Request for Proposals
Hosted Website Solution for www.tryparkingit.com, The Regional Commute Tracking, Ride-Matching, and Commuter Reward System Website for the NCTCOG
Questions and Responses

Question #1: How many total users are on the platform?

Response: There are a total of 3,816 users on the platform.

Question #2: How many active users are on the platform, defined as a user who has recorded an activity of any kind (e.g., logged a trip, made a ridematch query) in the last 6 months?

Response: There are 1,010 active users on the platform.

Question #3: How many daily users are on the platform, defined as the number of users who record an activity of any kind on an average day?

Response: There are 1,010 daily users.

Question #4: How many ridematch queries are performed each month on the platform?

Response: There are between 353-776 inquiries per month.

Question #5: How many successful ridematches are made each month on the platform?

Response: There are between 232-559 successful ride matches each month.

Question #6: How many support queries are fielded each month through the platform chat/email/other?

      Response: Approximately three to six support inquiries per month are fielded.

Question #7: How many users use the call-in commuter registration feature on a monthly basis?

      Response: NCTCOG receives one to two calls per month.

Question #8: How many active users do you hope to have on the platform by the end of 2024? 2025?

      Response: NCTCOG anticipates 5,000 active users by the end of 2024.

Question #9: Would a mobile-friendly web app suffice for mobile users? Or is a native mobile app required?

      Response: Mobile app is required for Android and IOS users in addition to the web app due to convenient access to on-the-go features.

Question #10: We'd like to better understand how you use your existing system. Which, if any, of the features requested in the RFP are currently not available with your current platform?

      Response: All features listed in the RFP are currently on NCTCOG's platform.

Question #11: Is DBE participation required or just recommended?

      Response: Proposers should demonstrate good faith efforts towards attaining the 13.1% DBE participation goal.

Question #12:   Does DBE participation factor into your scoring/evaluation criteria?

      Response: DBE participation will not be awarded additional points.

Question #13:   For *Task 4: Employer and Community Outreach and Recruitment*, is the vendor required to complete the employer and community outreach or provide software to support the NCTCOG team in employer and community outreach?

      Response: The responder is encouraged to suggest any solution that will fulfill the requirements of the task. Innovative ideas are encouraged.