

Jan



THE STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION

25



William Cass, P.E.
Commissioner

David Rodrigue, P.E.
Assistant Commissioner
Andre Briere, Colonel, USAF (RET)
Deputy Commissioner

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

Bureau of Turnpikes
August 15, 2024

REQUESTED ACTION

Authorize the Department of Transportation to enter into a **SOLE SOURCE** Contract with TELUS – Communications (U.S.) Inc. (Vendor #318232) in the amount of \$254,300, for installation and maintenance services for the Automatic Vehicle Location System (AVL) for the Division of Operations effective upon Governor and Council approval, through June 30, 2026. 19% Turnpikes Funds, 81% Highway Funds

Funds are available in the following accounts for Fiscal Year 2025, and are anticipated to be available in Fiscal Year 2026, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust encumbrances between fiscal years within the price limitation through the Budget Office, if needed and justified:

	<u>FY 2025</u>	<u>FY 2026</u>
04-96-961015-2928 Technology Hardware 037-500171	\$1,500	\$1,500
04-96-961015-7032 Technology Hardware 037-500171	\$750	\$750
04-96-961015-7037 Technology Hardware 037-500171	\$1,000	\$1,000
04-96-961015-2928 Technology Hardware 037-500171	\$43,000	\$0
04-96-961017-7022 Employee Training 066-500555	\$1,500	\$1,500
04-96-961017-7027 Maintenance Other Than Building 024-500225	\$7,800	\$7,800

1

	<u>FY 2025</u>	<u>FY 2026</u>
04-96-961017-7032 Maintenance Other Than Building 024-500225	\$5,100	\$5,100
04-96-961017-7037 Maintenance Other Than Building 024-500225	\$6,000	\$6,000
04-96-961017-2928 Maintenance Other Than Building 024-500225	\$51,000	\$51,000
04-96-961017-3005 Maintenance Other Than Building 037-500225	\$0	\$12,000
04-96-961017-3005 Maintenance Other Than Building 024-500225	<u>\$25,000</u>	<u>\$25,000</u>
	\$142,650	\$111,650

EXPLANATION

NHDOT is currently under contract with TELUS Communications (US) Inc. for AVL services for 300 units ending on June 30, 2024. This **Sole Source** contract will allow NHDOT to complete its installation of winter fleet (plow trucks), review and evaluate the data being provided from TELUS Communications (US) Inc. During these 2 years NHDOT will be developing a new RPF to be released prior to the end of the terms of this contract for future AVL services.

This AVL Contract involves engaging TELUS Communications (US) Inc. in a sole source contract for continued operations and maintenance services for the Automatic Vehicle Location System (AVL). AVL's consists of a 24/7 web-based monitoring software that provides real-time tracking, reports and alerts for: Electronic Control Module Data, Sensor/Input Monitoring, Spreader Control Integration, Geofencing, DOT Night Patrol, Speed Monitoring, Street Sweeping, Mowing, and Navigation. It will increase fuel efficiency, effective use of driver time, operational efficiency, reduced salt use, and overall productivity.

The contract shall provide installation and maintenance of an Automatic Vehicle Location System (AVL). The AVL system is designed to provide three types of AVLs for NHDOT. The first is to track specific vehicles of their locations and be able to pass this information onto the TSMO Bureau to be shown on their video wall. The second is to track the location of selected number of plow trucks during winter operations displaying their locations and type of operations (plowing, spreading of material or liquids with their rate and type of material). The third is to track street sweeping and mowing activities. The system also provides ability to create geofence, report errors from the spreader controls, pavement temperature from the plow trucks if available on the truck, provide reporting, and host and manage

the NH AVL website. The AVL system was designed, developed, tested and installed prior to the winter of 2016-2017.

The contract has been approved by the Attorney General as to form and execution, and the Department has verified that the necessary funds are available for FY 2025 and FY 2026. Copies of the fully executed contract are on file with the Secretary of State's Office and the Department of Administrative Services Office, and subsequent to Governor and Council approval will be on file at the Department of Transportation.

It is respectfully requested that this resolution be approved.

Sincerely,

A handwritten signature in black ink, appearing to read "William Cass".

William J. Cass, P.E.
Commissioner

Attachments



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

June 28, 2024

William J. Cass, Commissioner
Department of Transportation
State of New Hampshire
7 Hazen Drive
Concord, NH 03301

Dear Commissioner Cass:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract with TELUS – Communications (U.S.) Inc., as described below and referenced as DoIT No. 2025-004.

The purpose of this request is to for TELUS Communications (US) Inc. to continue operations and maintenance services for the Automatic Vehicle Location System (AVL).

The Total Price Limitation will be \$254,300.00, effective upon Governor and Executive Council approval through June 30, 2026.

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

Sincerely,

A handwritten signature in black ink that reads "Denis Goulet".

Denis Goulet

DG/ik
DoIT #2025-004

cc: Charles Burns, IT Manager



STATE OF NEW HAMPSHIRE

DEPARTMENT OF TRANSPORTATION:
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
TABLE OF CONTENTS**

Contents

AGREEMENT..... 4

EXHIBIT A - SPECIAL PROVISIONS 9

EXHIBIT B – STATEMENT OF WORK (SOW) BUSINESS AND TECHNICAL REQUIREMENTS AND DELIVERABLES..... 13

1. STATEMENT OF WORK 13

2. BUSINESS / TECHNICAL REQUIREMENTS..... 14

3. ACTIVITY, DELIVERABLE, AND MILESTONE..... 77

4. CHANGE ORDER 77

5. PROJECT MANAGEMENT 78

6. MAINTENANCE, OPERATIONS AND SUPPORT 81

7. SOFTWARE AGREEMENT..... 81

8. ADMINISTRATIVE SERVICES 82

9. TRAINING..... 82

10. TERMS AND DEFINITIONS..... 82

11. CONTRACTOR'S CERTIFICATES..... 82

EXHIBIT C – PRICE AND PAYMENT 83

1. CONTRACT PRICE 83

2. SHIPPING FEES..... 83

3. INVOICING..... 83

4. INVOICE ADDRESS..... 83

5. OVERPAYMENTS TO THE CONTRACTOR..... 84

6. PRICE AND PAYMENT 84

EXHIBIT D – SOFTWARE LICENSE AGREEMENT..... 94

EXHIBIT E – ADMINISTRATIVE SERVICES..... 96

1. DISPUTE RESOLUTION..... 96

2. ACCESS AND COOPERATION 96

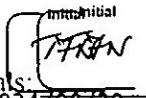
3. RECORD RETENTION..... 96

4. ACCOUNTING..... 97

5. AUDIT..... 97

6. MISCELLANEOUS WORK REQUIREMENTS..... 97

EXHIBIT F – TERMS AND DEFINITIONS..... 99

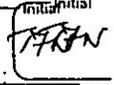
Contractor Initials: 
Date: 2024/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
TABLE OF CONTENTS**

EXHIBIT G – ATTACHMENTS AND CONTRACTOR CERTIFICATES 110

1. ATTACHMENTS 110

2. CONTRACTOR CERTIFICATES 110

Initial

Initial
2024/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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, 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.

3.3 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. 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 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, 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 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. 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.

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 The State's liability under this Agreement shall be limited to monetary damages not to exceed the total fees paid. 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.

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 and the Governor's order on Respect and Civility in the Workplace, Executive order 2020-01. 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 age, sex, sexual orientation, race, color, marital status, physical or mental disability, religious creed, national origin, gender identity, or gender expression, and will take affirmative action to prevent such discrimination, unless exempt by state or federal law. The Contractor shall ensure any subcontractors comply with these nondiscrimination requirements.

6.3 No payments or transfers of value by Contractor or its representatives in connection with this Agreement have or shall be made which have the purpose or effect of public or commercial bribery, or acceptance of or acquiescence in extortion, kickbacks, or other unlawful or improper means of obtaining business.

6.4. 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 this Agreement and

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

all rules, regulations and orders pertaining to 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 The Contracting Officer specified in block 1.9, or any successor, shall be the State's point of contact pertaining to this Agreement.

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) calendar days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) calendar 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.

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) calendar 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) calendar 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. In addition, at the State's discretion, the Contractor shall, within fifteen (15) calendar days of notice of early termination, develop and submit to the State a transition plan for Services under the Agreement.

10. PROPERTY OWNERSHIP/DISCLOSURE.

10.1 As used in this Agreement, the word "Property" shall mean all data, 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 Disclosure of data, information and other records shall be governed by N.H. RSA chapter 91-A and/or other applicable law. Disclosure 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 Contractor shall provide the State written notice at least fifteen (15) calendar days before any proposed assignment, delegation, or other transfer of any interest in this Agreement. No such assignment, delegation, or other transfer shall be effective without the written consent of the State.

12.2 For purposes of paragraph 12, 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.

12.3 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

12.4 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. The Contractor shall indemnify, defend, and hold harmless the State, its officers, and employees from and against all actions, claims, damages, demands, judgments, fines, liabilities, losses, and other expenses, including, without limitation, reasonable attorneys' fees, arising out of or relating to this Agreement directly or indirectly arising from death, personal injury, property damage, intellectual property infringement, or other claims asserted against the State, its officers, or employees caused by the acts or omissions of negligence, reckless or willful misconduct, or fraud by the Contractor, its employees, agents, or subcontractors. 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 State's sovereign immunity, 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 any successor, a certificate(s) of insurance for all insurance required under this Agreement. At the request of the Contracting Officer, or any successor, the Contractor shall provide certificate(s) of insurance for all renewal(s) of insurance required under this Agreement. 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 any 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. WAIVER OF BREACH. A State's failure to enforce its rights with respect to any single or continuing breach of this Agreement shall not act as a waiver of the right of the State to later enforce any such rights or to enforce any other or any subsequent breach.

17. 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.

18. 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.

19. CHOICE OF LAW AND FORUM.

19.1 This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire except where the Federal supremacy clause requires otherwise. 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.

19.2 Any actions arising out of this Agreement, including the breach or alleged breach thereof, may not be submitted to binding arbitration, but must, instead, be brought and maintained in the Merrimack County Superior Court of New Hampshire which shall have exclusive jurisdiction thereof.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

20. CONFLICTING TERMS. In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and any other portion of this Agreement including any attachments thereto, the terms of the P-37 (as modified in EXHIBIT A) shall control.

21. THIRD PARTIES. This Agreement is being entered into for the sole benefit of the parties hereto, and nothing herein, express or implied, is intended to or will confer any legal or equitable right, benefit, or remedy of any nature upon any other person.

22. 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.

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

24. FURTHER ASSURANCES. The Contractor, along with its agents and affiliates, shall, at its own cost and expense, execute any additional documents and take such further actions as may be reasonably required to carry out the provisions of this Agreement and give effect to the transactions contemplated hereby.

25. 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.

26. 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.

Contractor Initials TFN
Date 2024/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT A – SPECIAL PROVISIONS**

EXHIBIT A - SPECIAL PROVISIONS

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

A.1 Provision 9, Termination, Section 9.2 is deleted and replaced with the following:

- 9.2** In the event of the termination pursuant to subparagraph 9.1, 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 will pay 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 Contractor shall not be paid for any work performed or costs incurred which reasonably could have been avoided.
- 9.3** 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. 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/destroy 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)-Special Publication (SP) 800-88 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.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT A – SPECIAL PROVISIONS**

- 9.4 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”).
- 9.5 This covenant in paragraph 9 shall survive the termination of this Contract.

A.2 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. 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’s Chief Information Security Officer, 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;
 - e. shall inform the State of New Hampshire Department of Transportation Project Manager of any breach of software via email:
David.A.Grayjr@dot.nh.gov.
- 10.6 A receiving Party also may disclose the disclosing Party’s Confidential Information to the extent required by law or 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,

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT A – SPECIAL PROVISIONS**

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.

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

12.5 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.4 The following Provisions are added and made part of the P37:

27. FORCE MAJEURE

27.1 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.

27.2 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.

28. 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.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT A – SPECIAL PROVISIONS**

29. 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.

30. 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:

State of New Hampshire, Department of Transportation Contract Agreement Contract RFP 2025-004 P-37 as amended by Exhibit A.

State of New Hampshire, Department of Transportation Contract Exhibits in order of precedence:

- a. Exhibit B - STATEMENT OF WORK BUSINESS / TECHNICAL REQUIREMENTS AND DELIVERABLES
- b. Exhibit C - PRICE AND PAYMENT
- c. Exhibit D – CUSTOM SOFTWARE AGREEMENT
- d. Exhibit E - ADMINISTRATIVE SERVICES
- e. Exhibit F – TERMS AND DEFINITIONS
- f. Exhibit G – ATTACHMENTS AND CONTRACTOR CERTIFICATES
- g. Final State Responses to Vendor Inquiries to RFP 2016-016.
- h. RFP 2016-016 Automatic Vehicle Location System (AVL) January 28, 2016 with related attachments, appendices, and Addendum #1.
- i. TELUS – Communications (U.S.) Inc. formally (Blue Ocean Satellite Systems Inc.) Proposal including interview presentation material and response to State's questions to RFP 2016-016.

Remainder of this page intentionally left blank

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

**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

NHDOT is currently under contract with TELUS Communications (US) Inc. for AVL services for 300 units ending on June 30, 2024. This Sole Source contract will allow NHDOT to complete its installation of winter fleet (plow trucks), review and evaluate the data being provided from TELUS Communications (US) Inc. During these 2 years NHDOT will be developing a new RFP to be released prior to the end of the terms of this contract for future AVL services.

This AVL Contract involves engaging TELUS Communications (US) Inc. in sole source contract for continued operations and maintenance services for the Automatic Vehicle Location System (AVL). AVL's consists of a 24/7 web-based monitoring software that provides real-time tracking, reports, and alerts for: Electronic Control Module Data, Sensor/Input Monitoring, Spreader Control Integration, Geofencing, DOT Night Patrol, Speed Monitoring, Street Sweeping, Mowing, and Navigation. It will increase fuel efficiency, effective use of driver time, operational efficiency, reduced salt use, and overall productivity.

The contract shall provide installation, and maintenance of an Automatic Vehicle Location System (AVL). The AVL system is designed to provide three types of AVLs for NHDOT. The first is to track specific vehicles of their locations and be able to pass this information onto the TSMO Bureau to be shown on their video wall. The second is to track the location of selected number of plow trucks during winter operations displaying their locations and type of operations (plowing, spreading of material or liquids with their rate and type of material). The third is to track street sweeping and mowing activities. The system also provides ability to create geofence, report errors from the spreader controls, pavement temperature from the plow trucks if available on the truck, provide reporting, and host and manage the NH AVL website. The AVL system was designed, developed, tested, and installed prior to the winter of 2016-2017.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

2. BUSINESS / TECHNICAL REQUIREMENTS

B-2.1 Business Requirements
Table B-2.1 Business Requirements

BUSINESS REQUIREMENTS					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
Security Requirements					
B1.1	AVL System Access – AVL System Access shall be provided via Vendor installed and/or through a browser, preference is for a browser version, this will be reflected in the scoring. The browser version must adhere to the current State of NH standard at the time of implementation, which is currently Microsoft Edge. The State of NH does not support Flash or Java. The desktop version must be compatible with the current State of NH standard operating system, which is Windows 10 64-bit. AVL shall also be accessible via a mobile device (Phone or Tablet), describe any limitations to functionality on a mobile device if supported.	M	Yes	Standard	Access is provided though any current Web-browser including Internet explorer/Chrome/Firefox. Flash and Java are not required nor any other custom browser plug ins.
Data Requirements					
B2.1		M	Yes	Standard	All user preferences and settings, including preferred

Initial

 Contractor Initials
 Date 2024/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	User settings – User preferences and settings, including preferred time zone for data display, shall be stored on a central System server so these settings and preferences follow the user from one computer to the next.				time zone are stored in central servers, and those settings will be the same regardless of the PC that the user is logged into.
B2.2	Display units – Display units shall be standard measurements (i.e., °F, mph, inches, inches/hour, etc.).	M	Yes	Standard	Display units are standard imperial measurements (including °F, mph, inches, inches/hour).
B2.3	User types – shall support both ‘Normal’ and ‘View-Only’ users. Normal users shall be authorized to use all GUI functions. View-Only users shall have unlimited visualization access but shall be restricted from submitting reports that could impact State data.	M	Yes	Standard	Connect Anywhere provides dynamic role-based security access for all account level access. Each feature of the system can be individually selected and added/removed from a single account permissions list or to an account template for a group of users. System access can be configured based on job duties or roles.
GIS Capabilities					
B3.1	Map view – The GUI shall provide an integrated GIS-based “Map View” display for presentation of road and maintenance information.	M	Yes	Standard	The GUI integrates a Google map for data presentation. Other data such as road, route information is layered on top.
B3.2	Map extents – geographic extents of Map View shall include the area serviced by the State with a buffer region of State-specified extent on all sides.	M	Yes	Standard	The map provided gives full Earth coverage.
B3.3	Map capabilities – Select, Zoom In, Zoom Out, Pan.	M	Yes	Standard	TELUS is a certified Google partner and functionality available on Google Maps is

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	Provide On/off switches for City, County, State, State Highway, U.S. Highway, Interstate Highway, Lake/River as well as In-Vehicle Automatic Vehicle Location System (AVL)				available on ConnectAnywhere platform.
B3.4	<p>Alerting Capabilities – The Applications shall permit users to sign up for personalized alerting services, for user-specific locations and times, to include:</p> <ul style="list-style-type: none"> • The Applications shall be capable of receiving push notifications, distributed via standard protocols provided by Google and Apple. • The receipt of alerts shall trigger the display of an icon in the device’s notification bar. • The user shall be able to select this icon to retrieve more information regarding the details of the alert. • The user shall also be able to access a brief history of alerts received on the device through a menu within the Applications. • Alerts will be raised in the event of: <ul style="list-style-type: none"> • In vehicle hardware failure • Sensor or sensor communication failure 	M	Yes	Standard	Various alerts are built in such as vehicle behavior (harsh acceleration, over speed, geofence exit, watchdog alerts and power loss for ATrack modems only.) A history of all messages including alerts is available at any time.

Initial

 Contractor Initials
Date 2024/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

Performance Requirements					
B4.1	The Vendor shall provide an AVL System that is designed to meet the accuracy, performance and throughput requirements set forth in this document.	M	Yes	Standard	The TELUS AVL system is designed to meet the accuracy, performance and throughput requirements set forth in this document.
B4.2	Vehicle location Accuracy – The AVL system shall detect and report all vehicles registered in the system with an accuracy of 99.9% under all conditions described in this document.	M	Yes	Standard	The TELUS system will detect and report all vehicles registered in the system with an accuracy of 99.9% under all conditions described in this document.
B4.3	The software as a service solution must have an up time of minimum 99.9%.	M	Yes	Standard	TELUS Telematics guarantees that ConnectAnywhere will be available 99.9% of the time, excluding schedule maintenance times.
B4.4	System uptime outside of designated maintenance window hours must be within 99.5%.	M	Yes	Standard	ConnectAnywhere's uptime outside of designated maintenance window hours is within 99.5%.
General Project Requirements					
B5.1	Vendor shall provide a complete GPS/AVL solution to monitor our vehicles and their equipment.	M	Yes	Standard	The TELUS Solution provides "all in one" real time GPS data exchange, possessing the following features: <ul style="list-style-type: none"> • Vehicle tracking and communications system with multi-switching input/output capabilities. • The ability to obtain ECM engine data including fuel efficiency characteristics such as: Total Fuel Used (gallon), Fuel Rate (gallon/h),

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

					<p>Instantaneous Fuel Economy (miles/gallon), Average Fuel Economy (miles/gallon).</p> <ul style="list-style-type: none"> • The ability to report on unsafe driver actions such as speeding (with local speed zone), harsh breaking, harsh acceleration, etc. • Vehicle speed, direction and location (GPS technology) • Vehicle speed, direction and location (GPS technology) • Engine on/off (Start time/finish time) • Idling versus running time comparisons • Time/distance by each monitored sensor (activity) • Ability to interface with spreaders to provide information straight from the ground speed control heads
B5.2	Basic -- A subset of the NHDOT vehicles will require tracking capability but not sensor inputs	M	Yes	Standard	TELUS can provide a hardware set to accommodate the requirements of NHDOT
B5.3	Advanced -- A more advanced device including capabilities defined in requirements in following sections.	M	Yes	Standard	TELUS can provide a hardware set to accommodate the requirements of NHDOT
B5.4	Vendor shall provide its own skilled labor, tools and equipment for any installations of the new AVL/GPS and telematics system equipment offered	M	Yes	Standard	TELUS will provide approved and trained subcontractors for installation work. Subcontractors will provide their own tools.

Initial

 Contractor Initials
 Date 2/24/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	in this proposal if installation is required.				
B5.5	Vendor shall provide timely review (within 2 weeks), comment and approval of any change requisition documents.	M	Yes	Standard	TELUS agrees to these terms.
B5.6	Vendor will participate in all scheduled project activities, attend scheduled meetings and promptly respond to new meeting requests, requests for information, technical support or other necessary communication activities.	M	Yes	Standard	TELUS agrees to these terms.
B5.7	The system shall support vehicle identification of up to a minimum of eight alphanumeric characters and be expandable to add additional fleet units and components to serve NHDOT's needs for contract term.	M	Yes	Standard	ConnectAnywhere supports unique vehicle identifications of up to 45 alphanumeric characters. The system is expandable to add additional fleet units and components to serve NHDOT's needs for the entire contract term.
B5.8	The solution offered shall have the ability to organize vehicles, employees and users in a multi-tier organization. The solution must include the ability to report performance metrics rolled-up at different hierarchical levels and the ability to drill-down and across the hierarchy to investigate trends and anomalies.	M	Yes	Standard	Connect Anywhere provides dynamic role-based security access for all account level access. System access can be configured based on job duties or roles. Connect Anywhere provides multi-layer organizational vehicle hierarchy in regards to the mapping and reports functions using a search bar.
B5.9	The system must be capable of showing, in real time, the spreader control data as well as generate suitable reports based on available spreaders. This	M	Yes	Standard	The TELUS system can integrate with ground speed controllers to show, in real time, data such as set/actual rates, total material dispensed

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	data shall include such things as set/actual rates, total material dispensed as well as trip and seasonal totals.				as well as trip and seasonal totals.
B5.10	The system offered shall be a cloud web-based solution for remote configuration, management and update series for the maintenance of GPS telematics.	M	Yes	Standard	Connect Anywhere is a web based application and only requires an internet browser to use the solution. All major browsers are supported including Microsoft Edge, Chrome, Safari, Firefox. Both Windows and Unix browsers are supported without any additional installation of plugins or add-ons. All configurations and updates are performed over-the-air.
B5.11	Information data stored by the system shall be accessible on-line from user workstations for a period of two years and maintained in a data warehouse for an additional two years for access on request by the NHDOT. The maximum latency period between the most recently collected data and the time that it is entered into the data warehousing system shall be no more than 30 seconds and no more than the normal latency afforded by the network being used.	M	Yes	Standard	Data is stored for 7 years or the lifetime of the contract, whichever period of time is longer. Live data can be accessed on the ConnectAnywhere system for a period of 2 years, after which it is archived and available upon request. Modems are fully capable to report on real-time event changes such as I/O's, harsh events, high RPM, etc. and also up to a 3 seconds while moving or stopped and every 15 degree change in GPS heading.
B5.12	Software and equipment shall be designed to prevent unauthorized access, and to facilitate only authorized access.	M	Yes	Standard	Connect Anywhere provides dynamic role based security access for all account level access. All system features and permissions can be managed by the client system administrator.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

B5.13	The system shall be able to interface to on-board discrete sensor inputs and 3rd party data logging systems (i.e. spreader controller consoles) simultaneously.	M	Yes	Standard	The TELUS system can integrate with up to 7 inputs (depending on modem model) and a ground speed controller simultaneously. The AX11 does not support spreader controllers.
B5.14	The system shall be able to interface to existing salt spreader control systems including Compu-Spread 550, 550I and 560.	M	Yes	Standard	The system can integrate with these spreader control systems.
B5.15	The overall system shall be capable of tracking, storing for at least 30 days, and reporting the movements and actions of a fleet of various vehicle types in real-time. Collection of data shall include all GPS and telematics data being collected by the AVL unit.	M	Yes	Standard	ConnectAnywhere will store 2 years of live data.
B5.16	Data transmission rates shall be configurable. Some fleets will require real-time reporting (every 5 seconds, 10 seconds, 30 seconds, 1 minute) while others will require less frequent updates (3 minutes, 5 minutes). System should have the ability to report on event changes and distance or a combination thereof.	M	Yes	Standard	Data transmission rates are configurable based on the specific needs the client has for a specific asset. The system has the ability to report on event changes and distance or a combination of the two.
B5.17	Time to first fix shall be 35 seconds for a cold start and warm start and 1 second for a hot start for reacquisition after losing signal	M	Yes	Standard	The system has a TIFF of less than 35 seconds for a cold start and 1 second for hot start.
B5.18	The system must be accessible and compatible with the NHDOT browser	M	Yes	Standard	The system is accessible and compatible with Microsoft Edge, Firefox, and mobile

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	environment, currently Microsoft Edge, Firefox, and mobile devices including Apple and Android.				devices including Apple and Android.
B5.19	The system must be software-as-a-service platform to allow for future enhancements to be deployed and configured into the system with ease. Must allow for this continuous expansion and scalability.	M	Yes	Standard	The TELUS system is designed to allow for future expansions to a client's fleet and allows future enhancements to be deployed and configured into the system with ease.
B5.20	The system must be scalable to allow for the addition of partial or full NHDOT fleet and allow for the management of the full fleet in a single view of the software.	M	Yes	Standard	The TELUS system is designed to allow for future expansions to a client's fleet and allows future enhancements to be deployed and configured into the system with ease. All assets are able to be viewed on ConnectAnywhere in a single view. Users will not have to change screens/url to view other assets belonging to them.
B5.21	Solution vendor must provide unlimited, perpetual, and royalty-free rights to access all data within the proposed system.	M	Yes	Standard	TELUS agrees to these terms.
Tracking Hardware					
B6.1	Hardware must be non-proprietary hardware that can be implemented on multiple AVL systems with published or vendor available communication protocols.	M	Yes	Standard	All TELUS hardware is non-proprietary hardware that can be implemented on multiple AVL systems with published or vendor available communication protocols.
B6.2	All cellular hardware shall be certified by the PTCRB to ensure the device is	M	Yes	Standard	TELUS utilizes leading 3rd party vehicle telematics modems that are certified to

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	approved to operate on the selected wireless carrier's network.				PTCRB standards. The CTM-200, AK11 is certified on US Cellular, AT&T and Verizon. The AX11 & AK500 is certified on AT&T and Verizon.
B6.3	Hardware shall have a 3-axis accelerometer to detect and indicate harsh acceleration and braking events in real time.	M	Yes	Standard	The modems has a 3-axis accelerometer for motion detection to indicate harsh acceleration and de-acceleration events in real time.
B6.4	Hardware shall pass minimum shock and vibration testing with MIL-STD-810F certification.	M	Yes	Standard	The hardware modems proposed meet the minimum shock and vibration testing of MIL-STD-810F or greater.
B6.5	Hardware shall have onboard non-volatile permanent memory capability.	M	Yes	Standard	All proposed hardware will meet this requirement.
B6.6	Hardware must be able to report real-time events such as ignition on/off, I/O state changes, harsh events, excess RPM and speed, etc. Hardware must also be able to report every 15 seconds while moving or stopped and every 15 degrees change in GPS heading.	M	Yes	Standard	All proposed hardware will meet this requirement
B6.7	2-D non-differential position accuracy of the GPS receiver must be 5 meter or better with 95% confidence (subject to accuracy degradation of Selective Availability). The GPS receiver must be capable of capturing raw observables for differential post processing to achieve 2-D accuracy of 5 meter or better with 95% confidence.	M	Yes	Standard	The CTM-200 modems are accurate of up to 5 meters or better with 95% confidence. The ATrack modems are accurate up to 5 meters.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

B6.8	In situations where communication is lost or interrupted, the collected data shall be stored and transmitted immediately once communication has been re-established by entering an area with cell coverage.	M	Yes	Standard	All proposed hardware will meet this requirement.
B6.9	Hardware must be able to operate effectively in vehicles having operating temperatures from -30°C to +70°C with humidity of 95%.	M	Yes	Standard	All proposed hardware will meet this requirement.
B6.10	Hardware's standard output must include status of vehicle, UTC time (coordinated universal time), northing & easting, elevation, ellipsoidal height, ground speed, and heading.	M	Yes	Standard	All proposed hardware will meet this requirement.
B6.11	A windshield mountable GPS and communications antenna is preferred; magnetic/roof-mounted antennas must be approved. All antennas and cables must be suitable and provided for simple and permanent vehicle mounting without affecting other vehicle components or operating systems.	M	Yes	Standard	The TELUS preferred external AVL antenna is a dual mode (cellular & GPS) glass mount that mitigates the need of installing on the exterior of the vehicle. This antenna is a low profile and easy to install, and will not affect other vehicle components or operating systems. Note the exception is the AX11 plug n play which has an internal antenna.
B6.12	Hardware must: <ul style="list-style-type: none"> • Be powered by the vehicle's electrical system (which will start collecting data at power up) • Be designed to withstand typical power 	M	Yes	Standard	All proposed hardware will meet this specification except for the AX11 plug n play which is powered by the ECM port.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	<p>surges that may occur within a vehicle's electrical system</p> <ul style="list-style-type: none"> Operate on 6 to 36 volts with no voltage regulator or converter added to the power line 				
B6.13	<p>The AVL/GPS system must be designed to accept Compu-Spread error messaging and send alerts of these messages via SMS or e-mail. All tampered units shall alert as being offline. The solution shall support real-time status updates (e.g. moving, parked, turn- based, etc.) and harsh maneuver events.</p>	M	Yes	Standard	<p>The system is designed to accept Compu-Spread error messaging and send alerts of these messages via SMS or e-mail. ConnectAnywhere also has an integrated Watch Dog feature which can provide alerts when units do not report as anticipated to detect tampering and non-functioning units.. Each vehicle is displayed in real-time using a unique vehicle icon and name. Icon direction indicates vehicle heading, green dot on icon shows ignition on/off, purple dot on icon indicates inputs engaged (system allows monitoring of a variety of inputs including lights, plow blade up/down, etc.). Additionally, by hovering the mouse over an icon the following information will be displayed: Asset Name, Message Type, Date/Time (last message), Speed, Heading, Input Name and Input Status.</p>
B6.14	<p>Hardware must be remotely reconfigurable (meaning wirelessly from one central location) for:</p> <ul style="list-style-type: none"> Distance and/or timed reporting intervals Destinations for data communications 	M	Yes	Standard	<p>All proposed hardware will meet this requirement.</p>

INITIALS

 Contractor Initials
 Date 2024/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	<ul style="list-style-type: none"> • Event reporting conditions for things such as ignition on/off, I/O state changes, harsh events, and speed, etc. • Sensor status changes and expansion of devices 				
B6.15	<p>The AVL/GPS system shall provide “all in one” real time GPS data exchange, vehicle tracking and communications system with multi-switching input/output capabilities, in order to provide the following real-time as well as recorded historical information for:</p> <ul style="list-style-type: none"> • Vehicle number • Vehicle speed, direction and location (GPS technology) • Engine on/off (start time/finish time) • Idling versus running time comparisons • Time/distance by each monitored sensor (activity) • Road/Air temperature sensor data • Snow Plow attachments up/down • Spreader units on/off • Material being applied 	M	Yes	Standard	The TELUS Solution provides “all in one” real time GPS data exchange and historical data analysis, possessing all of these features when the vehicle has a CTM-200 modem installed that is connected to a spreader controller and a plow-blade sensor. Road Watch temperature sensor is supported with AK11/AK500 directly with the optional SSI box. RoadWatch supported on CTM through the spreader controller.
B6.17	Firmware shall be remotely upgradeable via wireless interface from a central location requiring no intervention from the NHDOT other than having the AVL unit turned on.	M	Yes	Standard	The CTM-200 and ATrack modems is remotely upgradeable via wireless interface from a central location requiring no intervention from the NHDOT other than having the AVL unit turned on.
B6.18	Shall be able to operate on CDMA/1XRTT, EVDO	M	Yes	Standard	The TELUS System hardware operates on 4G-LTE.

Contractor Initials TFN
Date 2024/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	and GSM/GPRS, 4G cell networks.				
B6.19	GPS and telematic data shall be stored on-board the AVL control unit when cellular signal is weak or lost and sent when the cellular connection is regained.	M	Yes	Standard	All proposed hardware will meet this requirement.
B6.20	The Vendor must provide a parts list for each piece of equipment supplied.	M	Yes	Standard	Please see Pricing Proposal for TELUS Parts List
Live Data Requirements					
B7.1	The software system must be capable of showing vehicles in motion leaving tracks or “breadcrumbs” as it travels with arrow indicators for direction and showing all operations (GPS & Telematic data) as they occur. Users shall be able to view the above-mentioned data for their entire fleet or select a specific vehicle(s) for a login session using a Filter Tool.	M	Yes	Standard	Connect Anywhere users can select to view breadcrumbs (arrows), lines or both with regard to a live or historical path taken by a vehicle. Each breadcrumb arrow is rotated to indicate vehicle heading at that time. The Tracking feature will start the trail from a given time and plot points up to the current position. Vehicle icons will orient themselves based on the heading of the vehicle to accurately represent the direction of travel of the vehicle on the map. Users are can the data for the entire fleet or select to view the data for selected assets(s) only.
B7.2	The system must have the ability to indicate when the vehicle is not in motion for a configurable length of time.	M	Yes	Standard	The TELUS system is able to indicate when a vehicle is idling and configure the length of time for when a vehicle is considered to be idle.
B7.3	System shall have real time exception reporting	M	Yes	Standard	The solution will notify the driver, as well send alerts via

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	capabilities to immediately send exception parameters (such as speeding, idle, spreader feedback error, etc.) when triggered to an email, and cell phone.				email and/SMS to the system contacts in the event of driver speeding, asset idling, spreader feedback error, etc.
B7.4	The system must allow searches for assets or tables by identification code, identification number, asset type, name and one or more of any combination fields used to identify vehicles, work orders and equipment.	M	Yes	Standard	The system provides a feature rich search tools to allow customized searches.
B7.5	The system must provide the ability to locate vehicle(s) based on street address, intersection and points of interest (landmarks).	M	Yes	Standard	Vehicles can be located based on ID / GPS Position / Civic Address / Geofence
B7.6	Must be compatible with Microsoft Edge (Corporate Standard) web browser and capable of supporting mobile browsers and devices such as Microsoft Edge, Chrome Android) and Safari (Apple iOS).	M	Yes	Standard	The system is compatible with Microsoft Edge web browser and capable of supporting mobile browsers and devices such as Internet Explorer, Chrome (Android) and Safari (Apple iOS).
B7.7	Users must be able to launch multiple browsers to display various versions or views of maps simultaneously.	M	Yes	Standard	A user is able to open multiple windows and browsers simultaneously to display various reports or mapping layers. Multiple map and report tabs may also be opened within a single browsing window.
Telematics Requirements					
B8.1	Each data packet (report) from the AVL unit shall at a minimum contain all GPS data and telematic data captured from the vehicle.	M	Yes	Standard	Each data packet from the AVL unit shall at a minimum contain all GPS data and telematic data captured from the vehicle.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

B8.2	The equipment must be able to send the collected data automatically to a data warehouse system hosted by the Successful bidder.	M	Yes	Standard	Data is automatically sent and stored in a cloud-based AWS data center located in the USA.
B8.3	Where multiple equipment and/or wireless data networks are available, the vendor shall choose the equipment and/or network that will supply the highest reporting interval between transmissions sent from the on-board equipment to the database system.	M	Yes	Standard	TELUS will comply to this requirement.
B8.4	Additional discrete sensor integrations shall include, but not be limited to: <ul style="list-style-type: none"> • Plow Up/Down • Spreader On/Off • Gate opening height 	M	Yes	Standard	The TELUS system works with a wide range of sensors which can be used for plow/up down, spreader on/off.
B8.5	In addition to the list of existing salt spreader control systems listed in item (CS 550/550I/560/660I, Schmidt-Stratos), the system shall also be able to integrate to other salt spread control systems such as: <ul style="list-style-type: none"> • Dickey John • Cirus • Force America For all salt spreader controllers, the data should be collected, stored and reported whenever a change to any of the following fields occurs: solid material type (e.g. salt/sand), solid material	M	Yes	Standard	Currently TELUS works with a wide range of spreader controller systems. Depending on the spreader type, information may vary in terms of all the values that are recorded, but all will ensure accurate measurement and reporting on material usage by time and location.

Initial

 Contractor Initials
 Date 2024/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	spread rate, solid material spread width, gate setting, blast on/off, pause on/off, liquid material spread rate, temperature, pre-wet on/off, and error status – depending on the availability for the particular spreader controller.				
Vehicle Data Requirements					
B9.1	The information from the equipment to the database shall include the following real time as well as recorded historical information, <ul style="list-style-type: none"> • Vehicle speed, direction and location, • Engine on or off, • Engine idling vs. running time comparisons, • Time and distance by each monitored sensor <ul style="list-style-type: none"> • Stop time data 	M	Yes	Standard	Speed, location, altitude, engine status, idle status, engine hours and odometer are all parameters that can be collected. Other parameters include input status and available ECM parameters. Stop time is calculated by ignition off.
B9.2	The salt spreader information shall include: Material being used, Dry material application rate, Wet material application rate, the equivalent of a pause status (if available), event type (over speed, exceptions), error event status (if available). The system will provide real time spread rates and other information based on information received from the vehicle's spreader control system. The unit shall interface to sensors on the spreader units to	M	Yes	Standard	Depending on the controller that is being used ConnectAnywhere will read and store all available from the controller. The modem is connected directly to the spreader controller without the need for any 3rd party translators.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	determine the status of material spreading.				
B9.3	Vendor must be able to provide data from all salt spreader controllers into one report. Users shall be able to select all, multiple, or individual vehicles and date(s) and timeframe for each report. Report shall output at a minimum vehicle ID, date/time, vehicle spreading time/distance, deadheading time/distance, vehicle total travel time/distance, dry material usage, liquid material usage, avg. application rate.	M	Yes	Standard	Several windows operations reports are provided. Individual vehicle reports give a detailed analysis on particular vehicles while summary reports give reports over the entire fleet of total material used, cost and time/distances. All reports can be configured for a set of vehicles and can be over a configurable time period.
B9.4	The vendor shall provide, install and maintain sensors (i.e. Plow up/down) in good working order to monitor the status.	M	Yes	Standard	Plow sensors shall be provided and tested to ensure working order.
B9.5	The AVL unit must be able to communicate with equipment sensors installed on the vehicle to report their present status and changes to their status in real- time. The sensors, such as proximity switches, infrared, magnetic read switches, micro limit switches or equivalent must be able to communicate their status to the equipment with necessary cabling connected to onboard equipment when required.	M	Yes	Standard	The modem can interface with a number of different inputs and sensors. This includes such things as lights, proximity switches. These inputs are monitored in real time and any change in their state will trigger an immediate message.
Mapping Requirements					
B10.1	The mapping display shall be Google Maps.	M	Yes	Standard	Google Maps is used for the base map

Contractor Initials THN
Date 2024/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

B10.2	State (if any) the specific requirements and/or modifications to the NHDOT GIS data that needs to be done for the implementation. This can include but is not limited to: <ul style="list-style-type: none"> • Map layers needed for display (e.g. roads, parks, watercourses); • Additional required fields in the GIS attribute table (e.g. route number); and • Special requests (e.g. line segmentation). 	M	Yes	Standard	Routes can be populated in the system using center line KML files.
B10.3	User shall be able to toggle back and forth between mapping interface and other features without having to close screens.	M	Yes	Standard	ConnectAnywhere maintains a primary map display with other features as overlays and additional in-app tabs as required. Users with no need for a map may close that tab and keep only their report tabs, if they wish.
B10.4	The system must have the capability to create, edit, and delete Landmarks/geofences and be displayed on the map. In addition, the Landmarks shall be identified in the reports.	M	Yes	Standard	Geofences can be created by the users. Geofences can be either hand drawn (polygon shapes).
Online Software					
B11.1	Unlimited number of user accounts and contacts (i.e. no "seat license").	M	Yes	Standard	There is no seat license or limit to the number of accounts that can be created within the TELUS System.
B11.2	Daily data backups.	M	Yes	Standard	Backups are automatically generated every day.
B11.3	Must use Current TSL internet security.	M	Yes	Standard	The TELUS system supports HTTPS, SSL (Secure Sockets Layer)

Contractor Initials TFN
Date 2024/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

					and TCP/IP for all user interfaces.
B11.4	Not limited to a specific browser or version (Google, Chrome, Microsoft Edge, Safari, Firefox, etc.).	M	Yes	Standard	ConnectAnywhere is not limited to a specific browser or version.
B11.5	Must give end user full administration right for: <ul style="list-style-type: none"> • Adding/editing user accounts and asset contacts • Easily managing account privileges and profiles across all user groups. • Input/output configuration and labeling • Hardware setup and management for AVL • Complete asset management including renaming, hardware and contact assignments. 	M	Yes	Standard	TELUS will meet this requirement.
B11.6	Data must be stored on servers within the country of tracking. No data may be stored on servers outside of the country.	M	Yes	Standard	All data is stored inside the USA.
B11.7	Ability to create and manage public geo- fences.	M	Yes	Standard	ConnectAnywhere will allow admin users to create and manage geofences. ConnectAnywhere V2 has a very different approach to geofences than the public-private dichotomy in V1. It is possible to arrange permissions to have a similar effect as private geofences, but it currently requires custom policies to be created for the client. The Development Team can assist with custom policies as needed.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

B11.8	Data access anytime and XML data feeds.	M	Yes	Standard	Data can be accessed at any time and can be exported to XLSX.
B11.9	Support multilevel passwords and password validation enforcement (example, must contain characters and letters).	M	Yes	Standard	ConnectAnywhere provides password validation. Rules can be defined by the client, during setup, in terms of length and character requirement. SSO is also available.
B11.10	Capability of monitoring must be up to 1000 vehicles and serving 40 concurrent users without significant performance degradation.	M	Yes	Standard	ConnectAnywhere is fully capable of monitoring 1000 vehicles and serving 40 concurrent users without significant performance degradation.
B11.11	End-user system access 24/7 (24 hours 7 days a week) via any web browser connected to the Internet	M	Yes	Standard	ConnectAnywhere is able to be accessed 24/7 (24 hours 7 days a week) via any web browser connected to the Internet
B11.12	Graphics software which will display tracings of the vehicle movements in real-time on a computerized road map; this map shall accurately represent the department's base map and any other significant geographical features; the map shall include highway identifiers including other linking roads. Vehicle icons will rotate to display proper movements and direction of travel.	M	Yes	Standard	ConnectAnywhere users can select to view breadcrumbs (arrows), lines or both with regard to a live or historical path taken by a vehicle. Each breadcrumb arrow is rotated to indicate vehicle heading at that time. The Tracking feature will start the trail from a given time and plot points up to the current position. Vehicle icons will orient themselves based on the heading of the vehicle to accurately represent the direction of travel of the vehicle on the map.
B11.13	Administration control at the customer level for usernames, passwords, user groups, logins and icons.	M	Yes	Standard	Connect Anywhere provides dynamic role-based security access for all account level access. Access policies may be defined to ensure that the client's precise control

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

					requirements are met. Data is fully backed up on a regular interval using AWS.
B11.14	Data storage, backup and archiving on a regular interval to ensure all available data can be retrieved, re- used, and audited as needed; the storage and backup functions shall be provided by the service provider or its designate	M	Yes	Standard	Data is fully backed up on a regular interval using AWS.
R11.15	Users shall be able to view the position of their fleet vehicles at any point of time via a standard web-browser (e.g. Microsoft Edge) or other standard method on their device (i.e. PC, Laptop, tablet). The primary displays should be a map view of vehicles in service. The screen should indicate the status of vehicle on last report.	M	Yes	Standard	ConnectAnywhere allows users to view the position of their fleet vehicles at any point of time via any device that uses a standard web browser. The primary display screen is a map view of the vehicles in service. By hovering the mouse over icon, the following information will be displayed from the latest update: Asset Name, Message Type, Date/Time (last message), Speed, Heading, Input Name and Input Status.
B11.16	The map display will utilize point and click features and be such that vehicle positions and status automatically update on screen without any input from the end-user.	M	Yes	Standard	Connect Anywhere uses point and click features and vehicle positions and statuses update automatically without the screen needing to be refreshed by the user.
B11.17	Real time map view: Vehicle location mapping functions shall include: <ul style="list-style-type: none"> • Zoom in and out • Pan • Center • Auto-centering • Street-level detail 		Yes	Standard	The map can automatically auto-center on vehicles or groups of vehicles by selecting them. Google Maps also provides the ability to zoom in/out on particular vehicles manually. The Google Map view on Connect

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	<ul style="list-style-type: none"> Both map and satellite views 				Anywhere provides street level detail, map and satellite views.
B11.18	Users will be able to launch multiple browsers to display various versions or views of maps simultaneously. User should be able to toggle back and forth between mapping interface and other features without having to close screens.	M	Yes	Standard	All reports are established in their own new window giving the end user the ability to close/minimize the window to immediately get back to the real-time tracking map window. Multiple windows can be opened at the same time to quickly switch back and forth between views. Reports and Maps can open in their own windows to allow ease of use for multiple browsers and/or monitors.
B11.19	Users will be able to search map by street, intersection, address and places of interest. The solution shall provide landmark reporting by vehicle and landmark.	M	Yes	Standard	A geo-coding tool is provided for users to search via any address Reports are provided to indicate time inside geofenced areas.
B11.20	The user shall have the ability to define unlimited unique polygon geographical jurisdiction landmarks. The solution must be capable of differentiating between driving through a landmark and stopping inside a landmark.	M	Yes	Standard	Geofences can be created in any shape and can be drawn by the user. Reports are provided to indicate time inside geofences areas, as well as the time entering or exiting the geofenced area.
B11.21	Historical data shall be accessible for playback on a map screen and download.	M	Yes	Standard	Travel history of a vehicle can be viewed via a breadcrumb style trail on the map via a variety of managerial reports such as the History report. All reports are downloadable.
B11.22	The user interface will only present those vehicles about which the user has authorization to know the	M	Yes	Standard	System Administrators can dictate what assets each user, or group of users will have access to view

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	location and status information. Multiple authorized end-users should be able to access the information simultaneously from multiple locations.				data from. Multiple authorized end-users are able to access the information simultaneously from multiple locations.
B11.23	Each vehicle on the map shall have a unique identifier. Only the system administrator (or account with designated permissions) may change this unique identifier.	M	Yes	Standard	Every vehicle in Connect Anywhere has a unique identifier which can be changed by the administrator.
B11.24	The functionality available on the user interface should be customizable. Privileges shall be based on assigned username and password.		Yes	Standard	Connect Anywhere provides dynamic role-based security access for all account level access. System access can be configured based on job duties or roles. All authorized end users can access Connect Anywhere and its information simultaneously from any device with a web browser.
B11.25	The mapping display will be Google Maps API (or equivalent) mapping format. There shall be no CD's or software to load for this access.	M	Yes	Standard	Google maps is used for map display. ConnectAnywhere does not utilize CD or software downloads or installation to run its application.
B11.26	The system must support multiple authorizations simultaneously from multiple locations.		Yes	Standard	ConnectAnywhere supports multiple authorizations simultaneously from multiple locations.
B11.27	User privileges shall be based on assigned username and password. System shall allow modification of the number of vehicles to be monitored, sensors to be monitored and monitor characteristics. User access levels shall be configurable for type of	M	Yes	Standard	ConnectAnywhere provides dynamic role-based security access for all account level access. System access can be configured based on job duties or roles. All authorized end users are able to access Connect Anywhere and its information simultaneously from any device with a web browser.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	user (i.e. administrator, management, customer service/dispatch).				
B11.28	Users shall be able to view the position of their fleet vehicles at any point of time via a standard web browser desktop computer. The primary display shall be a map view of fleet vehicles and indicate the status of vehicles on when it last reported.	M	Yes	Standard	ConnectAnywhere allows users to view the position of their fleet vehicles at any point of time via any device that uses a standard web browser. The primary display screen is a map view of the vehicles in service. By clicking on the icon, the following information will be displayed from the latest update: Asset Name, Message Type, Date/Time (last message), Speed, Heading, Input Name and Input Status.
B11.30	The map display shall be such that vehicle position and status automatically update on screen without any input from the end-user, additionally, end-users shall be able to view the status of monitored on-board vehicle equipment with each fix or report.	M	Yes	Standard	Vehicle positions and statuses update automatically without the screen needing to be refreshed by the user. Additionally by clicking the icon, the following information will be displayed: Asset Name, Message Type, Date/Time (last message), Speed, Heading, Input Name and Input Status.
B11.31	The system must have an easy 'intuitive' navigation sequence (i.e. navigator bar and/or tabs for easy access to various functional screens). Tools shall include but not be limited to: <ul style="list-style-type: none"> • Map navigational tools (zoom in/out, center, pan, etc.); • Breadcrumbs; • Filter Tool; • Historical Data; and 	M	Yes	Standard	ConnectAnywhere supports all of these features.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	<ul style="list-style-type: none"> • Reports • Geo-fence • Hover over vehicle and display information 				
B11.32	User interface shall utilize point and click features as much as possible to increase ease of use and limit input user error	M	Yes	Standard	ConnectAnywhere uses point and click features to create the best and easiest experience for our users.
B11.33	User shall have options to select from different map views of the map in order to accommodate varying business requirements, desktop equipment performance and Internet connectivity	M	Yes	Standard	Google maps is used as the base layer.
B11.34	Upon vehicle ignition, the vehicle will automatically report to the system. No operator interface will be necessary to begin transmitting position and sensor data. All information on vehicle status shall be stored and accessible on through an online database	M	Yes	Standard	When a vehicle is turned on, the modem sends an ignition on message to Connect Anywhere and the vehicle automatically begins reporting. The display of the vehicle on the map will indicate its ignition status to quickly visually identify vehicles that are currently operating. Similarly, when the vehicle is turned off, an Ignition Off message is sent to update the vehicle status.
Installation, Training and User Support Requirements					
B12.1	Software user's guides must be accessible through the secured AVL Software for step-by-step training sessions.	M	Yes	Standard	ConnectAnywhere has step by step manuals with screenshots to introduce the user to the various features available.
B12.2	A hard copy of the user's guide must be provided at the award of the contract.	M	Yes	Standard	A hard copy of the user's guide will be provided at the award of the contract.
B12.3	An on-site contact person to oversee installs, training sessions, and a contact for any issues and or concerns.	M	Yes	Standard	TELUS can provide this

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	This person must be locally established and residing in the main install areas and shall remain with the test and installation period.				
B12.4	Modules and assemblies shall be connected using standardized durable, positive-locking, quick connectors. Weatherproof connectors shall be supplied for all connections exposed to the exterior or wet exposed areas.	M	Yes	Standard	All connectors are weatherproof, durable, quick connectors
B12.5	It shall be the responsibility of the vendor to properly locate and install all AVL system (software and hardware) vehicle equipment that forms a complete and fully working and compliant system. All equipment shall be installed in a manner that allows for simple replacement in the event of failure. All installations shall be done by trained technicians fully qualified to install and test the components offered in compliance with NHDOT standards and practices	M	Yes	Standard	All equipment for the installation of the TELUS solution shall be supplied by TELUS. All equipment will be installed in a manner that allows for simple replacement in the event of failure and all installations shall be done by licensed and trained technicians.
B12.6	Equipment shall allow for easy installation in vehicles without major disassembly of the vehicle. The modem will be installed in mutually an agreeable location in the passenger compartment.	M	Yes	Standard	TELUS hardware and installation methods meet this requirement.
B12.10	In-vehicle system components shall be similar in mounting	M	Yes	Standard	TELUS hardware and installation methods meet this requirement.

Initial

 Contractor Initials
 Date 2024/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	characteristics and inter-unit cabling across the entire fleet, so that a specific piece of equipment will be installed with minimal modification in any of the vehicles for which it might be used.				
B12.11	All devices shall contain an easily accessible circuit breaker that will remove power from the equipment when tripped.	M	Yes	Standard	All power connections to the CTM-200, AK11, AK500 are fused using Add-A-Circuits that will remove power when tripped and the modem contains an easy to access circuit breaker internally as well.
B12.12	All electrical equipment shall be grounded.	M	Yes	Standard	All electrical equipment is grounded.
B12.13	Wire splices are not permitted.	M	Yes	Standard	Wires are not spliced when the system is installed.
B12.14	Where wires pass through openings, appropriate protection shall be provided to protect the integrity of the wiring insulation.	M	Yes	Standard	All wiring required is insulated to protect integrity.
B12.15	All terminations and cables shall be clearly indexed, labeled and schematically identifiable.	M	Yes	Standard	All terminations and cables are clearly indexed, labelled and schematically identifiable.
B12.16	When components are connected to each other through individual wires, the wiring shall be incorporated into a wiring "harness," where each branch of each circuit shall be separated from others for troubleshooting.	M	Yes	Standard	All wiring into the CTM-200, AK11, AK500 has individual harnesses for Power, Inputs, Outputs, and other devices so they can easily separate from others for troubleshooting.
B12.17	Protection shall be provided against two way radio frequency and electromagnetic	M	Yes	Standard	TELUS hardware and installation methods meet this requirement.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	interference (RFI/EMI) emission sources, as well as internal conductive or inductive emissions.				
B12.18	Where electronic equipment is not already equipped, the vendor shall be responsible for securing Underwriters Laboratories, and other electrical certifications, and shall be responsible for any costs associated with the certification process and/or inspections.	M	Yes	Standard	All equipment that is being installed will have a CSA and other electrical certifications and will pass all inspection processes.
B12.19	Operation of equipment shall not affect or be affected by vehicle components, such as engine ignition, or other on-board equipment including computers, vehicle power supplies, radios, automatic vehicle identification systems, and on-board data collection and processing equipment.	M	Yes	Standard	The TELUS system will not be affected, nor will it affect any vehicle component already installed.
B12.20	Operation of equipment shall not be affected by the electromagnetic fields generated by utility transmission lines, by an overhead catenary at distances as close as eight meters, or by local power distribution lines at distances as close as 15 meters.	M	Yes	Standard	Through testing with Hydro Electrical companies at their facilities, the CTM- 200 and ATrack shall not be affected by the electromagnetic fields generated by utility transmission lines, by an overhead catenary at distances as close as eight meters, or by local power distribution lines at distances as close as 15 meters
B12.21	All training on system functionality, training manuals, and installation of all hardware shall be	M	Yes	Standard	TELUS agrees to these terms

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	available from the Vendor and shall be included in the proposal.				
B12.22	Training programs must be available with on-site and remote (webinar) sessions. Training sessions shall accommodate up to 15 people per session. Training materials shall be given as hard copy and available electronically.	M	Yes	Standard	Training sessions are available on-site and via webinar and can accommodate 15 people. Training materials will be hard copy as well as available electronically. Please see Appendix B: Training for more information.
B12.23	The vendor must have a web portal where all training manuals, videos, and information on product is maintained in an easy, self-serve manner for end users.	M	Yes	Standard	ConnectAnywhere Help menu has step by step manuals with screenshots to introduce the user to the various features available.
Vendor Support and Warranties					
B13.1	The vendor shall warrant the supplied equipment, components and software from manufacturing and installation defects for 1 year. The vendor must provide make a program available whereby the monthly fee covers the warranty of the AVL unit, replacement AVL units, and guarantees protection against any hardware technology obsolescence preventing the AVL unit to operate within the contract term, i.e. 4 years.	M	Yes	Standard	TELUS agrees to these terms. Please see Appendix D: Warranty a sample warranty offering
B13.2	All warranties and guarantees of vendors, manufacturers and suppliers with respect to any such work and system hardware shall be obtained	M	Yes	Standard	TELUS agrees to these terms

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	by the vendor for the benefit of the NHDOT regardless of whether or not such warranties and guarantees have been assigned or transferred to the NHDOT by separate agreement. The vendor shall fully enforce such warranties and guarantees on behalf of NHDOT.				
B13.3	Provide program options, costs and system details to deactivate and activate data reporting features for seasonal equipment.	M	Yes	Standard	A unit can be suspended seasonally on a suspension plan and then be reactivated on its previous monthly plan with no reactivation cost, if the client wishes
B13.4	Any vendor and mapping updates shall be provided at no additional costs to the NHDOT for 4-year period. Required software or hardware updates shall be coordinated with the NHDOT to ensure minimal loss of service of the system.	M	Yes	Standard	TELUS does not charge our clients for updates to our SaaS system. Our clients will be notified of any loss of service due to updates before such an event takes place.
B13.5	Vendor shall detail the process on changes to system equipment and programs the NHDOT is required to use to add/delete/change system components. The vendor will provide a single point of contact for requesting changes and updates to the system provided.	M	Yes	Standard	The client has to alert the Project Manager of the change they wish to make to their equipment and programs via a change form. The Project Manager will enter a ticket into Jira requesting the changes be made and one of the system developers will respond appropriately to the ticket. The client will only have to submit requests through the Project Manager if the client wishes.
B13.6	AVL units must be covered by warranty for a minimum	M	Yes	Standard	TELUS agrees to these terms.

Initial
TJN
Contractor Initials
Date 2/24/08/30

**STATE OF NEW HAMPSHIRE,
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	of one (1) year from the date of installation, during which period maintenance and support shall be provided. Optional extended warranties must be available.				
B13.7	The Successful Bidder must have the necessary support organization to provide remote diagnostic support and dispatch field services personnel to assist the NHDOT and on-site maintenance and technical support.	M	Yes	Standard	TELUS agrees to these terms.
B13.8	Service provided must be capable of providing on-site resources to oversee on-site equipment installations, training sessions and support for any reported issues.	M	Yes	Standard	TELUS agrees to these terms.
B13.9	Vendor shall detail the process on changes to system equipment and programs the Municipality is required to use to add/delete/change system components. The vendor will provide a single point of contact for requesting changes and updates to the system provided.	M	Yes	Standard	NHDOT can submit a request through the Project Manager, or directly to afs.care@telus.com . The change request is then filed into Jira and the client receives a ticket number to reference.
B13.10	The solution vendor must offer a full ongoing maintenance plan and provide the costs for full-service technical support. This technical support shall include, but not be limited to: <ul style="list-style-type: none"> • Toll-free telephone support during all normal 	M	Yes	Standard	Full service technical support is automatically provided to all clients of TELUS. TELUS's support line is 1-844-4-247- SKY and a TELUS support representative will answer the call during normal business hours. Should a client call after business hours, the call

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	<p>business hours.</p> <ul style="list-style-type: none"> On-site technical support when required Product upgrades, new releases, patches, etc. when issued by the vendor. 				<p>will be handled by our 24/7 call center Telelink. Release notes are provided with every update to ConnectAnywhere. Should the client require training on the new features, they can request it through their Project Manager.</p>
B13.11	<p>New releases and upgrades to the software shall be provided free of charge for a period of one-year from the date of system acceptance. The Vendor must provide a quotation for software upgrade costs for the four (4) years following expiration of the initial one- year period.</p>	M	Yes	Standard	<p>All software upgrades are provided free of charge for all clients of ConnectAnywhere.</p>
Reporting Requirements					
B15.1	<p>AVL data shall be accessible on-line for a period of up 2 years. Data beyond the 2-year period shall be reinstated online and available to the users upon request by the NHDOT. Data shall be archived indefinitely.</p>	M	Yes	Standard	<p>All historical data will be kept for 2 years or the lifetime of the contract, whichever period of time is longer. "Live" system data is kept for a period of 2 years. After 2 years the vehicle data will be archived and can be accessed via a request to TELUS support. Archived data can be provided in a medium that is appropriate. (Note: there is no charge for the retrieval of archived historical data).</p>
B15.2	<p>The system shall provide easy to use reporting tools to provide outputs of all telematics data. Reports should have the option of exporting to Excel formats.</p>	M	Yes	Standard	<p>TELUS will provide reports in Excel format.</p>
B15.3	<p>The system shall be able to generate summary reports</p>	M	Yes	Standard	<p>TELUS complies with this requirement.</p>

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	based on data supplied and user's input.				
B15.4	Reports should be based on a single or group of vehicles, all vehicles and/or by driver.	M	Yes	Standard	Reports can be based on a single or group of vehicles, all vehicles and/or by driver (with the purchase of optional Driver ID hardware).
B15.6	Playback history shall include the ability to leave tracks or "breadcrumbs" depicting progress and direction along a roadway. This function shall enable the user to view data that has been collected from the vehicle (GPS and telematic data).	M	Yes	Standard	Connect Anywhere users can select to view breadcrumbs (arrows), lines or both with regard to a live or historical path taken by a vehicle. Each breadcrumb arrow is rotated to indicate vehicle heading at that time. The tracking feature will start the trail from a given time and plot points up to the current position. Vehicle icons will orient themselves based on the heading of the vehicle to accurately represent the direction of travel of the vehicle on the map.
B15.7	Users shall be able to generate 10 standard reports summarizing vehicle activity by selecting the vehicle(s), date, and timeframe. Information shall include but not be limited to: <ul style="list-style-type: none"> • Start/Stop times • Idle times • Distance Traveled (miles) • Hours Traveled • Material Use 	M	Yes	Standard	ConnectAnywhere is able to generate reports for all of these requirements. Start and stop if recorded as ignition on/off.
B15.8	In addition to standard reports, the system must be capable of generating exception reports for parameters such as <ul style="list-style-type: none"> • Speed 	M	Yes	Standard	ConnectAnywhere is able to generate alert reports for speeding, idle, and geofence entrances/exits

Contractor Initials
Date 2024/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	<ul style="list-style-type: none"> • Idle time • Zones 				
B15.9	Route Complete Reporting must be available within the system. This reporting shall provide outputs, both spatial and tabular, to indicate what percentage of roads within a route have been serviced. In addition, there must be parameters available to configure the number of passes and vehicles associated with each pass to consider any route complete. This report must have the capability to be output against any date and time parameter, which is defined by the user.	M	Yes	Standard	Route overlay and Route Completion is currently a standard feature in ConnectAnywhere.
B15.10	Provide hourly, daily, weekly, monthly, quarterly and annual reports on the running total of the amount of salt that has been spread in any geographical area season-to-date or between any given timeframe.	M	Yes	Standard	Data fields for winter operations reports include vehicle number, date and time of operation, run time and distance, amount of material utilized and associated costs, and those reports can be organized in hourly, daily, weekly, monthly, quarterly and annual time periods.
B15.11	Provide hourly, daily, weekly, monthly, quarterly and annual reports on fleet vehicle utilization activity such as vehicle usage (unused), non-business hour's activity, Geo-Fence violations, idle time, travel time, distance traveled and out-for-servicing vehicle maintenance activity.	M	Yes	Standard	Data fields for vehicle utilization reports idle time, travel distance, travel time, out-of-service maintenance activity, material usage and associated costs, and those reports can be organized in hourly, daily, weekly, monthly, quarterly and annual time periods.
B15.12	The system must provide the ability to include	M	Yes	Standard	ConnectAnywhere reports are able to include these details.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	general information into reports, such as the current date, time, requestor details, groupings, etc....				
B15.13	The system must provide a robust report writer to develop customized reports. Report writing shall be security enabled so that only users with the proper credentials can create reports.	M	Yes	Standard	Reports can be configured to select from a list of vehicles, timeframe. The permission system allows administrators to configure which users can run which reports.
B15.14	Must have the capability to create ad-hoc reports at the user level.	M	Yes	Standard	ConnectAnywhere provides systems to allow for asset attributes that can be used to create reports. This can include such things as reports based on vehicle make/model/year.
B15.15	The system must be able to generate customized reports that can be viewed on-screen before printing.	M	Yes	Standard	All reports provide both a web view as well as an exported view.
B15.16	The system must allow sorting and grouping of data on customized reports in user-specified orders.	M	Yes	Standard	Data can be organized via client defined attributes. This can include such things as spreader controller, vehicle model, etc.
B15.17	The system must allow for the creation of reports based on any data tables or data element.	M	Yes	Standard	Customized reports can be created, saved and shared from the base level reports.
B15.18	AVL type report examples: i.e. % Route coverage, Route completion, exceptions, Daily equipment status, Number of miles of winter road maintenance, stops, excess idling reports.	M	Yes	Standard	<ul style="list-style-type: none"> • ConnectAnywhere provides a number of industry standard reports includes: <ul style="list-style-type: none"> • Trip Report • Inputs (blades, lights, etc.) • Geofence Report • Speeding • Harsh Events

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

					<ul style="list-style-type: none"> • Winter Operations • By Vehicle • By Time • By Geofence
B15.19	Authorized users must be able to create and save their own reports.	M	Yes	Standard	ConnectAnywhere provides a system where reports can be configured, saved and automatically sent at a configured time via the Scheduled Reports function. This can be daily to monthly.
B15.20	The system must be capable of delivering operational and real-time reports alerts and notifications via email and SMS text messaging.	M	Yes	Standard	ConnectAnywhere provides both email and SMS real time alerts. Users can subscribe to those messages they are interested in receiving. ConnectAnywhere uses a third-party SMS service that allows delivery to any mobile device on any network.
B15.21	The system must provide HTML preview that allows report authors to preview reports prior to publishing/releasing to authorized users.	M	Yes	Standard	The system provides HTML version of all reports.
B15.22	The system must allow for system generated reports to be copied over to user libraries where they can be modified without altering the original report.	M	Yes	Standard	System generated reports can be downloaded, saved and shared with users inside NHDOT.
B15.23	The system must be able to generate reports that can be filtered by user selectable fields.	M	Yes	Standard	Reports can be generated based on client defined fields.
B15.24	The system must include the ability to schedule and generate reports on an hourly, daily, weekly, monthly, quarterly and annual basis.	M	Yes	Standard	ConnectAnywhere report scheduler can generate reports on an hourly, daily, weekly, monthly, quarterly and annual basis.
Service Level Agreement					

Contractor Initials TFN
Date 2024/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

B16.1	AVL equipment installation, servicing and repairs must be performed on site.	M	Yes	Standard	TELUS has support personnel in place to perform onsite as required.
B16.2	For new installs after initial deployment, the vendor will install AVL equipment in vehicles within two weeks of a request being made and perform repairs within one week of a request.	M	Yes	Standard	TELUS agrees to these terms.
B16.3	The solution must supply 99.9% Service Level Availability.	M	Yes	Standard	ConnectAnywhere has a 99.9% Service Level Availability.
B16.4	The failure rate for the in-vehicle unit shall be less than 5% within one year's time after installation; it is acknowledged that any external accessories such as the plow sensors and cables may be subjected to a higher failure rate because of the working conditions.	M	Yes	Standard	TELUS agrees to these terms.
B16.5	The service provider shall respond to failures within one business day after notification and provide a resolution plan within three business days.	M	Yes	Standard	TELUS agrees to these terms.
B16.6	The service provider shall respond to any software issues within one business day upon notification and provide a resolution within three business days.	M	Yes	Standard	TELUS agrees to these terms
B16.7	The solution vendor must be capable of supporting the proposed solution 365 x 24 x 7.	M	Yes	Standard	TELUS agrees to these terms
B16.8	The solution vendor must be capable of executing data restoration and	M	Yes	Standard	TELUS agrees to these terms

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	disaster recovery services 365 x 24 x 7.				
B16.9	The system shall complete 100% of simple, single-screen online inquiry transaction within 1 second or less, during peak usage.	M	Yes	Standard	TELUS agrees to these terms
End of Transition					
B17.1	Vendor shall provide and End of Term Transition Plan within 30 days of notification which shall describe the approach the Vendor shall take to support the start-up of the new vendor operations by a Successor due to the end of the Contract term. The Vendor's plan shall include a timeline for supporting the start-up of such an effort, including transfer of data, the lead times required by the Vendor, the Vendor resources required, and any assumptions underlying the resource estimates.	M	Yes	Future	TELUS will cooperate with NHDOT at the end of the term if they choose to transition to another telematics provider. TELUS will provide data to NHDOT in a mutually agreeable format within 30 days' notice of termination. GPS hardware used is non-proprietary and may be used with other telematics providers. TELUS will require a billable change order to be placed to support anything more than providing the mutually agreed to data.
B17.2	The plan shall demonstrate how the vendor shall ensure there are no disruptions to NHDOT operations or to the System at all times and at all locations during phase-out	M	Yes	Standard	TELUS agrees to these terms
B17.3	NHDOT may instruct the Vendor to modify the End of Term Transition Plan from time to time to ensure this provision for seamless operations is met.	M	Yes	Standard	TELUS agrees to these terms
B17.4	The Vendor shall provide sufficient System and	M	Yes	Standard	TELUS agrees to these terms

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

	operations experienced personnel during the entire transition period to ensure that the qualities of services are maintained at the levels required by the Contract.				
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--	--	--

B-2.2 Technical Requirements
Table B-2.2 Technical Requirements

TECHNICAL REQUIREMENTS					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
<i>Security Compliance Requirements</i>					
T1.1	Comply with controls required by NIST Special Publication 800-171 R2, Protecting Controlled Unclassified Information in Nonfederal Systems and Organizations to achieve the Baseline SP 800-171 Rev. 2, Protecting Controlled Unclassified Information in Nonfederal Systems and Organizations CSRC (nist.gov)	M	Yes	Future	TELUS is aligned to NIST 800-171 R2. If NHDOT requires TELUS to be compliant this it will require a billable change order.
T1.2	Comply With Moderate level controls as defined by NIST Special Publication 800-53 Revision 5, Security and Privacy Controls for Information Systems and Organizations - BaseLine Plus SP 800-53 Rev. 5, Security and Privacy Controls for Information Systems and Organizations CSRC (nist.gov)	P	Yes	Future	TELUS is aligned to NIST 800-171 R2 If NHDOT requires TELUS to be compliant this will require a billable change order.
<i>Hosted Platform</i>					

Initial

 Contractor Initials
 Date 2024/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

T2.1	<p>The following Hosting Platforms are FedRAMP/StateRAMP Authorized and are pre-approved to host any SaaS or other Software Product. If your platform is included in the list below identify the platform in the Vendor Comments.</p> <ul style="list-style-type: none"> • AWS US East/West • AWS GOV CLOUD • AZURE Commercial Cloud • AZURE Government (Includes Dynamics 365) • GOOGLE Services (Cloud Platform Products and Underlying Infrastructure) • ORACLE Government Cloud – Common Controls • ORACLE Federal Managed Cloud Services 	P	Yes	Standard	<p>TELUS hosts the SkyHawk ConnectAnywhere portal in the AWS region identified as US-East-2 located in Ohio.</p>
OPERATIONS					
T3.1	<p>The 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.</p>	M	Yes	Standard	<p>TELUS hosts the SkyHawk ConnectAnywhere portal on AWS US-East-2, which provides sufficient resources to meet this requirement.</p>
T3.2	<p>State access will be via VPN or Internet Browser</p>	M	Yes	Standard	<p>Access is provided via Internet Browser.</p>

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

T3.3	At the State's option, authorized third parties may be given limited access by the Vendor to certain levels of the State's system through the VPN or through a separate network connection that meets the Vendor's specifications.	M	Yes	Future	TELUS will allow authorized third parties limited access to the State's System through a secure network facility, should that become necessary and a billable change order will be required.
T3.4	The browser version must adhere to the current State of NH standard at the time of implementation, which is currently Microsoft Edge. The State of NH does not support Flash or Java. The desktop version must be compatible with the current State of NH standard operating system, which is Windows 10 64-bit.	M	Yes	Standard	ConnectAnywhere was designed to work in a browser-independent fashion, using only standard HTML, CSS, and Javascript. No additional plugins, or Flash or Java are required.
T3.5	The State will be responsible for equipment, labor, and/or services necessary to set-up and maintain the internet connectivity at the State and/or other third-party sites.	M	Yes	Standard	TELUS will aid the State, if required, in this matter.
T3.6	The Vendor will not be responsible for network connection issues, problems or conditions arising from or related to circumstances outside the control of the Vendor, ex: bandwidth, network outages and/or any other conditions arising on the State's internal network or, more generally, outside the Vendor's firewall or any issues that are the responsibility of the State Internet Service Provider.	M	Yes	Standard	TELUS will aid the State, if required, in this matter.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

T3.7	The Vendor shall provide a secure Class A Data Center providing equipment (including dedicated servers), an on-site 24/7 system operator, managed firewall services, and managed backup Services.	M	Yes	Standard	AWS US-East-2 availability zones meet these requirements.
T3.8	Data Center Air Conditioning – used to control temperature and humidity in the Data Center. Temperature ranges shall be between 68 ° and 75 °F.	M	Yes	Standard	AWS US-East-2 availability zones meet these requirements.
T3.9	Data Center Humidity shall be non-condensing and be maintained between 40% and 55% with a maximum dew point of 62 °F.	M	Yes	Standard	AWS US-East-2 availability zones meet these requirements.
T3.10	Data Center Backup Power – uninterruptible power supplies shall be sized to sustain computer systems and associated components for, at a minimum, the amount of time it takes for a backup generator to take over providing power. Where possible, servers shall contain redundant power supplies connected to commercial power via separate feeds.	M	Yes	Standard	AWS US-East-2 availability zones meet these requirements.
T3.11	Data Center Generator – shall be sufficient to sustain computer systems and associated components for, at a minimum, the amount of time it takes for commercial power to return. Fuel tanks shall be large enough to support the generator at -full load for a period not less than one and a half (1 ½) days of operation.	M	Yes	Standard	AWS US-East-2 availability zones meet these requirements.
T3.12	Data Center Floor – A raised floor is required for more uniform air circulation in the form of a plenum for cold air as well as to provide space for power cabling and wetness monitoring.	M	Yes	Standard	AWS US-East-2 availability zones meet these requirements.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

T3.13	Data Center Fire Protection System – fire detectors in conjunction with suppression gaseous systems must be installed to reduce the risk of loss due to fire.	M	Yes	Standard	AWS US-East-2 availability zones meet these requirements.
T3.14	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	AWS US-East-2 availability zones meet these requirements.
T3.15	The Vendor must monitor the application and all servers.	M	Yes	Standard	TELUS monitors all applications and servers via a 24x7 dashboard.
T3.16	The Vendor shall manage the databases and services on all servers located at the Vendor’s facility.	M	Yes	Standard	TELUS manages all database and services.
T3.17	The Vendor shall install and update all server patches, updates, and other utilities within sixty (60) days of release from the manufacturer.	M	Yes	Standard	Servers are kept up to date. TELUS does monthly updates to its own applications.
T3.18	The Vendor shall monitor System, security, and application logs.	M	Yes	Standard	TELUS monitors all system, security, and application logs.
T3.19	The Vendor shall manage the sharing of data resources.	M	Yes	Standard	TELUS manages the sharing of data resources.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

T3.20	The Vendor shall manage daily backups, off-site data storage, and restore operations.	M	Yes	Standard	TELUS manages all backup operations.
T3.21	The Vendor shall monitor physical hardware.	M	Yes	Standard	TELUS is notified of hardware issues at the data center via the AWS alerting system.
T3.22	The Vendor shall immediately report any breach in security to the State of New Hampshire.	M	Yes	Standard	Any breach of security will result in a notification to the State.
DISASTER RECOVERY					
T4.1	The Vendor shall conform to adequate disaster recovery procedures as approved by the State of New Hampshire.	M	Yes	Standard	SkyHawk will conform to procedures as approved by the State.
T4.2	The 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	Telus will maintain a disaster recovery plan.
T4.3	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	The disaster recovery plan shall include details on procuring additional hardware.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

T4.4	The Vendor shall adhere to a defined and documented back-up schedule and procedure.	M	Yes	Standard	A defined back-up schedule is in place to ensure full weekly as well as up to 14 days of incrementals.
T4.5	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	Backup copies facilitate quick restoration of data. As well, transaction archive logging is performed in such a way that in most cases, the recovery point can be within a few minutes of the failure point. The database architecture employed by ConnectAnywhere is such that every data item exists in three online locations simultaneously - master plus two replicas - with automatic switchover to one of the replicas in the event of failure. Therefore, only in the most extreme circumstances like accidental destruction of a database table would it be necessary to

Initial

 Contractor Initials
 Date 2024/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

					consult backups at all.
T4.6	Scheduled backups of all servers must be completed regularly. At a minimum, Bluehost servers shall be backed up nightly, with one (1) daily, one (1) weekly, and one (1) monthly backup stored in a secure location to assure data recovery in the event of disaster.	M	Yes	Standard	Backups are incremental daily, and fully each week. Incremental backups are saved for 14 days and full backups stored for 1 year.
T4.7	The minimum acceptable frequency is differential backup daily, and complete backup weekly.	M	Yes	Standard	Backups are incremental daily and full weekly.
T4.8	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	Backups are stored in the highly reliable AWS S3 service rather than physical media. Any personally identifiable data will be encrypted.
T4.9	If the State data is personally identifiable, the data must be encrypted in the operation environment and on the backup tapes.	M	Yes	Standard	Any personally identifiable data will be encrypted.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004

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

T4.10	<p>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.</p>	M	Yes	Standard	<p>Incremental backup stores for 14 days combined with the full weekly backup provides multiple restore methods in a disaster situation. Transaction archive logging is performed in such a way that in most cases, the recovery point can be within a few minutes of the failure point. The database architecture employed by ConnectAnywhere is such that every data item exists in three online locations simultaneously - master plus two replicas, with automatic switchover to one of the replicas in the event of failure. Therefore, only in the most extreme circumstances like accidental destruction of a database table would it be necessary to consult backups at all.</p>
NETWORK ARCHITECTURE					

Initial

Contractor Initials
Date 2024/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

T5.1	The Vendor must operate the hosting Services on a network offering adequate performance to meet the business requirements for the State application. To this RFP, adequate performance is defined as ninety-nine percent (99.0%) uptime, exclusive of the regularly scheduled maintenance window.	M	Yes	Standard	AWS uses multiple peering facilities to provide a highly redundant and therefore highly available network.
T5.2	The Vendor shall provide network redundancy deemed adequate by the State by assuring redundant connections provided by multiple Internet Vendors, so a failure of one (1) Internet connection will not interrupt access to the State's application.	M	Yes	Standard	AWS uses multiple peering facilities to provide a highly redundant and therefore highly available network
T5.3	Where redundant connections are not provided, then the Internet Vendor who provides the Internet service to the Vendor must have their service supplied by a provider(s) that has multiple feeds to ensure a failure in one (1) of the larger carriers will not cause a failure of the State's Service.	M	Yes	Standard	Redundant connections are provided
T5.4	The Vendor's network architecture must include redundancy of routers and switches in the Data Center.	M	Yes	Standard	TELUS will comply with this requirement
T5.5	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	All access to the ConnectAnywhere platform is via an Internet browser, never via a direct connection of any kind of a server or database
HOSTING SECURITY					

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

T6.1	The Vendor shall employ security measures ensuring the State's application and data is protected.	M	Yes	Standard	TELUS employs encryption for communications as well as encryption of data at rest. Where passwords are used, they are secured by non-reversible hashes. The principle of least privilege is applied
T6.2	If the State data is hosted on multiple servers, data exchanges between and among servers must be encrypted.	M	Yes	Standard	Communication between components of the application that transit public Internet facilities are encrypted.
T6.3	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 shall have aggressive intrusion-detection and firewall protection.	M	Yes	Standard	ConnectAnywhere servers are configured with CrowdStrike Falcon and Covalence MDR agents, providing comprehensive protection and detection.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

T6.4	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	All components will be reviewed and tested.
T6.5	In the development or maintenance of any code, the Vendor shall ensure the Software is independently verified and validated using a methodology determined appropriate by the State. All software and hardware shall be free of malicious code.	M	Yes	Standard	Development and maintenance of software by the TELUS engineering team is performed in a manner consistent with industry best practices and TELUS internal software development policies and procedures.
T6.6	The Vendor shall notify the State's Project Manager of any security breaches within two (2) hours of the time the Vendor learns of their occurrence.	M	YES	Standard	TELUS will comply with this requirement.
T6.7	The Vendor shall ensure its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the Vendor' hosting infrastructure and/or the application.	M	Yes	Standard	TELUS will cooperate with the State's Chief Information Officer.
T6.8	The Vendor shall authorize the State to perform scheduled and random security audits, including vulnerability assessments, of the Vendor' hosting infrastructure and/or the application upon request.	M	Yes	Standard	TELUS will work with the State to perform scheduled and random security audits.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

T6.9	The Vendor shall provide fire detection and suppression system, physical security of and infrastructure security of the proposed hosting facility. The environmental support equipment of the Vendor website hosting facility: power conditioning; HVAC; UPS; generator must be acceptable to the State.	M	Yes	Standard	AWS us-east-2 availability zones meet these requirements.
SERVICE LEVEL AGREEMENT					
T7.1	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	Support and maintenance shall be provided for the term of the contract.
T7.2	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	Software and hardware will be maintained and upgraded as required throughout the term of the contract.
T7.3	The Vendor shall repair or replace the hardware or Software, or any portion thereof, so the System operates in accordance with the Specifications, terms, and requirements of the Contract.	M	Yes	Standard	Hardware and software will be replaced in accordance to the terms of the Contract.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

T7.4	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 thru Friday EST.	M	Yes	Standard	Support shall be provided in the given time ranges.
------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------	---	-----	----------	-----------------------------------------------------

Initial

 Contractor Initials
Date 2024/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

T7.5	<p>The Vendor's response time for support shall conform to the specific deficiency class as described as follows:</p> <p>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 the State; Non-Software - Services were inadequate and require re-performance of the Service.</p> <p>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.</p> <p>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.</p>	M	Yes	Standard	<p>TELUS utilizes a ticketing system that allows for issues to be classified on different levels. Each level can be configured to have a Service Level attached to it. These can be in line with the State's requirements.</p>
------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---	-----	----------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

T7.6	<p>As part of the Software maintenance agreement, ongoing software maintenance and support issues, shall be responded to according to the following:</p> <p>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.</p> <p>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.</p>	M	Yes	Standard	<p>TELUS utilizes a ticketing system that allows for issues to be classified on different levels. Each level can be configured to have a Service Level attached to it. These can be in line with the State's requirements.</p>
T7.7	<p>The hosting server for the State shall be available twenty-four (24) hours a day, seven (7) days a week except for during scheduled maintenance.</p>	M	Yes	Standard	<p>The ConnectAnywhere application shall be available 24x7 outside of regularly scheduled maintenance windows.</p>
T7.8	<p>The Vendor will guide the State with possible solutions to resolve issues to maintain a fully functioning, hosted System.</p>	M	Yes	Standard	<p>TELUS's engineering team will work with the State to solve issues.</p>

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

T7.9	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	TELUS will provide notice of maintenance window 5 business days in advance.
T7.10	The Vendor will give two (2) business day's prior notification to the State's Project Manager of all changes/updates and provide the State with the training due to the upgrades and changes.	M	Yes	Standard	TELUS will provide notice of maintenance window/updates 5 business days in advance. Release notes will be provided after the update is complete. Virtual training is available upon request.
T7.11	The Vendor shall guarantee ninety-nine percent (99.0%) uptime, exclusive of the regularly scheduled maintenance window.	M	Yes	Standard	A 99.0% update shall be achieved outside of maintenance window.
T7.12	If the Vendor is unable to meet the ninety-nine (99.0%) uptime requirement, the Vendor shall credit the 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	TELUS will credit the State during downtime outside of the requirement.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

T7.13	The Vendor shall use a change management policy for notification and tracking of change requests as well as critical outages.	M	Yes	Standard	TELUS utilizes a change management system for change requests and critical outages.
T7.14	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	TELUS agrees.
T7.15	All hardware and software components of the Vendor's hosting infrastructure shall be fully always supported by their respective manufacturers. All critical patches for operating systems, databases, web services, etc., shall be applied within sixty (60) days of release by their respective manufacturers.	M	Yes	Standard	Critical but non-disruptive system systems are done while the system is online with 60 days of a patch becoming available typically much more rapidly. Disruptive system updates are done during maintenance windows that are announced at least one week in advance, again always within 60 days of a patch becoming available.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

T7.16	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; and number of deficiencies reported by class with initial response time as well as time to close.	M	Yes	Standard	TELUS can provide this information upon request from the State.
APPLICATION REQUIREMENTS					
T8.1	The Solution must use Graphical User Interface Technologies.	M	Yes	Standard	ConnectAnywhere supplies a map-centric, web-based graphical user interface.
T8.2	The Solution must support this client - Microsoft Win10, Office 365, and Microsoft Edge.	M	Yes	Standard	The ConnectAnywhere user interface is compatible with Windows 10, Microsoft Edge and Office 365.
T8.3	The Solution must use a version control system for code management.	M	Yes	Standard	TELUS uses the Git version control system.
T8.4	The Solution must not require JAVA.	M	Yes	Standard	ConnectAnywhere does not use Java in the browser.
APPLICATION SECURITY					

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

T9.1	Verify the identity or authenticate all system client applications before allowing use of the system to prevent access to inappropriate or confidential data or services.	M	Yes	Standard	ConnectAnywhere client applications are authenticated before access to the database is allowed.
T9.2	Verify the identity or authenticate all 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	Human users of ConnectAnywhere are authenticated by username and password before being granted access to the system. SSO with multi-factor authentication is also supported via OpenID Connect 1.0 and SAML 2.0 protocols
T9.3	Enforce unique usernames.	M	Yes	Standard	ConnectAnywhere enforces unique usernames. Even if a user is recreated with a username that has been used in the past, the new user account is distinct by virtue of having a different internal ID.
T9.4	Enforce complex passwords for Administrator Accounts of ten characters or more in accordance with DoIT's statewide <i>User Account and Password Policy</i> .	M	Yes	Standard	Minimum password length is a configurable parameter in ConnectAnywhere.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

T9.5	Enforce the use of complex passwords for general users using capital letters, numbers, and special characters in accordance with DoT's statewide <i>User Account and Password Policy</i> .	M	Yes	Standard	ConnectAnywhere enforces that password be complex, making use of lower and upper-case letters, digits, and special characters.
T9.6	Encrypt passwords in transmission and at rest within the database.	M	Yes	Standard	Passwords are communicated to the ConnectAnywhere system over an SSL encrypted channel (TLS 1.2 or higher). Passwords stored in the ConnectAnywhere database are encrypted using an industry-standard one-way hashing algorithm.
T9.7	Expire passwords after 90 Days.	M	Yes	Standard	Password expiry time is a configurable parameter in ConnectAnywhere.
T9.8	Authenticate users and client applications to prevent access to inappropriate or confidential data or services.	M	Yes	Standard	ConnectAnywhere users and client applications are authenticated before access to the database is allowed.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

T9.9	Provide ability to limit the number of people that can grant or change authorizations.	M	Yes	Standard	System privileges are implemented using role- based access control, ensuring tight control over which users can grant and change authorizations.
T9.10	Establish ability to enforce session timeouts during periods of inactivity.	M	Yes	Standard	ConnectAnywhere user sessions automatically time out after a period of inactivity.
T9.11	Ensure 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	The ConnectAnywhere software will be tested and hardened for security, using the OWASP Top Ten as a minimum standard.
T9.12	The application shall not store authentication credentials or sensitive Data in its code.	M	Yes	Standard	ConnectAnywhere source code does not hold authentication credentials or sensitive data.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

T9.13	Audit all attempted accesses that fail identification, authentication, and authorization requirements.	M	Yes	Standard	Successful and unsuccessful logins, and attempts to bypass user privileges, are logged in an audit table in the ConnectAnywhere database.
T9.14	The application shall log all activities to a central server to prevent parties to application transactions from denying that they have taken place. The logs must be kept for three (3) years.	M	Yes	Standard	ConnectAnywhere ensures non-reputability through its audit logging which is performed on a central server and stored in a central database. Audit logs are kept for at least three years; typically, seven years of logs are kept.
T9.15	The application must allow a user to explicitly terminate a session. No remnants of the prior session should then remain.	M	Yes	Standard	The ConnectAnywhere user interface provides a "logout" function that terminates the session in a manner that prevents it from being reused.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

T9.16	Use only the Software and System Services designed for use.	M	Yes	Standard	ConnectAnywhere only uses documented, standard APIs provided by third party software and system services; i.e., only those explicitly designated for use.
T9.17	The application Data shall be protected from unauthorized use when at rest.	M	Yes	Standard	Access to ConnectAnywhere application data is protected from unauthorized use by username and password.
T9.18	Keep any sensitive Data or communications private from unauthorized individuals and programs.	M	Yes	Standard	All communications into and out of the data center use industry-standard encrypted SSL channels (TLS 1.2 or higher).
T9.19	Subsequent application enhancements or upgrades shall not remove or degrade security requirements.	M	Yes	Standard	TELUS will not intentionally remove or degrade application security through software enhancements or upgrades.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

T9.20	Create change management documentation and procedures.	M	Yes	Standard	TELUS regulates software changes through a comprehensive change management process centered around JIRA.
-------	--------------------------------------------------------	---	-----	----------	----------------------------------------------------------------------------------------------------------

3. ACTIVITY, DELIVERABLE, AND MILESTONE

Table B-3 DELIVERABLES

	ACTIVITY, DELIVERABLE, OR MILESTONE	DELIVERABLE TYPE	DELIVERY DATE
TRAINING			
1	Conduct Training	Non-Software	11/01/2024 & 11/01/2025
OPERATIONS AND MAINTENANCE			
2	Ongoing Hosting Support	Non-Software	10/01/2024 – 6/30/2026
3	Ongoing Support & Maintenance	Software	10/01/2024 – 6/30/2026
4	Conduct Project Exit Meeting	Non-Software	06/01/2026

4. 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 ten (10) 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 ten (10) 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

Initial

 Contractor Initials
 Date 2024/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

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.

5. 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.

The Contractor shall conduct criminal background checks and not utilize any staff, including subcontractors, to fulfill the obligations of the contract who have been convicted of any crime of dishonesty, including but not limited to criminal fraud, or otherwise convicted of any felony or misdemeanor offense for which incarceration for up to 1 year is an authorized penalty. The Contractor shall promote and maintain an awareness of the importance of securing the State's information among the Contractor's employees and agents.

The State may, at its sole expense, conduct reference and background screening of the Contractor's Project Manager and Key Project Staff. The State shall maintain the confidentiality of background screening results in accordance with the Contract Agreement.

The Contractor shall be responsible for knowledge transfer between all Contractor project teams for all deliverables defined in this Project Agreement.

5.1 The Contractor Key Project Staff

5.1.1 The Contractor's Contract Manager

Contractor Initials TFN
Date 2024/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

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:

Gregg Abdella
(413) 205-7533
Gregg.Abdella@telus.com

5.1.2 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:

Krista Schmidt
(647) 231-1703
Krista.Schmidt@telus.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 eight (8) hour(s) 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.

5.2 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

STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT B – STATEMENT OF WORK (SOW) BUSINESS AND TECHNICAL
REQUIREMENTS AND DELIVERABLES

replacement Project Manager within ten (10) business days of the departure of the prior Project Manager, and Contractor shall continue during the ten (10) business day period to provide competent project management Services through a qualified interim Project Manager.

5.3 The Contractors Additional Key Project Staff

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

Michael Vitullo
Account Manager

David Fitzgerald
Subject Matter Expert – Software

Greg Kelly
Subject Matter Expert – Hardware

Sean Hogan
Subject Matter Expert – System Architect

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.

5.4 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.

5.5 The State Key Project Staff

5.5.1 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:

John Corcoran

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

(603) 485-6226
John.W.Corcoranjr@dot.nh.gov

5.5.2 The State Project Manager

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

David Gray
(603) 485-6241
David.A.Grayjr@dot.nh.gov

The 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.

6. MAINTENANCE, OPERATIONS AND SUPPORT

6.1 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.

TELUS communication (U.S.) Inc shall provide the maintenance and support services, as described in RFP 2016-016 Appendix C-7.9 Vendor Support and Warranties, including any addendum and/or Section 2 Business/Technical Requirements.

7. SOFTWARE AGREEMENT

The Contractor shall provide the State with access to the Software Licenses and Documentation set forth in the Contract, and particularly described Exhibit D: Software Agreement

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004**

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

8. ADMINISTRATIVE SERVICES

The Contract shall provide the State with the Administrative Services set forth in the Contract, and particularly described in Exhibit E: Administrative Services

9. TRAINING

The Contractor shall provide the following Training Services:
In person and via webinar.
Training fees set below in Exhibit C.

10. TERMS AND DEFINITIONS

Terms and Definitions applicable to this Contract are identified in Exhibit F: Terms and Definitions.

11. CONTRACTOR'S CERTIFICATES

Required Contractor Certificates are attached in Exhibit G.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT C – PRICE AND PAYMENT**

EXHIBIT C – PRICE AND PAYMENT

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. SHIPPING FEES

The State will pay for any shipping and delivery fees.

3. 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 and identified in the Payment Schedule below. 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.

4. INVOICE ADDRESS

Invoices may be sent to:

Department of Transportation
David Gray
PO Box 2950
Concord NH 03302-2950
David.A.Grayjr@dot.nh.gov

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT C – PRICE AND PAYMENT**

5. 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.

6. PRICE AND PAYMENT

6.1 Contract Type

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

6.1.1 Cost Summary

Description	FY 25	FY 26	Contract Item Total
Maintenance	\$94,900.00	\$94,900.00	\$189,800.00
Training	\$1,500.00	\$1,500.00	\$3,000.00
New Units & Materials	\$46,250.00	\$15,250.00	\$61,500.00
FY Total Operational Costs	\$142,650.00	\$111,650.00	
TOTAL CONTRACT PRICE			\$254,300.00

6.1.2 Training

Description	FY 25	FY 26	Contract Item Total
Per Day On Site	\$1,500.00	\$1,500.00	\$3,000.00
Webinar	Free	Free	\$0.00
Total			\$3,000.00
Cost does not include travel and accommodations, billed at cost.			

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT C – PRICE AND PAYMENT**

6.1.3 Contractor Staff, Resource Hours and Rates Worksheet

STAFF POSITION	FY 25	FY 26
Installation Technician	\$142/hr	\$142/hr
System Developer	\$120.00/hr	\$120.00/hr
Project Manager	\$100.00/hr	\$100.00/hr

6.1.4 Hardware Pricing

Part #	Item Description	FY 25/26 Price
	SkyHawk Device	
SHM-J19-KIT	SkyHawk Device J1939 Kit (includes GPS device w/mounting boot, two 6 ft. ECM/Power cable extensions (chainable), J1939 Y-Splitter, Hirschmann antenna, protective case, Input Block Kit, 15 ft. of 4-Wire, 10 ft. 3/4" split loom, Velcro, fuse kit) Note: this kit can't be hardwired	\$620.00
SHM-OBD-KIT	SkyHawk Device OBDII Kit (includes GPS device w/mounting boot, two 6 ft. ECM/Power cable extensions (chainable), OBDII Y-Splitter, Hirschmann antenna, protective case, Input Block Kit, 15 ft. of 4-Wire, 10 ft. 3/4" split loom, Velcro, fuse kit) Note: this kit can't be hardwired	\$575.00
SHM-HPS-KIT	SkyHawk Device HARDWIRE Kit (includes GPS device w/mounting boot, 6 m hardwire power cable, Hirschmann antenna, Input Block Kit, 15 ft. of 4-Wire, 10 ft. 3/4" split loom, Velcro, fuse kit) Note: this kit can't be used with the ECM cable	\$570.00
	Skyhawk Device Cables & Parts	
BRI-HPS-001	SkyHawk Telematics CAT4 modem with mounting boot	\$443.45
SH-JYC-001	J1939 Y-Splitter	\$48.43
SH-OYC-001	OBDII Y-Splitter	\$12.19
SH-EC-001	6 ft. ECM/Power cable extension	\$11.21
AVL-BRI-PWR	SkyHawk Device Power Cable 6m (19 ft (for Hardwire Kit)	\$13.25
SH-ANT-001	Hirschmann GPS/Cell Windshield Mount Antenna	\$32.85
SHM-IOS-KIT	SkyHawk Device Input Block Kit (8-position terminal block, 6 resistors, 1 ft. of 1/4" heat shrink)	\$7.00
	Cypress CTM-200 Antennas + Accessories*	
*AVL-CTM-PWR	CTM-200 Power Cable	\$19.17
SKY-AVL-CSE	Protective/Tamper Proof Case	\$34.37

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT C – PRICE AND PAYMENT**

AVL-ANT-CEL	Hirschmann GPS/Cell Windshield Mount Antenna	\$32.85
AVL-ANT-WFI	WIFI/WPAN Windshield Mount Antenna	\$15.84
*SH-SCC-020	CTM-200 modem Programming Cable	\$29.48
	Replacement Components	
*SH-MNT-002	Elastomer CTM-200 Mounting Bracket	\$25.56
ANT-CEL-PAD-PAC	Hirschmann Windshield Antenna Adhesive Pad (each)	\$4.15
	Cypress Modem ECM Cables	
*CTM-ECM-JT2-KIT	J-1939 Cable Kit Type 2 (Y-Cable with ECM Data CANCable)	\$57.14
*CTM-ECM-OBDD-KIT	OBDII Cable Kit (Y-Cable with ECM Data CANCable)	\$57.14
	Replacement ECM Components	
*CTM-ECM-JT2	J-1939 Y-Cable Type 2	\$37.04
*CTM-ECM-ODB	OBDII Y-Cable	\$37.04
*CTM-ECM-CAN	ECM Data CAN-Cable	\$29.63
	Cypress Modem IO Connector Components	
CTM-4WR-KIT	GPIO Kit (4 Wire 15 Ft. Input Cable with 2 1x9 GPIO Blocks)	\$25.57
	Replacement Components	
CTM-IO5-9PN	GPIO Block 1x9 Inputs (each)	\$10.22
SKY-AVL-4WR	4 Wire 15 Ft. Input Cable	\$8.71
	Driver ID (compatible with Cypress, ATrack & SkyHawk devices)	
CTM-DID-IBR	i-Button Reader Assembly (Includes Reader, Buzzer, 4-wire) for Cypress or ATrack	\$30.93
SHM-DID-IBR-KIT	i-Button Reader Assembly (Includes Reader, Buzzer, 4-wire) for SkyHawk device	\$87.50
SKY-DID-FOB	i-Button Key with Fob	\$7.31
DID-HID-KIT	HID Card Reader Assembly (Includes Card Reader, 4-wire, Buzzer) for Cypress device	\$117.27
IWR-HID-KIT	HID Card Reader Assembly (Includes Card Reader, 4-wire, Buzzer) for ATrack device	\$132.50
SHM-DID-HID-KIT	HID Card Reader Assembly (Includes Card Reader, 4-wire, Buzzer) for SkyHawk device	\$155.00
DID-HID-CRD	HID Driver ID Card	\$4.44
	Installation Components	

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT C – PRICE AND PAYMENT**

PWR-CON-KIT	Universal Fuse Kit (includes 2 inline, 2 ATC, 2 ATM, 2 ATR Add-a-Circuits, 2 ATC, 2 ATM, 2 ATR 5A fuses, 4 14-16AWG butt splice connectors, 3 ground ring terminals, 1x1" TEK screw)	\$21.54
PWR-INL-KIT	Inline Fuse Kit (includes 2 inline, 2 ATC 5A fuses, 4 14-16AWG butt splice connectors, 3 ground ring terminals, 1x1/2" TEK screw)	\$8.88
PWR-ATC-KIT	ATC Fuse Kit (includes 2 ATC Add-a-Circuits, 2 ATC 5A fuses, 1 ground ring terminal, 1x1/2" TEK screw)	\$8.88
PWR-ATM-KIT	ATM Fuse Kit (includes 2 ATM Add-a-Circuits, 2 ATM 5A fuses, 1 ground ring terminals, 1x1/2" TEK screw)	\$8.88
PWR-ATR-KIT	ATR Fuse Kit (includes 2 ATR Add-a-Circuits, 2 ATR 5A fuses, 1 ground ring terminals, 1x1/2" TEK screw)	\$8.88
Replacement Components		
AVL-AAC-ATM	DC Power Add-a-Circuit ATM (mini) (pack of 10)	\$39.58
AVL-FUS-ATM	DC Power 5 Amp Fuses (ATM) (pack of 10)	\$1.88
SKY-AVL-RGT	DC Power Ground Ring Terminal (14-16AWG) (pack of 10)	\$0.83
AVL-AAC-ATO	DC Power Add-a-Circuit (ATC/ATO) (pack of 10)	\$39.58
AVL-FUS-ATO	DC Power 5 Amp Fuses (ATC) (pack of 10)	\$2.60
AVL-AAC-INL	Inline Fuse Holder (ATC) (pack of 10)	\$20.42
AVL-AAC-ATR	DC Power Add-a-Circuit ATR (ATM Micro) (pack of 10)	\$39.58
AVL-FUS-ATR	DC Power 5 Amp Fuses (ATR) (pack of 10)	\$5.21
AVL-BUT-16G	Butt Splice connectors (14-16AWG) with heat shrink, low temp solder (pack of 10)	\$5.00
Cabling, Sensors + Accessories		
AVL-CAT-15F	CAT5e Ethernet Cable 15ft RJ45	\$8.71
SPR-UNV-KIT	Universal Spreader Cable Kit (Cirrus, CS230AC, CS550, Dickey-John, Epoke, Flex 4, Force America 5100, Schmidt)	\$21.41
SPR-UNV-CAB	10' (DB9F/DB9M) Null Modem Cable	\$5.00
SPR-UNV-NMF	Null Modem Adapter (9M/9F) - Low Profile - Pack of 5	\$14.00
SPR-UNV-SMM	DB9M to DB9M Slimline Gender Changer/Adapter - Pack of 5	\$10.00
SPR-UNV-HEX	Hex nuts- Pack of 10	\$2.00
AVL-SPR-440	CS440 Spreader Cable (remove pin 8)	\$31.24

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT C – PRICE AND PAYMENT**

AVL-SPR-550	CS550 Cable	\$95.00
AVL-SPR-550-ALT	CS550 cable, Bosch part # R98740008	\$120.00
PBS-HYD-KIT	Hydraulic Pressure Sensor Kit (Includes 3000psi sensor, hydraulic t-fitting, 30' SJE00W 2-wire cable, inline ATC fuse holder, ATC fuse, 2x 14-16AWG butt splice connectors)	\$218.90
PBS-PRO-NWP-KIT	Plow Blade Proximity Sensor Kit (contains Sensor, 30' LED cable, mounting bracket, 3 butt splice connectors 14-16AWG)	\$85.00
PBS-WEA-KIT	3 Way Weather Pack with Caps and Straps	\$15.00
	Replacement Components	
AVL-PBS-PRO	Plow Blade Proximity Sensor	\$50.98
PBS-PRO-CAB	Plow Blade Sensor Cable 10-M w/LED	\$21.96
PBS-PRO-BRC	Mounting Bracket RT-ANG for 30 mm Sensors	\$3.92
	ATrack Hardware	
	AK11 or AK500	
**AK1-OBD-KIT-PLU	AK11 Kit 4G/LTE Modem with WiFi, Bluetooth and Backup Battery (power I/O harness, fuse kit, loom, OBD2 ecm cable, Hirschmann antenna, protective case)	\$317.32
**AK1-J19-KIT-PLU	AK11 Kit 4G/LTE Modem with WiFi, Bluetooth and Backup Battery (power I/O harness, fuse kit, loom, J1939 ecm cable, Hirschmann antenna, protective case)	\$333.32
**AVL-AK1-NWB	ATrack AK11 4G/LTE Modem with Backup Battery, power I/O harness. This device does not have WIFI or Bluetooth	\$215.00
**AK1-NWB-OBD-KIT	AK11 Kit 4G/LTE Modem with Backup Battery (power I/O harness, fuse kit, loom, OBD2 ecm cable, Hirschmann antenna, protective case). This device does not have WIFI or Bluetooth	\$290.00
**AVL-AK1-HPS	ATrack AK11 4G/LTE Modem with WiFi, Bluetooth and Backup Battery, power I/O harness	\$240.00
**AK1-NWB-J19-KIT	AK11 Kit 4G/LTE Modem with Backup Battery (power I/O harness, fuse kit, loom, J1939 ecm cable Hirschmann antenna, protective case). This device does not have WIFI or Bluetooth	\$290.00
***AK5-OBD-KIT	AK500 Kit 4G LTE Modem with Cat 4 WiFi, Bluetooth and Backup Battery (power I/O harness, fuse kit, loom, OBD2 ecm cable, Hirschmann antenna, protective case)	\$317.32
***AK5-J19-KIT	AK500 Kit 4G LTE Modem with Cat 4 WiFi, Bluetooth and Backup Battery (power I/O harness, fuse kit, loom, J1939 ecm cable, Hirschmann antenna, protective case)	\$317.32
***AK5-RPK-KIT	AK500 Kit 4G LTE Modem with Cat 4 WiFi, Bluetooth and Backup Battery (power I/O harness, fuse kit, loom, RP1226 K-can ecm cable, Hirschmann antenna, protective case)	\$317.32
***AVL-AK5-MDM	AK500 LTE Modem with Cat 4 WiFi, Bluetooth, Backup Battery, power I/O harness	\$240.00

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT C – PRICE AND PAYMENT**

AVL-AK1- OBD	OBDII Y-Cable for AK11 or AK500	\$37.50
AVL-AK1-J19	J1939 Y-Cable for AK11 or AK500	\$37.50
***AK5-ECM- RPK	RP1226 K-Can for AK11 or AK500	\$37.50
***AK5-ECM- RPS	RP1226 S-Can for AK11 or AK500	\$37.50
AVL-ANT- CEL	Hirschmann GPS/Cell Windshield Mount Antenna	\$32.85
AVL-ATR- ANT	ATrack GPS Antenna	\$17.50
AVL-ATR- SPR-KIT	ATrack SSI Kit (Includes SSI Universal Controller Interpreter and Serial Cable Connection to AK11)	\$107.50
SKY-AVL- CSE	Protective/Tamper Proof Case	\$34.37
AVL-AK1- HPS	Power IO Harness	\$7.50
	AX11	
SKY-AVL- AX1	ATrack AX11 OBDII Vehicle Modem w/Backup battery and Bluetooth 4.1 Module pre-installed	\$122.50
AVL-OBD- CAB	OBDII Y-Split Plug in Cable (6ft)	\$17.50
AVL-J19-ODB	J1939 Cable for AX11	\$27.50
***AX11- ECM-RPK	RP1226 K-Can for AX300	\$27.50
***AX11- ECM-RPS	RP1226 S-Can for AX300	\$27.50
	AL11	
AL1-HPS-KIT	ATrack AL11 4G/LTE GPS Waterproof Vehicle Tracker Kit (includes power/IO cable (3 input), Internal antenna, 900mAH LiPo battery, fuse kit, 2 relays)	\$169.10
AVL-REL-121	Relays	\$10.00
	AS11	
AST-AS1-KIT	ATrack AS11 with Mount and Protective Case.	\$231.64
SKY-AVL- AS1	AS11 LTE Asset Tracker, IP68 Rated	\$168.00
AVL-AS1- MNT	AS11 Mount	\$10.00
	Satellite Tracking Devices & Services	
SKY-AST- SMC	SkyHawk SmartOne C Satellite Tag with 4 AAA Lithium 2900mAH (Energizer Brand)	\$122.00
AST-SMC- PWR	Smartone C 8-22V Universal Input Cable	\$35.00

* Product discontinued, limited quantities available

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT C – PRICE AND PAYMENT**

- ** Product discontinued, limited quantities available. Telus will honor Sourcewell pricing if cost is lowered.
- *** Telus will honor Sourcewell pricing if cost is lowered.
- **** Pricing not yet finalized, TELUS will honor the lowest published price on Sourcewell or NASPO

10.1.1. Installation and removal cost

Hardware Installation Cost (Labor)	FY25/26	Comments
CTM-200 / Telus Modem		
Plow truck with protective case, cell/GPS antenna, WiFi antenna, front plow proximity sensor, spreader (CS440 or CS550), weather pack	\$443.75	* NHDOT is responsible for welding on the proximity sensor bracket. Price excludes the sensor to detective plow blade on/off).
Pickup without inputs (protective case, cell/GPS antenna, WiFi antenna)	\$254.00	
AK11 or AK500 with SSI Box		
Plow truck with antenna, front plow proximity sensor and spreader (CS440 or CS550), weather pack	\$444.00	* NHDOT is responsible for welding on the proximity sensor bracket. Price excludes the sensor to detective plow blade on/off).
AK11 or AK500		
Pickup (3-wire installation, under dash mount)	\$213.00	
Sweeper (3-wire installation, protective case, antenna, non-computerized sweeper, 3 brooms and proximity sensor for hopper)	\$621.00	
Catch Basin Truck (3-wire installation, protective case, antenna, Sucking, Dump)	\$538.00	
AX11		
AX11 installed with OBDII or J1939 Y-Split Cable	\$118.00	
AL11		
AL11 installed in Mower (3-wire installation, main deck)	\$302.00	
AS11		
AS11 (3-wire installation, mount and protective Case)	\$148.00	

Contractor Initials Initial
TFN
Date 2/24/08730

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT C – PRICE AND PAYMENT**

CTM or ATrack Add-On's Installation Options*		* Price is valid when combining with a planned installation. Installation to be priced by the hour if adding to pre-installed vehicle.
ECM Connections (OBDII or J1939)	\$59.00	
Input (internal connection such as beacon light or PTO, excludes plow inputs)	\$89.00	
Weather Pack	\$59.00	
Protective Case	\$59.00	
Plow Blade up/down using proximity sensor	\$142.00	
Plow Blade detection for on/off	\$100.00	
Hydraulic Switch	\$142.00	
Hardware Removal Cost (Labor)		
CTM200		
Plow truck with front plow proximity sensor and spreader (CS440 or CS550)	\$142.00	
Pickup	\$71.00	
Pavement Marking Truck	\$71.00	
AK11 with SSI Box		
Plow truck with front plow proximity sensor and spreader (CS440 or CS550)	\$142.00	
AK11		
Pickup	\$71.00	
Sweeper (GPS, All Brooms, Dump)	\$142.00	
Catch Basin Truck (GPS, Sucking, Dump)	\$142.00	
Other		
Mowers	\$71.00	
Miscellaneous Fees		
Travel to installation site, per technician vehicle, round trip charge	\$177.00	
Cancellation fee, less than 48 hrs notice	\$177.00	
Service Call, minimum charge	\$142.00	

10.1.2. Software Operations, Maintenance and Support Pricing

	Software	
AIR-GBS-ACT	SkyHawk SmartOne - Network Activation (One time fee per unit)	\$50.00

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT C – PRICE AND PAYMENT**

AIR-GBS-VAR	Satellite Data Plan - VAR PLAN 1 (Monthly fee/unit - Additional Msgs = \$0.20)	\$3.75
AIR-GBS-100	Satellite Data Plan - 100 MSG PLAN (Monthly fee/unit - Additional Msgs = \$0.20)	\$12.50
AIR-GBS-200	Satellite Data Plan - 200 MSG PLAN (Monthly fee/unit - Additional Msgs = \$0.20)	\$17.50
AIR-GBS-400	Satellite Data Plan - 400 MSG PLAN (Monthly fee/unit - Additional Msgs = \$0.20)	\$31.25
AIR-GBS-800	Satellite Data Plan - 800 MSG PLAN (Monthly fee/unit - Additional Msgs = \$0.20)	\$50.00
SKY-WEB-PRO	SkyHawk - ConnectAnywhere Pro (AVL) - Monthly fee per vehicle	\$15.00
SKY-WEB-EXP	SkyHawk - ConnectAnywhere Express - Monthly Fee per vehicle	\$13.50
SKY-WEB-LIT	SkyHawk - ConnectAnywhere Lite - Monthly Fee per vehicle	\$11.25
SKY-WEB-AST	SkyHawk - ConnectAnywhere (non-vehicular Asset) - Monthly fee per asset (Sat tag) includes satellite airtime suspension	\$5.00
SKY-WEB-SUS	SkyHawk - ConnectAnywhere (AVL) - Monthly Suspension Fee per vehicle, includes cellular airtime suspension (up to 6mo)	\$4.00
SKY-WEB-PUB	SkyHawk - Connect Anywhere (AVL) - Monthly Public Website Access Fee per vehicle or asset	\$4.00
PORTAL-FO	Public Website - One time set up fee	\$1,000.00
	US Cellular Data Plans (compatible with CTM-200 devices)	
SKY-USC-10M	US Cellular 10 MB Pooled Plan-Monthly Fee per Vehicle	\$8.79
SKY-USC-25M	US Cellular 25 MB Pooled Plan-Monthly Fee per Vehicle	\$9.59
SKY-USC-50M	US Cellular 50 MB Pooled Plan-Monthly Fee per Vehicle	\$13.95
SKY-USC-250	US Cellular 250 MB Pooled Plan-Monthly Fee per Vehicle	\$17.99
SKY-USC-1GB	US Cellular 1 GB Pooled Plan-Monthly Fee per Vehicle	\$20.69
SKY-USC-5GB	US Cellular 5 GB Pooled Plan-Monthly Fee per Vehicle	\$35.99
	AT&T Data Plans (compatible with ATrack devices)	
SKY-ATT-1MB	AT&T 1 MB Pooled Plan-Monthly Fee per Vehicle	\$0.90
SKY-ATT-5MB	AT&T 5 MB Pooled Plan-Monthly Fee per Vehicle	\$2.50
SKY-ATT-10M	AT&T 10MB Pooled Plan-Monthly Fee per Vehicle	\$3.50

Initial
TFN
Contractor Initials
Date 10/24/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT C – PRICE AND PAYMENT**

SKY-ATT-20M	AT&T 20MB Pooled Plan-Monthly Fee per Vehicle	\$3.75
SKY-ATT-25M	AT&T 25MB Pooled Plan-Monthly Fee per Vehicle	\$5.00
SKY-ATT-50M	AT&T 50MB Pooled Plan-Monthly Fee per Vehicle	\$6.00
SKY-ATT-75M	AT&T 75MB Pooled Plan-Monthly Fee per Vehicle	\$6.50
SKY-ATT-100	AT&T 100MB Pooled Plan-Monthly Fee per Vehicle	\$7.50
SKY-ATT-300	AT&T 300MB Pooled Plan-Monthly Fee per Vehicle	\$8.50
SKY-ATT-1GB	AT&T 1GB Pooled Plan-Monthly Fee per Vehicle	\$10.00
SKY-ATT-3GB	AT&T 3GB Pooled Plan-Monthly Fee per Vehicle	\$30.00
SKY-ATT-5GB	AT&T 5GB Pooled Plan-Monthly Fee per Vehicle	\$50.00
	TELUS Global Connect Data Plans (Purple Sim)	
	Sim Activation Fee	****TBD
SKY-TEL-5MB	Telus Data Plan - 5MB Pooled	****TBD
SKY-TEL-10M	Telus Data Plan - 10MB Pooled	****TBD
SKY-TEL-20M	Telus Data Plan - 20MB Pooled	****TBD
SKY-TEL-25M	Telus Data Plan - 25MB Pooled	****TBD
SKY-TEL-75M	Telus Data Plan - 75MB Pooled	****TBD
SKY-TEL-1GB	Telus Data Plan - 1GB Pooled	****TBD
SKY-TEL-2GB	Telus Data Plan - 2GB Pooled	****TBD
SKY-TEL-3GB	SkyHawk Data Plan - 3GB Pooled	****TBD
SKY-TEL-5GB	SkyHawk Data Plan - 5GB Pooled	****TBD

- * Product discontinued, limited quantities available
- ** Product discontinued, limited quantities available. TELUS will honor Sourcewell pricing if cost is lowered.
- *** TELUS will honor Sourcewell pricing if cost is lowered.
- **** Pricing not yet finalized, TELUS will honor the lowest published price on Sourcewell or NASPO

Initial

 Contractor Initials
 Date 2024/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT D – SOFTWARE LICENSE AGREEMENT**

EXHIBIT D – SOFTWARE LICENSE AGREEMENT

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

1. License Grant.

TELUS – Communications (U.S.) Inc. hereby grants to the State a worldwide, perpetual, irrevocable, non-exclusive, non-transferable, unlimited number of users, limited license to use the Software and its associated Documentation, subject to the terms of the Contract. The State may allow its agents and Contractors to access and use the Software, and in such event, the State shall first obtain written agreement from such agents and Contractors that each shall abide by the terms and conditions set forth herein.

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. Documentation Copies. 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 Documentation for its internal business needs. The State agrees to include copyright and proprietary notices provided to the State by the contractor on such copies.

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 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.
- d. License restricted to use only on operations and maintenance of the NHDOT BOS.

5. Viruses. Contractor shall provide Software that is free of viruses, 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. If the State believes a virus may be present in the Software, then upon its request, contractor shall provide a master copy for comparison with and correction of the State’s copy of the Software.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT D – SOFTWARE LICENSE AGREEMENT**

6. 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, 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 Material infringe their intellectual property rights, Contractor shall defend and indemnify the State against the claim provided that the State:

- a. Promptly notifies Contractor in writing, not later than 30 days after the State receives actual written notice of such claim;
- b. Gives Contractor control of the defense and any settlement negotiations; and
- c. Gives 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 Contractor believes or it is determined that any of the Material may have violated someone else's intellectual property rights, Contractor may choose to either modify the Material to be non-infringing or obtain a license to allow for continued use, or if these alternatives are not commercially reasonable, Contractor may end the license, and require return of the applicable Material and refund all fees the State has paid Contractor under the Contract.

The contractor will not indemnify the State if the State alters the Material 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 Material which has been superseded, if the infringement claim could have been avoided by using an unaltered current version of the Material 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 Material with any products or services not provided by the contractor without the contractor's consent.

Remainder of this page intentionally left blank

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT E – ADMINISTRATIVE SERVICES**

EXHIBIT E – ADMINISTRATIVE SERVICES

1. 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-1.			
DISPUTE RESOLUTION RESPONSIBILITY AND SCHEDULE TABLE			
LEVEL	CONTRACTOR POINT OF CONTACT	STATE POINT OF CONTACT	CUMULATIVE ALLOTTED TIME
Primary	Krista Schmidt	David Gray	5 Days
First	Gregg Abdulla	John Corcoran	10 Days
Second	Michale Vitullo	Susan Klasen	10 Days
Third	Bob Manhas	Dave Rodrigue	15 Days

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.

2. 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.

3. 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

Contractor Initials
Date 2024/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT E – ADMINISTRATIVE SERVICES**

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.

4. 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.

5. 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.

6. MISCELLANEOUS WORK REQUIREMENTS

6.1 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 abide by all policy and procedures documented in the New Hampshire Statewide Information Security Manual (available on request) or derivatives and the following rules:

6.1.1. 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.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT E – ADMINISTRATIVE SERVICES**

- 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)

6.1.2. 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).

6.1.3. 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).

6.2 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.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT F – TERMS AND DEFINITIONS**

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.
Acceptance Letter	An Acceptance Letter provides notice from the State that a Deliverable has satisfied Acceptance Tests or Review.
Acceptance Period	The timeframe during which the Acceptance Test is performed.
Acceptance Test Plan	The Acceptance Test Plan provided by the Vendor and agreed to by the State that describes at a minimum, the specific Acceptance process, criteria, and Schedule for Deliverables.
Access Control	Supports the management of permissions for logging onto a computer or network.
Agency	"Agency" shall mean the Bureau or Department, both as defined herein.
Agency Representative	In the context of Appendix C: System Requirements and Deliverables, the Bureau's designated representative. Also referred to as "Agency's Designated Representative".
Agreement	A contract duly executed and legally binding.
Appendix	Supplementary material that is collected and appended at the back of a document.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT F – TERMS AND DEFINITIONS**

Approve	“Approve” and its variations (e.g., “Approval”) when capitalized in this RFP refers to the State’s Acceptance of a Document, condition, action or Deliverable in writing for its own internal purposes. The State’s Approval shall not be construed to mean the State’s endorsement or assumption of liability, nor shall it relieve the Vendor of its responsibilities under the Contract.
Audit Trail Capture and Analysis	Supports the identification and monitoring of activities within an application or system.
Breach or Breach of Security	Unlawful and unauthorized acquisition of unencrypted computerized data that materially compromises the security, confidentiality or integrity of personal information maintained by a person or commercial entity.
Bureau	New Hampshire Department of Transportation (NHDOT), Bureau of Turnpikes, 36 Hackett Hill Road, Hooksett, NH 03106.
Business Day	The twenty-four (24) hour day expressed from 00:00 AM to 24:00 AM in military time.
Certification	The Vendor’s written declaration with full supporting and written Documentation (including without limitation test results as applicable) that the Vendor has completed development of the Deliverable and certified its readiness for applicable Acceptance Testing or Review.
Change Order or Change Request	Formal documentation prepared for a proposed change in the Specifications or the Contract Document.
Completion Date	End date for the Contract.
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. Confidential Information includes any and all information owned or managed by the State of NH 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), Personal Financial Information (PFI), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and confidential information.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT F – TERMS AND DEFINITIONS**

Contract	The 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.
Contract Conclusion	Refers to the conclusion of the Contract, for any reason, including but not limited to, the successful Contract completion, termination for convenience, or termination for default.
Contract Documents	Documents that comprise this Contract.
Contract Managers	The persons identified by the State and the Vendor who shall be responsible for all contractual authorization and administration of the Contract. These responsibilities shall include but not be limited to processing Contract Documentation, obtaining executive approvals, tracking costs and payments, and representing the parties in all Contract administrative activities.
Contracted Vendor	The vendor whose proposal or quote was awarded the Contract with the State and who is responsible for the Services and Deliverables of the Contract.
Custom Software	Software developed by the Vendor specifically for this project for the State of New Hampshire.
Data	State records, files, forms, electronic information and other documents or information, in either electronic or paper form, that will be used /converted by the Contractor during the contract term.
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	Any written, software, or non-software item (letter, report, manual, book, code, or other) provided by the Contractor to the State or under the terms of a Contract requirement.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT F – TERMS AND DEFINITIONS**

Department	An agency of the State – N.H. Department of Transportation.
Department of Information Technology (DoIT)	The Department of Information Technology established under RSA 21-R by the Legislature effective September 5, 2008.
Design Documentation	System Design Documentation required under this Contract, including as example but not limited to: the Requirements Document, Software Development Plan, System Requirements Document and System Detailed Design Document.
Documentation	All information that describes the installation, operation, and use of the Software, either in printed or electronic format.
Digital Signature	Guarantees the unaltered state of a file.
Effective Date	The Contract and all obligations of the parties hereunder shall become effective on the date the Governor and the Executive Council of the State of New Hampshire approves the Contract.
Encryption	Supports the encoding of data for security purposes.
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.
Event of Default	Any one or more of the following acts or omissions of a Vendor shall constitute an event of default hereunder (“Event of Default”) Failure to perform the Services satisfactorily or on schedule; Failure to submit any report required; and/or Failure to perform any other covenant, term or condition of the Contract
Final System Acceptance	Final System Acceptance will be considered by the State to have occurred when, the State in its sole discretion, determines the Vendor has complied with all of the completion requirements set forth for the Project in the Contract Agreement.
Firm Fixed Price Contract	A Firm-Fixed-Price Contract provides a price that is not subject to increase, i.e., adjustment on the basis of the Vendor’s cost experience in performing the Contract.

Contractor Initials TFN
Date 024/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT F – TERMS AND DEFINITIONS**

Governor and Executive Council	The New Hampshire Governor and Executive Council.
GUI	Graphical User Interface.
Hosted Services	Applications, IT infrastructure components or functions that organizations access from external service providers, typically through an internet connection.
Hosted 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.
Information Technology (IT)	Refers to the tools and processes used for the gathering, storing, manipulating, transmitting, sharing, and sensing of information including, but not limited to, Data processing, computing, information systems, telecommunications, and various audio and video technologies.
Initial Acceptance Test (IAT)	The Initial Acceptance Test uses State provided storm data with known solutions for comparing the predictable maintenance solutions of the system.
Input Validation	Ensure the application is protected from buffer overflow, cross-site scripting, SQL injection, and canonicalization
Input Validation	Ensure the application is protected from buffer overflow, cross-site scripting, SQL injection, and canonicalization
Intrusion Detection	Supports the detection of illegal entrance into a computer system.
Invoking Party	In a dispute, the party believing itself aggrieved.
Key Project Staff	Personnel identified by the State and by the contracted vendor as essential to work on the Project.
Licensee	The State of New Hampshire.
Maintenance	The phase of the Project immediately subsequent to Final System Acceptance.
Non Exclusive Contract	A contract executed by the State that does not restrict the State from seeking alternative sources for the Deliverables or Services provided under the Contract.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT F – TERMS AND DEFINITIONS**

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.
Non-Software Deliverables	Deliverables that are not Software Deliverables or Written Deliverables, e.g., meetings, help support, services, other.
Normal Business Hours	Normal Business Hours – 8:00 a.m. to 5:00 p.m. EST, Monday through Friday excluding State of New Hampshire holidays. State holidays are: New Year’s Day, Martin Luther King Day, President’s Day, Memorial Day, July 4th, Labor Day, Veterans Day, Thanksgiving Day, the day after Thanksgiving Day, and Christmas Day. Specific dates will be provided.
Notice to Proceed (NTP)	The State Contract Manager’s written direction to the Vendor to begin work on the Contract on a given date and time.
Operating System	System is fully functional, all Data has been loaded into the System, is available for use by the State in its daily operations.
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.
Operational Test	The Operational test is a verification process performed in a natural storm event. The Operational test verifies System functionality against predefined acceptance criteria that support the successful execution of approved maintenance solution(s).
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.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT F – TERMS AND DEFINITIONS**

Personal Information	“Personal Information” (or “PI”) or “Personally Identifiable Information” (PII) 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.
Project	The planned undertaking regarding the entire subject matter of an RFP and Contract and the activities of the parties related hereto.
Project Team	The group of State employees and contracted Vendor’s personnel responsible for managing the processes and mechanisms required such that the Services are procured in accordance with the Work Plan on time, on budget and to the required specifications and quality.
Project Management Plan	A document describing the processes and methodology to be employed by the Vendor to ensure a successful project.
Project Managers	The persons identified who shall function as the State’s and the Vendor’s representative with regard to Review and Acceptance of Contract Deliverables, invoice sign off, and review and approval of Change Orders.
Project Staff	State personnel assigned to work with the Vendor on the project.
Proposer	Any individual, firm, or corporation who has submitted a Proposal on the Project and who has met the minimum requirements established by the State for Proposal evaluation. Also referred to as the “Vendor”.
Proposal	A written plan put forth by a Vendor for consideration in response to a solicitation by the State.
Review	The process of reviewing Deliverables for Acceptance.
Review Period	The period set for review of a Deliverable. If none is specified then the review period is fifteen (15) business days.
RFP (Request for Proposal)	A Request For Proposal solicits Proposals to satisfy State functional requirements by supplying data processing product and/or Service resources according to specific terms and conditions.
Role/Privilege Management	Supports the granting of abilities to users or groups of users of a computer, application or network.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT F – TERMS AND DEFINITIONS**

Schedule	The dates described in the Project Management Plan for deadlines for performance of Services and other Project events and activities under the Contract.
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.
Service Level Agreement	A signed agreement between the Vendor and the State specifying the level of Service that is expected of, and provided by, the Vendor during the term of the Contract.
Services	The work or labor to be performed by the Contractor on the Project as described in a contract.
Software	All Custom, SAAS and COTS Software 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.
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.
Solution	A proposed set of Software and Services addressing the requirements and terms of the RFP or sole source project.
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 OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT F – TERMS AND DEFINITIONS**

State	Reference to the term “State” shall include applicable agencies as defined in Section 1: INTRODUCTION of this RFP.
Statement of Work (SOW)	A Statement of Work clearly defines the basic requirements and objectives of a Project. The Statement of Work also defines a high-level view of the architecture, performance and design requirements, the roles and responsibilities of the State and the Vendor. The SOW defines the results the Vendor remains responsible and accountable for achieving.
State’s Confidential Records	The State’s information regardless of its form that is not subject to public disclosure under applicable state and federal laws and regulations, including but not limited to RSA Chapter 91-A.
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.
State Project Leader	The State’s representative with regard to Project oversight.
State’s Project Manager (PM)	The State’s representative with regard to Project management and technical matters. The State’s Project Managers are responsible for review and Acceptance of specific Contract Deliverables, invoice sign off, and Review and approval of a Change Orders.
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.
System Integrator	The selected Vendor on this Project. See “Vendor”.
Test Plan	A plan, integrated in the Work Plan, to verify the code (new or changed) works to fulfill the requirements of the Project.

Contractor Initials ^{Initial}
Date 2024/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT F – TERMS AND DEFINITIONS**

	It may consist of a timeline, a series of tests and test data, test scripts and reports for the test results as well as a tracking mechanism.
Term	Period of the Contract from the Effective Date through the Completion Date identified in the P-37 General Provisions or termination.
User Management	Supports the administration of computer, application and network accounts within an organization.
Vendor/Vendors	The contracted individual, firm, or company that will perform the duties and Specifications of the contract.
Verification	Supports the confirmation of authority to enter a computer system application or network.
Walk Through	A step-by-step review of a specification, usability features or design before it is handed off to the technical team for development.
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.
Warranty Releases	Code releases that are done during the warranty period.
Warranty Services	The Services to be provided by the Vendor during the Warranty Period.
Warranty Work	The Work to be provided during the Warranty Period under the terms of the Warranty as set forth in the Contract Documents.
Work	The term Work, as used herein, includes all work which, in the judgment of the State, is necessary for completion of the construction and the Project under the Contract Documents and includes, without limitation, all plant, labor, materials, equipment, systems, services and software and other facilities, installation, testing, operations and maintenance and other things necessary or proper for or incidental to the carrying out and completion of the terms of the Contract Documents. Furthermore, without limiting the generality of the foregoing, the Work includes and is the result of performing or furnishing Design professional services and construction and installed equipment required by the Contract Documents.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT F – TERMS AND DEFINITIONS

Work Plan	Documentation that details the activities for the Project created in accordance with the Contract. The plan and delineation of tasks, activities and events to be performed and Deliverables to be produced under the Project as specified in Appendix B: <i>Business/Technical Requirements and Deliverables</i> . The Work Plan shall include a detailed description of the Schedule, tasks/activities, Deliverables, critical events, task dependencies, and the resources that would lead and/or participate on each task.
Written Deliverables	Non-Software written deliverable Documentation (letter, report, manual, book, other) provided by the Vendor either in paper or electronic format.

Remainder of this page intentionally left blank

Initial

 Contractor Initials
 Date 2024/08/30

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
AUTOMATIC VEHICLE LOCATION SYSTEM (AVL)
BUREAU OF TURNPIKES - CONTRACT RFP 2025-004
EXHIBIT G – ATTACHMENTS AND CONTRACTOR CERTIFICATES**

EXHIBIT G – ATTACHMENTS AND CONTRACTOR CERTIFICATES

1. ATTACHMENTS

- a. Final State Responses to Vendor Inquiries to RFP 2016-016.
- b. RFP 2016-016 Automatic Vehicle Location System (AVL) January 28, 2016 with related attachments, appendices, and Addendum #1.
- c. TELUS – Communications (U.S.) Inc. formally (Blue Ocean Satellite Systems Inc.) Proposal including interview presentation material and response to State's questions to RFP 2016-016.

2. CONTRACTOR CERTIFICATES

- a. Contractor's Certificate of Good Standing
- b. Contractor's Certificate of Vote/Authority
- c. Contractor's Certificate of Insurance

Remainder of this page intentionally left blank

State of New Hampshire

Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that TELUS COMMUNICATIONS (U.S.) INC. is a Delaware Profit Corporation registered to transact business in New Hampshire on April 22, 2020. 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; and the attached is a true copy of the list of documents on file in this office.

Business ID: 840933

Certificate Number: 0006658838



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 4th day of April A.D. 2024.

A handwritten signature in black ink, appearing to read "D. Scanlan", is written over a faint circular stamp.

David M. Scanlan
Secretary of State

TELUS COMMUNICATIONS (U.S.) INC.
(the "Corporation")

Directors' Resolutions

The undersigned, being all the directors (the "Directors") of the Corporation hereby adopt the following resolutions in lieu of holding a meeting of the Board of Directors (the "Board"), as of August 30, 2024, and hereby direct that this written consent be filed in the records book of the Corporation.

***RESOLVED:**

1. The entering into by the Corporation of an agreement with the State of New Hampshire Department of Transportation: Automatic Vehicle Location System (the "Contract") in the form of the draft submitted to the directors for review, is authorized and approved.
2. Tatiana Folefak Nkuipou or any other director or officer of the Corporation (the "**Authorized Signatory**") is authorized and directed, for and on behalf of the Corporation, to finalize, execute and deliver the Contract with such additions, deletions or other changes as such Authorized Signatory may approve, such approval to be conclusively evidenced by such Authorized Signatory's execution and delivery of the Contract.
3. The Authorized Signatory is authorized and directed for and on behalf of the Corporation to negotiate, finalize, execute and deliver all such further documents, agreements, authorizations, certificates or other instruments, and to take any and all such further action, including, without limitation, the execution and delivery of any amendments, revisions or supplements to the Contract as such Authorized Signatory in his or her sole discretion may determine necessary or desirable in connection with the present resolutions, such determination to be conclusively evidenced by such Authorized Signatory's execution and delivery of any such documents, agreements, authorizations, certificates or other instruments and the taking of any such action."

IN WITNESS WHEREOF, the undersigned Directors hereby consent to the foregoing resolutions as of the 30th day of August, 2024. This resolution may be executed in counterparts, each of which shall be deemed an original and all of which together shall constitute one and the same instrument.

Signed by:
TATIANA FOLEFAK NKUIPOU
7504F58596BF474...

TATIANA FOLEFAK NKUIPOU

DocuSigned by:
Jeff Brown
A865EAB77F704F4...

JEFF BROWN

TELUS COMMUNICATIONS (U.S.) INC.

Certified Resolution

We, Tatiana Folefak Nkuipou and Jeffry Brown, hereby certify that we are duly appointed Directors of TELUS Communications (U.S.) Inc. (the "Corporation").

We hereby certify the following is a true extract of a resolution duly adopted by all of the directors of the Corporation, effective August 30, 2024:

"RESOLVED:

1. The entering into by the Corporation of an agreement with the State of New Hampshire Department of Transportation: Automatic Vehicle Location System (the "Contract") in the form of the draft submitted to the directors for review, is authorized and approved.
2. Tatiana Folefak Nkuipou or any other director or officer of the Corporation (the "Authorized Signatory") is authorized and directed, for and on behalf of the Corporation, to finalize, execute and deliver the Contract with such additions, deletions or other changes as such Authorized Signatory may approve, such approval to be conclusively evidenced by such Authorized Signatory's execution and delivery of the Contract.
3. The Authorized Signatory is authorized and directed for and on behalf of the Corporation to negotiate, finalize, execute and deliver all such further documents, agreements, authorizations, certificates or other instruments, and to take any and all such further action, including, without limitation, the execution and delivery of any amendments, revisions or supplements to the Contract as such Authorized Signatory in his or her sole discretion may determine necessary or desirable in connection with the present resolutions, such determination to be conclusively evidenced by such Authorized Signatory's execution and delivery of any such documents, agreements, authorizations, certificates or other instruments and the taking of any such action."

We hereby certify that the foregoing resolutions have not been amended or repealed and remain in full force and effect as of the date hereof.

Date: August 30, 2024

Signed by:
TATIANA FOLEFAK NKUIPOU

7581F5859CBF474...

TATIANA FOLEFAK NKUIPOU

DocuSigned by:
Jeff Brown

A80CEA877F734F4...

JEFF BROWN



ADDITIONAL REMARKS SCHEDULE

AGENCY Marsh Canada Limited		NAMED INSURED TELUS Communications (U.S.) Inc. 2251 S. Decatur Blvd Las Vegas, NV 89102	
POLICY NUMBER		EFFECTIVE DATE:	
CARRIER	NAIC CODE		

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
 FORM NUMBER: 25 FORM TITLE: Certificate of Liability Insurance

The General Liability Policy and US NOA were placed by Marsh USA Inc. Marsh Canada Limited has only acted in the role of a consultant with respect to this placement, which is indicated here for your convenience.



Date: Effective December 1, 2023 and continuous for the period of the contract, lease or agreement

To Whom It May Concern:

Re: TELUS Insurance Information

This letter is provided as evidence of property insurance for TELUS Corporation and its subsidiaries and/or associated companies and is in lieu of a certificate of insurance.

The company and its subsidiaries, divisions and partnerships maintain a comprehensive program of large risk retentions (self-insurance) and commercial insurance. It is TELUS' practice to assure that its business interests as well as its obligations under partnerships and/or contracts are protected. Losses that fall within the deductible levels, including those for which TELUS is contractually liable, are covered by the financial resources of TELUS.

If you have any questions, please contact TELUS Risk Management.

Yours truly,

A handwritten signature in black ink, appearing to read 'Jeff Lively'.

Jeff Lively, B.Sc., CIP, CRM
Director, Risk Management
Insurance & Claims
Email: jeff.lively@telus.com



Your clearance(s) / Vos certificats de décharge

We confirm that the business(es) listed below are active and in good standing with us.
Nous confirmons que la ou les entreprises énumérées ci-dessous sont actives et que leurs comptes sont en règle.

Contractor legal or trade name / Raison sociale ou appellation commerciale de l'entrepreneur	Contractor address / Adresse de l'entrepreneur	Contractor NAICS Code and Code Description / Code du SCIAN de l'entrepreneur et description:	Clearance certificate number / Numéro du certificat de décharge	Validity period (dd-mmm-yyyy) / Période de validité (jj-mmm-aaaa)
TELUS COMMUNICATIONS INC.	10020 100 ST NW FLOOR 6 N, C/O SAIDUR RAHMAN, EDMONTON, AB, T5J0N5, CA	417910: Office and store machinery and equipment merchant wholesalers 517310: Wired and wireless telecommunications carriers (except satellite)	A0000J6A8Y	20-Aug-2024 to 19-Nov-2024

Under Section 141 of the *Workplace Safety and Insurance Act*, the WSIB waives our right to hold the principal (the business that has entered into a contractual agreement with the contractor/subcontractor) liable for any unpaid premiums and other amounts the contractor may owe us for the validity period specified.
Aux termes de l'article 141 de la *Loi sur la sécurité professionnelle et l'assurance contre les accidents du travail*, la WSIB renonce à son droit de tenir l'entrepreneur principal (l'entreprise qui a conclu une entente contractuelle avec l'entrepreneur ou le sous-traitant) responsable de toute prime impayée et autre montant que l'entrepreneur pourrait lui devoir pour la période de validité indiquée.

WSIB Head Office: 200 Front Street West
Toronto, Ontario, Canada M5V 3J1

Siège social : 200, rue Front Ouest
Toronto (Ontario) Canada M5V 3J1

1-800-387-0750 | TTY/ATS 1-800-387-0050
employeraccounts@wsib.on.ca | wsib.ca