, Mon-Fri 6:30AM-8PM EST) Normal is defined as primary support services provided during regular operations. Please reference Topic 25 and 26 for additional information on support and service level provided by Iteris with the proposed solution.
S1.5	The Vendor response time for support shall conform to the specific deficiency class as described below or as agreed to by the parties: o Class A Deficiency - Software - Critical, does not allow System to operate, no work around, demands immediate action; Written Documentation - missing significant portions of information or unintelligible to State; Non Software - Services were inadequate and require re-performance of the Service. o Class B Deficiency - Software - important, does not stop operation and/or there is a work around and user can perform tasks; Written Documentation - portions of information are missing but not enough to make the document unintelligible; Non Software - Services were deficient, require reworking, but do not require re-performance of the Service. o Class C Deficiency - Software - minimal, cosmetic in nature, minimal effect on System, low priority and/or user can use System; Written Documentation - minimal changes required and of minor editing nature; Non Software - Services require only minor reworking and do not require re-performance of the Service.	M	Yes	Standard	Iteris Service Levels are as follows: SERVICE LEVEL Urgent - (response availability - 7 days/week, 24 hrs./day) Urgent is defined as system down or unavailable High - (response availability - 7 days/week, 24 hrs./day) High is defined as system is partially available or performing in a degraded mode Normal - (response availability - 5 days/week, Mon-Fri 6:30AM-8PM EST) Normal is defined as primary support services provided during regular operations. Iteris will incorporate NH definitions of Class Deficiencies for NH use of Iteris applications. Please reference Topic 25 and 26 for additional information on support and service level provided by Iteris with the proposed solution. Please reference Topic 25 and 26 for additional information on support and service level provided by Iteris with the proposed solution.
S1.6	The Vendor shall make available to the State the latest program updates, general maintenance releases, selected functionality releases, patches, and Documentation that are generally offered to its customers, at no additional cost.	M	Yes	Standard	Iteris will make available to the State the latest program updates, general maintenance releases, selected functionality releases, patches, and Documentation that are generally offered to its customers, at no additional cost.
S1.7	For all maintenance Services calls, The Vendor shall ensure the following information will be collected and maintained: 1) nature of the Deficiency; 2) current status of the Deficiency; 3) action plans, dates, and times; 4) expected and actual completion time; 5) Deficiency resolution information, 6) Resolved by, 7) Identifying number i.e. work order number, 8) Issue identified by;	P	Yes	Standard	Iteris collects the following information for all maintenance calls, creates a ticket, and emails the ticket # to the State: 1) nature of the Deficiency; 2) current status of the Deficiency; 3) action plans, dates, and times; 4) expected and actual completion time; 5) Deficiency resolution information, 6) Resolved by, 7) Identifying number i.e. work order number, 8) Issue identified by;

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SUPPORT & MAINTENANCE REQUIREMENTS					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
SUPPORT & MAINTENANCE REQUIREMENTS					
S1.8	The Vendor must work with the State to identify and troubleshoot potentially large-scale System failures or Deficiencies by collecting the following information: 1) mean time between reported Deficiencies with the Software; 2) diagnosis of the root cause of the problem; and 3) identification of repeat calls or repeat Software problems.	P	Yes	Standard	The Iteris Support Desk provides tickets and tracking for each issue reported by the state and continuously tracks the time to resolution and the root cause analysis. This is used to regularly review the types of issues that are reported and implement long-term solutions and tools to prevent future repeat issues. This reporting is completed monthly and can be provided to NH regularly. Information about system deficiencies are also reported in the release notes for each application.
S1.9	As part of the Software maintenance agreement, ongoing software maintenance and support issues, shall be responded to according to the following or as asgreed to by the parties: a. Class A Deficiencies - The Vendor shall have available to the State on-call telephone assistance, with issue tracking available to the State, eight (8) hours per day and five (5) days a week with an email / telephone response within two (2) hours of request; or the Vendor shall provide support on-site or with remote diagnostic Services, within four (4) business hours of a request; b. Class B & C Deficiencies –The State shall notify the Vendor of such Deficiencies during regular business hours and the Vendor shall respond back within four (4) hours of notification of planned corrective action; The Vendor shall repair or replace Software, and provide maintenance of the Software in accordance with the Specifications, Terms and Requirements of the Contract; or as agreed between the parties	M	Yes	Standard	Iteris Service Levels and response times are as follows: SERVICE LEVEL Urgent - (response availability - 7 days/week, 24 hrs./day) Urgent is defined as system down or unavailable. Acknowledge time: 15 minutes. Resolution time: 1 Hour. High - (response availability - 7 days/week, 24 hrs./day) High is delined as system is partially available or performing in a degraded mode. Acknowledge time: 1 hour. Resolution time: 4 Hours. Normal - (response availability - 5 days/week, Mon-Fri 6:30AM-8PM EST) Normal is defined as primary support services provided during regular operations. Acknowledge time: 1 hour. Resolution time: 1 work day. Iteris will incorporate NH definitions of Class Deficiencies for NH use of Iteris applications. Please reference Topic 25 and 26 for additional information on support and service level provided by Iteris with the proposed solution.
S1.10	The Vendor shall use a change management policy for notification and tracking of change requests as well as critical outages.	M	Yes	Standard	Any change requests will be filtered through an approved gatekeeper from the State. Approved gatekeepers for the applications will communicate any needed changes to Iteris.
S1.11	A critical outage will be designated when a business function cannot be met by a nonperforming application and there is no work around to the problem.	M	Yes	Standard	Iteris agrees that a critical outage will be designated when a business function cannot be met by a nonperforming application and there is no work around to the problem.
S1.12	The Vendor shall maintain a record of the activities related to repair or maintenance activities performed for the State and shall report quarterly on the following: All change requests implemented; All critical outages reported including actual issue and resolution; Number of deficiencies reported by class with initial response time as well as time to close.	M	Yes	Standard	All maintenance activities are tracked by Iteris for both CVIEWPlus and Inspect. All updates to the system including enhancements, bugs and patches are included in monthly TUG (Technical User Group) release notes. Server up-time, critical outage issues and resolution as well as ticket tracking for open issues will be provided quarterly.

Attachment 1: Project Requirements

PROJECT MANAGEMENT					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
PROJECT MANAGEMENT					
P1.1	Vendor shall participate in an initial kick-off meeting to initiate the Project.	M	Yes	Standard	Iteris will participate in an initial kick-off meeting to initiate the project.
P1.2	Vendor shall provide Project Staff as specified in the RFP.	M	Yes	Standard	Iteris will provide Project Staff as specified in the RFP.
P1.3	Vendor shall submit a finalized Work Plan within ten (10) days after Contract award and approval by Governor and Council. The Work Plan shall include, without limitation, a detailed description of the Schedule, tasks, Deliverables, critical events, task dependencies, and payment Schedule. The plan shall be updated no less than every two weeks.	M	Yes	Standard	Iteris will submit a finalized Work Plan within ten (10) days after Contract award and approval by Governor and Council. The Work Plan shall include, without limitation, a detailed description of the Schedule, tasks, Deliverables, critical events, task dependencies, and payment Schedule. The plan shall be updated no less than every two weeks.
P1.4	Vendor shall provide detailed bi-weekly status reports on the progress of the Project, which will include expenses incurred year to date.	M	Yes	Standard	Iteris will provide detailed bi-weekly status reports on the progress of the Project, which will include expenses incurred year to date.
P1.5	All user, technical, and System Documentation as well as Project Schedules, plans, status reports, and correspondence must be maintained as project documentation. (Define how- WORD format- on-Line, in a common library or on paper)	M	Yes	Standard	All project management documents and plans will be retained as project artifacts in Microsoft Word, Excel, and/or Project files. All project status information and plans will be provided to NH in Word or PDF format in a timely manner after meetings and at the scheduled deliverable deadlines as noted in the project schedule. Project documentation will be available to NH in a shared location as agreed upon by the project team and/or upon request to the project manager.

SP

Contractor Initials _____

Date 04/29/2021

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Attachment H

RFP DOS 2021-100
Attachment C

F-6 Data Migration Pricing Worksheet

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Migration Services	Year 1	TOTAL
No migration services required for Inspect	$0	$0
No migration services required for CVIEWPlus	$0	$0
GRAND TOTAL	$0	$0

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Date: 04/29/2021

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Table F-2: Proposed Vendor Staff, Resource Hours and Rates Worksheet

Title	Name	Initiation	Implementation	Project Close out	Hourly Rate	Hours X Rate
Project Manager	Kohlae Angell	40	310	80	$201.30	$86,559.00
Product Owner	Ben Jenkins	10	80	20	$150.49	$16,553.90
Architect/ Technical Lead	Aaron Jenkins	10	103	20	$194.13	$25,819.29
QA/QC	Delaine Adkins	10	60	10	$197.91	$15,832.80
Software Engineer	Varies		408		$152.14	$62,073.12
TOTALS		70	961	130		$206,838.11

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Table F-2: Proposed Vendor Staff, Resource Hours and Rates Worksheet

Position Title	SFY 2021	SFY 2022	SFY 2023	Optional SFY 2024	Optional SFY 2025	Optional SF 2026	Optional SF 2027
Support Staff I	$134.74	$138.11	$141.57	$145.11	$148.73	$152.45	$156.26
Support Staff II	$184.98	$189.61	$194.35	$199.20	$204.18	$209.28	$214.52
Analyst	$124.00	$127.10	$130.28	$133.53	$136.87	$140.29	$143.80
Technician	$120.00	$123.00	$126.08	$129.23	$132.46	$135.77	$139.17
Specialist I	$119.69	$122.68	$125.75	$128.90	$132.12	$135.42	$138.81
Specialist II	$173.08	$177.40	$181.84	$186.38	$191.04	$195.82	$200.71
Assistant Engineer/Planner	$122.60	$125.67	$128.81	$132.03	$135.33	$138.71	$142.18
Associate Engineer/Planner	$147.64	$151.33	$155.11	$158.99	$162.97	$167.04	$171.22
Engineer/Planner	$190.38	$195.14	$200.02	$205.02	$210.15	$215.40	$220.79
Senior Engineer/Planner/Manager I	$237.50	$243.43	$249.52	$255.76	$262.15	$268.70	$275.42
Senior Engineer/Planner/Manager II	$310.27	$318.03	$325.98	$334.13	$342.48	$351.04	$359.82
Associate Vice President/Principal/Director I	$245.19	$251.32	$257.61	$264.05	$270.65	$277.42	$284.35
Associate Vice President/Principal/Director II	$324.56	$332.68	$340.99	$349.52	$358.26	$367.22	$376.40
Vice President/Chief Scientist	$352.00	$360.80	$369.82	$379.07	$388.54	$398.25	$408.21
Software Development Engineer I	$149.62	$153.36	$157.19	$161.12	$165.15	$169.28	$173.51
Software Development Engineer II & III	$188.20	$192.91	$197.73	$202.67	$207.74	$212.93	$218.26
Software Development Engineer IV/Data Scientist/Tech Architect	$290.39	$297.65	$305.09	$312.71	$320.53	$328.54	$336.76
Senior Manager/Software Development Lead I	$215.23	$220.61	$226.13	$231.78	$237.58	$243.52	$249.61
Senior Manager/Software Development Lead II	$272.61	$279.43	$286.41	$293.58	$300.91	$308.43	$316.14

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Date: 04/29/2021

RFP DOS 2021-100
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Table F-4: Software Licensing, Maintenance, and Support Pricing Worksheet

Software Name	Initial Cost	Maintenance Support and Upgrades							
Inspect		Year 1	Year 2	Year 3	Option Year 4	Option Year 5	Option Year 6	Option Year 7	Total
Software Licensing	No Cost (existing system)								$0
Hosting & Maintenance		$21,630	$22,279	$22,947	$23,636	$24,345	$25,075	$25,827	$165,739
Total									**$165,739**

Software Name	Initial Cost	Maintenance Support and Upgrades							
CVIEWplus		Year 1	Year 2	Year 3	Option Year 4	Option Year 5	Option Year 6	Option Year 7	Total
Implementation	$50,000								$50,000
Hosting & Maintenance		$55,000	$56,100	$57,222	$58,366	$59,534	$60,724	$61,939	$408,885
Total									**$458,885**

Grand Total **$624,624**

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Date: 04/29/2021

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F-5 Web Site Hosting, Maintenance, and Support Pricing Worksheet

HOSTED SERVICES	Year 1	Year 2	Year 3	Option Year 4	Option Year 5	Option Year 6	Option Year 7	TOTAL
Web Site Hosting Fee	$0*	$0	$0	$0	$0	$0	$0	$0
Technical Support and updates	$0*	$0	$0	$0	$0	$0	$0	$0
Maintenance and Updates	$0*	$0	$0	$0	$0	$0	$0	$0
GRAND TOTAL	$0	$0	$0	$0	$0	$0	$0	$0

**Hosting, technical support and updates and maintenance and updates are included in product pricing in sections F-4.*

Contractor Initials: SP
Date: 04/29/2021