

State of Louisiana Office of Technology Services

**Request for Information (RFI) related to the
Design, Development & Implementation of an
Inspection & Maintenance (I/M) Program for the
Louisiana Department of Environmental Quality
(DEQ)**

RFI #3000022621

March 21, 2024

This Request for Information (RFI) is for planning purposes only and should not be construed as a Request for Proposal (RFP). This is not a solicitation for offers. This information will be reviewed and discussed by the State agency and may result in the advertisement of a formal and competitive Request for Proposal for the services included in the RFI.

Overview

1.0 Purpose of the Request for Information

The State of Louisiana, Division of Administration/Office of Technology Services (DOA/OTS) on behalf of the Louisiana Department of Environmental Quality, Office of Environmental Assessment, Air Planning and Assessment Division(LDEQ/OEA/APAD), collectively referred to throughout this document as "The State", is seeking a solution to modernize the motor vehicle inspection program while maintaining compliance with the EPA requirements for inspections and maintenance programs as well as the existing Low Enhanced Vehicle Inspection and Maintenance Program SIP.

The goal of this initiative is to employ a single vendor to provide technology solutions and services necessary to support the Motor Vehicle Inspections and Maintenance Program in accordance with State and federal regulations. The objectives to be achieved through the contract to attain this goal include:

- Provide and support a Vehicle Inspection Management System (VIMS) that is a fully integrated web-based and database-centric platform for the enterprise-wide management of the I/M Program;
- Migrate historical data from EVIS to the VIMS;
- Provide and support a publicly available website for frequently requested public records retrieval;
- Provide technical support services for the I/M Program; and
- Provide State approved analyzers for sale or lease to MVI stations.

2.0 Objectives of the Request for Information

- Understand the level of interest and availability of potential vendors that could provide a solution to the State of Louisiana.
- Gain a more comprehensive understanding of business models and industry best practices related to solution development and implementation.
- Identify issues, roadblocks, and barriers to successful implementations.

The State is seeking information regarding vendor interest in and ability to provide services as outlined in this Request for Information (RFI). The Agency is seeking information regarding:

- Vendor experience and successes with design, development, and implementation of I/M solutions and the jurisdictions where the vendor gained the experience.
- Vendor experience and successes in I/M operational efficiencies.
- Vendor options for “turnkey” or configurable solutions which can be implemented quickly and efficiently.

3.0 RFI Coordinator

RFI responses must be directed to the RFI coordinator:

Matthew Vince
Office of Technology Services
P.O. Box 94095
Baton Rouge, LA 70804-9095
Phone: 225-342-7105
Fax: 225-219-9475
Email: pmo@la.gov

All communications relating to this RFI must be directed to the RFI Coordinator named above. All communications between respondents and State staff members, other than the RFI Coordinator, concerning this RFI are strictly prohibited.

4.0 Schedule of Events

The State reserves the right to revise this Schedule of Events.

Event	Date	Time
Public Notice of RFI	03/26/2024	
RFI Briefing	04/01/2024	10:30 AM CT
Deadline for Receipt of Questions/Inquiries	04/08/2024	4:00 PM CT

Deadline for State’s Response to Questions/Inquiries	04/11/2024	
Deadline for Receipt of RFI Responses	04/18/2024	4:00 PM CT

5.0 RFI Briefing

The State will hold an RFI Briefing on the date and time listed in 4.0 Schedule of Events. The RFI Briefing is a virtual event available using the information below. Potential Respondents are encouraged, but not required to attend the RFI Briefing.

Meeting ID: 242 335 851 477

Passcode: FknFkU

Meeting URL: [Click here to join the meeting](#)

Questions will be permitted during the RFI Briefing, however answers will not be official. All questions regarding this RFI must be submitted according to the “Written Inquiry/Response Process” below.

6.0 Response Preparation Cost

The State will not pay for the preparation of any information or response submitted in reference to this RFI, nor will it pay for any use of response information. The respondent assumes sole responsibility for any and all costs and incidental expenses associated with the preparation and reproduction of any materials submitted in response to this RFI. This includes preparations for approved discussions, demonstrations, or vendor marketing materials.

7.0 RFI Addenda/Cancellation

The State reserves the right to revise any part of the RFI by issuing an addendum to the RFI at any time. Issuance of this RFI, or subsequent addendum (if any), does not constitute a commitment by the State to issue an RFP or any other process resulting in award of a contract of any type or form. In addition, the State may cancel this informal process at any time, without penalty or prior notice.

8.0 Proprietary and/or Confidential Information

Pursuant to the Louisiana Public Records Act (La. R.S. 44:1 et. seq.), all public proceedings, records, contracts, and other public documents relating to this RFI shall be open to public inspection. Respondents should refer to the Louisiana Public Records Act for further clarification, including protections sought for proprietary and/or trade secret information. Respondents are reminded that any material within a response to this RFI identified as confidential or proprietary must be clearly marked. Any response marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

9.0 Written Inquiry/State Response Process

Respondents may submit written inquiries to the RFI Coordinator via email according to the Schedule of Events herein.

The State shall provide responses to all written inquiries, according to the Schedule of Events, in the form of an RFI addendum, posted to the LaPAC at <https://wwwcfprd.doa.louisiana.gov/osp/lapac/pubMain.cfm>.

10.0 Response Submission

All responses to this RFI must be received by the due date and time indicated on the Schedule of Events. Responses received after the due date and time will not be considered. It is the sole responsibility of each respondent to assure that its response is delivered at the specified location prior to the deadline. Responses which, for any reason, are not so delivered will not be considered.

Electronic Submissions

Electronic submissions are the preferred format. Electronic submissions may be made using the Dropbox File Request system via the following link. Electronically submitted responses should be in Microsoft Word and/or PDF format.

<https://www.dropbox.com/request/4mQnIYtzn1PoY1ZYyAaE>

No submissions will be accepted via email.

Hard Copy Submissions

Hard copy response submissions, which should include at least one (1) hard-copy and one (1) digital (flash drive) copy, may be submitted via the U.S. Mail, courier, or hand-delivered:

If courier mail or hand-delivered

Matthew Vince

Office of Technology Services
Claiborne Building
1201 N. 3rd Street, Suite 2-130
Baton Rouge, LA 70802

If delivered by U.S. Mail

Matthew Vince

Office of Technology Services
P.O. Box 94095
Baton Rouge, LA 70804-9095

11.0 Ownership of Responses

All materials submitted become the property of the State and will not be returned to the respondent. The State retains the right to use any and all ideas or adaptations of ideas contained in any response received through this RFI process.

12.0 Format of Response

All responses shall be submitted in hard-copy and digital format (PDF or Word is preferred), not to exceed 50 pages, in 10pt. font or larger according to the following outline:

Corporate Background and Experience

Responder shall provide a brief description of the company, including a brief history, corporate structure, and organization and the number of years in business.

Business Model for Contracting of Services

Responder shall describe its approach to a contract for its services should it be awarded a contract, but without providing any cost information in its response.

If a Commercial or the Shelf or Software as a Service solution is proposed, the responder should indicate if proposed products are available through NASPO ValuePoint or similar purchasing agreements.

Approach and Methodology

Responder shall describe its proposed solution and approach for delivery of services, specifically identifying the use of delivery methodologies, or other methods to address evolving system needs.

Implementation Timeframe of Solution

Responder shall indicate the minimum time frame from contract execution for full implementation of its solution, inclusive of equipment acquisition, configuration, and testing.

No cost and/or marketing information shall be included in this RFI response.

13.0 Optional Discussion

To solicit feedback and ask follow-up questions based upon vendor RFI responses, The State reserves the right at its sole discretion to conduct a structured discussion for respondents to this RFI only. If the discussions are scheduled to take place, the discussion session may begin with a presentation by the State. Following the presentation, State representatives and the vendor team will participate in a structured question and answer session. An agenda, specific questions and other expected topics for discussion may be provided prior to the discussion.

The State is under no obligation to conduct discussions with any respondents to this RFI.

Scope of Services

1.0 Background

The Clean Air Act requires that the state of Louisiana implement a vehicle inspection and maintenance program in the Baton Rouge ozone nonattainment area for the control of emissions from motor vehicles. EPA approved the Louisiana Low Enhanced Vehicle Inspection and Maintenance (I/M) Program State Implementation Plan (SIP) in 2001 (<https://edms.deq.louisiana.gov/app/doc/view?doc=6412016>) and approved revisions to the SIP in 2006 (<https://edms.deq.louisiana.gov/app/doc/view?doc=12328670>).

The state of Louisiana's I/M Program utilizes a decentralized test and repair network of Motor Vehicle Inspection (MVI) Stations in the 5-parish Baton Rouge ozone maintenance area (East Baton Rouge, West Baton Rouge, Livingston, Ascension, and Iberville Parishes). The decentralized network allows motorists a choice of official MVI Stations within the program area that offer required emissions tests integrated with motor vehicle safety inspections required by the Louisiana Department of Public Safety (DPS). After a passing emissions and safety test, the vehicle owner or driver is provided with an inspection sticker and may also receive an inspection report as a record of the test results. Emissions tests include vehicle anti-tampering, On-Board Diagnostic (OBD), and Gas Cap Integrity (GCI) tests. MVI Stations conduct approximately 400,000 inspections per year at 130 locations with 140 test analyzers.

Motorists whose vehicles fail the initial inspection receive a Vehicle Inspection Report (VIR) describing the reason for the failure, a repair form, and a list of failure procedures. A completed repair form must be provided to the station prior to vehicle retest. If a motorist believes their vehicle was not inspected properly or would like to challenge the results of the original test, a free retest is available at the Challenge Station. The Challenge Station is not authorized to issue state inspection stickers, but trained mechanics will retest the vehicle to determine if the vehicle actually failed for the reason stated. Vehicle owners whose vehicles failed because of a non-communication are encouraged to utilize this station.

The current I/M program, developed in 2002, includes desktop computer analyzer software, the Louisiana Emissions System (LES) installed on computers owned by and located at MVI Stations. The LES transmits test data to the Enterprise Vehicle Information System (EVIS), an Oracle database and web-based application accessible to LDEQ staff for administration of the

I/M Program. To support the existing I/M program, there are multiple vendors that provide technology services for different aspects of the program. One vendor provides support and maintenance for the LES and EVIS software. The database and software operate on a state server managed by the Office of Technology Services. A third-party vendor is responsible for installation of the software and hardware support to the MVI Stations.

The State is seeking solutions via this RFI which fully replace the existing LES and EVIS systems in order to update to more secure and modern technology. The analyzer software in use since 2002 cannot support upgrades to the database without significant revisions at a cost that cannot be justified under the existing contract. In addition, more modern technology is available to make inspections faster and easier for the inspectors.

2.0 System Functionality and Responsibilities

Primary Functions, Processes, and Services

The Vehicle Inspection Management System (VIMS) should provide functions, processes, and services to enable efficient management of the I/M Program by the State. The primary functions, processes, and services of the VIMS are described below:

- Receive and store motor vehicle inspection test information to include, but not limited to:
 - Station, inspector, and analyzer information
 - Vehicle information
 - Driver information
 - Safety test information
 - The readiness monitor status
 - The malfunction indicator light (MIL) status
 - The OBD communications protocol
 - The electronic VIN
 - The diagnostic trouble codes (DTCs)
 - The outcome of safety and emissions tests.
 - Failed or incomplete initial tests should be identified as linked to subsequent re-tests.
 - Comment fields for inspector and DEQ notes tied to individual vehicle inspections.

- Manage accounts for vehicle inspectors.
- Manage accounts for authorized inspection stations.
- Manage associations between authorized inspectors and stations.
- Manage accounts for vehicle inspection analyzers.
- Manage authorized State administrative users.
- Manage test requirements by year/make/model and specific VIN.
- Generate formatted Vehicle Inspection Reports (VIRs).
- Generate reports, see list of required reports in Appendix A.
- Data export of all reports (various formats).
- Manage announcements and notifications to analyzers and inspectors.
- Deploy software updates to analyzers.
- Provide email notifications state officials responsible for oversight of the I/M program of potential system problems or tampering.

VIMS Documentation

A detailed user manual and software documentation for the VIMS must be provided to the state. The documentation must include, at a minimum, the following:

- Functional Specifications
- Data Model and Entity Relationship Diagram
- Data Dictionary
- Data Access and Manipulation Procedures
- Query Language

VIMS Ongoing Support and Maintenance

- Provide access to multiple software environments for testing, training, troubleshooting, etc.
- Apply all reasonable and diligent efforts to resolve errors in the VIMS.
- Provide annual training to State staff responsible for administration of the I/M Program, when requested.
- Update reference tables of new vehicle year/make/models annually.
- Perform enhancements to the VIMS software.

Additional consideration given if there is an option to adopt enhancements or costs shared with other states/programs use of the software.

Data Migration from EVIS to the VIMS

The State intends to maintain all historical data in the current system. At the minimum, the State must have all motor vehicle inspection information from the current calendar and previous two years accessible for reporting and auditing purposes. The State will collaborate with the vendor to determine the appropriate scope for data conversion needs and alternatives. Transition and implementation activities may include:

- Inventory existing data tables for data migration.
- Convert and migrate data from the existing Oracle database.
- Provide system documentation.
- Perform quality assurance/quality control.
- Perform software testing.

Ongoing Technical Support Services

The vendor is expected to provide a variety of data analysis-related support, which could include the following elements:

- Tracking and providing summary OBD statistical results from other established programs in a common, easy-to-understand format to serve as a benchmark against which to compare the performance of the Louisiana program.
- Assisting the LDEQ in continued development of a "triggers" analysis system to identify potential problem stations and inspectors through post-inspection analysis of test data. The contractor develops and tests pilot triggers and assists the LDEQ in interpreting the trigger results in order to maximize their effectiveness in identifying and eliminating problem(s) in testing.
- Providing assistance on an as-requested basis in any discussions or negotiations with the EPA related to the inspection program.
- Alerting the LDEQ to any evolving OBD issues in other regions of the country or at the national level, so that the LDEQ can prepare for and address such issues before they become concerns or crises in Louisiana. This includes the impending need to implement test capability to communicate with vehicles that use the newest/latest communication protocol(s).

- Providing support in meeting federal I/M requirements. This includes such items as assisting with federally required equipment and station audits, annual data reports, and biennial program evaluations.

Public Records Website Specifications

Publicly accessible website with data sanitized of driver information, to include:

- Rolling 3 months of available data regularly requested by Equifax and Carmax.
- VIR re-prints by vehicle VIN.

Motor Vehicle Inspection Analyzers for Sale or Lease to Vendors

The vendor is expected to provide vehicle inspection test analyzers with State approved software and hardware for sale or lease to MVI stations that meet the following specifications. The Motor Vehicle Inspection Analyzer is the physical hardware and software located at MVI stations used by the motor vehicle inspectors to record and execute the vehicle safety and emissions tests.

Analyzers must be designed and constructed to provide reliable and accurate service in the automotive service environment and have a useful life of at least five years. The software must be designed for maximum operational simplicity and be capable of providing emissions readings or codes that can be used for vehicle diagnostics.

The analyzer must include security measures that will prevent unauthorized modifications to the software or inspection data, record unauthorized entry, also known as tampering, and prevent subsequent inspections when tampering is detected.

The analyzer must be configured and allow for printing of VIR and repair forms, when necessary. The analyzer software must also accept information from the completed repair forms and Challenge Station inspection notes viewable by the inspection station conducting a re-test. Authorized staff at the challenge station should be able to make notes on previously conducted tests and record inspections conducted at the Challenge Station linked to the original failed test.

Regulatory Requirements

Analyzers must facilitate vehicle inspections in accordance with the Louisiana Department of Environmental Quality Motor Vehicle Inspections regulations (LAC 33:III.801-835), DPS SAFETY TEST REGULATIONS HERE, the federal Amendments to Vehicle Inspection Maintenance Program Requirements Incorporating the Onboard Diagnostic Check; Final Rule at 40 CFR Parts 51 and 85 as published in the Federal Register, Thursday, April 5, 2001 (Volume 66, pages 18156-18179), and federal Inspection/Maintenance Program Requirements (40 CFR part 51, Subpart S).

On Board Diagnostics Tests

The analyzer must include hardware and software necessary to access the on-board computer systems on all model-year 1996 and newer vehicles. The equipment design and operation of the analyzer must meet the federal requirements contained in Title 40 of the Code of Federal Regulations (CFR), Chapters 85.2207-2231 and the recommended practices regarding OBD inspections contained in the J1962, J1978 and J1979 published by the Society of Automotive Engineers (SAE). The analyzer must be able to connect to the vehicle's OBD connector and access, at a minimum, the following OBD data:

- The readiness monitor status
- The malfunction indicator light (MIL) status
- The OBD communications protocol
- The electronic VIN
- The diagnostic trouble codes (DTCs)

At a minimum, the analyzer must also be capable of communicating with all OBD vehicles that use the following communications protocols:

- International Organization for Standardization (ISO) 9141
- Variable pulse width (VPW) as defined in the SAE's J1850
- Pulse width modulation (PWM) as defined in the SAE's J1850
- Keyword protocol 2000 (KWP)
- Controller area network (CAN) as defined in the ISO 15765-4.3:2001

The OBD interrogation process must be fully integrated into the analyzer, automated, and require no inspector intervention to collect and record the OBD data retrieved via the OBD connector link. No separate interface may be used.

Data Transmission

The analyzer must be capable of transferring all inspection related records and other analyzer files using:

- The analyzer's modem via a dial-up connection or other State approved connection methods.
- A secured removable storage media used to store backup information.

The analyzer should communicate with the VIMS as part of the test process and transmit records of tests immediately. However, offline tests must be possible and synchronized with the VIMS upon re-connection. Offline tests should be limited and the number of offline tests allowed for each station configurable in the VIMS by the State staff administering the I/M program.

The analyzer must also allow State-authorized representatives to transfer files from the removable storage media to the VIMS. Access to the data transfer capability must only be available to the vendor-authorized field representatives and State-authorized representatives. The analyzer must also be able to initiate a transmission outside the official inspection sequences for remote updates.

Tamper Resistance

The analyzer operators, State-authorized representatives, and field representatives authorized by the analyzer vendor shall be prevented from creating or changing any inspection results, programs, or data contained on the analyzer. The file and program protection may consist of mechanical systems in combination with electronic and software systems. The protection features must prevent access to the secured disk drives and portions of the hard disk containing I/M programs and inspection data. Any unauthorized access to the secured areas of the analyzer must be detected, even when the power is off. A software lockout algorithm must be activated should tampering occur, which would abort any existing inspection sequence and prevent further inspections until the lockout is cleared by a representative authorized by the State. The vendor shall develop a system to allow authorized repair technicians to clear tamper lockouts only during authorized service calls. The lockout system must be designed so that it can be activated from the audit menu by a State-authorized representative.

A log must be created that includes the date, time, type, and location of the tamper lockout, date and time the lockout was cleared, and who cleared the lockout.

Automated Inspection Process Software and Displays

The analyzer should provide a guided experience for inspectors to complete vehicle safety and emissions tests quickly and easily. The inspection process, data collection, and quality control features of the analyzer must be automated as much as possible. Scanning of the bar code on Louisiana driver's license, the bar code on Louisiana vehicle registration certificates, and the vehicle identification number (VIN) should auto-fill data entry as much as possible during the inspection. Provisions must be made for manual entry of data for vehicles not in the reference files of the analyzer or where scanning is not possible.

The analyzer should display warnings with confirmation screens and required comments for common errors in data entry. Examples of these include, but are not limited to:

- Emissions sticker numbers out of order or duplicates.
- Mileage increases by more than 100,000 between inspections of same vehicle.
- Vehicle make, model, year, Gross Vehicle Weight Rating (GVWR) changes between inspections of same vehicle.
- Manually entered GVWR > pre-defined list of acceptable values by vehicle type (e.g. sedans and station wagons should always be <10,000 lbs).
- Manually entered VIN does not match scanned vehicle, registration or OBD VIN.

The analyzer software must communicate messages from State staff administering the I/M Program to stations by displaying messages prominently and requiring confirmation that the message was read. A message history should also be accessible to inspectors on the analyzer.

Inspector User Identification and Password Self-Service

The analyzer software must accommodate inspectors securely requesting username identification and password resets.

Test Inspections

The analyzer should provide for inspectors and authorized staff to perform unofficial vehicle tests for training and testing purposes that creates records that are distinguishable from official data transmitted to the VIMS. Data from unofficial tests should not be included in any pre-defined reports and cannot have safety or emissions sticker numbers assigned.

Analyzer Hardware

The hardware requirements for the analyzer must meet or exceed specifications as published by the California Bureau of Automotive Repair (BAR) and contained in the "BAR-97 EMISSIONS INSPECTION SYSTEM SPECIFICATIONS" (BAR-97), dated May 1996. The analyzer may include all amendments made to the BAR-97 hardware specifications to present date.

Printer

A laser printer or a State approved equivalent printer must be supplied with each analyzer purchased, leased, or upgraded. The analyzer's printer must be interchangeable with a locally purchased off-the-shelf laser printer. A service call may be required to load any additional drivers needed to ensure the printer functions properly.

Gas Cap Testers

A gas cap tester must be supplied with each analyzer purchased, leased, or upgraded. The tester must:

- Be tamper resistant.
- Control the air supply pressure and prevent over pressurization.
- Provide a visual or digital signal that the required air supply pressure is within the acceptable range and a flow comparison test is ready to be conducted.
- Be supplied with a reference passing gas cap, or equivalent.
- Be supplied with a reference failing gas cap, or equivalent, with a nominal 64-68 cc/min leak rate.

Gas Cap Adapters must be available for at least 95 percent of the gas caps used for the most recent 24 model-year light-duty vehicles and trucks. Varying internal volumes of the gas caps

and adapter assemblies must not affect the accuracy of the inspection results. Adapters must be made available the first day of each year upon the introduction of new model-year vehicles.

The analyzer must prevent all inspections, except safety only inspections on vehicles without emissions requirements (i.e., trailers, motorcycles, diesels), if the gas cap tester calibration has not passed in the last 24 hours.

The analyzer must display appropriate error messages that indicate when a leak check or other calibration is needed to allow inspections to be performed.

The VIMS shall have a list of models that do not have a gas cap and exclude those vehicles from the gas cap test. This list shall be updated as needed to keep the list up to date and at a minimum annually.

Changes and Other Hardware Modifications

Changes to design characteristics, component specifications, or any other modifications to the analyzer hardware leased or sold to inspection stations must be approved by the State. The vendor is responsible for confirming that such changes will have no detrimental effect on performance of the analyzer. One fully functional analyzer with changed or modified hardware must be supplied to the State at no charge.

All proposed hardware modifications must be thoroughly tested by a third-party before being submitted to the State, and be accompanied by a cover letter containing the following information:

- Description of all the proposed modifications to be performed, a parts list, and the installation instructions for the vendor-authorized repair technician.
- Test data and an engineering evaluation regarding the effects of the proposed modification(s) on the performance and reliability of the analyzer for any modifications to the bench or sample system.
- Timeline showing the timeframe in which the modifications are expected to occur and the number of existing analyzers that will be updated.
- Description of any special procedures that are needed to perform the hardware modifications.

- Documentation for any software update that would be required for the proposed hardware modifications.

Software Documentation

Unless otherwise specified, a copy of the software documentation listed below must be provided to the state. The documentation must include, at a minimum, the following:

- Complete program listing(s)
- Functional specifications
- Functional flowcharts of the software
- Example inputs and outputs from all processes
- Detailed interface information on system components including the identification of protocol and output specifications
- File layouts

To ensure proper maintenance of all analyzers, a full description of the vendor's service procedures and policies, sample contracts, warranties, and extended service agreements must be provided for review and approval by the State. The vendor shall provide a training plan to the State that will be used to conduct certification training of potential inspectors on the use of the analyzer.

Independent Testing

All components of the analyzer must be tested by an independent laboratory. The vendor shall obtain prior written approval from the State of the certification laboratory and notify the State at least fifteen days in advance of the certification process. The notification must include the laboratory name, address, telephone number, and the contact person. The State reserves the right to be present during the evaluation of all analyzers. The independent laboratory must issue a report detailing the objectives, test methods, and test results of the component. The report must be submitted to the State for evaluation and acceptance. The vendor shall be responsible for all costs associated with analyzer certification.

Warranty Coverage and Extended Service Agreements

A written warranty coverage agreement, signed by an authorized representative of the equipment vendor and the vehicle inspection station, which provides a complete description of coverage for all systems and components and all vendor provided services listed below in Section 1.5: Vendor Provided Services, must accompany the sale or lease of each analyzer.

The original vendor's warranty must be a minimum of one year from the date of purchase. An extended warranty service agreement must be available to the analyzer owner upon the expiration of the vendor's original warranty period. Cost disclosures of consumable inventory items and extended warranty service agreements with detailed descriptions of coverage must be available to all analyzer owners.

The cost of extended warranty service agreements must be updated annually and provided to the State. Future costs of the service agreement charges cannot exceed the amount published until the anniversary of the published amount.

Vendor Provided Services

A vendor-authorized repair technician is an emissions analyzer service technician that is authorized by the analyzer vendor to perform service on their fleet of analyzer platforms. Only vendor- authorized repair technicians may access the secure areas on the analyzers.

The vendor-authorized repair technician shall perform a gas calibration prior to returning an analyzer to service whenever a component of the emissions measurement system is repaired or replaced. Similarly, the vendor-authorized repair technician shall perform a leak check each time the analyzer's sample line is broken and repaired. Vendor-authorized repair technicians shall have a software driven menu option or other acceptable method that records the transfer of inspection station, inspector information, and other data from one analyzer to another without manual inputs or the transfer of previous data.

The State may require the vendor to conduct on-site or laboratory testing of the analyzer in order to document continued compliance. The vendor shall supply the inspection station a temporary replacement analyzer that meets the I/M program requirements if an analyzer is removed from the station for repair or testing. The vendor shall be responsible for any costs incurred under this requirement.

The analyzer vendor shall correct software features that do not meet these specifications to the satisfaction of the State. The enhancement of operational software must be specified by the State and be designed to update through modem technology. Unless authorized by the State, software enhancements must be available for beta testing within 120 days of commencement of a software update and receipt of an updated analyzer specification. The analyzer vendor shall not modify any existing analyzer software without obtaining approval from the State.

The vendor shall be responsible for training state officials responsible for oversight of the I/M program, including but not be limited to, the instruction on all operational, maintenance, and quality control features of the analyzer, full access to and use of inspection, audit, and calibration menus, and optional programs offered to inspectors. This training must be conducted once per year upon written request by the State.

The vendor shall provide the following services to the inspection station as part of any sale, lease, or loan of an analyzer:

Delivery, installation, calibration, and verification of the proper operating condition of the analyzer.

A minimum of six hours training to the owners and operators for each analyzer purchased, leased, or upgraded.

The vendor shall provide the following services to the inspection station as part of the vendor's original warranty and thereafter as a portion of the extended warranty service agreement.

Full systems support and repair, including temporary provision of units of equal quality and specification.

On-site service response by a vendor

The names, toll free telephone number(s), and service facility addresses of the vendor's representatives responsible for equipment service must be provided to the inspection station.

All system repairs, component replacements, and/or analyzer adjustments, including reset of quality control lockout systems, must be accomplished on-site within two business days after a service request has been initiated. If the completion of this work is not possible within this time

period, an analyzer of equal quality and specifications must be provided until the malfunctioning unit is properly repaired and returned to service.

The vendor shall provide a toll-free number for the purpose of reporting complaints and service requests.

The vendor shall provide services at a minimum from 8:00am to 5:00pm. p.m. (CST), Monday through Friday.

The vendor shall provide trained technician which callers shall be able to speak to within 30 minutes of calling. The maximum number of calls not returned within 30 minutes shall be limited to no more than five (5) per month.

If a problem cannot be resolved by phone, the technician will visit the site within twenty-four (24) hours of call.

3.0 Technical System Implementation Requirements

Respondents should be aware of the following requirements for Contractors:

Contractor shall adhere to the State's Information Security Policy (ISP) - <https://www.doa.la.gov/doa/ots/policies-and-forms/>

The following requirements apply to all systems implementations:

- Contractor shall design the UI to work on all browsers installed on the standard State computer image (Edge, Chrome & Firefox).
- Contractor shall incorporate and test accessibility throughout the design and development processes to remain compliant with Section 508 Amendment to the Rehabilitation Act of 1973.

The following requirements apply to any systems hosted within the State's infrastructure:

- Contractor shall use NewRelic APM for application performance monitoring.
- Contractor shall use Nagios for infrastructure monitoring.
- Contractor should use Splunk for analysis and insights of logging and monitoring data.