

## RideshareKC

### Request for Proposals: Web-based Commute Management System

#### Proposal Questions and Answers

**1. Whether companies from Outside USA can apply for this?**

Yes, companies outside of the USA can submit a proposal. We do require that hosting be within the USA for security reasons. We require companies to have references from existing customers in the United States (see amendment – page 7).

**2. Do proposing firms need to come over there for meetings?**

No, we will host any interviews online.

**3. Can proposing firms perform the tasks (related to RFP) outside USA?**

Yes, however you will need to be able to meet or communicate with Rideshare staff during the 8am-5pm work hours in the central time zone.

**4. Can proposing firms submit the proposals via email?**

Email submission is required. Please send proposals to Karen Clawson [kclawson@marc.org](mailto:kclawson@marc.org) by 5pm CST on February 7<sup>th</sup>, 2023.

**5. Do proposing firms need to register for, and use, the Demand Star platform, or can we submit proposals directly to you/MARC?**

Please submit proposals directly to us. You do not need to register for and use Demand Star.

**6. How many people are registered in your current database?**

We have approximately 6,300 users in the database.

**7. What is the expected budget for this project?**

Our all-in budget per year is approximately \$45,000. Our program funds are limited and proposing vendors should expect some negotiation.

**8. Can proposing firms include a narrative describing our platform in detail with screen shots showing how it works? There is no section for including a multi-page product overview/narrative. Could we include this type of narrative in an Appendix?**

Yes, you may include product images and related narrative in an appendix to the proposal, or include a link to this content in the body of the proposal. (We have amended the RFP to reflect this addition.)

**9. Are you seeking a bulk cost range for entire project completion? Or sprint-based cost estimates (e.g., monthly engineering / design budgets)?**

Our all-in annual budget is \$45,000.

**10. Do you anticipate the one-year hosting, support, upgrades and maintenance contract to be estimated with the build or as an additional contract?**

We will include all services and deliverables under one contract.

**11. Could you elaborate on "Fully customizable design structure with fonts and colors that reflect the brand?" What does "fully customizable" include? What type of role (designer, developer, content editor) would need to do the customizing?**

We would like the platform to reflect the RideshareKC brand. We require content editing and ability to use our brand assets and colors in that editing, but do not expect to design and develop independent of the vendor.

**12. Is UI / UX / visual design intended to be handled internally, or can this be part of our proposal?**

The UI/UX/visual design may be part of the proposal. Though the vendor should expect some collaboration/testing with client for both out-of-the box products or platforms developed from-scratch.

**13. What existing data may need to be migrated? What systems/databases/hosts is it located in? What's the approximate size of it?**

If we are able to migrate data (pending ability to comply with federal law), it would include user data and would include profile, logged commute trip data (mode, mileage, origin, destination, etc.). The size of the data is unknown at this point. We do not know what systems/databases/hosts it is located in.

**14. Can Rideshare KC confirm the page limit of the required proposal? And are the pricing and other appendices to be considered within that limit.**

The main part of the proposal is limited to 7 pages, as follows:

- Introductory statement – 1 page
- Qualifications – 1 page
- Project timeline – 2 pages
- Schedule and staff commitment – 1 page
- Uptime performance and disaster recovery capabilities- 2 pages

Not included in page limit: Cost proposal, Certification Regarding Debarment, Suspension, and Other Ineligibility and Voluntary Exclusion Form, Features Checklist, references and detailed product narrative and images.

**15. Can Rideshare KC confirm the number of vehicles for this program? And is an increase in the fleet size anticipated and, if yes, by how many?**

RideshareKC does not operate vehicles and therefore has no fleet.

**16. Can you clarify what are native mobile apps? Does it mean white labelled applications?**

A native mobile app is an application that is developed for a particular device or platform, such as iOS or Android. The final solution must be distinct from a web or hybrid app. White labeled applications are an eligible solution.

**17. Will RideshareKC provide map for overlaying park and ride lots? And if yes in what format?**

RideshareKC will provide a shapefile format for park and ride lots. Any static layers to be added to the map will be provided in shapefile format.

**18. 18. Who is present service provider?**

RideShark is the present service provider.

**19. Which service provider provides a guaranteed ride home?**

The Guaranteed Ride Home program is a program of RideshareKC. The solution should have the capability to enroll users, as well as maintain records of users enrolled in the program and provide the ability to manage communications with those users and renewals.

**20. What needs to be customizable on the website?**

Branding (including fonts, colors, and imagery) as well as written copy.

**21. What needs to be reported in environmental impacts?**

NOX, VOC, CO and CO2 emissions will need to be reported. See page 4 of RFP.

**22. Can Rideshare KC kindly extend the submission deadline to allow vendors to provide more responsive and informative proposals?**

Our deadline will continue to be February 7, 2023.