ADDENDUM #130-220131-01 – Responses to Submitted Questions

GENERAL QUESTIONS:

1. **Whether companies from Outside USA can apply for this?**
   KTA will only contract with a company that is registered to do business within the United States.

2. **Can tasks related to the RFQ be performed outside USA? Please confirm whether an onsite-offshore model would be acceptable to deliver this project?**
   No. All work should be completed in the US.

3. **Whether we need to come over there for meetings?**
   Will on-site meetings be required or will all meetings be handled virtually? At this time, KTA anticipates in-person interviews for short-listed respondents. However, due to COVID, KTA will make a final determination at the time the short-list is announced. After a respondent is selected, KTA anticipates meetings could be handled virtually.

4. **If on-site meetings are required, will there be any expense reimbursements for travel?**
   As stipulated in the RFQ, respondents are solely responsible for all costs and expenses of any nature associated with responding to this RFQ and providing supplemental information, if requested by KTA. After a respondent is selected, KTA anticipates meetings could be handled virtually. Discussion about possible travel reimbursement can be discussed during the contract negotiation.

5. **How was the November 1, 2022 launch deadline decided? Is there another event that is driving this deadline? What is guiding the required project completion date?**
   Based upon information gathered in the RFI, KTA anticipates 3-6 months are needed to launch the new application. KTA's contract with its current app provider expires near the end of 2022 and KTA wishes to have a new app running prior to that expiration.

6. **What is the anticipated start date for this project? Is it June 1 (the noted contract execution date)? For uniformity in development of the Proposal Schedule, please provide an anticipated NTP date for the Implementation Phase.**
   The anticipated NTP date would be June 1, 2022.

7. **Is it possible that the project could start sooner than June 1, 2022?**
   If KTA chooses to forgo the short-list process and/or depending on how quickly a contract could be negotiated, it could be possible to start sooner than June 1, 2022.

8. **Clarify whether the schedule of the project delivery can be executed in a phased approach, with Phase 1 addressing primary functionality requirements as described in Section 3, page 3 of the RFQ document, and Phase 2 delivered at a later date based on agreed additional features as a result of the contract negotiation and/or design basis.**
   KTA is open to a phased approach.

9. **Can we submit the proposals via email?**
   In accordance with Section 5: Delivery, respondents are requested to submit an electronic version to the Point of Contact. In the instance that the proposal is too large to be submitted to the address listed, the Respondent should include a link to a secure site where the proposal and supporting documents can be downloaded.

10. **Does the Signature Page count against the 10-page RFQ response limit?**
    The 10-page limit only refers specifically to the SOQ and does not include other required documents, such as the Signature Sheet.

11. **Do we need to enhance the existing myKTAG app or need to build a separate application? If need to build a separate application, will both the apps (existing myKTAG and new application) will run in parallel with respective functionalities?**
    A separate application will need to be built. It is KTA's intention that the new application will replace the existing myKTAG application.

12. **We understand K-Tag is used for the tolling purpose to pay the toll. Assuming backend system will interact with K-TAG and deduct amount from customer's account. No direct integration of K-TAG would be required from the app. Please confirm.**
    The majority of K-TAG accounts are post-paid, meaning they are backed by a credit card or bank account. In this regard, tolls are accrued on the account.

13. **Shall we include Creating Design System as part of the scope for this proposal? If not could you share the brand/ style guide related details if you may already have?**
    KTA has brand standards and a design style guide that can be provided as part of this process.

14. **What languages will need to be supported and what is the rollout plan for releasing the apps on different languages? Could you please provide a list for languages in scope apart from English? Can you please clarify which languages may be required and if KTA would be providing the required translations?**
    KTA would like the app to support Spanish but, due to coordination with KTA's web site, this may not be necessary at initial launch.

15. **Are there any Project Management Deliverables?**
    KTA is asking the proposer to identify what project management activities or tools will be needed to help develop the mobile app, regularly engage KTA and keep the project on track, but is not prescribing a formal project management plan. Some examples KTA would expect includes a quality plan, a schedule for interim activities, key decision points and regularly scheduled meetings to discuss issues and develop solutions.

16. **For uniformity across all bidders in development of the Proposal Schedule, please define a minimum number of anticipated document review cycles. For uniformity in development of the Proposal Schedule, please provide the anticipated duration of submittal reviews by KTA.**
    KTA is focused on the quality of the product and can't commit to a specific number of review cycles at this time. KTA will work with the selected vendor to determine this.

17. **What are the targeted device types for the application? (smartphone/tablets)**
    Based upon usage data from KTA's website, the primary target for the application is a smartphone user.

18. **Who built the current myKTAG mobile application? Are they participating in this RFQ?**
    The existing myKTAG application is built on a proprietary platform owned by PayIt, which is not participating in the RFQ process.

19. **Are there any end user training or specific documentation needs?**
    KTA does not have any specific requirements for end user training or other documentation at this time. This can also be addressed during the interview and negotiation processes.

20. **Do you have a branding style guide available which'll drive the UI design?**
    KTA has brand standards and a design style guide that can be provided as part of this process.

21. **Please share more on the regulatory compliances required in the mobile app for users PII data and payments?**
KTA and its applications are required to comply with PCI standards. The vendor is required to meet these standards and follow industry best practices in securing any additional personal data that is temporarily or permanently stored on the mobile device

22. **Can you please expand on what should be included in the "Ownership Transfer to KTA"?**
KTA wants to own the source code for the mobile application after the transfer of ownership.

23. **Can you please clarify what is meant/expected from the requirement to provide "monitoring"? Does this imply a level of post-launch application support?**
KTA anticipates relying on the vendor for some level of maintenance and services post-launch. This will be addressed in the scoping and negotiation phases.

24. **Does any customer research exist, customer insights or maps exist that can be shared? For example user journeys, insights into existing points-of-friction or performance of the existing Mobile App?**
Based upon past research, KTA knows that approximately 50 percent of its customers are from outside Kansas. KTA currently has approximately 65 percent of customers who use some type of electronic toll collection program, although not all of those will use the mobile application.

25. **What value/striking differentiator the new mobile App is expected to bring compared to other competitors?**
KTA is looking to increase its offering of self-serve tools to its customer base. The mobile application is less about offering something different or competing in the market as it is about increasing efficiency for both the customer and KTA staff.

26. **Will KTA be able to provide a QA environment for integration testing (exclude Dev)?**
KTA will provide a test environment and a staging environment.

27. **What are the anticipated testing requirements?**
KTA does not have defined testing requirements. Instead, KTA wishes to test the new mobile app's functionality with user-testing prior to launch and is open to discussing best testing practices.

28. **Are there any requirements/expectations related to pilot testing that the vendors should be aware of? For example, the desired duration of the pilot testing (so it can be factored into the proposed timeline), the size of the testing pool, etc.**
KTA would like recommendations on testing and requirements for review. The duration and size of the testing should encompass a variety of user types and the timeline should reflect review and opportunity for good data gathering to produce a working product and identify any issues with a chance to fix them before formal launch.

29. **Will KTA be able to provide a QA environment for integration testing (exclude Dev)?**
Yes.

30. **Do we get to test via a payment lockbox QA environment for QA validation?**
KTA has a payment test environment

31. **Please share the performance requirements for the Mobile app (response time, concurrent users, hits/sec etc.)**
KTA is looking for the vendor to use best practices for performance requirements.

32. **Will KTA be handling the support and maintenance of the mobile application after launch? If not, what are the requirements for ongoing maintenance and support?**

It is KTA's intention to support and maintain the mobile application after launch. KTA is seeking vendors that will design and develop the mobile application and then transition it to KTA for ownership once the application is operational for ongoing support and maintenance. KTA, however, would also like the vendor to provide details and pricing for offering continued security, support, and maintenance for KTA's consideration.

33. **Is KTA open to negotiating limitations on liability that are in line with the industry standards?**
KTA is open to negotiating limitations of liability.

34. **Will KTA allow vendors to provide an existing innovative solution branded for KTA in the model of SaaS (Software as a Service)?**
KTA is not interested in SaaS at this time.

35. **Please clarify if SaaS is acceptable and whether KTA is looking for an integrated mobile App for both the Primary and additional functionality or would two separate Apps be acceptable?**
SaaS is not acceptable at this time.

36. **Please clarify if that means that KTA shall own the source code of the proposed Mobile App?**
KTA wishes to own the source code after ownership is transferred.

37. **With the forecasted number of transactions expected to grow five (5) times, would the KTA consider transaction and merchant fees to be of importance in the solution design?**
This is not part of the consideration.

38. **Would the KTA be willing to share transaction and merchant fees associated with the current payment system? If so, please share.**
KTA is not interested in sharing these transactions and associated fees.

39. **Are there any requirements for preparation, submission, and approval of the Reports Design Documents Deliverables?**
KTA is not prescribing requirements for submission but expects regular communication and opportunities for review and approval of deliverables.

40. **Please clarify whether the SOQ response can include an Appendix. Further, please clarify if there is a limit to the number of pages that can be submitted as part of the appendices.**
The SOQ may include an Appendix, only to provide additional information pertaining to the Appendix – A: Optional Features. The SOQ Appendix will not count against the 10-page maximum limit. The SOQ Appendix must be a separate document titled "SOQ Appendix A: Optional Feature Information."

41. **Proof of concept presentation of the Respondent's mobile application. If the vendor is proposing a custom mobile application solution, what would be the requirements around proof of concept presentation. Would design mockups be acceptable?**
KTA would accept a design mock-up if it can adequately communicate the look, feel and intended functionality of the mobile app.

42. **It is stated in Mobile Applications Approach that "Proof of secure coding practices". Clarify as to what is expected as part of this requirement e.g. through an example.**
KTA would expect examples from similar projects where the security practices implemented were sufficient for the activities and functions of the mobile app and would meet any standard or best practice security protocols. Show proof of encrypting highly sensitive stored information, like authentication verification data.

43. **Will the app be deployed to both Public app/play store and enterprise stores?**
KTA wants the mobile app to be available to both Apple and Android users.

PRICING/BUDGET:

1. **Does KTA want respondents to provide a pricing strategy for the entire project scope, or for just security, support and maintenance,—or is this wording around pricing for security, support, and maintenance a mistake?**
   No, pricing does not need to be submitted. The information vendors provided KTA in the RFI process was very helpful. If a vendor did not respond to KTA's RFI question (B6) regarding price range, it would be helpful but not required, to provide that information as part of the RFQ. The RFI can be found here: https://www.ksturnpike.com/assets/uploads/content-files/Mobile_App_RFI.pdf

2. **Do you have an indicative budget for the proposed work?**
   KTA does not have a budget assigned currently to the development of this application. Discussion of budget will occur during the short-list process. The information vendors provided KTA in the RFI process was very helpful. If a vendor did not respond to KTA's RFI question (B6) regarding price range, it would be helpful but not required, to provide that information as part of the RFQ. The RFI can be found here: https://www.ksturnpike.com/assets/uploads/content-files/Mobile_App_RFI.pdf

3. **Do you anticipate this will be a fixed-bid project or an hourly based (Not-to-exceed) NTE project?**
   The approach to pricing is negotiable.

4. **At which point during the RFQ schedule outlined will the cost proposal be required/submitted?**
   Discussion of budget will occur during the short-list process. The information vendors provided KTA in the RFI process was very helpful. If a vendor did not respond to KTA's RFI question (B6) regarding price range, it would be helpful but not required, to provide that information as part of the RFQ. The RFI can be found here: https://www.ksturnpike.com/assets/uploads/content-files/Mobile_App_RFI.pdf

5. **Would the KTA assume management of the system back-end infrastructure/costs?**
   Yes.

6. **At the bottom of the first paragraph it states: "KTA, however, would also like the vendor to provide details and pricing for offering continued security, support, and maintenance for KTA's consideration." Where in our SOQ should we provide the details and pricing requested?**
   KTA is not prescribing where that information is best suited in your response. It could be in your discussion of the security measures during implementation and your suggestion for how the transition might work, or it could be included with the schedule of the transition to the owner. The goal of the question is to understand the order of magnitude and details of what ongoing support for the mobile app might entail.

7. **Is the mention of pricing around security in the RFQ a mistake? There is no mention of providing pricing anywhere else in the RFQ.**
   The goal of the question is to understand the order of magnitude and details of what ongoing support for the mobile app might entail.

8. **Does the KTA Procurement Team expect vendors to submit pricing for the mobile application? We ask because pricing is only mentioned on Page 1 around pricing security.**

No, pricing does not need to be submitted. The information vendors provided KTA in the RFI process was very helpful. If a vendor did not respond to KTA's RFI question (B6) regarding price range, it would be helpful but not required, to provide that information as part of the RFQ. The RFI can be found here: https://www.ksturnpike.com/assets/uploads/content-files/Mobile_App_RFI.pdf

TECHNOLOGY/INTEGRATION:
1. **What external systems/services need to be integrated with this mobile App?**
   This will be determined during the scoping phase.
2. **Can you please provide any additional information on any existing systems the mobile application will need to integrate with? A list of the systems, their functionality, etc., will help us understand the required technical architecture for the mobile solution.**
   This will be determined during the scoping phase.
3. **Do we need to integrate any existing CMS in mobile App for the Feeds (weather / journey planner etc..)?**
   KTA will provide the CMS. Any integration for this type of information would be provided through the API.
4. **Will this be an API based integration or SDK?**
   API based
5. **What types of payment methods or digital wallet integration will be required in the new mobile application?**
   Payment method requirements have not been finalized. KTA would appreciate learning best practices and recommendations from the vendor. This functionality will be determined during the scoping phase.
6. **Assuming all required infrastructure instances, DevOps, third party SDKs (App Analytics, crashlytics logs etc.) will be provided by KTA.**
   KTA will provide the information to integration with KTA's back office system. There may be the need for third-party integrations which will be determined during the scoping phase of the project.
7. **What is your preferred application development model (Pure Native or Cross Platform)? Is there a desired tech stack that should be used for developing the mobile app? Can the mobile app be built using a hybrid mobile stack such as Ionic or Flutter?**
   KTA prefers not to use a hybrid mobile stack. KTA anticipates discussing this as part of the interview process.
8. **Is there any Identity management system used to manage the user's account, please share further details?**
   KTA does not use an identity management system.
9. **What is the authentication mechanism of the existing applications? Share any possible Technical landscape details. Kindly elaborate on the existing environment. Backend systems, cloud, web based solutions etc and various integrations?**
   KTA will use user-level token based authentication provided by a RESTful web API that ties into KTA's back office system.

10. **Aside from the Back Office REST API's what other API's/services will be required as integrations?**
This will be determined during the scoping phase.

11. **Have the REST API's already been developed by the KTA team? If not, when will these be completed?**
These have not been developed but will be completed following the scoping phase to allow for inclusion of all functionality.

12. **What back-office systems or system types must the mobile application integrate with?**
KTA will provide the information to integration with KTA's back office system. There may be the need for third-party integrations which will be determined during the scoping phase of the project.

13. **"Must integrate and interface directly with existing KTA back office system through a provided RESTful web API."**
    a. **What kind of services are offered through the existing RESTful web API (e.g. requesting K-TAGs, editing user details, etc.)?**
    The API will allow customers to request K-TAGs, update account information, make a toll payment, add license plates and other account management functions. Additional functionality may be added during the scoping phase.
    b. **Will the KTA team provide engineering support for any changes that may be required in the RESTful API to support application functionality during the project?**
    KTA can provide that support in any necessary changes.

14. **Is it fair to make the assumption that all customer, customer supporting account information, and transaction history will need to be migrated to the new mobile application?**
Data should not need to be migrated. Instead, this data is hosted within KTA's back office.

15. **Are historical transactions stored with KTA, or must they be retrieved from an external source (i.e., current payment system)? If the response regarding the keeping of payment records is external source, what vendor is the KTA using for payments and payment record keeping, and is there a support agreement in place with said vendor?**
All historical information is stored with KTA.

16. **Would single sign on (SSO) with other KTA systems need consideration?**
SSO is not necessary.

17. **Would dual factor authentication need consideration?**
KTA is interested in learning best practices and hearing recommendations from the vendor.

18. **What CRM system are you using?**
KTA does not use a CRM currently.

19. **What is the function of the CRM system - High level explanation? What data are you entering?**
N/A KTA does not use a CRM currently.

20. **Will this system need to be updated or changed to accommodate the new mobile application?**
N/A KTA does not use a CRM currently.

21. **Please share which CRM system is currently used in KTA solution and will it available for Integration into mobile App via API's or SDK?**
KTA does not use a CRM currently.

22. **What is current FE tech stack on web and mobile? Is your current mobile app native or cross platform? Do you have a preference?**
    KTA is open to discussing approach with the vendor.

23. **What is current BE tech stack? Database you are using?**
    N/A KTA would like the new mobile app to integrate with KTA's new RESTful web API for system integrations.

24. **Will the API(s) currently place for current mobile be used for the new mobile application?**
    No. A new API will be developed.

25. **For all new develop on BE work will the vendor be providing the solution?**
    No.

26. **Is there API documentation that we can view for your current mobile solution?**
    KTA will provide API documentation for the new web API.

27. **Can you please provide more context regarding the Waze integration? Which functionality or data do you wish to access?**
    This is included in a list of optional features that KTA compiled either based upon experience with other applications or customer request. Waze integration has been discussed because of its notification to users about roadway hazards and tolling information.

28. **Is Waze the only map provider you are open to using? Google Maps? Map Box?**
    KTA is open to recommendations that will enhance CX. See question #63 for specific information regarding Waze.

29. **Will KTA be able to provide the backend APIs (JSON-REST) for mobile app?**
    Yes. KTA will provide API documentation for the new web API.

FUNCTIONAL QUESTIONS:

1. **Does the app need to support offline capability? If Yes, please provide more details.**
   This will be part of the scoping phase of the process.

2. **Can you please expand on this requirement and how it would work? "Being able to take cash and convert to payment to the application account through retail businesses"**
   This is not a requirement. This is included in a list of optional features that KTA compiled either based upon experience with other applications or customer request. KTA anticipates discussing features of the application during the interview and negotiation processes.

3. **Would 'Enhanced traveler information' be coming from their existing API, or would that come from 3rd party services?**
   This information would come from other KTA systems (not the back office) or third-party systems.

4. **Would any features listed under "Additional Features" be part of the November 1, 2022 launch?**
   KTA anticipates that the final list of features for the initial launch would be determined during the interview and negotiation processes.

5. **Are there any Reports expected to be displayed on a Mobile app?**
   KTA would like for the mobile app to provide similar data to KTA's online account management system. This includes providing usage, payment and statement history for 18 months. Additional features will be determined during the scoping phase.

6. **"Capable of making toll payments through a range of payment options and digital wallet services, including early payments" - In reference to this requirement, what all payment options you are looking for? Does KTA have a preference for the payment processor(s) that will be leveraged? Does the KTA have a specific list of payment methods by which they would like to allow Customers to use for payment? For example: Google Wallet, Apple Wallet, PayPal, and Credit Card.**
   Payment method requirements have not been finalized. KTA would appreciate learning best practices and recommendations from the vendor.

7. **Will there be any biometric login feature or customer can login through user id and password only?**
   KTA wants to provide a great customer experience that encourages the use of self-serve tools like the mobile app. In that regard, KTA seeks the guidance of the respondent for which tools and features should be included.

8. **We understand that in the current myKTAG app, Facebook and google integrations are done? Please share if any new social media or custom login needs to be built in the App?**
   There is not currently Facebook and Google integration with the myKTAG app. There is Facebook and Google integration for PayIt accounts. No integration of this nature will be required in the new application.

9. **"Ability for customers to calculate tolls based on travel, vehicle classification, and type of customer payment method (e.g., transponder, license plate video)" - Please elaborate the use case, how transponder and license plate video would work in this process?**
   Tolls on the Kansas Turnpike are currently calculated based upon entry, exit, number of axles and whether the customer uses a transponder or an all-electronic toll plaza (53A). KTA wants to be able to convey this information to customers as they need it. See KTA's website for additional information: https://www.ksturnpike.com/travel/tolls. KTA is in the process of converting to cashless tolling in 2024 and the app will need to change as the system changes.

10. **Please share more details on the payment option available for users who don't have bank accounts or credit cards?**
    Customers can pre-pay $20 per transponder if they do not have a credit card or bank account attached to their account.

11. **For enhanced traveler experiences such as construction alerts, is there a desire for mobile app push notifications and/or email, voice, or text alerts?**
    KTA would look for recommendations and discussion with vendors about best CX practices.

12. **For enhanced traveler experiences, are there other alert types beyond construction alerts, such as billing & payment events (credit low, payment method declined)? Are there any alerts triggered by external applications vs. ad hoc?**
    KTA would look for recommendations and discussion with vendors about best CX practices.

13. **For incident management, are you looking for an ad hoc communications platform to filter (based upon user criteria and event filters) and proactively communicate?**
    KTA utilizes a text platform to push information to customers. We would be looking for integration and discussion around best CX practices.

14. **For incident management, are you looking for two-way responses from users via mobile app and/or other channels? Is there a dispatch tool for which you'd like to see inbound user**

freeform data?

KTA is not looking for two-way responses at this time.

15. **Please briefly explain how the loyalty system works?**

KTA does not currently offer a loyalty program but may wish to do so in the future.

16. **Please give an example of how the rewards system would work.**

KTA does not currently offer a rewards system but may wish to do so in the future.

17. **There is no mention of AR in the RFQ but can we assume that future features could require AR** technology?

KTA is open to discussing this but has no current plans for AR.

18. **Will the mobile app and tablets support both orientations - Portrait and Landscape?**

KTA has no preference on whether both orientations should be supported.

19. **Will the application require user analytics? Do we have to consider any kind of Analytics implementation for the mobile application?**

KTA will require user analytics to help determine effectiveness of the mobile application as a self-serve tool and help identify new features. KTA needs analytics on usage volume, usage frequency and the tasks associated with that usage. Some of the necessary analytics include: Number of unique downloads by month by platform; number of unique users (total); number of unique logins during specific time periods; and top functions performed by customers in the app. As with KTA's website and customer service centers, KTA is looking to assess costs of its customer service tools. This will be part of the interview and negotiation discussion.

20. **A typical tolling app will have road users and admins as roles. Are you looking for any additional roles?**

We do not anticipate other roles unless recommended by the vendor.