NORTHBRIDGE TRANSIT AUTHORITY

Addendum No. 1 to 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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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

This Addendum No. 1 modifies RFP-2026-0417. It answers the questions received before the question deadline, corrects two cross-references, and restates the submission requirements. All other terms of the solicitation remain unchanged.

2 Summary of Changes

No.	Section	Summary
1	Section 3	Pre-proposal conference recording posted; attendance remains optional.
2	Section 5	Price weight confirmed at 30 points; option years included in evaluation.
3	Section 6.1	Umbrella limit clarified as $2,000,000.
4	Section 8.4	Cross-reference corrected from Section 4.2 to Section 4.5 (MWBE).
5	Form 3B	Reference contact e-mail format clarified.

Bidders shall incorporate all changes into their proposals. Addenda are posted to the procurement portal and are incorporated into the solicitation by reference. Failure to acknowledge an addendum may render a proposal non-responsive.

3 Revised Requirements

3.1 Disaster recovery and business continuity

Requirements related to disaster recovery and business continuity are stated in the referenced section. Bidders shall indicate, for each requirement, whether it is met by the proposed solution, met through configuration, delivered by a subcontractor or not met. Exceptions shall be listed in the Compliance Matrix and priced separately where applicable.

The Authority will evaluate disaster recovery and business continuity against the criteria in the evaluation section. Responses should be specific about sequencing, dependencies and assumptions. Where the Bidder proposes an alternative, the alternative shall be described in full and accompanied by a statement of its effect on schedule, cost and service levels.

Experience with disaster recovery and business continuity on comparable transit or public-sector engagements shall be summarized in no more than two pages. The summary shall identify the client, the period of performance, the contract value and the results actually achieved. References may be contacted at the Authority's discretion.

Requirements R-3.1.1 to R-3.1.2

The following minimum requirements apply in addition to the narrative above:

1. R-3.1.1 — The Bidder shall provide an escalation path and response times for unresolved issues for disaster recovery and business continuity.
2. R-3.1.2 — The Bidder shall provide audit evidence retained for the contract term plus three years for disaster recovery and business continuity.

3.2 Bidder training and knowledge transfer

The Authority will evaluate bidder training and knowledge transfer against the criteria in the evaluation section. Responses should be specific about sequencing, dependencies and assumptions. Where the Bidder proposes an alternative, the alternative shall be described in full and accompanied by a statement of its effect on schedule, cost and service levels.

Experience with bidder training and knowledge transfer on comparable transit or public-sector engagements shall be summarized in no more than two pages. The summary shall identify the client, the period of performance, the contract value and the results actually achieved. References may be contacted at the Authority's discretion.

For bidder training and knowledge transfer, the Bidder shall propose a quality assurance method, including sampling approach, acceptance criteria and the process for correcting defects. The method shall be applied during transition and throughout the contract term, and results shall be reported to the Contract Administrator each month.

Requirements R-3.2.1 to R-3.2.2

The following minimum requirements apply in addition to the narrative above:

1. R-3.2.1 — The Bidder shall provide a test plan covering normal operation, degraded mode and recovery for bidder training and knowledge transfer.
2. R-3.2.2 — The Bidder shall provide a written knowledge-transfer session before each phase acceptance for bidder training and knowledge transfer.

3.3 Transition and cutover planning

Experience with transition and cutover planning on comparable transit or public-sector engagements shall be summarized in no more than two pages. The summary shall identify the client, the period of performance, the contract value and the results actually achieved. References may be contacted at the Authority's discretion.

For transition and cutover planning, the Bidder shall propose a quality assurance method, including sampling approach, acceptance criteria and the process for correcting defects. The method shall be applied during transition and throughout the contract term, and results shall be reported to the Contract Administrator each month.

The Authority expects transition and cutover planning to be addressed within the total not-to-exceed price. If additional effort is required, the Bidder shall state the estimated level of effort, the basis for the estimate and the proposed pricing basis in the Price Proposal.

Requirements R-3.3.1 to R-3.3.2

The following minimum requirements apply in addition to the narrative above:

1. R-3.3.1 — The Bidder shall provide a reconciliation of source records to indexed records at each cutover for transition and cutover planning.

2. R-3.3.2 — The Bidder shall provide a documented procedure with a named owner and a stated review cycle for transition and cutover planning.

3.4 Cybersecurity controls and incident reporting

For cybersecurity controls and incident reporting, the Bidder shall propose a quality assurance method, including sampling approach, acceptance criteria and the process for correcting defects. The method shall be applied during transition and throughout the contract term, and results shall be reported to the Contract Administrator each month.

The Authority expects cybersecurity controls and incident reporting to be addressed within the total not-to-exceed price. If additional effort is required, the Bidder shall state the estimated level of effort, the basis for the estimate and the proposed pricing basis in the Price Proposal.

All work related to cybersecurity controls and incident reporting shall comply with the Authority's records retention policy and with applicable state and federal requirements. The Bidder shall not remove, alter or transmit Authority records except as authorized in writing by the Contract Administrator.

Requirements R-3.4.1 to R-3.4.2

The following minimum requirements apply in addition to the narrative above:

1. R-3.4.1 — The Bidder shall provide a monthly report to the Contract Administrator with exceptions listed for cybersecurity controls and incident reporting.
2. R-3.4.2 — The Bidder shall provide an escalation path and response times for unresolved issues for cybersecurity controls and incident reporting.

3.5 Accessibility conformance for published documents

The Authority expects accessibility conformance for published documents to be addressed within the total not-to-exceed price. If additional effort is required, the Bidder shall state the estimated level of effort, the basis for the estimate and the proposed pricing basis in the Price Proposal.

All work related to accessibility conformance for published documents shall comply with the Authority's records retention policy and with applicable state and federal requirements. The Bidder shall not remove, alter or transmit Authority records except as authorized in writing by the Contract Administrator.

The proposed schedule for accessibility conformance for published documents shall be provided as a milestone chart with dependencies, review points and the Authority's required response times. Durations shall be stated in calendar days and shall account for Authority review periods.

Requirements R-3.5.1 to R-3.5.2

The following minimum requirements apply in addition to the narrative above:

1. R-3.5.1 — The Bidder shall provide named backup staff and a current cross-training record for accessibility conformance for published documents.
2. R-3.5.2 — The Bidder shall provide a test plan covering normal operation, degraded mode and recovery for accessibility conformance for published documents.

3.6 Invoicing, payment milestones and cost reporting

All work related to invoicing, payment milestones and cost reporting shall comply with the Authority's records retention policy and with applicable state and federal requirements. The Bidder shall not remove, alter or transmit Authority records except as authorized in writing by the Contract Administrator.

The proposed schedule for invoicing, payment milestones and cost reporting shall be provided as a milestone chart with dependencies, review points and the Authority's required response times. Durations shall be stated in calendar

days and shall account for Authority review periods.

The Bidder shall identify the key personnel responsible for invoicing, payment milestones and cost reporting, their relevant experience and the percentage of time each will devote to the engagement. Substitutions after award require the Contract Administrator's written approval.

Requirements R-3.6.1 to R-3.6.2

The following minimum requirements apply in addition to the narrative above:

1. R-3.6.1 — The Bidder shall provide a change log with version numbers, approvers and effective dates for invoicing, payment milestones and cost reporting.
2. R-3.6.2 — The Bidder shall provide a reconciliation of source records to indexed records at each cutover for invoicing, payment milestones and cost reporting.

3.7 Service levels and remedy credits

The proposed schedule for service levels and remedy credits shall be provided as a milestone chart with dependencies, review points and the Authority's required response times. Durations shall be stated in calendar days and shall account for Authority review periods.

The Bidder shall identify the key personnel responsible for service levels and remedy credits, their relevant experience and the percentage of time each will devote to the engagement. Substitutions after award require the Contract Administrator's written approval.

Risks associated with service levels and remedy credits shall be listed with likelihood, impact and mitigation. The Authority will consider whether the proposed mitigation is proportionate and whether the Bidder has allocated responsibility clearly among itself, its subcontractors and the Authority.

Requirements R-3.7.1 to R-3.7.2

The following minimum requirements apply in addition to the narrative above:

1. R-3.7.1 — The Bidder shall provide a sample-based quality check with a defined acceptance threshold for service levels and remedy credits.
2. R-3.7.2 — The Bidder shall provide a monthly report to the Contract Administrator with exceptions listed for service levels and remedy credits.

3.8 Spare parts, consumables and warranty coverage

The Bidder shall identify the key personnel responsible for spare parts, consumables and warranty coverage, their relevant experience and the percentage of time each will devote to the engagement. Substitutions after award require the Contract Administrator's written approval.

Risks associated with spare parts, consumables and warranty coverage shall be listed with likelihood, impact and mitigation. The Authority will consider whether the proposed mitigation is proportionate and whether the Bidder has allocated responsibility clearly among itself, its subcontractors and the Authority.

Documentation for spare parts, consumables and warranty coverage shall be delivered in editable and searchable formats, indexed by requirement and updated at each major release. The Authority will not accept image-only documentation as the sole deliverable.

Requirements R-3.8.1 to R-3.8.2

The following minimum requirements apply in addition to the narrative above:

1. R-3.8.1 — The Bidder shall provide audit evidence retained for the contract term plus three years for spare parts, consumables and warranty coverage.

2. R-3.8.2 — The Bidder shall provide named backup staff and a current cross-training record for spare parts, consumables and warranty coverage.

3.9 Document intake, indexing and quality sampling

Risks associated with document intake, indexing and quality sampling shall be listed with likelihood, impact and mitigation. The Authority will consider whether the proposed mitigation is proportionate and whether the Bidder has allocated responsibility clearly among itself, its subcontractors and the Authority.

Documentation for document intake, indexing and quality sampling shall be delivered in editable and searchable formats, indexed by requirement and updated at each major release. The Authority will not accept image-only documentation as the sole deliverable.

Training for document intake, indexing and quality sampling shall include instructor-led sessions at Authority facilities, a recorded reference module and written quick-reference guides. The Bidder shall provide training materials at least ten business days before the first session.

Requirements R-3.9.1 to R-3.9.2

The following minimum requirements apply in addition to the narrative above:

1. R-3.9.1 — The Bidder shall provide a written knowledge-transfer session before each phase acceptance for document intake, indexing and quality sampling.
2. R-3.9.2 — The Bidder shall provide a change log with version numbers, approvers and effective dates for document intake, indexing and quality sampling.

4 Acknowledgment

The Bidder shall sign below to acknowledge receipt of this addendum. The signed acknowledgment shall be included in the technical volume.

Bidder legal name	
Solicitation number	RFP-2026-0417
Addendum acknowledged	No. 1
Authorized signature	
Printed name and title	
Date	

End of addendum. Synthetic demo data — not a real solicitation.