

## USER AGREEMENT

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1. This User Agreement is entered into between **Ventura County Transportation Commission**, "Contracting Agency," and Kuba, Inc., "Contractor". This User Agreement expressly incorporates the California Master Service Agreement (MSA) No. 5-21-70-28-02, which is incorporated herein. This User Agreement contract form serves as an appropriate equivalent to the STD 213 as required by the MSA.
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**Contracting Agency: Ventura County Transportation Commission**

**Contractor Name: Kuba, Inc**

2. The Term of this Agreement is:

**Start Date: 09/05/2025**

**Through End Date: 2/28/2027**

*With two two-year options for extension at the discretion of the California Department of General Services*

3. The maximum amount of this Agreement: \$687,205.53

*See Exhibit B for pricing.*

4. **Exhibits.** The parties agree to comply with the terms and conditions of the following exhibits, which are by this reference made a part of this agreement.

Exhibits	Title	Pages
Exhibit A	Scope of Work	7
Exhibit B	Payment Provisions	6
MSA 5-21-70-28-02	MSA 5-21-70-28-02 is hereby incorporated by reference. The MSA is available at: <a href="https://caleprocure.ca.gov/PSRelay/ZZ_PO.ZZ_CTR_SUP_CMP.GBL?Page=ZZ_CTR_SUP_PG&amp;Action=U&amp;SETID=STATE&amp;CNTRCT_ID=5-21-70-28-02">https://caleprocure.ca.gov/PSRelay/ZZ_PO.ZZ_CTR_SUP_CMP.GBL?Page=ZZ_CTR_SUP_PG&amp;Action=U&amp;SETID=STATE&amp;CNTRCT_ID=5-21-70-28-02</a>	
Kuba Proposal	Kuba Proposal for a Contactless Open-Loop Fare Payment System dated May 29, 2025	7

In Witness Whereof, This Agreement has been executed by the parties hereto.

Contractor:

\_\_\_\_\_  
**Kuba, Inc**  
PO Box 31804  
Las Vegas, NV 89173

Date: \_\_\_\_\_

Contracting Agency Name:

\_\_\_\_\_  
**Ventura County Transportation Commission**  
751 E. Daily Dr., Suite 420, Camarillo, CA 93010  
Martin Erickson, Executive Director

Date: \_\_\_\_\_

\_\_\_\_\_  
**Ventura County Transportation Commission**  
751 E. Daily Dr., Suite 420, Camarillo, CA 93010  
Mike Judge, Chairperson

Date: \_\_\_\_\_

Approved as to form:

\_\_\_\_\_  
**Ventura County Transportation Commission**  
751 E. Daily Dr., Suite 420, Camarillo, CA 93010  
Lindsay D'Andrea, VCTC General Counsel

Date: \_\_\_\_\_

## User Agreement Scope of Work

### 1. Incorporate MSA by Reference

MSA # 5-21-70-28-02 and its amendments are hereby incorporated by reference as if attached hereto.

### 2. Description

The Ventura County Transportation Commission (VCTC) is Ventura County's regional transportation planning agency and transit operator. VCTC operates two services: the Intercity bus service and the Valley Express service. In 2024, VCTC was awarded Regional Early Action Plan (REAP) funds from the Southern California Association of Governments (SCAG) to collaboratively deploy contactless payment technology across the region's operators to facilitate a positive, streamlined customer experience when traveling across services in Ventura County.

The first open-loop deployment in Ventura County was on VCTC's Intercity service in June 2025. VCTC worked with the California Integrated Travel Project (Cal-ITP) to contract with Kuba Inc., Enghouse Transportation LLC, and Elavon to deliver the hardware, software, and payment processing aspects of its open payment system. To facilitate a seamless customer experience and reduce the administrative burden on regional operators in delivering open-loop payments, these same vendors will be contracted to deliver open-loop payments. Pursuant to this Scope of Work, Kuba shall provide 134 payment acceptance devices (PADs), install 113 of said PADs on the seven transit operators' vehicles, and maintain said PADs after installation, all in accordance with the pricing outlined in Exhibit B of this User Agreement.

Seven transit operators serve the Ventura County region through eight services, which will all be included in this contract: Camarillo Area Transit, Gold Coast Transit District, Moorpark Transit, Ojai Trolley, Simi Valley Transit, Thousand Oaks Transit, and VCTC, which operates the Valley Express service. A brief description of each transit operator and service is below:

- **Camarillo Area Transit (CAT)** - CAT provides fixed-route, trolley, and paratransit/dial-a-ride services within the city limits. CAT's services also ensure regional connectivity to neighboring operators, such as Moorpark, Thousand Oaks, Simi Valley, Oxnard, and Camarillo Metrolink. In Fiscal Year 2023-2024, CAT reported 28,517 riders and an annual revenue of \$34,191.47.
- **Gold Coast Transit District (GCTD)** - GCTD provides fixed-route and paratransit/dial-a-ride services in western Ventura County. GCTD's service area includes the Cities of Ventura, Oxnard, Port Hueneme and Ojai and surrounding unincorporated communities. In Fiscal Year 2023-2024, GCTD reported 3,772,608 riders and an annual revenue of \$3,504,886.
- **Moorpark** – Moorpark Transit provides fixed-route, microtransit, and paratransit/dial-a-ride services within and beyond the city limits. In Fiscal year 2023-2024, Moorpark Transit reported 30,749 riders and an annual revenue of \$38,793.67. By introducing a contactless open-loop payment system, Moorpark Transit hopes to increase system efficiency for both operators and riders, ultimately resulting in higher ridership.
- **Ojai Trolley** – The Ojai Valley is served by the Ojai Trolley, offering downtown area transportation in our charming Trolleys on two routes. In fiscal year 23/24, Ojai Trolley reported approximately 50,000 riders and \$25,000 in fare revenue.
- **City of Simi Valley Transit (SVT)** – SVT provides fixed-route, microtransit, and paratransit/dial-a-ride services within the city limits. SVT's services also ensure regional connectivity to neighboring operators, such as the Ventura County Transit Commission and LA Metro. In 2024, SVT reported 195,655 riders and an annual revenue of \$99,068.62. By introducing a contactless open-loop payment system, SVT hopes to improve customer convenience by offering a new, modern way to pay for fares.
- **Thousand Oaks** – Thousand Oaks operates five local bus routes and one seasonal bus route to Zuma Beach and Ventura Harbor, serving Thousand Oaks, Newbury Park, and surrounding areas. In Fiscal Year 2023-2024, Thousand Oaks reported 156,678 riders and an annual revenue of \$362,824.

- **Valley Express** – Valley Express is a fixed-route, ADA-paratransit, and general public Dial-A-Ride service throughout the Heritage Valley in Ventura County, California. The service is provided by a cooperative agreement between the Cities of Fillmore, Santa Paula, the County of Ventura, and VCTC, who manages and operates the service. In fiscal year 2023-2024, Valley Express reported 40,930 riders and \$45,344 in fare revenue.

#### **Regional Implementation Planning: Project Charter**

A formal Project Charter will be developed by VCTC in coordination with all key stakeholders, including Kuba. This Charter will identify and document roles, responsibilities, deliverables, timelines, and key resource commitments for each participating operator supporting the regional open-loop payments launch.

The Charter shall serve as a project coordination tool intended to foster effective implementation, promote accountability, and support alignment among all project participants. However, the Charter shall not be interpreted as modifying, superseding, or introducing any new obligations, legal responsibilities, performance requirements, additional product development, or financial commitments beyond those expressly stated in this Agreement.

Kuba shall collaborate in good faith in the development of the Charter and shall make reasonable efforts to align its project planning and execution with the responsibilities attributed to it therein.

### 3. Summary of Kuba Services

Kuba shall perform the following services in accordance with the pricing outlined in Exhibit B pursuant to this User Agreement:

- Provide 134 PADs and associated mounting kits
- Install and configure 113 PADs on Transit Operator vehicles in accordance with the specifications of said operators
- Provide access to the Proxima and Jira portals for PAD device status and service requests, respectively
- Provide training materials for PAD functionality, maintenance, and troubleshooting, along with remote technical assistance to resolve escalated issues beyond the basic maintenance and device troubleshooting, to be managed by VCTC
- Calculate the base fares for each agency, to be transmitted to Enghouse
- Prepare a data definition and transmit data, making reasonable efforts to ensure compatibility with Enghouse systems, provided that such efforts do not require Kuba to deliver functionality, perform development work, or provide support beyond the scope defined in this Agreement
- Lead the Level 3 (L3) certification process for American Express and Discover networks

### 4. Regional operator Roles and Key Contacts

#### PROJECT LEAD FOR THE REGION AND CONTRACT MANAGER

Valley Express/VCTC

**Matt Miller**

Program Manager

[mmiller@goventura.org](mailto:mmiller@goventura.org)

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#### ADDITIONAL operator CONTACTS

CAT

**Lydia Salas**, Management Assistant

601 Carmen Drive, Camarillo, CA 93010

[\(805\) 388-5341](tel:8053885341) | [lsalas@cityofcamarillo.org](mailto:lsalas@cityofcamarillo.org)

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GCTD

**Cynthia Duque**

Director of Planning and Marketing

Office 805 483 3959 x 110 | [cduque@gctd.org](mailto:cduque@gctd.org)

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Moorpark

**Michelle Woomer**

Senior Management Analyst | Public Works Department

(805) 517-6233 | [mwoomer@moorparkca.gov](mailto:mwoomer@moorparkca.gov) | [www.moorparkca.gov](http://www.moorparkca.gov)

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Ojai Trolley

**Rick Raines**

Trolley Supervisor  
[richard.raines@ojai.ca.gov](mailto:richard.raines@ojai.ca.gov)

**Jackie Rojas**  
Admin Analyst II for Public Works  
[jackie.rojas@ojai.ca.gov](mailto:jackie.rojas@ojai.ca.gov)

**Norma Cervantes**  
Accounting Manager  
[norma.cervantes@ojai.ca.gov](mailto:norma.cervantes@ojai.ca.gov)

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**SVT**  
**Ben Gonzales**  
Deputy Public Works Director/Transit Department of Public Works  
(805) 583-6482 | [bgonzales@simivalley.org](mailto:bgonzales@simivalley.org)

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**Thousand Oaks**  
**Tyler Nestved**  
Assistant Transit Planner | Public Works Department  
[TNestved@toaks.org](mailto:TNestved@toaks.org)

**Alina Chalas**  
Assistant Transit Analyst | Public Works Department  
805.449.2456 | [AChalas@toaks.gov](mailto:AChalas@toaks.gov)

## 5. Fare Structure and Business Rules

Fares and business rules for each transit operator, in addition to regional caps, are provided for reference below.

### Overview of base fares and caps

Kuba shall configure the PADs to support the following recommended products: a one-way fare, a daily cap, and a monthly cap for each operator, in addition to a regional daily, weekly, and/or monthly cap. Kuba shall configure the base fare calculation (the one way fares), to be transmitted to Enghouse. The PADs shall support the proposed fare structure below. Operators may adjust the price points for the fare products in preparation for launch.

	CAT		GCTD	Moorpark	Ojai Trolley	SVT	Thousand Oaks	Valley Express
	Fixed-route	Trolley						
One Way	\$1	\$1	\$2	\$1	\$1.50	\$1.50	\$2	\$1.25
Daily Cap			\$5	Price not to exceed regional	\$4	\$5		
Monthly Cap	Price not to exceed regional		Price not to exceed regional			\$50	\$50	\$20
Regional Daily/Monthly Cap	Prices to be Confirmed							

All transit operators observe the following county-wide fare-free promotional days:

- Clean Air Day (October 2)
- Veteran's Day (November 11)
- Transit Equity Day (February 4)
- Earth Day (April 22)
- Dump the Pump Day (June 17)

### Transfers

Kuba shall prepare a data definition and transmit data to Enghouse to support the transfer rules specified below. Any custom development work required by Enghouse may be subject to additional costs.

- **Intra-agency transfers (within each service):** Currently, Valley Express, Ojai Trolley, and GCTD enable intra-agency transfers within two hours. Additionally, Thousand Oaks allows intra-agency transfers up to 90 minutes for a single ride. All transit operators request the ability to enable intra-agency transfers in advance of launch.
- **Inter-agency transfers (across Ventura County operators):** Currently, all transit operators accept free transfers from VCTC services within two hours. In addition, GCTD accepts transfers from Ojai Trolley

within two hours. All transit operators request the flexibility to enable inter-agency transfers.

The region is working to streamline transfer rules, to be specified at a later date (i.e. one free transfer within 2 hours between any two operators).

#### Discounts

The following information on discounts is for Kuba's reference only. All transit operators currently include the following discount groups: Seniors (aged 65 or older), Medicare cardholders, and ADA-certified individuals. Additionally, GCTD identifies veterans as an additional discount group. VCTC will work with the regional operators to align on a consistent set of discount groups and pricing prior to launch. In the future, VCTC, along with the regional operators, may request to include other discount groups when pathways are available, which may be subject to additional costs.

The current fare structure for discounted fares is below. Operators reserve the right to adjust pricing for discounted fares in preparation for launch, assuming they adhere to consistent business rules across all operators.

	CAT		GCTD	Moorpark	Ojai Trolley	SVT	Thousand Oaks	Valley Express
	Fixed-route	Trolley						
One Way	\$0.50	\$0.50	\$1	Discount groups ride for free, out of scope for now.	\$0.75	\$0.75	\$0.50	\$0.60
Daily Cap			\$2		\$2	\$2.50		
Monthly Cap	Price not to exceed regional		Price not to exceed regional			\$25	\$14	\$10
Regional Daily/Monthly Cap	Price to be Determined							

#### Additional services not included in the Scope of Work

Demand-response, paratransit, and other such services are currently operated by a third-party. At launch, only fixed-route services shall be equipped with a contactless open loop payment system. Expansion to other services (i.e. paratransit) in the future will be at the discretion of VCTC and its selected vendors.

## 6. On-board Technologies

The following information is for the vendors' reference only. The vendors are not responsible for the quality or availability of the systems described below, and any subsequent impacts on the project implementation.

- **Fleets**

- CAT's fleet consists of three 16-passenger cutaway vehicles and one 24-passenger trolley buses.
- GCTD's fleet consists of 17 35-ft NABI vehicles, 5 40-ft New Flyer vehicles, and 39 40-ft Gillig vehicles.



- Moorpark Transit's fixed-route fleet includes 5 El Dorado EZ Rider buses. All vehicles in the fleet are currently maintained by neighboring City of Thousand Oaks Transit.
- Ojai Trolley's fleet is made up of five trolley buses. One additional trolley is anticipated in 2026.
- SVT's fixed-route fleet includes 11 New Flyer vehicles, including eight XN35 and three XN40.
- Thousand Oaks' fleet consists of six Gillig buses, three Ford E450 cutaways, two Orion VII buses, and one All-American bus.
- Valley Express' fleet includes five Dodge Promaster vans, six 22' Glavel cutaway buses and four 27' ARBOC cutaway buses.
- **CAD/AVL** – Syncromatics provides CAD-AVL services for all seven transit operators.
- **GTFS-RT** – Syncromatics provides GTFS-RT across all seven transit operators.
  - In addition, Trillium produces an operator-specific Static GTFS Feed for CAT, Moorpark, and Thousand Oaks.
  - GCTD produces their own and Ojai Trolley's Static GTFS Feed using INIT Mobile Plan.
  - VCTC, SVT and Valley Express' static GTFS is produced by Remix.
- **Connectivity** – Each vehicle has a Cradlepoint Router with SIM and uses Verizon. All routers are managed by Syncromatics except for Valley Express, which is managed by VCTC.

## 7. Items Specific to Category A (PADs)

Kuba shall install PADs near the front door of each vehicle. PAD placement and power integration specifications to be determined at time of site visit with approval of each operator's fleet manager. The following hardware quantities are to be installed.

Transit Operator	PADs to be Installed	Spare PADs
<i>CAT</i>	4	1
<i>GCTD</i>	61	6
<i>Moorpark</i>	5	2
<i>Ojai Trolley</i>	5	3
<i>SVT</i>	11	5
<i>Thousand Oaks</i>	12	2
<i>Valley Express</i>	15	2
<i>VCTC</i>	Already equipped	
<b>Total</b>	<b>113</b>	<b>21</b>

Each operator shall be granted an individual dashboard that will provide the status of their devices, as well as access to submit service requests.

### Value-add Requests

Kuba shall provide installation services and an extended hardware warranty for all transit operators.

## 8. Determining whether any changes are needed to default Category A service level agreements (SLAs) in the User Agreement

VCTC and partners accept the default SLAs as described in the Master Service Agreement.

## EXHIBIT B – PAYMENT AND BUDGET PROVISIONS

**Transit Agency:** Ventura County Transportation Commission

**Contractor:** Kuba, Inc.

### 1. RATES

The not-to-exceed pricing for MSA products and services to be provided to the Transit Agency are listed in Exhibit B.1 - Rate Sheet of the MSA. All prices and fees shall be fixed for the entire MSA term including any optional extension periods unless the State approves a price adjustment in accordance with Section 6, Rate Adjustments.

#### A. Payment Acceptance Devices - Category A

For Kuba Category A Products and Services, rates are determined for **VCTC** are as follows:

	Item #	Item	Unit of measure	Rate	Quantity	Months	Total
Capital Expenses	1.	<b>Payment Acceptance Devices</b>	Unit	\$994.87	134		\$133,312.58
	2.	<b>Mounting Poles</b>	Unit	\$105.33	113		\$11,902.29
	3.	<b>Implementation Service Fee</b> (Shall include commissioning, core/base training, programming, testing, etc.)	Once-off	\$10,000 GCTD; \$5,000 each operator (6)			\$40,000.00
Operations Expenses	4.	<b>Ongoing Maintenance and Services Fee PADs</b> (per year through contract term, quantity should be equal to installed devices only)	Per Unit per Month	\$40	113	60	\$271,200.00
Value-add	5.	<b>Extended Hardware Warranty</b>	Per Unit per Month	\$7.38	134	48	\$47,468.16
	6.	<b>Custom Solution Development</b> (barcode reader hardware at \$210 per device)	Hourly	\$137.50	204.65		\$28,140.00
	7.	<b>PAD Installation</b> (Optional for operator to select but highly recommended)	Unit	\$562.50	113		\$63,562.50

### **B. Other Anticipated Support Costs**

The costs for the required support and or materials (i.e. T-clamps, plates, etc.) are not included in the pricing table in Section 1 of this Exhibit B. Historically, each installation will require either a backing plate (\$39 each) or T-clamp (\$65 each). As such, costs for these support materials **cannot exceed \$7,345**. Contractor shall invoice the Transit Agency for any costs related to these items separately.

### **C. Total Not-to-Exceed Amount**

The total costs for this project cannot exceed a total of **\$687,205.53**. This total includes fees associated with Category A products and services, other anticipated support costs, and travel & site survey costs.

## **2. TRANSIT PROCESSING SERVICES RATE DETERMINATION AND PUBLICATION (Category B Only) – (Not Applicable)**

## **3. TRAVEL**

The Transit Agency may allow additional travel reimbursement as permitted, which must be itemized separately on the invoice. **Travel & Site Survey costs cannot exceed a total of \$84,275** for all site survey and installation costs. Reimbursements requests must include dates and receipts for all costs and expenses incurred. The tables below indicate the proposed breakdown of travel costs for the site surveys and installations, inclusive of contingency.

The Not-To-Exceed (NTE) price is derived from the assumptions and estimates outlined in the travel and site survey tables. These tables are intended to serve as a baseline reference for scope and planning purposes. The NTE amount is the guiding commercial cap for the work, and individual line items within the tables do not require exact, line-by-line correspondence with actual expenditures, provided that the overall scope remains materially consistent with the baseline assumptions.

Key considerations for ensuring efficiency of travel costs associated with the site surveys and installations are below.

### **A. Site Surveys: Key Requirements**

- Accurate fleet information: costs are based on the provided fleet details from the agencies
- Designated decision-maker on-site: during surveys, a representative from the operator should be on site to approve and sign the survey report, and must be present for the full duration of the visit
- Components sign-off: prior to building any kits, a sign-off on quantity is required.

*Site Survey Budget: Illustrative Costs*

<i>Category</i>	<i>Days onsite</i>	<i>Travel Days</i>	<i>Rate</i>	<i>Technicians</i>	<i>Total Cost</i>
<i>Airfare</i>			<i>\$1,250.00</i>	<i>2</i>	<i>\$2,500.00</i>
<i>Car Rental</i>	<i>10</i>		<i>\$105.00</i>		<i>\$1,050.00</i>
<i>Lodging</i>	<i>8</i>	<i>1</i>	<i>\$200.00</i>	<i>2</i>	<i>\$3,600.00</i>
<i>Per Diem (Daily Rate)</i>	<i>8</i>	<i>1</i>	<i>\$86.00</i>	<i>2</i>	<i>\$1,548.00</i>
<i>Labor Rate</i>	<i>8</i>	<i>1</i>	<i>\$1,250</i>	<i>2</i>	<i>\$22,500</i>
<b>Total Cost Site Survey</b>					<b>\$29,650.00</b>

*Site Survey Contingency: Illustrative Costs*

<i>Category</i>	<i>Days onsite</i>	<i>Travel Days</i>	<i>Rate</i>	<i>Technicians</i>	<i>Total Cost</i>
<i>Airfare</i>			<i>\$1,250.00</i>	<i>2</i>	<i>\$2,500.00</i>
<i>Car Rental</i>	<i>7</i>		<i>\$105.00</i>		<i>\$735.00</i>
<i>Lodging</i>	<i>5</i>	<i>1</i>	<i>\$200.00</i>	<i>2</i>	<i>\$2,400.00</i>
<i>Per Diem (Daily Rate)</i>	<i>5</i>	<i>1</i>	<i>\$86.00</i>	<i>2</i>	<i>\$1,032.00</i>
<i>Labor Rate</i>	<i>5</i>	<i>1</i>	<i>\$1,250</i>	<i>2</i>	<i>\$15,000.00</i>
<b>Total Cost Site Survey</b>					<b>\$21,667.00</b>

**B. Installation: Key Requirements**

- The installation planning meeting will be completed two weeks before the installation. Appropriate personnel to sign off on the survey and installation will need to be in attendance and available during the installation.
- Kuba will only install, test, accept, commission, and troubleshoot the provided devices.
- All routers must be in proper working conditions and able to accept the Kuba device.
- All vehicles that need to be installed must be on site or accessible.
- The installation and contingency budget includes only the initial installation and up to one

contingency trip to install missed buses.

*Installation Travel Budget: Illustrative Costs*

Travel Category	Days onsite	Travel Days	Rate - Per Diem	Technicians	Total Cost
Airfare			\$1,250.00	3	\$3,750.00
Car Rental	18		\$105.00		\$1,890.00
Lodging	16		\$200.00	3	\$9,600.00
Per Diem (Daily Rate)	16		\$86.00	3	\$4,128.00
Labor Rate					
<b>Total Cost for travel for Installation</b>					<b>\$19,368.00</b>

*Installation Travel Contingency: Illustrative Costs*

Travel Category	Days onsite	Travel Days	Rate - Per Diem	Technicians	Total Cost
Airfare			\$1,250.00	3	\$3,750.00
Car Rental	12		\$105.00		\$1,260.00
Lodging	10		\$200.00	3	\$6,000.00
Per Diem (Daily Rate)	10		\$86.00	3	\$2,580.00
Labor Rate					
<b>Total Cost for travel for Installation</b>					<b>\$13,590.00</b>

#### **4. INVOICES**

##### **A. Submission of Invoices**

- 1) The Contractor shall submit itemized invoices to the Contract Manager at the address contained in the Transit Agency's User Agreement. The information is mandatory information to be provided for all invoices:
  - a) DGS MSA Number
  - b) Transit Agency Contract Number
  - c) Transit Agency Order Number
  - d) Transit Agency Billing Code
  - e) Transit Agency Name
  - f) Transit Agency Address
  - g) Description of services ordered
  - h) Pricing information, specified by Tier or Breakpoint where applicable
- 2) The Transit Agency contact person will verify and approve, or disapprove, the invoiced items. If the Transit Agency does not approve the invoiced items, the invoice will be disputed and returned to the Contractor for correction.

#### **5. PAYMENT**

Payment for services performed under this Contract will be made upon satisfactory completion of services rendered. The Contractor shall invoice the Transit Agency in arrears upon successful completion of services. Invoices for services are not due and payable, and do not constitute an obligation of the Transit Agency, until the month following the month for which charges are accrued.

The payment terms for the Capital Expenditures portion of the products and services delivered under this Contract will be paid in the percentage amounts noted below:

- 40% on Notice to proceed
- 40% on delivery
- 20% on acceptance.

Payment shall be made within 45 days in accordance with, and within the time specified in Government Code Chapter 4.5, commencing with Section 927 unless agreed otherwise in the User Agreement.

#### **6. RATE ADJUSTMENTS**

Contractor may request Consumer Price Index (CPI) rate increases for services should the State decide to execute the options to extend. Rate increases may be requested no more than once annually and may only be requested following the initial five (5) year term of the Agreement. Rate increases shall be capped at three percent (3%) for a given year and may only be requested when the CPI for the "Public

Transportation" goods and services category, as published by the U.S. Department of Labor, Bureau of Labor Statistics has increased one percent (1%) or greater for the previous calendar year. The website, subject to change without amendment to this Agreement, can be found at the [CPI Index](https://www.bts.gov/components-consumer-price-index-transportation) (<https://www.bts.gov/components-consumer-price-index-transportation>).

The Contractor shall submit a written request to the DGS Contract Administrator, provide a copy of the index and other supporting documentation necessary to support the adjustment. Rates will be fixed for twelve (12) months following an approved price adjustment. Adjustments shall not be retroactive.