

ATTACHMENT P.2

SCOPE OF WORK



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1. OVERVIEW

- A. The Virginia Railway Express (VRE) website (<http://www.vre.org>) is a critical medium for sharing information including train schedules, fares, station locations, details related to special programs, etc. with riders and the public in general.
- B. At present, the existing VRE website does not provide users with the ability to conveniently access information on-the-go. Therefore, an application is needed to enable VRE riders and others to efficiently access information on web-enabled mobile phones and handheld devices, such as Blackberries, PDAs and iPhones.

2. GENERAL REQUIREMENTS

- A. The Contractor shall design, implement and maintain a new mobile website application.
- B. The Contractor shall design the new mobile site to be device-aware with the capability to alter formatting based on the inquiring media.
- C. The Contractor shall design the mobile website to adhere to the W3C standards of reliability and accessibility, to include the following:
 - 1. Cross browser compatibility;
 - 2. Basic accessibility;
 - 3. Proper implementation and use of CSS; and
 - 4. Proper use of html.
- D. The Contractor shall be responsible for the complete turnkey implementation and support, which shall include, but not be limited to the following:
 - 1. Working with VRE's web Contractor and staff; and



2. Implementing a “Beta” version of the mobile website for preliminary testing by VRE staff and the selected beta test group.
- E. The Contractor shall refrain from the use of auto-refreshing on all mobile pages, with the exception of the Rail Time Map.
- F. The mobile website application shall have a cohesive graphics design (visual theme, color scheme, etc.) which is similar to that of the main VRE website, <http://www.vre.org>.
- G. The Contractor shall not in any way advertise on the mobile website, through the use of banner advertisements or other media, to solicit VRE riders for other products.
- H. The Contractor shall refrain from the use of Portable Document Format (.PDF) files to display information, unless the quality and/or legibility of the document can be retained.

3. **WEB PAGES TO BE CONVERTED**

- A. The Contractor shall convert designated content in the Service Information, Special Programs and Feedback sections of the existing VRE website into a format that will reduce the need for horizontal scrolling and excessive vertical scrolling by those accessing such information on web-enabled mobile phones and handheld devices.
- B. The Contractor shall have the liberty to combine the Schedule, Station, Fare and Ticket Information sections outlined below to aid in displaying the information as long as the content is retained.

1. **Service Information**

The Contractor shall be responsible for converting the following Service Information sections:

- a. Schedules
 - i. <http://www.vre.org/service/schedule.htm>
 - ii. The Contractor shall convert the Schedule timetable for both the Manassas and Fredericksburg lines.
- b. Stations
 - i. <http://www.vre.org/service/staloc.htm>



- ii. The Contractor shall convert each station's information into an easily viewable format, which shall include the station name and address.
- c. Fares
 - i. <http://www.vre.org/service/fares.htm>
 - ii. The Contractor shall convert both the regular and reduced-fare tables.
- d. Ticket Information
 - i. See **EXHIBIT A – TICKET INFORMATION** included herein.
- e. Rail Time
 - i. <http://www.vre.org/vremap/app/action=ovmap>
 - ii. The Contractor may be required to work with VRE's website hosting contractor regarding implementation of the Rail Time page.

2. **Special Programs**

- a. The Contractor shall be responsible for the conversion of the Guaranteed Ride Home (GRH) and Security Blanket sections.
- b. See **EXHIBIT B – SPECIAL PROGRAMS** included herein.

3. **Feedback**

The Contractor shall be responsible for converting the following sections:

- a. Contacting VRE
 - i. <http://www.vre.org/feedback/index.htm>
 - ii. The Contractor shall convert the information in **EXHIBIT C – FEEDBACK** included herein.



- iii. The Contractor shall adapt the php Feedback Forms to mobile format. The Contractor shall have the liberty to develop the forms as long as each form retains its content and functionality.

4. MAINTENANCE

- A. The Contractor shall provide a maintenance plan outlining procedures for the following:
 - 1. Addressing inquiries and revisions presented by VRE during the developmental phase of the project.
 - 2. Updating periodically altered information (i.e. Fares), during the post-implementation phase of the project, with a response to inquiry time not to exceed twenty-four (24) hours.
 - 3. Troubleshooting and urgent maintenance matters during the post-implementation phase of the project, with a response time not to exceed one (1) hour.
- B. The Contractor shall identify a Point of Contact person(s) for all phases of the project and Contract term. The Point of Contact person(s) shall be available between the hours of 4:30 A.M. and 8:30 P.M. EST. Monday through Friday.
- C. The Contractor shall notify VRE of all planned server maintenance that will affect the accessibility of VRE's mobile pages at least twenty-four (24) hours in advance.
- D. The Contractor shall notify VRE of any emergency server maintenance at least twenty (20) minutes in advance.
- E. The Contractor shall perform all non-urgent maintenance of any equipment which may affect the accessibility of the VRE mobile pages outside of the VRE service hours of 4:30 A.M. to 8:30 P.M. EST. Monday through Friday.
- F. VRE shall not be charged for any maintenance, repair or replacement of equipment residing outside of the VRE headquarters.



EXHIBIT A

TICKET INFORMATION

Ticket Type	Description
VRE-TLC Ticket	Joint-use fare card for unlimited travel on VRE and Metro for one calendar month.
Monthly Ticket	Unlimited travel between fare zones during a calendar month.
Five-Day Pass	Unlimited travel for five (5) consecutive service days from activation within the zones indicated.
Ten-Trip Ticket	Ten (10), one-way trips between the zones indicated. Must be validated prior to each ride.
Two-Ride Ticket	Two (2) single-rides between the zones indicated. Must be validated prior to each ride.
Single-Ride Ticket	One (1) ride between the zones indicated. Must be validated prior to ride.
Amtrak Step-Up Ticket	Must be used in conjunction with a multi-ride ticket for one-way travel on select Amtrak trains.



EXHIBIT B

SPECIAL PROGRAMS

Program	Acronym	Information	Contact Number/Address
Guaranteed Ride Home	GRH	GRH is a service that can get you home in case of an emergency. This program is free and available to VRE passengers.	Contact Commuter Connections at 1-800-745-RIDE
Security Blanket		VRE will reimburse passengers for daycare charges if a VRE train is 15 minutes or more late. Visit the Special Programs section at www.vre.org for more information.	http://www.vre.org



EXHIBIT C

FEEDBACK

Contacting VRE	
<i>Address</i>	1500 King Street, Suite 202 Alexandria, VA 22314
<i>Phone Number</i>	703-684-1001
<i>Fax Number</i>	703-684-1313
<i>Email Address</i>	gotrains@vre.org
<i>Directions from the Alexandria/King Street Metro Station</i>	<p>Follow King Street east (towards the river) until it intersects with Peyton Street.</p> <p>Turn right onto Peyton Street (the Alexandria Kitchen and Bath store is on the corner).</p> <p>The entrance will be on the right.</p> <p>Enter through the double doors and turn left for the elevator to the second floor.</p>

