

NWOTA Website Services Provider RFQ Questions & Responses

Q: Can you confirm that the RFQ is not for a complete design and rebuild of the NWConnector website, and simply for on-going maintenance and gradual improvements and updates?

We are not undertaking a re-design or re-build at this time. We'd like to initially start on a new contract first thing in the new year that will go until June 30; if things are working well we anticipate entering into a longer agreement, at which time the group might discuss something beyond on-going maintenance.

Q: Can you give us more information on why you are not continuing in this arrangement with your current agency partner?

The initial project (a Trip Planner) was executed but did not drastically change user experience while maintaining high costs that we anticipated would be brought down by the market. Since that project there have been staff changes and customer service/reliability of accurate work.

Q: Is your current agency partner eligible to bid on this RFQ?

The agency isn't disbarred from responding but prior performance will be taken into consideration.

Q: Given that we'll need to work with them in transition should we win this contract, can you provide us with the business name of your current agency partner and the name of your primary contact there?

Our primary contact is no longer with the agency, and can discuss the situation further during an interview.

Q: Can you provide us with a more detailed technical specification of the site? For example, are there any plugins, APIs or 3rd-party integrations? These details can greatly impact the time and costs for maintenance.

We're awaiting an answer to this question.

Q: Have you recently audited the site for security, performance, or WCAG accessibility concerns? If so, can you share this information with us?

Not to our knowledge.

Q: Is there a budget range or not to exceed budget for this work that you can share with us? This helps us to evaluate whether we can realistically do the work within the available budget, and as such, whether we can provide you with a competitive proposal for this work.

We're looking to see what the cost of our upkeep is in today's market. The last few years have been so unique to the project (and then taking it down) that we need to know what it costs to continue the website as it is. Without development projects, we anticipate a budget of \$10,000 - \$30,000. One of the selection criteria will be cost-effectiveness.

Q: Are there opportunities for further updates and enhancements to the current site not outlined in this RFQ that you'd look to your chosen partner to complete without going back out to another RFP/RFQ process?

At this time, there are no projects under discussions. In general the group wants to exceed expectations for a rural services. There is one page that we'd like to report annual data on, but it will be content and images will be created on our end; very limited work. Other projects for the future, we would anticipate developing with our new agency based on their knowledge of how to better reach our goals.

Q: How long does the transferring agency anticipate a transition will take?

This is largely up to the on-boarding agency, we would like to move expeditiously and the agency transitioning out of management is expecting the handoff. The existing agency suggested a process of replicating the site while keeping the existing site live, and then managing the switch together.

Do the 5 transit agencies represented on the NW Connector Site each maintain their own pages and routes? For example, with our local transit alliance, we have 5 transit agencies that work with one point of contact (a mobility manager), who then relays requests and site/route changes to a web developer. Will each transit agency be contacting your new agency partner (web developer) directly for updates and assistance?

At this time, each agency contacts the website manager directly for updates/changes/alerts. As I would be the point of contact and don't generally have the minute details of these things, we'd probably want to keep direct contact for efficiency/clarity.

If so, how often do agencies make changes to their routes and page content? Would you estimate there are several weekly requests for support from agencies for their needed updates?

From what I've seen, each agency makes route changes maybe 1-2 times a year. Of course, we're experience major flooring across NW Oregon right now, so transit alerts are more frequent esp in the winter months.

Are the maps and timetables on the NW Connector site generated by feeding your Route GFTS data into GTFS-to-HTML?

As far as I know, yes.

If so, does the NW Connector site rely on GTFS-to-HTML that is running on your current hosting server? For example, on our local transit alliance website, we installed and are currently running GTFS-to-HTML on our dedicated hosting server (the same server that the site is hosted on) to generate route maps and timetables. Is this set up the same way on the NW Connector site, or are your routes and

timetables generated elsewhere with GTFS-to-HTML (ie on a server maintained by your current website agency) and then manually inserted into your Wordpress Route pages on the NWConnector.org site?

Honestly, I do not know. I presume that that your first scenario is how it's been working.

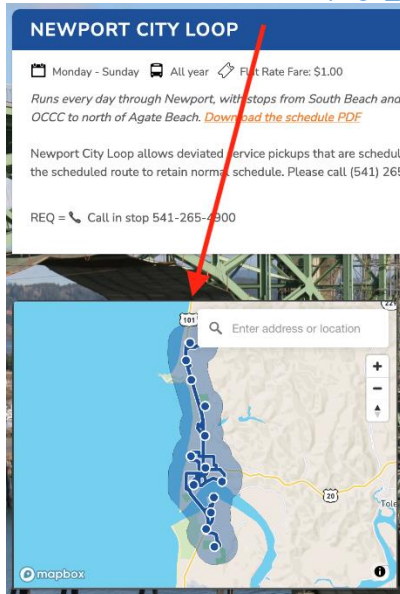
Is your GTFS data currently managed by Trilliums GTFS manager? If so, will this software tool be available to your new agency/partner, or will your new agency be required to generate GTFS data for your agency route changes and additions?

GTFS data should be provided by Trillium through a contract with ODOT that updates the major transportation sites (Google, Rome to Rio et al). We need our agency to take the GTFS data and update our nwconnector.org

Regarding Transit Alerts, will each agency post their own transit alerts on the NW Connector site, or will the web developer (consultant) post each alert, and also handle distribution of the alerts to websites, SMS, email and social media accounts? If so, roughly how many alerts do you anticipate each month (I would imagine that there are more in the winter – I'm just looking for a rough estimate on how many have been posted in the past).

We're looking for the agency to manage all transit alerts. We don't have a ton of transit alerts, mostly during inclement.

I noticed that the maps on the NW Connector Sites Route pages are hosted by Trillium Transit and then embedded on the NW Connector Website (i.e. a map for the Newport City Loop at https://maps.trilliumtransit.com/map/feed/nwconnector-or-us/routes/491?noui=true&page_embed=true):



Will this change with your transition to a new agency? Will your new agency partner need to generate and host these embedded maps?

Correct, the new agency will need to generate and host these maps.