VVTA RFP 2025-10 VVTA.ORG – HOSTING, SUPPORT, & GFTS MAPPING
ADDENDUM NO. 2

Thursday, December 18, 2025

This addendum is provided to all known prospective proposers for clarification of the subject Request for Proposal (RFP).

Q1. "To participate in this bid, Is it mandatory to have Onsite Presence or Remote activity is acceptable?"

A1. Presence must be North America based and remote presence is acceptable.

Q2. "Can you state any requirements of goals for set-aside contractors (DBE, LBE, MWBE, etc)"

A2. There are no requirements for this solicitation.

Q3. "Will there be an optional pre-proposal conference?"

A3. No.

Q4. "Can VVTA provide any budget guidance for this procurement?"

A4. Please provide us with your best offer.

Q5. "The RFP mentions support for different access levels, how many teams members will require access? What access levels are required?"

A5. We anticipate up to 10 team members will require access. Access levels will be discussed with the awarded contractor.

Q6. "The RFP mentions selection of a .NET-based CMS that is easy to update without technical skills. Is there a preferred CMS?"

A6. No.

Q7. "The RFP mentions allowing for future expandability of additional vanpools - does the team have any estimated/projected number for how many vanpools will be added in the near future?"

A7. This is not applicable to this solicitation.

Q8. "The RFP mentions CCPA, but are there any other requirements around user rights/privacy mapping to keep in consideration?"

A8. No.

Q9. "Are there any tools used to manage privacy / consent management today?"

A9. No.

Q10. "Is there a preferred scheduling tool for the project schedule?"

A10. No.

Q11. "The RFP states, "Accessibility. Documentation that the website and mobile site is fully compliant with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794d) and the usability/accessibility design guidelines of the Web Accessibility Initiative (WAI) in support of myriad users, including those accessing online content using assistive technologies." Is VVTA looking to meet A, AA, or AAA guidelines?"

A11. Yes.

Q12. "The RFP states, "The system should provide access for up to, but not limited to, 200 users at any given time." Is this referring to CMS / backend content editors or public site visitors?"

A12. This is not applicable to this solicitation.

Q13. "How many staff members will require training?"

A13. See A5 above.

Q14. "Are there any specific disaster recovery requirements surrounding RPO and RTO times?"

A14. No.

Q15. "Has VVTA identified any sites it likes the overall look and feel of or looks to for inspiration?"

A15. This will be discussed with the awarded contractor.

Q16. "Can you provide API documentation related to the schedules, routes and service alerts?"

A16. This will be discussed with the awarded contractor.

Q17. "Can you provide a sense of the volume and size of videos that are required for hosting?"

A17. 50-100 MB minimum. This will be discussed with the awarded contractor.

Q18. "Has VVTA explored YouTube or Vimeo for video hosting?"

A18. VVTA already has a YouTube page.

Q19. "the current trip planner tool on the homepage appears to be an iframe, can you expand upon the trip planning integration requirements?"

A19. This will be up to the proposer to provide based on their experience.

Q20. "Are there any specific pain points related to the WordPress based site we should be aware of?"

A20. Page layout, formatting, forms, surveys, websliders, accessibility, etc.

Q21. "How many pages exist on the site today?"

A21. Around 50 pages.

Q22. "Should vendors assume that all existing content will be migrated to the new site?"

A22. See A90 below.

Q23. "Do you have any documentation from GMV Syncromatics related to the GTFS timetables?"

A23. GMV provides the GTFS-RT feed.

Q24. "Where is the site currently hosted?"

A24. Trillium Transit.

Q25. "Can you share details on the sites current traffic levels (i.e. average monthly page views)?"

A25. This will be up to the proposer to provide based on their experience.

Q26. "Can you share details on the current hosting specifications (i.e. bandwidth utilization)?"

A26.   This will be up to the proposer to provide based on their experience.

Q27. "The RFP title includes GTFS mapping, can you detail any specific mapping requirements?"

A27.   There is no 'mapping', the GTFS and/or GTFS-RT feed data will be used.

Q28. "Has a budget or budget range been identified for this project? If so, will that information be shared with vendors?"

A28.   See A4 above.

Q29. "The current site appears to support multilingual functionality, but there is no mention of translation needs in the RFP. Can you confirm multi-lingual requirements: What languages are required? Will VVTA provide translated content or is VVTA expecting that vendors will provide an automated translation service?"

A29.   Yes. Spanish, Korean, Tagalog, Mandarin, and Cantonese. Please provide options for automated translation services in your proposal.

Q30. "The current site appears to support calculators (i.e. Vanpool savings calculator). Are these calculators custom built? Is the expectation that the vendor will rebuild the calculators?"

A30.   This is not applicable to this solicitation.

Q31. "Will the current interactive system map be retained or are vendors expected to rebuild this?"

A31.   Integration with GMV Syncromatics.

Q32. "on route pages schedules appear to be presented as static PDFs (i.e. https://vvta.org/routes/route-31/) is that the vision for the future site? If not, can you elaborate on expectations?"

A32.   To have available PDF files, but mainly the online schedule built using the GTFS data (GTFS to HTML is one example).

Q33. "CMS - Do we need to create a CMS from scratch or any existing .net CMS framework can be adapted? If yes, is there any preference?"

A33. This will be discussed with the awarded contractor.

Q34. "CMS - Does the CMS allow template customization, or does it enforce strict formatting?"

A34. This will be discussed with the awarded contractor.

Q35. "CMS - Do you need any custom UI/UX features that the standard CMS templates may not support? Opensource or Enterprise (Free vs Paid)"

A35. This will be discussed with the awarded contractor.

Q36. "UI/UX - Is there any brand guidelines to follow for the redesign?"

A36. Yes.

Q37. "UI/UX - Will there be custom new design required from the scratch or to follow some existing template?"

A37. New design will be required.

Q38. "Preferred Database Technology - Do you have a preferred database system (e.g., PostgreSQL, MySQL, SQL Server, Oracle, MongoDB)?"

A38. This will be discussed with the awarded contractor.

Q39. "Preferred Database Technology - Are there any restrictions on using open-source vs commercial databases?"

A39. No preference.

Q40. "Existing Data Environment - Do you already maintain a database for your transit or GTFS data? If yes: What database technology do you currently use? If yes: Will we need to migrate existing data into the new system?"

A40. The existing system is GMV Syncromatics.

Q41. "Role Management - Which system or service do you currently use for role-based access management (e.g., Azure AD, Okta, custom in-house system)?"

A41. Wordpress.

Q42. "Role Management - Do you require integration with an existing Identity Provider (IdP) for Single Sign-On (SSO)?"

A42. This will be discussed with the awarded contractor.

Q43. "Role Management - Should role management be handled inside the CMS, or through an external authentication service?"

A43. Inside the CMS.

Q44. "Role Management - Do you need support for industry standards such as OAuth 2.0, OpenID Connect, or SAML?"

A44. Yes.

Q45. "Role Management - Will roles be static (predefined) or should administrators be able to create and modify roles dynamically?"

A45. Yes.

Q46. "GTFS Data - Do you currently have an existing GTFS feed? If yes, what is the format and overall data quality?"

A46. Yes, standard GTFS format.

Q47. "GTFS Data - Who currently maintains or updates the GTFS feed?"

A47. It is currently maintained in house in the VVTA Planning Department.

Q48. "Third Party API Integration - Is there any Third-Party API Integration needed?"

A48. Yes, there will be a few.

Q49. "Hosting & Infrastructure -Do you require cloud hosting (AWS, Azure, GCP) or will the system be hosted on-premise?"

A49. See A1 above

Q50. "Do you have a budget or budget range for this project? Please provide the amount."

A50. See A4 above.

Q51. "Do you have a budget for ongoing support and strategic partnership? Please provide the amount."

A51. See A4 above.

Q52. "As it relates to the budget, can you please specify website build funding and support/partnership funding?"

A52. See A4 above

Q53. "Can you provide budgetary spend (or a range) for website support/maintenance for the past two to three years?"

A53. Since 9/1/2023 the budgetary spend for website support/maintenance was $15,451.

Q54. "Can you provide budgetary spend (or range) for digital marketing for the past two to three years?"

A54. See A4 above

Q55. "Will we receive confirmation that the RFP has been received?"

A55. If you submit your proposal via publicpurchase.com, we will not be able to confirm receipt until after proposals are received. It is the responsibility of the proposer to ensure that their proposal is received by VVTA prior to the deadline.

Q56. "What is your current process for ensuring ADA Accessibility?"

A56. This will be discussed with the awarded contractor.

Q57. "What tools do you use to monitor accessibility issues with your websites, videos, attached files, etc.?"

A57. This will be discussed with the awarded contractor.

Q58. "How do you engage with the accessibility community to continue evolving equal access to your site and its information?"

A58. Conferences, speaking with individuals, and community engagement.

Q59. "What are your expectations of the website vendor to ensure accessibility over the lifetime of the contract?"

A59. To be available for support In times of need, times of uncertainty for certain features. Periodic Maintenance and Updates with Backups to roll back, Security Patches and bugfixes.

Q60. "Please describe the expectations of internal teams and other external vendors (copywriters, videographers, designers, etc.) to produce accessible work for the website."

A60. VVTA Marketing department will have full access, and all other departments will have limited access.

Q61. "We recommend involving the accessibility community in the website creation process. Can you create a "website redesign action group" that includes key members of your accessibility community to assist during critical review periods of the site?"

A61. Yes.

Q62. "Do you have a brand guidelines document created? Can you share this with vendors?"

A62. See A36 above.

Q63. "Do you have an assets library of images and videos that can be used in the new site design (vehicles, stations, lifestyle, etc.)?"

A63. Yes.

Q64. "Do you have personnel responsible for creating new media on an ongoing basis?"

A64. Yes.

Q65. "Can you provide source files for your logo and brand assets?"

A65. Yes.

Q66. "Are you considering a rebrand in the near future? If so, could you provide preview access to vendors to evaluate the media?"

A66. Yes. January 15, 2026.

Q67. "How many website domains and subdomains are a part of this RFP? Please provide a list of domains."

A67. We currently have one but are interested in future subdomains.

Q68. "What type of information do you plan to collect (text, document/file uploads)?"

A68. IP Tracking, traffic, bandwidth utilization, page views, text, and images.

Q69. "Are forms short/single-page or multi-page applications (e.g., job applications, feedback, registration forms)?"

A69. Yes.

Q70. "Are the forms department-specific (will this require cross-departmental training)?"

A70. Yes.

Q71. "What is the workflow after the form is submitted? Where will the information go?"

A71. VVTA Customer service, VVTA ADA compliance, and VVTA marketing.

Q72. "Is it your desire to capture form submissions and route them through a CRM? If yes, what CRM are you using?"

A72. No CRM.

Q73. "How does/should the content from the website flow into the CRM? What are your expectations?"

A73. Not applicable.

Q74. "Do you collect email information for website visitors? What's your current process? Where are you storing that information? How/where is it being stored?"

A74. Yes, in Wordpress.

Q75. "How are you currently utilizing email notifications? Platform (Mailchimp, SendGrid, Emma, etc.)? How do you hope to improve this process?"

A75. Mailchimp and GMV Syncromatics.

Q76. "Are you using text notifications?"

A76. Yes.

Q77. "What is your current process for service alerts? How would you like this process to change/improve with the website?"

A77. Current process is posting on our website through GMV Syncromatics, social media channels, text messaging, and in app notifications.

Q78. "What is your current process during severe weather alerts? How are routes affected, and what are the communication channels for riders?"

A78. See A77 above.

Q79. "What system is used by operations to share service alerts? Does this information display on digital totems or screens? Is this information distributed to riders via email or text notifications seamlessly?"

A79. Enplug software through GMV Syncromatics.

Q80. "Do you offer demand response via zones?"

A80. Yes.

Q81. "What system/program do you use to generate your static GTFS files?"

A81. It is produced in house in the Planning Department, published with the Architect software from TransLoc.

Q82. "Who is your current provider of GTFS-RT or other real-time data (vehicle locations, predicted stop times)? Does this same vendor publish disruptions (service alerts) as well?"

A82. GTFS-RT is provided by GMV.

Q83. "How often do you publish new GTFS files or new versions of your schedules?"

A83. There is no set schedule, usually about every two months.

Q84. "Do you have seasonal schedule updates? How many times per year do you change your routes and schedules? What is your current process and timeline for updating schedules on the website? Please include how you notify riders and market prior to new schedule implementation."

A84. We have service changes twice a year, December/January and June/July.

Q85. "GTFS-RT: Where else is your real-time data used (digital signs, totems, on-vehicle displays)?"

A85. Outside of the GMV system, GTFS-RT is used on Waysine digital signs. No programming, automatically updates.

Q86. "Will the vendor be solely responsible for creating and migrating content?"

A86. No, it will be handled in house.

Q87. "Is there a time requirement for certain content to be available (e.g., public notices, board minutes, announcements)? For example board meeting minutes need to be on the website for two years."

A87. This will be discussed with the awarded contractor.

Q88. "Speak to your working relationship (marketing or cross-marketing strategy) with other transit agencies/providers to ensure seamless transition between services."

A88. This will be discussed with the awarded proposer.

Q89. "Do you have a budget for copywriting/content creation?"

A89. Please provide us with your best offer.

Q90. "Is it the expectation to migrate content as is or refresh content/sitemap?"

A90. There will be both migration and fresh content.

Q91. "Will the vendor be responsible for generating new content?"

A91. See A86 above.

Q92. "Do you have a budget for photography/video assets for this project?"

A92. See A4 above.

Q93. "Are you open to CMS suggestions? If you are unfamiliar with the CMS recommendation, would you be open to a demo presentation?"

A93. Yes.

Q94. "What are your future goals for digital marketing and communication efforts?"

A94. This will be discussed with the awarded proposer.

Q95. "Are you currently running any campaigns with digital components? If so, can you describe the digital execution of these campaigns? Do these campaigns have landing pages or forms that collect rider/audience information?"

A95. This will be discussed with the awarded contractor.

Q96. "Could you describe your current digital marketing strategies for each audience segment (Riders, HR, Procurement, Stakeholders)?"

A96. This will be discussed with the awarded contractor.

Q97. "What is the current site traffic (sessions per month)?"

A97. See A25 above.

Q98. "Do you have Google Analytics reports to share?"

A98. This will be discussed with the awarded contractor.

Q99. "Do you have ownership of all third-party tools/systems such as: Google Tag Manager, Google Analytics, Google Cloud Console/APIs, Google Translate, Meta (Facebook/Instagram), X (formerly Twitter), Others"

A99. Yes.

Q100. "Could you please provide demographic information regarding your ridership?"

A100. This will be discussed with the awarded contractor.

Q101. "What is the size of your current marketing and communications team? Could you provide an org chart or description of positions and responsibilities?"

A101. Two-person marketing department, Senior Marketing Manager/PIO and Marketing Assistant.

Q102. "Who will be responsible for content entry/updates or direction on critical website information (Marketing or IT)?"

A102. VVTA Marketing Department.

Q103. "Do you have a cross-departmental team that meets to discuss how internal systems impact customer experience?"

A103. Yes.

Q104. "How often do you anticipate scheduling vendor collaboration meetings post website launch? How many hours for partnership would you like the vendor to be available each month?"

A104. Quarterly update meetings. As for hours, this will be discussed with the awarded contractor.

Q105. "How do you respond to and internalize metrics and data to inform changes, optimizations, and new opportunities for the websites?"

A105. This will be discussed with the awarded contractor.

Q106. "Partnerships are hard to execute if vendors are not afforded time to be "always on." Are you amenable to a retainer or minimum spend model for ongoing improvements?"

A106. No.

Q107. "Would you be open to a proposal for a Software as a Service (subscription service) vs. a large upfront project cost?"

A107. Yes.

Q108. "Do you expect the selected vendor to be responsible for data the site's data security?"

A108. Yes.

Q109. "Do any specific compliance standards need to be adhered to? If so, how often do you perform compliance audits? If so, can you please share the results of the last compliance audit?"

A109. This will be discussed with the awarded contractor.

Q110. "Do you have either an internal or a vendor-provided security and compliance team?"

A110. Internal.

Q111. "Do you currently perform routine (at least annually) security audits? If so, can you please share the general results of the last security audit (do not include any specific vulnerabilities that were discovered)?"

A111. Yes, internal. The rest of this will be discussed with the awarded contractor.

Q112. "Do you currently perform routine security testing and monitoring, such as penetration testing, dark web monitoring, employee anti-phishing training and testing, etc.? If so, can you please share information about the testing and monitoring measures that you have in place?"

A112. We don't do pen testing for the website. We implement the security features that word press offers bimonthly and deploy them. We do however use employee anti-phishing campaigns and training using knowb4 SaaS. We deploy these campaigns quarterly or biannually depending on the threat landscape.

Q113. "Do you maintain a Backup and Disaster Recovery (BDR) plan and associated solution? If so, can you please share information about it? If not, do you desire to have the selected vendor implement a BDR plan and solution?"

A113. Yes.

Q114. "Do you have a desired uptime requirement that goes beyond the baseline standard of 99.9% for critical systems during working hours? If so, are you tolerant of additional cost in the contract for a "cold" or "hot" datacenter in the event of an outage of the primary datacenter?"

A114. This will be discussed with the awarded contractor.

Q115. "Will the new site need to store any Personally Identifiable Information (PII) about users or site visitors?"

A115. No.

Q116. "Will the new site need to handle any Payment Card Industry (PCI) complaint transactions?"

A116. No.

Q117. "Is 24/7 support required? Transit is sometimes tough because business hours and service hours are often not the same."

A117. No.

Q118. "Do you have expectations regarding an SLA for response and break-fix tickets?"

A118. 4 hours.

Q119. "What is your current backup and disaster response plan regarding the website and other digital properties?"

A119. See A114 above.

Q120. "How does IT handle change control and coordinate with external vendors?"

A120. This will be discussed with the awarded contractor.

Q121. "What teams are available after hours and is there a concept of being "on call" for emergencies? What are those communications pathways?"

A121. VVTA Senior Marketing Manager/PIO.

Q122. "Are there existing integrations not mentioned in the scope that need to be accounted for? CRM possibly?"

A122. See A48 above.

Q123. "Are there internal processes or workflows you hope to improve with this project?"

A123. Yes.

Q124. "How will you measure success for this project?"

A124. This will be discussed with the awarded contractor.

Q125. "Does the contract include language to allow piggybacking? Would you be open to including?"

A125. No.

Q126. "Beyond standard metrics (like page load time and bounce rate), how will the success of the new website be measured, specifically regarding the public-facing goals of user-friendliness, ADA compliance, and the efficiency of finding transit information (e.g., measuring conversion rate for a trip planner query, or resident satisfaction with information delivery)?"

A126. See A124 above.

Q127. "What formal process (e.g., interviews, surveys, persona development) did VVTA use to validate the current issues and to define the precise user-centered redesign requirements outlined in the RFP?"

A127. It was an internal process.

Q128. "Has a content inventory and audit been completed, and what is the plan for editing, creating, and transferring the new and existing content to avoid delays during the redesign?"

A128. See A121 above

Q129. "Who is the single point of contact/Project Manager for the VVTA side, and who has the final, delegated authority to approve design mockups, feature specifications, and authorize any necessary change orders without having to go to the Board for every small decision?"

A129. See A121 above

Q130. "Given that key personnel cannot be removed without VVTA approval, how will VVTA ensure their internal team members (IT, Marketing, Planning) remain available and fully committed to the project throughout its lifecycle to prevent internal resource issues?"

A130. This will be discussed with the awarded contractor.

Q131. "What is the established process and frequency for gathering and incorporating feedback from all internal stakeholders (VVTA staff) and external stakeholders (riders/community) during the design and implementation phase to minimize rejection risk at the final acceptance stage?"

A131. This will be discussed with the awarded contractor.

Q132. "Who owns the creation and execution of the test cases (VVTA staff or the Contractor), and will the testing include specific audits for ADA/WCAG compliance using automated and manual tools, as required?"

A132. VVTA Staff.

Q133. "For critical features like real-time APIs (GMV Syncromatics integration), what are the formal, quantifiable acceptance criteria that must be met (e.g., data refresh rate, acceptable delay/latency) before the system is deemed ready for the next testing phase?"

A133. This will be discussed with the awarded contractor.

Q134. "What is the specific timeline and format for the training and user guide development, and how will VVTA formally test and sign off that staff proficiency on the new CMS meets the high priority goal of easy, non-technical updating?"

A134. The proposer should offer a suggestion based on their experience.

Q135. "Do you have brand guidelines, colors, or design standards we must follow?"

A135. See A36 above.

Q136. "Are there specific websites you want to benchmark or emulate?"

A136. Yes, this will be discussed with the awarded contractor.

Q137. "Which user personas are the highest priority (riders, staff, partners, job seekers)?"

A137. Website users and staff.

Q138. "Do you prefer a phased launch or a single final launch?"

A138. The proposer should offer a suggestion based on their experience.

Q139. "Do you have a preferred .NET CMS?"

A139. See A6 above.

Q140. "How many VVTA staff members will need CMS access? What access levels are required (admin, editor, reviewer, etc.)?"

A140. See A5 above.

Q141. "What types of content will staff update most frequently?"

A141. News items, Webslider graphics, New pages added, and general editing

Q142. "Do you need workflow approvals (editor - reviewer - publisher)?"

A142. Yes.

Q143. "Do you require content versioning and rollback capabilities?"

A143. Yes.

Q144. "Which GMV Syncromatics APIs will be provided (real-time, alerts, GTFS-RT)?"

A144. This will be discussed with the awarded contractor.

Q145. "Should the trip planner use a third-party engine (OpenTripPlanner, Google Maps) or be custom-built?"

A145. The proposer should offer a suggestion based on their experience.

Q146. "Will GTFS datasets be provided for migration or will they always be fetched live?"

A146. We have a static GTFS that always has the current GTFS (https://api.transloc.com/gtfs/vvta.zip)

Q147. "Do you prefer custom route maps or standard map libraries (Mapbox, Leaflet, Google Maps)?"

A147. Data is provided through GMV Syncromatics.

Q148. "For GTFS Mapping, do you need editing tools, validators, visualizations, or automated updates?"

A148. No, the VVTA Planning Department does all of the GTFS work.

Q149.   "Do you prefer Azure, AWS GovCloud, or another secure Class 3+ hosting environment?"

A149.   The proposer should offer a suggestion based on their experience.

Q150.   "Are there federal compliance requirements such as FedRAMP, SOC 2, or ISO 27001?"

A150.   Yes.

Q151.   "Are there data residency or storage location requirements?"

A151.   No. This will be discussed with the awarded contractor.

Q152.   "Will VVTA provide SSL certificates or should we manage them?"

A152.   The vendor will manage them.

Q153.   "Do you require DDOS protection, WAF, and security monitoring as part of hosting?"

A153.   This would be ideal.

Q154.   "Is WCAG 2.2 AA compliance required in addition to Section 508?"

A154.   Yes.

Q155.   "Do you need external accessibility audits from providers like Level Access or SiteImprove?"

A155.   No

Q156.   "Should quarterly accessibility compliance reviews be included?"

A156.   This will be discussed with the awarded contractor.

Q157.   "Which sections of the current website must be migrated to the new platform?"

A157.   See A90 above.

Q158.   "Should we migrate old/archived content, or only active content?"

A158.   See A90 above.

Q159. "Do you require URL redirection to maintain SEO rankings?"

A159. Yes.

Q160. "Should the mobile site support offline mode or low-connectivity features?"

A160. Yes.

Q161. "Do you need mobile features like nearest-stop detection using GPS?"

A161. No.

Q162. "Are there expected traffic spikes (weather events, service outages) we should design for?"

A162. See A78 above.

Q163. "Do you require a CDN (Content Delivery Network)?"

A163. No.

Q164. "How many staff require training during launch? Do you prefer onsite, virtual, or hybrid training sessions?"

A164. See A13 above.

Q165. "What SLA (response + resolution time) expectations do you have?"

A165. See A118 above.

Q166. "Should ongoing support be fully vendor-managed or shared with VVTA's IT team?"

A166. See Attachment A – Scope of Work, Section G. Long-Term Technical Support.

Q167. "Which analytics platform do you prefer (GA4 or others)?"

A167. No preference.

Q168. "Do you need custom dashboards for ridership clicks, route usage, alert views, etc.?"

A168. This will be discussed with the awarded contractor.

Q169. "Do you require uptime, accessibility, and performance reports quarterly?"

A169.   Yes.

Q170. "Should marketing videos be hosted internally or externally (YouTube, Vimeo, Azure Media)?"

A170.   Internally.

Q171. "Are there file size limits or expected storage volumes for the media library?"

A171.   No.

Q172. "Should we manage all FTA regulatory requirements or collaborate with VVTA's legal team?"

A172.   This will be discussed with the awarded contractor.

Q173. "Are there specific cybersecurity requirements under federal or California law?"

A173.   Yes.

Q174. "Do you have a target launch window/due date (before fiscal year or public event)?"

A174.   See A199 below.

Q175. "Do you prefer monthly milestone reviews or quarterly checkpoints?"

A175.   Quarterly.

Q176. "Should the project follow Agile or a fixed milestone-based delivery?"

A176.   See A175 above.

Q177. "Are there third-party systems (email/SMS alerts, GIS, CRM) that must integrate with the new site?"

A177.   See A48 above.

Q178. "Will VVTA provide all copywriting/content, or should we handle content creation?"

A178. See A86 above.

Q179. "Should we propose optional add-ons like SEO, multilingual modules, chatbot, or AI FAQ?"

A179. Please add all extras you can provide with your proposal.

Q180. "Is the project budget fixed, or can we propose tiered pricing with optional modules?"

A180. Please feel free to propose tiered pricing. Please provide us with your best offers.

Q181. "Does VVTA require or prefer a specific .NET CMS (e.g., Umbraco, Kentico, Sitecore, Kentico Kontent, custom .NET) or will vendor recommendations be accepted?"

A181. See A6 above.

Q182. "Does VVTA require a dedicated single-tenant instance (isolated VM/tenant) or is a multi-tenant SaaS approach acceptable?"

A182. VVTA is flexible.

Q183. "Should the CMS support integration with VVTA's existing identity provider (e.g., Azure AD / SAML / OIDC) for staff logins? If so, please provide the provider and whether SSO documentation/test accounts will be provided."

A183. We currently don't use CRM, please provide reason for adding it to your proposal.

Q184. "Please confirm the expected number of CMS admin/editor accounts and any peak concurrent admin usage."

A184. See A140 above.

Q185. "Will VVTA provide an existing hosting subscription (Azure/AWS) for us to use, or should the vendor propose and bill for vendor-managed hosting?"

A185. Vendor Managed Hosting.

Q186. "How many environments does VVTA require (e.g., dev / QA / staging / prod / DR)? What is the expected release/promotion cadence and change control approval flow?"

A186. This will be discussed with the awarded contractor.

Q187. "Must hosting be in a specific geographic region or include active geo-redundancy across regions? Any regulatory data-residency constraints?"

A187. This will be discussed with the awarded contractor.

Q188. "Confirm which GTFS-RT feeds are required: VehiclePositions, TripUpdates, ServiceAlerts, or others. Also confirm VVTA's authoritative source for each feed (GMV Syncromatics or another API)."

A188. GMV provides the GTFS-RT data, including the above.

Q189. "What is the expected refresh frequency for real-time data on the site (e.g., every 5s, 15s, 30s)? What caching rules should apply for GTFS static vs real-time content?"

A189. GMV GTFS-RT updates every 30 seconds for bus tracking.

Q190. "Will VVTA/GMV provide API keys, OAuth credentials, or other auth for accessing Syncromatics/GTFS endpoints? If rate limits exist, please supply them."

A190. Successful vendor will work with GMV to provide the needed API keys.

Q191. "Are there required GIS formats (GeoJSON, Shapefile) or projection standards to support (e.g., WGS84)? Are high-resolution imagery or custom basemaps required?"

A191. No.

Q192. "If multilingual support is planned, which languages are required at launch and will VVTA provide translations?"

A192. See A29 above.

Q193. "What was the annual spend for this project in the previous year?"

A193. See A53 above.

Q194. "If this is a new contract, what is the allocated budget?

A194. See A4 above.

Q195. "Are commercial references acceptable?"

A195. VVTA is requesting that you provide a minimum of three (3) references of other similar contracts in the United States.

Q196. "Are you open to a hybrid delivery model with a mix of offshore (Outside the U.S) and onshore resources?"

A196. See A1

Q197. "The RFP specifies a .NET-based Content Management System (Attachment A, Section 4.E). Is VVTA open to alternative modern CMS platforms (such as WordPress or other PHP-based systems) if they meet all functional requirements including security, ease of use, scalability, and Class 3+ hosting standards?"

A197. See A6 above.

Q198. "Does VVTA have a budget range or not-to-exceed amount for this project to help guide our proposal development?"

A198. See A4 above.

Q199. "What is VVTA's target timeline for completing the website redesign and launch? Are there any critical dates, events, or deadlines (such as fiscal year ends or planned service changes) that should inform our proposed schedule?"
A199. 6 months from the Notice to Proceed.

Q200. "Do you have any limitations or restrictions around the type of CMS to be implemented?"
A200. See A6 above.

Q201. "Can you please list all of the integrations needed by the initial launch date? What integration-based features would you like to see in the future?"
A201. Integrations by launch need to include Transit software for GTFS feed, real time bus tracking, Real Time arrivals and departures, Alerts, News and press releases, App downloads, and Job posting information.

Q202. "Have you performed user surveys or studies to help direct this redesign, or will that be needed?"
A202.   Upcoming in the process

Q203. "Do you have any existing branding guidelines?"
A203.   See A36 above.

Q204. "Do you envision any specific microsite or landing page designs for services such as https://vvta.org/microlink/, https://www.ivanpool.org, etc., as part of this initial project? If so, will there be a need for any new branding work?"
A204.   Yes, we may want to add specific microsites and landing page design. Any new branding work will be provided to the vendor.

Q205. "Do you have any transit or other websites that you admire as a guide for this new redesign"
A205.   See A136 above.

Q206. "Will there be any work needed as it relates to the UMO app?"
A206.   UMO Mobility promotion and App download capabilities only.

Q207. "Can you please list all URLs that will be involved?
A207.   Currently only one, vvta.org, BUT please add to proposal creation of microsites for our different transit programs and services.

The due date for bid submission remains Friday, December 26, 2025, at 3:00 PM (PST).

All other terms and conditions of the RFP remain the same.

As stated in the RFP, all addenda must be acknowledged. Please use Attachment E of the RFP to acknowledge receipt of this addendum. Failure to acknowledge any addenda to this RFP may be a cause to deem Bidder "Non-Responsive."

********* END OF ADDENDUM NO. 2 *********