

2. Renewal of Contract Agreement with Castle Rock Associates, Inc. for 511/STARNET Maintenance & Operations (Est. Time:)



CVR-SAFE Board of Directors

Meeting Date: September 19, 2024

Agenda Item No. 2

Renewal of Contract Agreement with Castle Rock Associates, Inc. for 511/STARNET Maintenance & Operations

Consent

Author: Chase McFadden

Attachments: Yes

Referring Committee: CVR-SAFE Committee

Issue:

The Capitol Valley Regional Service Authority for Freeways and Expressways (CVR-SAFE) contract for maintenance and operations (M&O) services with Castle Rock Associates, Inc. for the 511 traveler information system, Condition Acquisition Reporting System (STARNET) user interface, and associated third-party data feed interfaces is set to expire. This report requests approval for a final one-year renewal of the contract for the period covering October 1, 2024, to September 30, 2025.

Request:

Approve a one-year renewal of CVR-SAFE's contract with Castle Rock Associates, Inc. for M&O services, ensuring continued operation of the 511/STARNET system and associated infrastructure for \$435,000, bringing the five-year contract total to \$2,364,759.

Recommendation for Board:

That the board approve a one-year renewal of CVR-SAFE's contract with Castle Rock Associates, Inc. for M&O services, ensuring continued operation of the 511/STARNET system and associated infrastructure.

Recommendation for Committee:

Th CVR-SAFE Committee recommended that the board approve a one-year renewal of CVR-SAFE's contract with Castle Rock Associates, Inc. for M&O services, ensuring continued operation of the 511/STARNET system and associated infrastructure.

Background:

Castle Rock Associates, Inc. has been a long-standing partner in developing and maintaining the SACOG Region's 511 Traveler Information System and underlying Sacramento Transportation Area Network (STARNET) systems. The partnership began in 2008 when CVR-SAFE contracted Castle Rock to create and manage a comprehensive 511 system, including an interactive voice response (IVR) telephone system and an online portal, aimed at providing critical travel-related information.

In 2020, the CVR-SAFE board approved a sole source contract with Castle Rock Associates, Inc. for three years, with optional one-year extensions to follow, in recognition of the unique, cost-effective services that benefit

CVR-SAFE, SACOG, Caltrans, local agencies, and the public throughout the region. The last contract update occurred in 2023, and the current agreement is set to expire on September 30, 2024, unless extended for one more year.

Earlier this year, in April 2024, SACOG issued a Request for Information (RFI) to explore options for an Advanced Traveler Information System (ATIS) that would integrate Transportation Demand Management (TDM) services such as vanpool ride-matching and Guaranteed Ride Home Programs, which are currently managed by a different vendor. CVR-SAFE previously (2018) partnered with RideAmigos to develop a comprehensive and user-friendly ride-matching and trip-planning software that would support TDM programs and combine the existing Commuter Club and 511 websites. The resulting platform adopted the 511 branding and includes user-friendly trip planning features; however, the real-time roadway information, data integration, and motorist aid functionality are still powered by STARNET/Castle Rock's services.

Discussion/Analysis:

Renewing the contract with Castle Rock Associates, Inc. for this final year is crucial, as their services remain integral to the provision of essential traveler information services, including motorist aid, and they continue to maintain and update the STARNET system to effectively meet the region's needs. Over this period, CVR-SAFE will continue working with Castle Rock on several planned enhancements to STARNET, such as implementing a more intuitive natural language search feature for trip planning, adding real-time data on electric vehicle (EV) charging locations, and launching a new portal for customizing and distributing critical public alerts.

Additionally, staff will organize training sessions and surveys with stakeholder agencies that utilize STARNET. This feedback will be essential in identifying any challenges with the current system and determining critical features that must be retained or improved in a future iteration of the platform.

Responses to the RFI confirmed that developing an ATIS platform is a costly and time-consuming endeavor. The RFI also underscored the challenges in finding a vendor capable of seamlessly integrating ATIS and TDM services. Given the results of the RFI, staff initiated a separate request for proposals (RFP) process to secure a vendor specifically for TDM and closely related services. Meanwhile, this one-year renewal with Castle Rock Associates, Inc. will allow CVR-SAFE sufficient time to review and strategize the next steps in the evolution of the region's 511 Traveler Information System.

Fiscal Impact/Grant Information:

The fiscal impact of this one-year renewal is \$434,759.00, fully funded by the approved CVR-SAFE budget for the 2024-2025 fiscal year (attached here). The budget remains unchanged from the previous year, as Castle Rock has maintained their costs without increases.

List of Attachments:

1. Draft Scope of Work
2. Final CVR-SAFE Budget for FY 2024-2025

CAPITOL VALLEY REGIONAL SAFE FY 2024-25 FINAL BUDGET

	FY 2022-23	FY 2023-24	FY 2023-24	FY 2023-24	FY 2024-25
	Actual	Final Budget	Amend #1 Budget	Estimated Actual	Final Budget
REVENUE					
Interest	134,113	8,000	8,000	39,954	90,000
Registration Fees	2,647,721	2,672,400	2,672,400	2,674,198	2,700,940
Reimbursements from Glenn County	17,744	17,000	17,000	18,000	20,645
Reimbursements from Placer County	3,461	4,000	4,000	4,000	4,000
Knockdown Recovery	0	2,000	2,000	2,000	1,000
TOTAL REVENUE	\$2,803,039	\$2,703,400	\$2,703,400	\$2,738,152	\$2,816,585
EXPENDITURES					
Call Box Maintenance (including Placer/Glenn County)	161,512	221,768	221,768	174,999	191,386
Freeway Service Patrol - Sacramento County	850,000	850,000	850,000	850,000	900,000
Freeway Service Patrol - San Joaquin County on I-5, I-205, Hwy 99, & Hwy 120	207,000	207,000	207,000	207,000	230,000
Freeway Service Patrol - Yolo County	60,000	60,000	60,000	60,000	60,000
Freeway Service Patrol - El Dorado County	47,473	60,000	75,000	75,000	80,000
SAFE portion of Statewide CHP Coordinator	6,250	7,000	7,000	7,000	6,800
Private Call Box Answering Contract - Fixed & Bike Trail Boxes	32,198	32,182	47,000	47,000	68,000
SACOG Services (staff time and indirect costs)	222,121	596,233	614,233	580,000	535,698
Cellular Phone Service (including Placer/Glenn County)	17,423	20,000	20,000	14,000	25,000
Consultant	53,463	67,775	67,775	67,775	69,640
Insurance	5,821	12,000	12,000	10,000	14,000
Public Information	500	500	500	500	500
Legal Services	814	5,000	5,000	2,000	5,000
DMV Fees	13,406	15,000	15,000	14,000	16,000
Meetings/Memberships/Printing	135	19,500	19,500	14,500	5,500
511/STARNET - Maintenance & Operations + Open Data Hub	494,233	500,000	500,000	500,000	435,000
San Joaquin TDM/511 Administration, Trip Planning System/Website, & FSP	150,000	150,000	150,000	150,000	300,000
TOTAL EXPENDITURES	\$2,322,349	\$2,823,958	\$2,871,776	\$2,773,774	\$2,942,524
SPECIAL FUNDED PROJECTS					
Transportation Demand Management	0	277,343	277,343	0	202,343
Modelling Software		75,000	75,000	75,000	75,000
Big Data	190,869	224,178	224,178	224,178	254,560
TOTAL SPECIAL PROJECTS	190,869	576,521	576,521	299,178	531,903
TOTAL EXPENDITURES	2,513,218	3,400,479	3,448,297	3,072,952	3,474,427
REVENUE LESS EXPENDITURES	289,821	-697,079	-744,897	-334,800	-657,842
PROJECTED ENDING CASH BALANCE	4,008,815	3,311,736	3,263,918	3,674,015	3,016,173
PROGRAM RESERVES	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000
PROJECTED AVAILABLE CASH BALANCE (BALANCE LESS RESERVE)	\$3,008,815	\$2,311,736	\$2,263,918	\$2,674,015	\$2,016,173

DRAFT

Scope of Work Sacramento 511/STARNET 2024-2025 Castle Rock – Maintenance and Operations Agreement

INTRODUCTION

Castle Rock will perform Maintenance and Operations (M&O) services for the SACOG Region's 511 traveler information system, Condition Acquisition Reporting System STARNET user interface ("CARS"), and the associated third-party data feed interfaces as set forth in this Scope of Work for the period covering **October 1, 2024-September 30, 2025**.

The description of the services to be provided in this Scope of Work, as described in Tasks 1 - 4, are the minimal services to be provided. The costs are contained in Exhibit A - Summary of Costs attached hereto and incorporated herein.

In no case shall the contract maximum exceed the total value of this amendment, which is set at **\$434,759**, without the execution of a formal contract amendment.

The following sections detail the work to be performed.

DESCRIPTION OF SERVICES/TASKS

Task 1: Software Maintenance & Hosting & Operation Services

Castle Rock shall provide *Software Maintenance Services* and *Joint Hosting and Operations Services* to CVR-SAFE for the following CARS modules that comprise the STARNET and 511 system.

The modules currently operated for CVR-SAFE include:

1. CARS 5, the core operator data entry interface for inputting events into the overall 511 system.
2. OneWeb, the responsive, full-feature 511 traveler information web site available at riverregion511.org.
3. Modes, the transit components of the overall 511 traveler information system.
4. CARS-Imports, which automates the import of crash reports from the California Highway Patrol (CHP) CAD system; Caltrans Lane Closure, and Waze data into CARS and 511.
5. CARS-Hub, the XML interface that makes event data from CARS available to authorized third-party subscribers.

6. CARS-API, the REST-based JSON service that makes data available from CARS to third-party developers
7. CARS-CAP, which imports NWS Warnings from the National Weather Service (NWS) using Common Alerting Protocol (CAP).
8. CARS-Signs, which imports Caltrans Dynamic Message Sign messages into the 511 traveler information system.
9. CARS-Metrics, which provides a data warehouse and reporting tool.
10. CARS-Alert D, which allows members of the public to sign up for personalized text and email push alerts.
11. CARS-Alert B, the automated system that tweets traffic events in the system to Twitter.
12. CARS-App, the downloadable 511 app for the Sacramento area, available both for the iOS and Android platforms.
13. CARS-511, the telephony component of the 511 traveler information system.
14. CARS-Delay, a module that measures and quantifies the delays associated with traffic events and incidents in STARNET.
15. Data entry into STARNET support, in which Castle Rock staff assist local agencies with entering data into the CARS regional operator interface on an as-needed basis.

Services to be provided under this task include:

- 24/7 software support by phone (1-844-326-4011) or email (support@castlerockassociates.zendesk.com) for emergency issues.
- Email support during business hours for non-emergency issues, which are Monday through Friday, from 8 AM – 5 PM, Pacific Time, excluding holidays. Emails should be sent to the designated Project Manager.
- Software bug fixes
- Annual version upgrade for each module incorporating enhancements funded by CVR-SAFE or other CARS member agencies.
- Hosting of modules on AWS cloud
- Secondary, warm pilot Disaster Recover site on a geographically separate AWS region.
- 24x7 system health monitoring. Monitoring includes CPU utilization, web server availability, memory utilization and free disk space. When automated monitoring systems detect an item that is out of specification, they send e-mail and pager notifications to Castle Rock's support team for response.
- Virtualization, load balancing, and redundancy for high availability.
- Automated and manual failover to disaster recovery systems.

- Firewall services. These include port lockdown, Secure Network Address Translation (SNAT), IP load balancing/routing, and Denial of Service (DoS) prevention.
- Intrusion detection and prevention services.
- Anti-virus software management. System downloads virus definition updates and performs regular system scans.
- Database management, maintenance, upgrades and replication.
- Software installation and updating using remote access facilities.
- Periodic application server-related software updates.
- Application and database recovery and manual switchovers to backup systems as necessary.
- Domain name registration and maintenance services.
- Port availability and specific port management.
- FTP and HTTP redirector support.
- Testing, loading and management of all upgrades, new releases and patches.
- WAN/LAN and I/O connectivity management.
- External interface monitoring and troubleshooting
- Hosting of telephony on Verizon platform and/or AWS Connect platform
- Management of CARS-511 long distance services, including toll-free features.
- Management of NeoSpeech TTS license for CARS-511
- Road event data entry support for SACOG's agencies into STARNET. This task involves monthly outreach to each agency, manual checks of their construction maps (if applicable), and input of new road closures and construction into CARS-5/STARNET upon receiving notification from the agency.

Task 1 Period of Performance:
30, 2024

October 1, 2023 – September

Total:

\$334,541

TASK 1 TOTAL \$334,541

Task 2 Phone Charge Pass-Through (Estimate).

In this task, Castle Rock shall pay Verizon and/or AWS Connect for IVR, long distance, and call transfer services incurred by the Sacramento 511 phone service. The amounts included in this task are estimates that are “ballpark” in nature due to the unpredictability of events such as major weather or other special events, which can cause considerable variations in annual 511 calls. The dollar amounts given in this contract is an estimate to help CVR-SAFE plan its 511 budget for the contract period. The final costs to be billed to CVR-SAFE each month throughout the M&O period covered in this scope will be determined by actual usage and associated tax, fees, and shared platform costs.

Period of Performance: Oct 1, 2023-Sep 30, 2024

Total: \$15,000

TASK 2 TOTAL \$15,000

Task 3 Cloud Hosting Pass-through:

In this task, Castle Rock shall pay third-party cloud vendors (e.g., AWS, Google, AT&T Soprano) for the cloud-hosting, cloud-based maps and APIs that are used to provide the infrastructure on which the SACOG CARS and 511 platform are operated. The amounts included in this task are estimates that are “ballpark” in nature due to the unpredictability of events such as major weather or other special events, as well as the number of My 511 account holders, which can cause considerable variations in cloud, maps, API, and SMS usage costs. The dollar amounts given in this contract is an estimate to help CVR-SAFE plan its budget for the contract period. The final costs to be billed to CVR-SAFE each month throughout the M&O period covered in this scope will be determined by actual usage and associated tax, fees, and shared platform costs.

Period of Performance: Oct 1, 2023-Sep 30, 2024

Total: \$25,000

TASK 3 TOTAL \$25,000

Task 4 Core Updates Program

This task represents CVR-SAFE’s contribution to the annual CARS Group Core Updates plan. The purpose of the Core Updates plan is to provide necessary updates to the CARS system as the foundational and environmental technologies (e.g., OnePhone 511 system upgrade, CARSx user interface upgrade, etc.) evolve. The Core Update plan for 2023-2024

is to provide a new IVR for the phone system and an upgraded, mobile-responsive interface for the CAR operator UI.

Period of Performance:

Oct 1, 2023-Sep 30, 2024

Total:

\$60,218

TASK 4 TOTAL \$60,218

BUDGET AND PAYMENT

A detailed budget by sub task for these ongoing M&O services is attached as Exhibit A and incorporated herein.

All Tasks above will be billed on a monthly, pro-rated basis over the period of the contract, with the exception of Task 2 (Phone Charge Pass-through costs), and Task 3 (Cloud Hosting Pass-through costs), which are explained below.

Task 2: Phone Charge Pass-Through Billing

CVR-SAFE shall be invoiced month-by-month for its actual usage of the Verizon and/or AWS Connect call platform, as well as its % cost shares for remaining platform costs, which may include telephony surcharges, fees, taxes, miscellaneous costs and other contingencies.

Because of the timing of the Verizon billing cycle (in which the invoice typically appears on the 10th of the month), there may be a delay in passing along those charges in the monthly CARS-511 M&O bill to the agencies. For example, Castle Rock will receive a Verizon invoice for phone charges for the month of January on February 10th. Castle Rock's M&O invoices for January typically have already been issued by the 10th of the month. As such, those January charges would not be passed along to CVR-SAFE until March invoices go out.

Under this contract, if CVR-SAFE elects to upgrade the 511 phone system from CARS-511 to the new OnePhone platform, Verizon will no longer be the telephony vendor. Instead, charges will be incurred on the AWS Connect platform. These will be passed through to CVR-SAFE on the same basis through this line item in lieu of Verizon.

Task 3: Cloud Pass-Through Billing

CVR-SAFE shall be invoiced month-by-month for its usage of the AWS cloud hosting environment, Google Maps API services, and AT&T Soprano SMS text delivery services, all

of which are 3rd party cloud-based services on which STARNET and 511 depends. The AWS is the cloud environment in which STARNET software is operated, including a disaster recovery site. Google Maps API is used for map tile and real-time traffic data integrations. AT&T Soprano provides text message or “SMS” delivery to subscribers who have signed up to receive traffic alerts by text through the platform.

EXHIBIT A: SUMMARY OF COSTS

Maintenance and Operations Budget

EXHIBIT A: SUMMARY OF COSTS		
		Oct 2023 - Sep 2024
Task 1	CARS Module Maintenance and Operations	
1.1	Hosting, Operations, Software Maintenance, and Support	
	1.1 CARS 5	\$ 56,714.00
	1.2 OneWeb	\$ 60,322.00
	1.3 Modes (inc. Modes-Update)	\$ 15,468.00
	1.4 CARS-Imports/CAD (3 sources+)	\$ 15,468.00
	1.5 CARS-Hub (3 functions: standard publish, Caltrans Lane Closure, Waze)	\$ 15,468.00
	1.6 CARS-API	\$ 5,154.00
	1.7 CARS-CAP (Level 2)	\$ 15,468.00
	1.8 CARS-Signs (Level 1)	\$ 5,154.00
	1.9 CARS-Metrics	\$ 7,732.00
	1.10 CARS-Alert D	\$ 15,468.00
	1.11 CARS-Alert B (1 feed)	\$ 7,732.00
	1.12 CARS-App	\$ 60,322.00
	1.13 CARS-511	\$ 30,360.00
	1.14 CARS-Delay	\$ 15,468.00
	1.15: Data Entry into STARNET support	\$8,243
	Subtotals	\$ 334,541.00
Task 2	Phone Charge Pass-through (Estimate)	\$ 15,000.00
	TASK 2 TOTAL	\$ 15,000.00
Task 3	Cloud Hosting Pass-through Costs	\$ 25,000.00
	TASK 3 TOTAL	\$ 25,000.00
Task 4	Core Update Program	\$ 60,218.00
	TASK 4 TOTAL	\$ 60,218.00
	GRAND TOTAL	\$ 434,759.00