

REQUEST FOR PROPOSALS



Transportation Demand Management Software

Questions and Answers

1. The RFP notes that the website should meet WCAG 2.2 Level AA or higher compliance. Title II of the ADA indicates that web content must meet WCAG 2.1 Level AA - not WCAG 2.2. Will MARC accept WCAG 2.1 Level AA compliance, since that is in line with the latest federal ADA rules?

Generally, MARC is working to comply with WCAG 2.2 as that is the latest standard, however MARC will accept WCAG 2.1 Level AA compliance.

2. In Attachment A (page 12), it states that the “vendor is required to submit an itemized cost breakdown and a Federal Indirect Cost Audit report including an acceptance letter from other Federal agency and/or State DOT (if applicable)”. Our company does not have audited or certified financials. We’re a small family-owned business. Will company-provided financials be sufficient?

If a consultant/vendor charges an overhead rate/indirect rate, then the company needs to submit the itemized cost breakdown and the audited overhead rate paperwork that determines the rate used. This should include the audit report. This requirement may not apply to software vendors who charge a flat fee.

3. The RFP states that there must be an API that “allows integration with third party regional multi-modal transportation aggregator applications.” What are some examples of these third party regional multi-modal transportation aggregator applications?

The primary third-party application used in the region is the Transit app. While it may not be practical or necessary to integrate at this time, we'd like to receive information on the potential for integration, i.e. capability, experiences, etc.)

4. The RFP states that this procurement is for a three-year contract. Would you consider extending the term or adding optional years in exchange for discounted pricing?

The three-year contract maximum comes from FHWA-KS requirements. We are requesting an extended contract for the benefit of software users, but for now, please assume a three-year contract maximum.

5. Does MARC have a budget or a "not to exceed" amount 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.

6. Could you please share the expected user scale and projected growth? An approximate number of monthly active users at launch and after 12 months would help.

Monthly - 600 active users

After 12 months – 1200 active users (target)

Please note that there is a total of approximately 6,000 accounts

7. The RFP mentions native mobile apps. Should these be strictly built using Swift/Kotlin, or would cross-platform native-compiled frameworks like React Native or Flutter be acceptable?

User experience should be prioritized and optimized. If the cost difference is significant, please provide two separate cost proposals based on the different frameworks.

8. Regarding domestic hosting, should this be vendor-managed or under a MARC-provided cloud account? Also, is there any preferred hosting provider such as AWS GovCloud or Azure US?

Hosting should be vendor-managed and there is no preferred hosting provider.

9. What MFA methods would be acceptable (Authenticator apps, SMS OTP, hardware tokens)? And would MFA apply to all users or only admin/sensitive roles?

SMS OTP is sufficient for MFA. MFA should, at a minimum, apply to admin/sensitive roles.

10. Please share the list of required aggregator partners and ride/vanpool partners (for example, “Commute with Enterprise” as mentioned). Also, do these partners provide APIs for integration?

See answer to question 3.

11. For map overlays (park & ride, EV charging, bike share, traffic), could you confirm the authoritative data sources or APIs to be used?

The primary overlays include BikeShareKC/Drop Mobility (API), Ride KC routes (GTFS) and Commute with Enterprise vanpools (API), park and ride lots (MARC), EV Charging (DOE Alternative Fuels Data Center). We do not have a recommended source for traffic data at this time.

12. Kindly share the business rules for Guaranteed Ride Home (GRH), including eligibility criteria, renewal process, and whether reimbursement or vendor-booked rides are expected.

About: <https://waytogokc.org/guaranteed-ride-home/>

Terms: https://waytogokc.org/wp-content/uploads/2024/02/WTG_GRH_policy.pdf

13. For the admin panel, could you provide the RBAC role matrix (regional admins, employer admins, etc.)?

We do not have a role matrix to provide, however, for the client-side admin panel, the roles include regional administrator and employer administrator. Employer administrators can only view and run reports on users who have identified that specific employer in their profile.

14. Additionally, below are a few prerequisites we assume will be provided. Please confirm:

- Finalized map provider (Mapbox / Google Maps / Esri)
- SMS gateway and email delivery service
- API documentation or endpoint list for required third-party integrations
- Payment gateway

Yes, these are prerequisites that the vendor should count on providing. Payment gateway (or other mechanism) should be for the WAY TO GO program to send rewards (gift cards) and Guaranteed Ride Home reimbursements to users. No user-to-user payment gateway is required.