

Capital Area Transportation Authority



AMENDMENT TO SOLICITATION

1. AMENDMENT NO: 2	2. SOLICITATION NO: 2015-R23	3. SOLICITATION DATE: July 27, 2015	4. EFFECTIVE DATE: August 28, 2015
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5. ISSUED BY
Capital Area Transportation Authority
Purchasing and Contracts Department
4615 Tranter Street
Lansing, MI 48910

Contractors are required to sign this document and return it with their respective bids / proposals.

6. DESCRIPTION OF AMENDMENT

- a. CATA's Pre-Proposal Meeting Minutes from August 27, 2015, are attached.
- b. All other terms and conditions remain unchanged.

NAME OF OFFEROR (Type or Print)

COMPANY NAME

(Signature of person authorized to sign)

(Date Signed)



Date: August 28, 2015

Re: Minutes of Pre-Proposal Meeting on CATA RFP 2015-R23
Optimization of CATA Website

A pre-proposal meeting was held August 27, 2015 at 9:30 am. Those in attendance were:

Deb Alexander, CATA Assistant Executive Director
Sean Gleason, CATA ITS Manager
Susan Holmes, CATA Procurement Specialist
Laurie Robison, CATA Marketing Director
Pam Latka, CATA Marketing Assistant
Edgar “Tack” Hammer, Exelos
Mark Stiles, i2Integration
John Forsberg, i2Integration
Mike Kotia, Artemis Solutions
Nick Topper, Artemis Solutions
Jeff McWherter, Gravity Works

I. Deb Alexander discussed the following:

1. Introductions of Meeting Attendees;
2. The various administrative functions as well as the RFP process as a whole;
3. Proposals are due at 2:00 PM on September 17, 2015;
4. Vendors should thoroughly review all provisions listed in CATA’s Terms and Conditions (Exhibit D), including but not limited to contract type, period of performance, invoicing and payment terms, prior to submitting their proposal.
5. All vendors are requested to provide statement of acceptance either in their proposal cover letter or separately that they will be able to comply with and sign all agreements. It is suggested that vendors confirm their ability to do so before spending time on their proposals as CATA has no latitude to modify any of the terms.

II. Demonstration of current CATA Website by Edgar “Tack” Hammer and modules as discussed in the RFP.



III. Review of Custom Modules as discussed in the RFP including:

- A. Job Postings (HR), Doing Business with CATA (Purchasing) and Rider Alerts.
- B. Developers & GTFS Feeds

CATA is not in the application development business and seeks to support independent developers who may want to develop an app using information available via CATA's public GTFS feeds. The feeds provide schedule, service and real-time information. Access to the data requires signing an acceptable use application available on CATA's website.

IV. Questions and Answers

Q: Does CATA's Job Module and Vendor Module interface with or use any third-party service?

A: No. It is completely custom built. However, CATA is receptive to replacing the modules with a third-party solution if doing so simplifies our site, support effort or makes economic sense.

Q: Are there any other updates CATA desires in the Vendor module?

A: CATA is required to track how many vendors showed an interest in a bid opportunity. Therefore it would be helpful if the system could tell us how many vendors downloaded a published RFP.

Q: Does the Trapeze database that provides the real-time information to the Trip Planner and related Trapeze portals reside on-premise?

A: Yes. And that is one reason that we host our site on-premise because the Trapeze portals need to be near the databases.

Q: Is the physical hardware that tracks the locations of buses and service vehicles physically on the vehicles?

A: Yes. They are each equipped with GPS tracking and cellular data reporting technology that feeds location and adherence information to our back office servers. We use that information for, amongst other reasons, to provide a Next Bus service. For example, users can text a short code and a stop number or email a stop number to catanow@cata.org and our services will let them know the expected arrival times of the next few buses. This, however, is not something related to the website except that CATA has received requests from users interested in seeing vehicle locations on a map rather than just being told times of

next arrival. Google maps is already consuming this information so if it could be incorporated into our website that may be of interest.

Q: Does CATA see getting rid of current Trapeze Trip Planner and replacing with Google Maps?

A: We probably need to keep Trip Planner around for a while as Trapeze Trip Planner does more than Google Maps. However, we recognize that Google Maps is very popular and easier to use and responsive which Trip Planner is not.

Therefore, we see moving towards providing users a choice within our website of which trip planner they prefer to use perhaps by viewport. For example, on very small viewports, we may want to “strongly encourage” them to use Google Maps while on larger viewports they can choose. Some thought needs to go into this to not be annoying or confusing. Planning time to solicit user feedback and make adjustments is very important.

Q: Is there an API to interface with Trapeze Trip Planner?

A: No, for Trip Planner, Clean Commute and Pass modules. All that can be done is provide Trapeze with graphics, CSS, etc. to skin their portals then link from the main site to those portals. Since Trapeze portals are not currently responsive, some creative thought will be required on how to handle this from a responsive site on smaller view ports.

Additionally, as we’ve added third-party portals and tried to make our site look like one big homogenous site, it’s become problematic if we want to change navigation or styles. It currently requires that the changes be replicated across all portals which is time consuming and expensive. Therefore, we are looking for ideas on how to uncouple the sites while still retaining some common navigational element that would allow users to recognize there are other CATA portals and be able to navigate easily from one to another. The expectation is that the individual portals would not all need to have exactly the same style and skinning and could be upgraded individually.

Bidders on this proposal are not responsible for the skinning or modifications to our third-party portals. However, our core site, which you are bidding on, serves as the hub for everything else and we will need to cover how navigation across the portals will occur and ensure it can be integrated into all portals. Additionally, we would expect to test that navigation across portals in the usability study and consider user feedback to ensure the final result is intuitive.

Q: How important is ADA compliance?

A: Very important. CATA's existing site went thru extensive usability testing and any bids for this RFP must include and budget for usability testing. CATA advises developers to not treat this as an afterthought as it can represent a significant part of the effort. While it appears that most transit authorities do not fully comply with every element of W3C accessibility guidelines, CATA's goal has been to shoot high and our current site appears to comply better than most transit agencies.

Additionally, we provided the new proposed accessibility guidelines and related notes indicating that the requirements are being expanded in light of changes in technology, proliferation of small view port devices, etc. For example, CATA marketing would like to add more video to our site. However, to avoid confusing visitors using screen readers, those videos need to recognize their use and not automatically start streaming audio. Although the new standards are still in the proposal state and may change, it is CATA's expectation that the new site will again aim high against the guidelines.

Q: Is CATA looking for CMS workflows?

A: Yes. CATA would like to enable more in-house and multi-user editing and contribution to content but desires to ensure quality control safeguards on language, ADA compliance, etc. and therefore will need workflow capabilities.

Q: What is CATA's current server infrastructure?

A: All of our public facing servers are virtualized and we're a Microsoft house. Our core www.cata.org site runs on IIS. The Trapeze portals are proprietary application shells also running on Windows servers. Our desire would be to remain strictly Microsoft based.

Q: Are you using SSL?

A: Yes, but not site(s)-wide. We would like to move a SSL/HTTPS only access across all portals.

Q: What news module are you using to publish your news feed on the home page?

A: It appears to be Orizonti Nuke News.

Q: Where does the news content originate?

A: It is 100% internal self-published.

Q: Does CATA want to upgrade to the latest DNN v7?

A: CATA user base includes a large student population which is very net savvy and expects the latest and greatest. Therefore, CATA is requesting a maintenance agreement with this site upgrade that includes regular updates to the framework, add-on modules, etc. to stay current incrementally rather than every 5 years with a major reboot. We will differ to your recommendation on which version we should go to. If DNN v7 is the latest and ready for prime time, then absolutely.

We believe we may also be using the community version of DNN. We are receptive to using the paid version if that adds capabilities, provides better workflow features, allows for quicker support and remediation of issues, etc. Vendors should itemize all related costs, license fees, etc. in your proposal.

Q: How will CATA test upgrades?

A: Testing is a challenge because once information is made public it's hard to pull back. And if an update breaks a feature we must be able to fix it quickly. Vendors are asked to explain their testing process to minimize effort and risk. CATA is able to stand-up test environments if needed.

Q: Is a non-DNN solution out of the question?

A: No. CATA is receptive to changing frameworks. However, there would be a lot of content and custom modules and integrations to migrate and test. Such a move would have to be cost justified and doable within our available timeline. You are welcome to propose a change and all related costs as part of your bid, or as an option for consideration.

Q: What is CATA's timeline for completion?

A: The website redo is being grant funded and that must be invoiced and paid out by June 2016. That is for the upgrade effort, not the ongoing maintenance portion. As a grant project, bids must fully describe the scope of work and be fixed price. This is not a T&M proposal.

Q: Does the fixed price bid mean there is only one payment?

A: No. You may propose payment milestones. However, they must be aligned with tangible deliverables and clearly defined phases of work within the scope. For example, while we cannot pay a deposit at project start, delivery of a project plan document can be a payment milestone.

- Q: Are future upgrades and maintenance all to be fixed price?
A: Yes and no. CATA needs a fixed price bid for the core site upgrade scope of work including testing, deployment, annual/monthly license and support fees, etc. and “default warranty” period.

Additionally, CATA requests a fixed price for maintenance which should include site and infrastructure support. CATA will stand up servers and maintain the virtual hosting platform, but we are not IIS or DNN install or configuration experts and would expect the vendor to handle that effort and related configuration, SSL integration, etc.

The, maintenance component should include time for routine maintenance, service monitoring, incidental fixes and modifications, end-user (CATA, Marketing, IT – not riders) support, etc. For example, if all of a sudden a drop down box or login isn’t working, maintenance should cover that without having to prove it did or did not work previously. Also, incidental modifications like adding a graphic or CMS area to a page should be covered by the maintenance plan without requiring a quote or separate task order. And finally, maintenance should include routine updates to the site DNN framework, add-on modules, ecommerce module, etc.

Finally, CATA will issue task orders or PO’s for “major” efforts such as expanding features and function, adding new modules, significant changes like reskinning, etc. Those would be scoped, quoted, approved, executed and paid for separately. However, the bid you are preparing now must state your fixed price hourly rate(s) for such efforts.

- Q: Does the vendor need to provide a budget for future non-maintenance covered upgrades and enhancements?
A: No, however you may want to provide a suggested number of hours for CATA to budget for. Based on your quoted hourly rate, CATA will budget internally for those activities.
- Q: What SQL version is CATA using?
A: Our current DNN deployment and Trapeze services use SQL 2008 R2. We are actively testing, planning for and would like to move to SQL 2014 over the next year. However, we can support other versions of SQL if necessary.
- Q: CATA mentioned the need for a Dark Site that would be available for emergencies. How does CATA see that working?

A: We imagine a separate site, perhaps with a separate URL, were CATA can quickly, easily and flexibly post emergency information. In a real emergency, we may forward our www.cata.org to the emergency site URL especially if the emergency means that regular services are not operating. However, forwarding would mean users couldn't reach our regular site during the emergency. So we are open to suggestions on how to "light up" the emergency site when needed.

Q: Does CATA need 24/7 support?

A: Yes. We are a first responder and do operate nearly 24/7. Vendors need to consider in your maintenance agreement how CATA would contact you and obtain emergency support 24/7 if needed.

Susan Holmes
Procurement Specialist

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Attachment: Pre-Proposal Sign in Sheet

PRE-PROPOSAL SIGN IN SHEET
CATA RFP 2015-R23 – OPTIMIZATION OF CATA WEBSITE
August 27, 2015

Name	Company	Phone	E-Mail
MARK STILES	i2INTEGRATION	517-371-3931	mstiles@i2INTEGRATION.COM
John Forsberg	i2Integration	517-371-3931	jforberg@i2Integration.com
Mike Kotia	Artemis - Solutions	517-330-9915	michael.kotia@artemis-solutions.com
Nick Topper	Artemis Solutions	517-336-9915	nicholas.topper@artemis-solutions.com
JEFF McWhorter	GRAVITY WORKS	517-481-2218	JEFF@GRAVITYWORKSDESIGN.COM
Susan Holmes	CATA	517-394-1100	sholmes@cata.org
JEAN GLEASON	CATA	517-394-1100	jgleason@cata.org
EDGAR TACK HANMER	EXELOS	7248341000	edgarh@exelos.com
Laurie Robison	CATA	517-367-7252	lrobison@gmail.com
Pam Latka	CATA	394-1100	platkac@cata.org