

Capital Area Transit



Addendum #1 – Questions and Answers Round 1
Solicitation Number –CAT-2018-002-
Website Redesign Services
June 19, 2018

The purpose of this addendum is to answer proposed questions/clarifications and to amend the DBE clause listed within the RFP. All questions/clarifications listed are incorporated into the above mentioned solicitation. All other terms remain unchanged.

#1. Whether companies from Outside USA can apply for this?
(like, from India or Canada)

A. Yes.

#2. Whether we need to come over there for meetings?

A. Meetings will be determined and agreed to upon contract execution. However, web/phone conference meetings are deemed acceptable.

#3. Can we perform the tasks (related to RFP) outside USA?
(like, from India or Canada)

A. Yes.

#4. Can we submit the proposals via email?

A. Yes

#5. Are you looking for one proposal that includes both sites (CAT and rabbit) being done at one time or two proposals that are directed to each entity that may be run at different times?

A. One proposal to include both sites. Each agency should have their own costs; see page 25: Cost Proposal Form in RFP. However, Capital Area Transit intends to award two separate contracts. One for Capital Area Transit and one for Rabbit.

#6. Do you want to be able to manage both sites from within the same login (WordPress multi-site) or should both sites be separate from each other with different logins?

A. Both sites should be access from one central site; multiple user names and passwords with the ability to access each site and areas of the sites independently.

Capital Area Transit



#7. 2.2.2 Employee Intranet – can you please explain what you mean by user levels and how you plan to use this. What groups will be accessing and what information they would need to access? What do those variances look like?

- A. Employee Portal should be a password protected area of the site in which we will have PDF files and links to other sites for our staff to reference when needed.

#8. 2.2.7 Forms – approximately how many form fields do you see needing per form

- A. This will vary per form and agency. Generally, forms would be used to contact or request information and should at a minimum include the following: name, address, city, state, zip, phone number, email address, comments and any additional selection based on requested information

#9. 2.2.8 Google Maps integration – what exactly do you want to do with this?

- A. Routes are currently outlined via Google Maps and this option should be duplicated on the new site for each agency.

#10. 2.2.9 Spanish Language Conversions – do you in the future envision doing manual translations or will it all be automated?

- A. Website translation should be done via provided plugin (ie Google Translate)

#11. 2.2.6 – Payment Integration – We understand CAT’s payment is WooCommerce and FirstData, what are rabbits? Same or different?

- A. Moving forward, since Rabbit will be on WordPress, they would look at using WooCommerce

#12. 2.2.13 – For CAT, GNU Mailman Service – are there details you can provide for how it is currently configured and where it is hosted? Also, are there plans for the future to shift CAT to another provider that we should know about? Are we to assume rabbit is still going to use OmniAlert in the future?

- A. Rabbit will remain on OmniAlert. CAT will entertain all suggestions for a notification system; as we are looking to improve the dated system we are currently using.

#13. 2.2.13 – Could you please verify for the Google Drive Link redirection that what you are looking for is a Driver Login that would go to a Google Drive that has documents housed for the drivers? Would these need to be individual driver logins or just one login needed?

- A. Currently, CAT drivers go to www.catttransit.com/workboard where they enter a standard password for that Wordpress page which then redirects them to Google Drive where all driver files are stored. We need future sites to continue to support this password protected redirection process.

#14. 2.2.13 – Are there any other rabbit 3rd party resources that need to be integrated?

Capital Area Transit



- A. All 3rd party resources and site functionality features should be assumed each agency will be using.

#15. 2.2.11 – How do you envision using the Google Transit and what information do you want to provide to riders? (Note – initial research shows that CAT does not have their Google Transit info submitted to Google at this time. Are we to assume CAT will take care of this?)

- A. Each agency will take care of initial Google Transit account setup and verification for their agency. You will need to work with agency and Google Transit, if applicable, to design a standard embedded Google Transit trip planner for each agency.

#16. What is the approximate award & start date of this project?

- A. Capital Area Transit intends to make an award on July 16, 2018. The start date and service scheduled will be negotiated/determined upon award.

#17. What kind of documents regarding financial capability are to be provided by an LLC firm? Is submission of financial documents mandatory?

- A. Yes it is mandatory. Describe your company's financial stability and economic capability to perform the contract requirements. You can provide your company's audited financial statements for the past three fiscal years. Financial statements should include the company's Balance Sheet and Income Statement or Profit/Loss Statements. Also you can include a Dun & Bradstreet comprehensive report, if available. If your company is a publicly traded company, please provide a link to your financial records on your company website in lieu of providing hardcopies. Capital Area Transit may request additional information it deems necessary to evaluate an Applicant's financial capability

#18. Please specify if services/training/meeting is to be performed on-site or off-site?

- A. Services, meetings, & trainings can be performed on-site or via web conference.

#19. Please specify if contractor five references is mandatory or would any private firm experience and past performance be considered for this project?

- A. Please adhere to the RFP's requirements. Private firm experience and past performance applies with the requested information.

#20. Please specify if Disadvantaged Business Enterprises participation is mandatory or not?

- A. This procurement is made using Federal funds. For that reason, DBE is mandatory. The DOT DBE rule is found in 49 CFR Part 26. DOT policy concerning contract goals and good faith efforts to meet those goals is found in 49 CFR Part 26.53. When goals are established in solicitations, contractors that cannot achieve the stated goals must furnish evidence in their proposals of the "good faith efforts" they have used to meet the goals. The Federal policy is that contractors that demonstrate good faith efforts cannot be disqualified from the contract award on

Capital Area Transit



the basis that they failed to meet the stated goals, but must be awarded the contract if they demonstrate and document such good faith efforts. There is considerable guidance on many aspects of the DBE rule at the FTA web site:

#21. Please confirm that this scope includes the development of what will remain 2 separate sites and domains (vs merging them into one):

- a. <http://www.rabbittransit.org/>
- b. <https://www.cattransit.com/>

A. Both sites will remain on their own respective domains. The central system must provide access to both sites with multiple user names and passwords. The ability to access each site and areas of each site independently. Updates done to one site should push and/or update the other automatically if requested by the user

#22. What is the budget for the implementation?

A. Our budget for each site is \$25,000 to \$35,000. (\$50,000 to \$70,000 total for both combined).

#23. What is the budget for maintenance?

A. Our budget for each site is \$25,000 to \$35,000. (\$50,000 to \$70,000 total for both combined).

#24. What is the ideal project timeline?

A. Project timeline will be negotiated/determined upon award.

#25. Will both sites need to launch at the same time?

A. Ideally we would like both sites to launch at the same time.

#26. Are there existing branding guidelines?

A. Yes, there are branding guidelines for both agencies

#27. How many people will be administering content?

A. At a minimum five people per agency.

#28. Who supports the current sites?

A. Currently, each agency has one go to person overseeing their agency site.

Capital Area Transit



#29. How many pages and PDFs are on each site?

- A. CAT currently has around 80 pages and 750 PDF files.
CPTA currently has around 860 pages and 500 PDF files

#30. What percentage of pages and PDFs do you foresee migrating to the new sites? (This will help us estimate content migration time)

- A. Both agencies will review the PDF files to determine if they are being migrated to new site. You should assume all files will be moved.

#31. Which features listed under "Site Functionality Features" and "Third-Party Resources" are already used on your site? Which ones are new?

- A. Currently, all features but event calendar is being used by both agencies in some capacity
Third-party resources listed are currently being used by both agencies.

#32. Is designing and developing an employee intranet site part of this scope of work?

- A. Employee Portal should be a password protected area of the site in which we will have PDF files and links to other sites for our staff to reference when needed.

#33. How similar do you want the two websites to look/function?

- A. Menu and page layout should be very similar in design layout while maintain each agencies color scheme.

#34. When do you want to launch each site?

- A. Ideally we would like both sites to launch at the same time.

#35. What's the project's budget?

- A. Our budget for each site is \$25,000 to \$35,000. (\$50,000 to \$70,000 total for both combined).

#36. Is there an incumbent vendor (i.e. an agency you're already working with)?

- A. Not at this time

#37. Who will be in charge of content migration?

- A. Currently, each agency has one go to person overseeing their agency site. Moving forward, there should be support for a minimum of five people per agency.

#38. Who will host the site?

Capital Area Transit



A. We are requesting hosting services and maintenance for each agency

#39. What are the key drivers behind the redesign?

A. Outdated design look and feel. Additionally looking to improve mobile site for CPTA and have a mobile site for CAT

#40. Is there a preference for agencies located in Pennsylvania?

A. No local preference has been associated to this RFP.

#41. Page 17 2.2.2. mentions an employee Intranet and states. How many different user levels will the intranet be built to accommodate?

How will these user levels differ?

A. There should be users for editing and updating the site.
Users for intranet should be for all staff members to access employment related documents, links and training materials.

#42. The RFP mentions that the intranet will house documents prior to them being uploaded to the website, will the intranet's only function be housing documents?

If no, can you please provide additional details on the functional requirements?

A. Documents within the Intranet will remain there permanently; again they are for staff to review when needed.

#43. Page 17 2.2.7 mentions the creation of up to five forms, can you provide examples of the types of forms that will be created?

A. Please reference each agencies site under the Contact Us or sign up for email alerts for form examples.

#44. Page 18 2.2.13 outlines a list of 3rd party resources that will be integrated into the site can you provide API documentation for the mailman service and applicant pro?

A. ApplicantPro is a hyperlinked employment site
Mainman documentation can be found online via GNU mailman. CAT's current web host provides assistance if needed.

#45. Have you identified any websites you like the overall look and feel of? If so, can you please share that list?

A. Not at this time

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#46. Could you please elaborate on the two lines of pricing for the RFP on PDF page 25? I understand RT is managing CAT right now but don't know why RT has their own "Proposed Cost" line in the RFP. Is this for a joint website?

A. As stated in the RFP, this is joint request for both agency websites

#47. Is there a possibility custom photography will be needed?

A. As stated in the RFP, estimate should include up to two hours per agency of stock image research

#48. Do you have a projected launch date for the site?

A. The projected launch date will be agreed to upon contract award.

#49. How valuable do you see product design of your pass offerings in the CAT e-store (i.e. Monthly Pass, 11 Ride Ticket)?

A. Please clarify/ restate your question. What is currently listed on our e-store site is what we will continue to sell.

#50. Are there design and/or features elements that you would like to see carry over from the app to the website or vis versa, other than the emphasis on mobile compatibility/UX?

A. As stated previously in this response Yes, there are branding guidelines for both agencies

Amendments to Solicitation

#51. - 2.DBE Clause on page 45 shall be amended as so:

DBE CLAUSE (PAGE 45)

Issue: DBE Clause does not include rabbittransit's overall DBE goal.

Fix: Add rabbittransit's overall DBE goal via the language revisions below:

"7. DISADVANTAGED BUSINESS ENTERPRISE

This contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, *Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs*. The national goal for participation of Disadvantaged Business Enterprises (DBE) is 10%. Capital Area Transit's overall goal for DBE participation is **3.38 %**. Central Pennsylvania Transportation Authority's overall goal for DBE participation is **0.88 %**. A separate contract goal has not been established for this procurement. "

NOTICE TO PROPOSERS (PAGE 5)

Issue: 1230 Roosevelt Avenue is our previous address.

Fix: Change rabbittransit address to 415 Zarfoss Drive York, PA 17404.

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ATTACHMENT G (PAGE 34)

Issue: Indicates there is a GOAL for the contract, contradictory to DBE clause –

“Notice is hereby given that the following goals have been established for this contract.”

Fix: Remove below language on Attachment G:

“Notice is hereby given that the following goals have been established for this contract.

Disadvantaged Business Enterprises (DBE) _____ 3.38 _____ % of the dollar value.”

Issue: Attachment does not reference rabbittransit.

Fix: Add rabbittransit references to notice via language revisions below:

“Notice is hereby given that this bid proposal and potential contract is subject to the provisions of the CAT and rabbittransit Disadvantaged Business Enterprise Programs, the provisions of 49 CFR, Part 26, as amended, and the requirements of these documents.”

(End of document)

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Certification Acknowledging Receipt

I hereby acknowledge reception of Addendum #1, "Answers to Questions/Clarifications," for solicitation #CAT-2018-002, Website redesign Services. In addition, I acknowledge the amendments listed within the amendment section of this document. All other terms remain unchanged.

Contractor

Rep's Name/Title

Date

Signature

Capital Area Transit

James Mobley/ Procurement Manager

6/19/2018
Date

James Brian Mobley / Procurement Manager
Signature