CAMBRIA COUNTY TRANSIT AUTHORITY
ADDENDUM NO. 1
REQUEST FOR PROPOSALS (RFP)
WEBSITE REDESIGN AND UPGRADE SERVICES
Issue Date: November 2, 2026
Proposal Due Date: _____Friday November 6th by 1pm EST _____

NOTICE TO PROPOSERS
This Addendum is issued to clarify and respond to questions received regarding the Cambria County Transit Authority ("CamTran") Request for Proposals for Website Redesign and Upgrade Services. The information contained herein shall become part of the Contract Documents and shall be incorporated into proposals submitted in response to the RFP. Proposers shall acknowledge receipt of this Addendum in their proposal submissions.

QUESTIONS AND RESPONSES

Website Platform, Content Management, and Current Environment
Question 1
What content management system (CMS), hosting platform, and supporting technologies are currently used for the CamTran website?
Response: ___Wordpress___

Question 2
Does CamTran have a preferred CMS platform for the redesigned website, or should the selected contractor evaluate and recommend a CMS solution that best meets the Authority's needs?
Response: evaluate and recommend a CMS solution that best meets the Authority's needs

Question 3
What does CamTran consider to be the most successful or valuable aspects of the current website that should be retained or enhanced in the redesigned site?
Response: Ease of access and use by the customers. And ease of use and updates by designated CamTram employees

Content Migration and Development
Question 4
Approximately how many website pages, documents, forms, images, videos, and other content assets are expected to be migrated to the new website?
Response: Most – this will be determined by CamTran and the winner bidder at the time of reconstruction – some may need to be archived

Question 5
Regarding the requirement to "reformat documents as necessary," please clarify the expected level of effort. Will document categorization, tagging, search functionality, and

improved document organization satisfy this requirement, or is document remediation and reformatting expected for all migrated files?
Response: this will be determined by CamTran and the winner bidder at the time of reconstruction

Question 6
Who will be responsible for providing website content, photos, videos, and subject-matter expertise? Should proposers include content inventory, content auditing, content creation, content rewriting, and accessibility remediation services within their scope?
Response: CamTran will work with the winning bidder to decide what media will be carried over, eliminated or add in new media

Transit Information Features and Data Integration
Question 7
Does CamTran expect the scope and requirements for transit information features to be fully defined during the proposal phase, or should the selected contractor work with CamTran during discovery to evaluate and establish the appropriate functionality, integrations, and implementation approach?
Response: will work with CamTran to decide at that time

Question 8
Please identify the existing systems, vendors, and platforms currently used for:

- Google Transit integration
- GTFS static feed management
- GTFS-Realtime feed management
- Trip planning services
- Automatic Vehicle Location (AVL)
- Route and schedule management
- Fare collection and payment processing
- Customer service/ticket management
- Customer Relationship Management (CRM)

Please indicate whether APIs, data feeds, technical documentation, or integration tools are available for these systems.
Response: all available and the current companies we have business with will provide the info needed to make the migration, links as easy as possible

Question 9
For GTFS, GTFS-Realtime, AVL, and related transit data services, is the selected contractor expected to:

- Integrate existing systems and data feeds;
- Enhance existing integrations;
- Develop new data-management capabilities; or
- Recommend and implement replacement solutions where necessary?

Response: _ Recommend and implement replacement solutions where necessary, but all may apply

Question 10
For passenger trip planning and route information, does CamTran prefer to:

- Continue utilizing existing trip-planning solutions such as Avail, Google Transit, or similar platforms;
- Embed third-party trip-planning tools;
- Provide links to external trip-planning services; or
- Develop a fully customized trip-planning and real-time arrival experience within the website?

Response: we will be working closely with Avail__

Operational Systems and Third-Party Integrations
Question 11
Which operational system integrations are required for the initial website launch, and which are anticipated as future enhancements? Please identify any desired integrations involving route management, AVL, fare payment, customer service, CRM, or other enterprise systems.
Response: _____CamPay and Avail – maybe others as we are in the process of the upgrade
Question 12
Will the redesigned website be required to support online fare or pass sales? If so, should the website integrate directly with an existing payment platform, redirect users to a third-party payment portal, or include a new payment solution?
Response: ___online sales for passes and Inclined plane products will need to be included

Question 13
What online forms and workflows are required as part of the new website? Examples may include:

- Customer feedback and complaints
- Lost and found requests
- ADA and Shared Ride/Paratransit applications
- Title VI submissions
- Contact forms
- Employment applications or inquiries
- Procurement and vendor registration forms

Should any submissions integrate with customer service, CRM, records management, or other back-office systems?
Response: _____yes to all of these ____

Question 14
Are there specific requirements related to data privacy, consent management, authentication, account management, records retention, cybersecurity, or data synchronization that proposers should consider?
Response: _____yes- this will be addressed with the winning bidder

Support, Maintenance, and Warranty
Question 15
What response and resolution time expectations does CamTran have for post-launch support and maintenance services? Please identify any service-level requirements based on issue severity.
Response: _immediate response with remote repair, 2 hours or less for an on-site service is preferred

Question 16
Is after-hours, weekend, holiday, or 24/7 support required for critical website outages, emergency rider communications, or other high-priority incidents?
Response: _____yes

Question 17
During the warranty period, what level of ongoing content support is expected? If applicable, please identify any anticipated monthly allocation of support hours for content updates, training assistance, or administrative support.
Response: full service and training -12 months after launch

Evaluation Criteria and Vendor Qualifications
Question 18
What attributes, qualifications, experience, and capabilities will be most important when evaluating website development partners? Are there specific expectations regarding:

- Public transit or transportation industry experience
- Website accessibility and ADA compliance expertise
- User experience (UX) and customer engagement
- Project management and communications
- Technical capabilities and system integrations
- Content strategy and migration experience
- Ongoing support and maintenance services

Response: _____all of these__

Question 19
Is there a budget?
Response: Cost is considered, but not the determining factor for the winning bid. Submit your most competitive proposal

Question 20
Can bids be submitted via email?
Response: NO – all hard copy bids must be delivered to our main office at 502 Maple Ave, Johnstown PA 15901, **BEFORE 1pm Friday Nov. 6th**. NO FLASHDRIVES. ALL DOCUMENTS MUST BE COMPLETED, SIGNED and delivered in a SEALED envelope

Question 21
Do I need to submit (2) separate costs for each website?

Response: No. Submit the full design and upgrades to the CamTran and Inclined Plane websites according to the Scope of Work. Omit standard digital media ongoing costs, such as website domain hosting and all other standard subscription fees.

Question 22
Do Davis Bacon wages apply?

Response: No, but we encourage abiding by Attachment P and Attachment Q in the bid documents pertaining to the Americans with Disabilities act and Title VI of the Civil Rights Act

Question 23
Does the website need to be multilingual?
Response: Just as an option, Google translate is recommended

Question 24
Do we need to be bonded?

Response:
Bonding will be waived, if bidding vendor can show a certificate of insurance of $2 million

General Liability	**$2,000,000**
Cyber Liability	**$2,000,000**

Question 25
Who has the final decision with general creative design, artwork, logo's?

Response: Point of contact and helping with creative decision making will be done quickly through the Director of Marketing and his team.

Final Project Notes and Expectations:
We at CamTran know that this work will sometimes involve rapid and close communication between the Authority and the winning bidder. Our expectations are

there will be a seamless transition for our customers, a solid foundation for training CamTran employees and reliable and responsive service for many years.

ACKNOWLEDGMENT

By submitting a proposal, the Proposer acknowledges receipt of this Addendum and agrees that the requirements contained herein are incorporated into the Proposal Documents.

CAMBRIA COUNTY TRANSIT AUTHORITY
503 Maple Avenue
Johnstown, Pennsylvania 15901
END OF ADDENDUM NO. 1