

RideKC[®]

Kansas City Area
Transportation Authority

ADDENDUM NO. 2

Kansas City Area Transportation Authority
1350 E. 17th Street
Kansas City, Missouri 64108

**RFP #G23-7030-21D
MULTIMODAL REAL-TIME TRIP PLANNER MOBILE APPLICATION**

Issue Date: July 5, 2023

This Addendum is hereby made a part of the Bidding Documents to the same extent as if it was originally included therein and is intended to modify and/or interpret the bidding documents by additions, deletions, clarifications, or corrections. The Contractor shall acknowledge receipt of this Addendum in their Proposal on the attached "Receipt of Addenda" form, which is to be included with the Proposal submittals

The following sentence is deleted from the RFP:

Proposal Submissions. Proposals must be received with all required submittals (See Section 4) as stated in the RFP **no later than 2:00 p.m. CT on July 11, 2023.**

It is replaced with the following:

Proposal Submissions. Proposals must be received with all required submittals (See Section 4) as stated in the RFP **no later than 2:00 p.m. CT on July 18, 2023.**

Section 1 Proposal Calendar deleted and replaced with the following:

RFP Closing	July 18, 2023 2:00 p.m. CST
Evaluations/Interviews (Tentative and if Required)	August 1-3, 2023
Contract Award/Notice to Proceed (Anticipated)	Aug 2023

End of Addendum #1

RCEIPT OF ADDENDA

**RFP #F23-7030-21D
MULTIMODAL REAL-TIME TRIP PLANNER MOBILE APPLICATION**

Offerors shall return this **RECEIPT OF ADDENDA** form when submitting your bid. The form shall be signed and dated by an authorized representative of the firm. Failure to submit this form may deem the Offeror non-responsive.

We hereby acknowledge that the Addenda noted below have been received and all information has been incorporated in the RFP as required.

Addendum # 1 Dated 6/27/2023 Date Received _____

Addendum # 2 Dated 7/5/2023 Date Received _____

Company Name: _____

Address: _____

City/State/Zip Code: _____

Telephone: _____ Fax: _____

Printed Name: _____

Authorized Signature: _____

Email Address: _____

RideKC[®]

Kansas City Area Transportation Authority

ADDENDUM NO. 1

Kansas City Area Transportation Authority
1350 E. 17th Street
Kansas City, Missouri 64108

RFP #G23-7030-21D MULTIMODAL REAL-TIME TRIP PLANNER MOBILE APPLICATION

Issue Date: June 27, 2023

This Addendum is hereby made a part of the Bidding Documents to the same extent as if it was originally included therein and is intended to modify and/or interpret the bidding documents by additions, deletions, clarifications, or corrections. The Contractor shall acknowledge receipt of this Addendum in their Proposal on the attached "Receipt of Addenda" form, which is to be included with the Proposal submittals

REQUEST FOR CLARIFICATION

1. Page 2 paragraph 2 should read as follows: KCATA has set a combined diversity goal of 13%.
2. Page 9 3.2. A Proposal Submissions should as:
Proposals must be received with all required submittals (See Section 4) as stated in the RFP **no later than 2:00 p.m. CT on July 11, 2023.**
3. Page 26 Attachment A. Your Proposal may be considered non-responsive if you fail to submit the required documents for Prime and all sub-consultants at the closing date/time. The electronic copy of the forms can be obtained by going to: https://www.kcata.org/about_kcata/entries/vendor_forms
4. KCATA is modifying section 2.3.10 as follows: The ability for the mobile app to consider accessibility standards, such as WCAG.

BIDDER QUESTIONS

- Q: Moreover, we would like to ask you about your experiences with local DBE/WBE:
Are you able to provide a list of qualified local entities?
Have you made good experiences with concrete DBE/WBE that you would like to recommend for this project?
- A: **The attached list of firms can all be engaged for MBE/WBE participation. The firms in bold are located within the KCMSA. Proposer may reach out to the firms outside of the KCMSA because they are certified with the approved agencies cited in your question. Please see attached document listing potential firms certified as MBE and/or WBE.**
- Q: What is the estimated budget for this project?

- A: The price range for this work is anticipated to be between \$50,000 and \$150,000.
- Q: Can we submit the proposals via email?
- A: NO, we have security in place that automatically sweeps uploaded documents into a folder that only KCATA Procurement staff can access.
- Q: Whether companies from Outside USA can apply for this? (Like, from India or Canada)
- A: Firms who are able to satisfy the requirements of all certifications to be submitted as part of the RFP may propose. Responsive and responsible are two criteria that shall be met prior to selection of an awardee for a federally funded contract.
- Q: Whether we need to come over there for meetings?
- A: No.
- Q: Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
- A: No.
- Q: In Pre-bid Presentation, "The Kansas City Area Transportation Authority (KCATA) is looking for a SaaS solution to provide a mobile app for multimodal trip planning." Please clarify if this means you are looking for a shelf application and not building a mobile application.
- A: The KCATA is open to either. This can be an "off the shelf" solution, white label solution or a custom-built mobile application that performs the requested tasks of multi-modal trip planning.
- Q: How many users do you estimate will be using this application?
- A: On the current multi-modal trip planner, during the month of May 2023, there were nearly 16,500 individuals that utilized the app.
- Q: Do you have any inspiration for mobile apps from other cities or agencies? What specifically do you like about them?
- A: There are no specific apps that have served as inspiration. What is desired is a mobile application that meets the purpose of the RFP and is presented in a way that helps users understand that this service is associated with the Greater Kansas City Area.
- Q: Is there any solutions that is recommended or tested for procurement?
- A: There is not.
- Q: As we review RFP you are looking for ready solutions but are you open for custom development project ? because there we can assure to fulfill all your current requirements and future plans.
- A: KCATA is open to both concepts.
- Q: Do you recommend any technology stack or platform ?
- A: No recommendations on technology stack or platform. More important is ensuring stability and longevity.
- Q: Has the RFP is open for both implementation agencies and CMS vendors?

- A: **The RFP is open for any responders.**
- Q: Is there currently an incumbent or preferred provider ?
- A: **There is not a preferred vendor. The multi-modal trip planning is currently provided by Transit.**
- Q: What is the target date for getting application online?
- A: **It is preferred to have the new application up and running by end of year. (December 2023)**
- Q: If you are open for Custom development, will it be the Vendor's responsibility to provide designs for Solution?
- A: **This should be viewed as a turnkey solution. The vendor should design the solution.**
- Q: Are there existing brand guidelines that we should follow during the design and development process?
- A: **Yes, KCATA and RideKC have brand guidelines. If selected, the vendor will be given access to the branding guidelines and kit.**
- Q: Is there an existing style guide that we should adhere to for consistency?
- A: **There is a branding kit that demonstrates the KCATA and RideKC color palette and preferred typefaces. If selected, the vendor will be given access to the branding guidelines and kit.**
- Q: Will the ability to provide fixed-route ticketing and payments be criteria which KCATA scores against in responses based on the future prospect of restoring fixed route fare collection?
- A: **The ability to sell tickets is a requirement. The ticketing solution does not have to be a native solution, but may include having previously developed integrations with third-party ticketing vendors.**
- Q: Are you seeking to unify the trip planning activities to plan trips across all the regional partners listed on KCATA's website? (Johnson County, Indebus, Unified Government Transit, and KC Streetcar).
- A: **Yes, this should be envisioned as a regional project that includes Johnson County, Indebus, Unified Government Transit, KCATA and KC Streetcar.**
- Q: Can you provide guidance as to which on-demand vendors you are seeking to integrate to the trip planning and unified trip planning/booking platform?
- A: **Currently the on-demand vendors providing service in the Kansas City area are RideCo, Ecolane, and TransLoc.**
- Q: If the current "fare-free" system is changed, will it be important for the vendor selected to work with the current KCATA fare payment system and integrate with this hardware? If so, which hardware platforms are currently in use? What hardware will be retired or replaced?
- A: **A preference, but not a requirement, would be the ability to integrate fare data reports with that of the fare payment hardware. The current hardware on vehicles are Genfare Odysseys, which will need to be replaced with some type of cash collection and validator system. As of now, the process of restoring fares and choosing a new fare payment system has not begun.**
- Q: Is KCATA looking overall to have one unified mobility application which brings all of its services under one umbrella to offer its transit riders?

- A: Yes, KCATA would like to have all of the transit providers that are part of the RideKC family of services within a single mobility application.
- Q: Page 7 Section 2.1. Do you have any preferences or requirements regarding the underlying technology stack, including cloud providers?
- A: KCATA does not have a preferred technology stack, nor does KCATA require which cloud provider a vendor may use to store data.
- Q: Page 7 Section 2.1. The RFP says “KCATA is interested in continuing to provide a multimodal real-time trip planning mobile application.” Does this mean that there is already an app in place?
- A: Yes. Currently Transit is the multi-modal trip planner.
- Q: Page 7 Section 2.3. The functional requirements provided are at very high-level. In this context, does KCATA prefer a ready-made Product for implementation? Is KCATA open for a fully custom development approach?
- A: The requirements are at a high-level intentionally. KCATA wishes to allow the vendor flexibility in providing a ready-made or customized solution that best fits these requirements.
- Q: Page 7 Section 2.3. To confirm our understanding, is it correct that we are required to consider both RideKC services and other contracted on-demand providers when developing the journey planner?
- A: It is required that the vendor consider all fixed-route services provided by the RideKC transit providers (KCATA, Johnson County, Unified Government Transit, Indebus and KC Streetcar). As for other on-demand and Microtransit services that are currently provided, it is more important to demonstrate integrations with the current service providers or the ability to integrate with the current service providers; these include RideCo, Ecolane and TransLoc.
- Q: Page 7 Section 2.3. Understand that the proposed mobile application focuses solely on trip planning. However, does it provide an option to seamlessly navigate/redirect to the respective RideKC apps/websites for making bookings based on the journey planner? If yes, please explain the expected navigation behavior?
- A: Yes, it is not expected of vendors to have fully developed native integrations with on-demand or Microtransit solutions. Deep linking of these solutions that push customers to the respective service providers’ mobile applications for completion of booking is acceptable.
- Q: Page 7 Section 2.3. Point 1. Does the trip planning feature only allow for a single origin and destination, or does it provide the option to select multiple destinations for a journey?
- A: KCATA envisions this requirement to consider one point of origin and one destination as part of the trip planning experience.
- Q: Page 7 Section 2.3 Point 1. Does this location refer to the destination location?
- A: The location stated refers to both the trip origin and trip destination.
- Q: Page 7 Section 2.3 Point 1. Should it be allowed to enter locations outside Kansas city area?
- A: It is not a requirement to plan trips outside of the Kansas City area.
- Q: Page 7 Section 2.3 Point 1. Please specify all the other mobility options.

- A: **The current mobility solutions beyond fixed-route services include on-demand and Microtransit services, as well as bike share and scooters.**
- Q: Page 7 Section 2.3 Point 1. What is all included in public transport? (Bus/ Rail/ metro/ streetcar/ private taxi/e-bike etc.).
- A: **Included in public transportation are bus, streetcar, bike share, scooter share and on-demand/Microtransit providers.**
- Q: Page 7 Section 2.3.Point 1. It is mentioned that “The ability to enter an address or locations to plan trips via public transportation and other mobility options.” Can you please clarify what are the “other mobility options”, and how will this data feed be provided?
- A: **The other mobility options are on-demand and micro transit solutions. The data from these vendors would be provided via an API to allow for visualization of the service zones and other service characteristics.**
- Q: Page 7 Section 2.3 Point 2. It is mentioned that “The ability to enter an address or locations to plan trips via public transportation and other mobility options.” Do you require integration with any postcode search applications to enable address lookup functionality?
- A: **No, there is no requirement that a vendor work with a specific postcode or geolocation provider.**
- Q: Page 7 Section 2.3 Point 3. It is mentioned that "system should have the ability to plan a trip in the future". What is the maximum timeframe within which users can plan their trips using the system's trip planning feature?
- A: **The requirement speaks to the ability for a rider to trip plan at a different time of day to understand how he/she may utilize public transportation at that time. As such, the vendor should be able to a rider to explore service availabilities based on scheduled times over the course of one week (Sunday – Saturday).**
- Q: Page 7 Section 2.3 Point 3. What exactly is meant by 'Plan a trip'? Should it allow users to book tickets from public transport/ book rides from on-demand transit services etc.? Or should it allow users to find, identify and decide the means and route of transportation from one location to another? Please elaborate.
- A: **The service should allow users to find, identify and decide the means and route of transportation from a point of origin to a destination. The ability to book fixed-route tickets is a preference that may be beneficial to the KCATA and RideKC partners in the future, should a fare be reinstated.**
- Q: Page 7 Section 2.3 Point 3. Is there any limit on the duration (days/ week/ months) to plan the trip in the future? If yes, What is the max allowed duration (days/ weeks/ months/ from current date) for which the trip can be planned?
- A: **The vendor should be able to a rider to explore service availabilities based on scheduled times over the course of one week (Sunday – Saturday).**
- Q: Page 7 Section 2.3 Point 3. Can the trip be planned for someone else? or only for the user of the app?
- A: **The only requirement is for a trip to find, identify and decide on the means of transportation from a point of origin to a destination.**
- Q: Page 7 Section 2.3 Point 3. How many trips can be active/ Live at a time?
- A: **It is expected that one trip at a time is able to be planned.**
- Q: Page 7 Section 2.3 Point 3. How many trips can be planned for the future?

- A: **It is expected that one trip at a time is able to be planned.**
- Q: Page 7 Section 2.3. Point 4. It is mentioned that "The ability to track an individual when on the bus". Can this be explained in detail on how the tracking to be enabled? Can the user share their trip details with others?
- A: **The ability described here is the ability for a user to know where they are on a fixed-route in a manner that assists her/him on when to alight the fixed-route service. This could be done via a connection to CAD/AVL data or GPS (through the phone location or other source). The ability to share their location with others is not a requirement.**
- Q: Page 7 Section 2.3 Point 4. Should the notification be sent only if the individual is using Bus as a transport? Or shall it send notification when an individual is using any means of public transport or other mobility options as well?
- A: **The ability to notify a rider of a pending stop is only pertinent for fixed-route transportation solutions.**
- Q: Page 7 Section 2.3 Point 4. What types of notifications should the app send to the user? Specify scenarios. (Assumption: notifications will be sent from the mobile app and not from the external transport service providers).
- A: **An in-app or SMS notifying the rider that their stop is coming up or is next would be sufficient. Should the vendor have another method for notifying the rider of an approaching stop, the vendor is welcome to describe it as part of their response.**
- Q: Page 7 Section 2.3 Point 5. Is there any limit on the max number of preferred addresses to be stored?
- A: **No, there is not a maximum of preferred addresses to be stored.**
- Q: Page 7 Section 2.3 Point 6. Here the understanding of this requirement is that the User should get notification from the app. Please elaborate if this is not true.
- A: **The requirement is for the ability to notify riders in the app or via SMS of service changes (route changes, route cancellation, etc.).**
- Q: Page 7 Section 2.3 Point 7. Understanding: Read the real time and scheduled fixed route service information from two sources i.e. Swiftly and Transit Master. Will the GTFS feeds contain data for on-demand providers and micro transit providers as well or only the fixed schedule public transport options like bus/ metro/ rail etc.?
- A: **The GTFS feed will only pertain to fixed-route services.**
- Q: Page 7 Section 2.3 Point 8. This requirement is not clear. What is referred to as Service adjustment? Please share examples/ scenarios to understand the service adjustment
- A: **A service adjustment is a change to any service due to a special event, weather, unforeseen incident, or other means. The purpose of this is to ensure riders are notified of service changes, delays, or cancellations.**
- Q: Page 7 Section 2.3 Point 8. It is mentioned that "The ability to allow for service adjustments within the mobile application". Does the system's capability only extend to notifying the user of schedule changes, or is there a specific expected behavior in the event of a service adjustment? Could you please elaborate on how the system is intended to behave in such situations?
- A: **The requirement only pertains to the ability of notifying the rider that a service has changed, is delayed or has been cancelled. It is preferred that the mobile app is able to label affected routes or services as being affected by an event or incident.**

- Q: Page 7 Section 2.3 Point 9. It is mentioned that "ability to allow for the integration of contracted on-demand service solutions, such as TNCs, on-demand providers and Micro transit providers"
Can we assume that we will be provided upfront with the interface specifications and access to test services for integrating the system with all external systems, including contracted on-demand service solutions like TNCs (Transportation Network Companies), on-demand providers, and Micro transit providers?
- A: **Yes, it can be expected that KCATA will foster relationships with any on-demand or mobility solution beyond fixed-route services to explore or discover specifications for integration.**
- Q: Page 7 Section 2.3 Point 9. What is expected to be done post successful integration with these service providers?
- A: **The integration is intended to create visualization of service zones or service locations, and to allow for riders to consider these services as part of the trip planning process.**
- Q: Page 7 Section 2.3 Point 10. It is mentioned that "The ability for the mobile app to meet ADA and WCAG accessibility standards" . Can you please confirm if the expectation is for the mobile app to meet WCAG2 Level AA Conformance in terms of accessibility standards?
- A: **The most important part of meeting any accessibility standards is to ensure that persons with visual impairments are able to utilize mobile app in a fashion similar to someone that has full vision.**
- Q: Page 7 Section 2.3 Point 10. Which disabilities are we supposed to address in this mobile app?
- A: **The main disability to be addressed via accessibility measures is visual impairment.**
- Q: Page 7 Section 2.3 Point 10. This requirement is very high level and ambiguous. Because multiple disabilities come under WCAG.
- A: **The key disability is to ensure accessibility for persons with visual impairments.**
- Q: Page 7 Section 2.3 Point 10. Need to be very specific about which features need to be ADA and WCAG compliant.
- A: **The focus is to ensure that the mobile app is accessible by persons with visual impairments.**
- Q: In the briefing call on 6/15 you mentioned a vendor registration form. Can you please send that to us?
- A: **See page 22 Volume III- Contractual Proposal Submission 4.5.B.**
- Q: Page 7 Section 2.3. Could you please provide further details on the expected non-functional (performance, scalability etc.) requirements of the proposed system? Ex: Launch these service providers services in this mobile app? Or Ability to redirect to these service providers mobile sites?
- A: **The expectation beyond fixed-route trip planning, is akin to deep-linking. It is expected that any integration with a third-party service provider will allow for redirection to the service provider's mobile app or website for trip booking.**
- Q: Page 7 Section 2.3. Are there any specific platforms besides Android and iOS for which the proposed mobile application is expected to be available?
- A: **No, Android and IOS are the required platforms.**
- Q: Page 7 Section 2.3. Is there a preference for the mobile application to be native or hybrid in terms of development?

- A: It is expected that the mobile app have a minimum of hybrid development. It is not expected for all accesses to third-party service providers have native integrations.
- Q: Page 7 Section 2.3. Do you have any preferences or requirements regarding the underlying technology stack, including cloud providers?
- A: KCATA utilizes AWS for cloud services. There is no requirement or preference on how a vendor builds their technology stack.
- Q: Page 7 Section 2.3. Is the management of Master Data and other configurable data for the proposed system planned to be handled through a new web administration portal developed alongside the system?
- A: This has not been decided. KCATA will work with the selected vendor proposer to establish a process for management of data.
- Q: Page 7 Section 2.3. Is the scope of the project inclusive of Data Analytics and visualization related to the usage of the mobile application?
- A: Yes, KCATA would like to collect data analytics and visualizations related to the usage of the mobile application for internal reporting.
- Q: Page 20 Section 5.f. In regard to 'References', it is stated that "Prime Consultant and each subconsultant shall provide a minimum of three (3) references that positively demonstrate experience in multimodal real-time trip planner mobile application implantation and services, and the other technical skills, competencies, and experience listed in the Scope of Services." This implies that prior, specific, experience in building multimodal real-time trip planner mobile applications is a prerequisite and a qualifying criteria for participating in this bid. Is this true? Can you please clarify?
- A: Experience is part of the criteria. The references are meant to demonstrate actual use cases where the vendor has deployed successful multi-modal trip planning solutions.
- Q: Is the application required to support any language other than English?
- A: It is not required, but it would be preferred if the mobile application was available in Spanish.
- Q: Our firm has both US based and offshore (India based) development centers. Are we allowed to utilize development resources from our offshore teams?
- A: KCATA will research for consideration & discuss requirements w/FTA.
- Q: Should it be allowed to enter locations outside Kansas city area?
- A: It is not required, but is allowed, to enter locations outside the Kansas City area.
- Q: Please specify all the other mobility options.
- A: Other mobility options include on-demand/Microtransit service providers, bike share and scooter share.
- Q: What is all included in public transport? (Bus/ Rail/ metro/ streetcar/ private taxi/e-bike etc.)
- A: Public transportation includes bus, streetcar, on-demand/Microtransit providers, bike share and scooter share.

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MULTIMODAL REAL-TIME TRIP PLANNER MOBILE APPLICATION**

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Addendum # 1 Dated 6/27/2023 Date Received _____

Company Name: _____

Address: _____

City/State/Zip Code: _____

Telephone: _____ Fax: _____

Printed Name: _____

Authorized Signature: _____

Email Address: _____