



ARINC Maintenance and Support Services

JPB Board of Directors

September 5, 2019

Agenda Item#5 (h)

Overview

ARINC will provide Maintenance and Support Service for three major systems that are located in both Central Control Facility (CCF) and the Backup Central Control Facility (BCCF) that support Rail Operations, they are:

1. The central train control system is known as the Rail Operations Control System (ROCS). ROCS is based upon the proprietary software platform Advanced Information Management System (AIM), provided by ARINC.
2. The Caltrain Predictive Train Arrival/Departure System (PADS). PADS is an integrated system based on the proprietary ARINC AIM® CIS software product.
3. Train Voice Radio Dispatch System (RDS) is a railroad oriented communication system and comprised of voice dispatch consoles at the CCF, BCCF, CEMOF, San Carlos Central and 4th & King Station to support at least 48 Voice Radio Base Station sites.

Contract Duration and Terms

- Total 6 Year Term of Agreement starting upon execution of this Agreement; expiration date is June 30, 2025.
- Three Maintenance and Service Categories:
 - Services at a Fixed Yearly Price
 - Service on a Time & Material Basis
 - Additional Services on a Work Directive Basis

Scope - Fixed Price Services

- **Hardware Maintenance of ROCS and PADS.**
 - Emergency Phone Support 24/7
 - Unlimited hardware maintenance telephone consultation
- **Software Maintenance of ROCS and PADS**
 - Emergency Phone Support 24/7
 - Emergency On-Site or Remote Access Support
 - All Software Maintenance Telephone Consultation
 - Latent Software Defect Correction
 - Windows Patch Management
 - Historical Data Storage

Scope - Time and Materials Services

- RDS System will be maintained on T&M Basis
- ROCS and PADS
 - Additional Services on a T&M Basis
 - Caltrain Requested Reporting
 - On-Site or Off-Site Repairs
 - Refresher Training
 - Technology Discussions

Scope - Additional Services

- Work Directives for Discrete Projects or Services Upon Approval from Caltrain in terms of Scope, Priority, and Implementation Schedule:
 - Any Future Improvements for ROCS, PADS and RDS
 - System Enhancements
 - Any modifications to support Operation Needs
 - Additional Hand-on Training

ARINC Maintenance and Support Agreement Costs

	Year 0	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Total Fixed Price	\$ 347,898	\$ 375,502	\$ 363,186	\$ 373,458	\$ 384,080	\$ 443,772	\$ 2,287,896
Total T&M	\$ 324,884	\$ 418,270	\$ 436,133	\$ 454,990	\$ 474,907	\$ 495,963	\$ 2,605,148
Total Spares	\$ 45,580	\$ 34,185	\$ -	\$ 34,185	\$ -	\$ -	\$ 113,950
Total Additional Projects							\$ 2,000,000
						Total (Rounded)	\$ 7,007,000