NORTHBRIDGE TRANSIT AUTHORITY

Questions and Answers: RFP-2026-0417

Fleet Telematics and Depot Records Modernization

Solicitation	RFP-2026-0417
Project	Fleet Telematics and Depot Records Modernization
Issued by	Northbridge Transit Authority, Office of Procurement
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Response due	April 17, 2026 at 2:00 p.m. local time
Document type	Questions and Answers

This document is fictional and was generated for software demonstration and end-to-end testing. It is not a real solicitation, no real vendor is named, and no submission is requested. All names, addresses, prices and events are invented.

1 Purpose and Use of This Document

This document consolidates the written questions received before the question deadline and the Authority's responses. Responses are binding only to the extent they are issued as an addendum; where a response changes the solicitation, the corresponding addendum controls.

Questions were received from five prospective Bidders. Identical or substantially similar questions were combined. The Authority has not attributed questions to individual Bidders.

2 Questions and Answers

Q1. Will the Authority accept a Bid Bond issued by an out-of-state surety?

Response: Yes, provided the surety is licensed to do business in the State and the Bid Bond names the Northbridge Transit Authority as obligee. The Bid Bond amount remains five percent (5%) of the total Bid Price. Form 3A must accompany the Bid Bond and must record the surety name and bond number.

Reference: Sections 4.3, 4.5 and the revised Form 3A.

Q2. Is the MWBE goal mandatory or aspirational?

Response: The MWBE goal of eighteen percent (18%) is a contract participation goal. Bidders should commit to the goal where feasible and document good-faith efforts where they cannot. Form 5 must be submitted with the technical volume and will be evaluated under the MWBE criterion. Participation is reported quarterly after award.

Reference: Sections 4.3, 4.5 and the revised Form 3A.

Q3. Must Form 3A be the revised version from Addendum 2?

Response: Yes. Addendum 2 replaced the Form 3A field list. Proposals using the earlier Form 3A will be treated as incomplete and may be rejected. The revised Form 3A adds surety information, an MWBE contact and a debarment certification.

Reference: Sections 4.3, 4.5 and the revised Form 3A.

Q4. Will the Authority provide sample records for testing?

Response: Yes. Shortlisted Bidders will receive a synthetic sample set of approximately 5,000 pages covering four record series. The sample contains no personal information and is provided under a limited-use agreement.

Reference: Sections 4.3, 4.5 and the revised Form 3A.

Q5. Section 8.1 addresses depot network coverage and offline operation. May the Bidder provide a summary now and detail after award?

Response: No. The Authority requires enough detail at proposal stage to evaluate feasibility and cost for depot network coverage and offline operation. The response should name the responsible roles, describe the method, and state measurable commitments. Detail provided only after award may not be used to cure a deficiency in the proposal.

Reference: Section 8 of the solicitation and the evaluation criteria in Section 5.

Q6. Section 8.2 addresses disaster recovery and business continuity. May the Bidder provide a summary now and detail after award?

Response: No. The Authority requires enough detail at proposal stage to evaluate feasibility and cost for disaster recovery and business continuity. The response should name the responsible roles, describe the method, and state measurable commitments. Detail provided only after award may not be used to cure a deficiency in the proposal.

Reference: Section 8 of the solicitation and the evaluation criteria in Section 5.

Q7. Section 8.3 addresses cybersecurity controls and incident reporting. May the Bidder provide a summary now and detail after award?

Response: No. The Authority requires enough detail at proposal stage to evaluate feasibility and cost for cybersecurity controls and incident reporting. The response should name the responsible roles, describe the method, and state measurable commitments. Detail provided only after award may not be used to cure a deficiency in the proposal.

Reference: Section 8 of the solicitation and the evaluation criteria in Section 5.

Q8. Section 8.4 addresses service levels and remedy credits. May the Bidder provide a summary now and detail after award?

Response: No. The Authority requires enough detail at proposal stage to evaluate feasibility and cost for service levels and remedy credits. The response should name the responsible roles, describe the method, and state measurable commitments. Detail provided only after award may not be used to cure a deficiency in the proposal.

Reference: Section 8 of the solicitation and the evaluation criteria in Section 5.

Q9. Section 8.5 addresses fleet telematics data ingestion and normalization. May the Bidder provide a summary now and detail after award?

Response: No. The Authority requires enough detail at proposal stage to evaluate feasibility and cost for fleet telematics data ingestion and normalization. The response should name the responsible roles, describe the method, and state measurable commitments. Detail provided only after award may not be used to cure a deficiency in the proposal.

Reference: Section 8 of the solicitation and the evaluation criteria in Section 5.

Q10. Section 8.6 addresses change control and configuration management. May the Bidder provide a summary now and detail after award?

Response: No. The Authority requires enough detail at proposal stage to evaluate feasibility and cost for change control and configuration management. The response should name the responsible roles, describe the method, and state measurable commitments. Detail provided only after award may not be used to cure a deficiency in the proposal.

Reference: Section 8 of the solicitation and the evaluation criteria in Section 5.

Q11. Section 8.7 addresses reporting, dashboards and ad hoc extracts. May the Bidder provide a summary now and detail after award?

Response: No. The Authority requires enough detail at proposal stage to evaluate feasibility and cost for reporting, dashboards and ad hoc extracts. The response should name the responsible roles, describe the method, and state measurable commitments. Detail provided only after award may not be used to cure a deficiency in the proposal.

Reference: Section 8 of the solicitation and the evaluation criteria in Section 5.

Q12. Section 8.8 addresses insurance, bonding and indemnification. May the Bidder provide a summary now and detail after award?

Response: No. The Authority requires enough detail at proposal stage to evaluate feasibility and cost for insurance, bonding and indemnification. The response should name the responsible roles, describe the method, and state measurable commitments. Detail provided only after award may not be used to cure a deficiency in the proposal.

Reference: Section 8 of the solicitation and the evaluation criteria in Section 5.

Q13. Section 8.9 addresses performance benchmarking and annual review. May the Bidder provide a summary now and detail after award?

Response: No. The Authority requires enough detail at proposal stage to evaluate feasibility and cost for performance benchmarking and annual review. The response should name the responsible roles, describe the method, and state measurable commitments. Detail provided only after award may not be used to cure a deficiency in the proposal.

Reference: Section 8 of the solicitation and the evaluation criteria in Section 5.

Q14. Section 8.10 addresses vendor management and quarterly business reviews. May the Bidder provide a summary now and detail after award?

Response: No. The Authority requires enough detail at proposal stage to evaluate feasibility and cost for vendor management and quarterly business reviews. The response should name the responsible roles, describe the method, and state measurable commitments. Detail provided only after award may not be used to cure a deficiency in the proposal.

Reference: Section 8 of the solicitation and the evaluation criteria in Section 5.

Q15. Section 8.11 addresses depot network coverage and offline operation. May the Bidder provide a summary now and detail after award?

Response: No. The Authority requires enough detail at proposal stage to evaluate feasibility and cost for depot network coverage and offline operation. The response should name the responsible roles, describe the method, and state measurable commitments. Detail provided only after award may not be used to cure a deficiency in the proposal.

Reference: Section 8 of the solicitation and the evaluation criteria in Section 5.

Q16. Section 8.12 addresses disaster recovery and business continuity. May the Bidder provide a summary now and detail after award?

Response: No. The Authority requires enough detail at proposal stage to evaluate feasibility and cost for disaster recovery and business continuity. The response should name the responsible roles, describe the method, and state measurable commitments. Detail provided only after award may not be used to cure a deficiency in the proposal.

Reference: Section 8 of the solicitation and the evaluation criteria in Section 5.

Q17. Section 8.13 addresses cybersecurity controls and incident reporting. May the Bidder provide a summary now and detail after award?

Response: No. The Authority requires enough detail at proposal stage to evaluate feasibility and cost for cybersecurity controls and incident reporting. The response should name the responsible roles, describe the method, and state measurable commitments. Detail provided only after award may not be used to cure a deficiency in the proposal.

Reference: Section 8 of the solicitation and the evaluation criteria in Section 5.

Q18. Section 8.14 addresses service levels and remedy credits. May the Bidder provide a summary now and detail after award?

Response: No. The Authority requires enough detail at proposal stage to evaluate feasibility and cost for service levels and remedy credits. The response should name the responsible roles, describe the method, and state measurable commitments. Detail provided only after award may not be used to cure a deficiency in the proposal.

Reference: Section 8 of the solicitation and the evaluation criteria in Section 5.

Q19. Section 8.15 addresses fleet telematics data ingestion and normalization. May the Bidder provide a summary now and detail after award?

Response: No. The Authority requires enough detail at proposal stage to evaluate feasibility and cost for fleet telematics data ingestion and normalization. The response should name the responsible roles, describe the method, and state measurable commitments. Detail provided only after award may not be used to cure a deficiency in the proposal.

Reference: Section 8 of the solicitation and the evaluation criteria in Section 5.

Q20. Section 8.16 addresses change control and configuration management. May the Bidder provide a summary now and detail after award?

Response: No. The Authority requires enough detail at proposal stage to evaluate feasibility and cost for change control and configuration management. The response should name the responsible roles, describe the method, and state measurable commitments. Detail provided only after award may not be used to cure a deficiency in the proposal.

Reference: Section 8 of the solicitation and the evaluation criteria in Section 5.

Q21. Section 8.17 addresses reporting, dashboards and ad hoc extracts. May the Bidder provide a summary now and detail after award?

Response: No. The Authority requires enough detail at proposal stage to evaluate feasibility and cost for reporting, dashboards and ad hoc extracts. The response should name the responsible roles, describe the method, and state measurable commitments. Detail provided only after award may not be used to cure a deficiency in the proposal.

Reference: Section 8 of the solicitation and the evaluation criteria in Section 5.

Q22. Section 8.18 addresses insurance, bonding and indemnification. May the Bidder provide a summary now and detail after award?

Response: No. The Authority requires enough detail at proposal stage to evaluate feasibility and cost for insurance, bonding and indemnification. The response should name the responsible roles, describe the method, and state measurable commitments. Detail provided only after award may not be used to cure a deficiency in the proposal.

Reference: Section 8 of the solicitation and the evaluation criteria in Section 5.

Q23. Section 8.19 addresses performance benchmarking and annual review. May the Bidder provide a summary now and detail after award?

Response: No. The Authority requires enough detail at proposal stage to evaluate feasibility and cost for performance benchmarking and annual review. The response should name the responsible roles, describe the method, and state measurable commitments. Detail provided only after award may not be used to cure a deficiency in the proposal.

Reference: Section 8 of the solicitation and the evaluation criteria in Section 5.

Q24. Section 8.20 addresses vendor management and quarterly business reviews. May the Bidder provide a summary now and detail after award?

Response: No. The Authority requires enough detail at proposal stage to evaluate feasibility and cost for vendor management and quarterly business reviews. The response should name the responsible roles, describe the method, and state measurable commitments. Detail provided only after award may not be used to cure a deficiency in the proposal.

Reference: Section 8 of the solicitation and the evaluation criteria in Section 5.

3 Closing Note

The Authority will not respond to questions received after the deadline unless the response is necessary to protect the integrity of the procurement. Bidders should monitor the procurement portal for any additional addenda.