

Purpose

This document outlines the required proposal components aligned with the evaluation criteria for selecting a board management software platform. Vendors must respond to each section with clear, verifiable information to support scoring and ensure transparency.

Technical Proposal Notices

- A. No aspect of the Technical Proposal shall reference the pricing.
- B. The Technical Proposal shall have a Cover Page that includes the Event Name and Number, name of the Vendor, address, telephone number, e-mail address, and date.
- C. The Technical Proposal shall include page numbers and a Table of Contents that provides a clear identification of the material by section outlined below.
- D. Each Section serves as an Evaluation Criteria that will be scored by RGRTA. The weighting for each criteria is noted in parenthesis.

Technical Proposal Sections

1. Qualifications and Experience (15%)

- A. Firm Overview
 - 1. Brief summary of the Vendor, to include the size and structure, and the number of full-time and part-time employees.
 - 2. Identify the number of years that the Vendor has been providing the Deliverables in this Event.
- B. Compliance with MWBE and/or SDVOB goals assigned to the Event.
- C. Use of Subcontractor(s), if applicable
 - 1. For each subcontractor:
 - a. Brief summary of subcontractor and identify the number of years they have been providing the Deliverables in this Event.
 - b. Brief narrative of how the Vendor intends to utilize and manage the subcontractor.
- D. Current and Past Engagements¹
 - 1. Provide five (5) engagements/contracts² of similar size and scope that are current or completed within the past five (5) years. If unable to provide five (5) please explain why.
 - a. Provide as much detail as possible of the engagements including location and date(s) provided.
 - b. Include the firm name, address, and contact person (including phone number and e-mail address).
 - 2. Provide a list of all government entities in New York State for which you have performed the Deliverables within the past five (5) years.
 - 3. Provide a list of all transit agencies for which you have performed the Deliverables within the past five (5) years.

2. Functional Requirements (25%)

- A. Objective: Demonstrate how the proposed solution meets core board management needs.
- B. Required Information:

¹ RGRTA scores proposals more favorably when the Vendor has experience with transit agencies or government entities.

² Vendors may not include engagements completed for RGRTA, any of its subsidiaries, or any officer, employee, agent, Commissioner of RGRTA or their spouses or children.

1. Feature-by-feature response to the functional requirements listed in the Scope of Work
2. Screenshots or workflow diagrams showing key features (e.g., agenda creation, voting, document sharing)
3. Listing of file types that can be shared within the system (ie. PDF, PowerPoint, etc)
4. Description of mobile and offline capabilities
5. Accessibility compliance (e.g., WCAG 2.1, screen reader compatibility)

C. Scoring Considerations:

1. Breadth and depth of functionality
2. Ease of use and accessibility
3. Alignment with operational workflows

3. Security & Compliance (15%)

A. Objective: Ensure the platform meets organizational standards for data protection and regulatory compliance.

B. Required Information:

1. Security certifications (e.g., SOC 2, ISO 27001)
2. Data encryption protocols and authentication methods
3. Confirmation that all data and files must be stored and processed exclusively within U.S.-based cloud infrastructure, with documentation verifying geographic residency and compliance with applicable federal and state data protection standards.
4. Data residency options and breach notification protocols

C. Scoring Considerations:

1. Strength of security architecture
2. Transparency of compliance documentation
3. Risk mitigation features

4. Reporting & Administration (10%)

A. Objective: Assess the platform's ability to support board oversight and operational clarity.

B. Required Information:

1. Sample dashboards and reporting templates
2. Capabilities for tracking attendance, votes, and engagement
3. Export formats and automation options
4. Admin controls and user management features

C. Scoring Considerations:

1. Customizability and clarity of reports
2. Administrative efficiency

5. Collaboration & Engagement (10%)

A. Objective: Evaluate tools that foster inclusive, effective board interaction.

B. Required Information:

1. Features for commenting, discussion threads, and notifications
2. Integration with collaboration tools (e.g., Teams, Zoom)
3. Support for task assignment and follow-up tracking
4. Examples of engagement analytics or feedback mechanisms
5. Board meetings are currently streamed through Town Hall Streams LLC. Confirm if the proposed has any existing compatibility with this product or if it is on the product roadmap.

C. Scoring Considerations:

1. Support for inclusive participation

2. Integration flexibility
3. Engagement tracking and responsiveness

6. Implementation & Support (15%)

- A. Objective: Understand vendor capacity to deliver, onboard, and support the platform.
- B. Required Information:
 1. Implementation timeline and onboarding plan
 2. Training formats (live, recorded, self-paced)
 3. Support channels and hours of availability
 4. SLA terms and escalation procedures
- C. Scoring Considerations:
 1. Clarity and realism of implementation plan
 2. Quality and accessibility of training
 3. Responsiveness and reliability of support

Price Proposal Notices

- A. The Price Proposal shall be submitted as a separate document when prompted during the process of responding to a question for the Event.
- B. The Price Proposal shall have a Cover Page that includes the Event Name and Number, name of the Vendor, address, telephone number, e-mail address, and date.

7. Pricing (10%)

- A. Core User Tier (20 Named Users): Vendors must provide a fixed annual cost for twenty (20) named users with full access to all standard platform features. Pricing must include:
 1. Licensing fees
 2. Onboarding and training costs
 3. Technical support and maintenance
- B. Optional User Tier (Up to 30 Additional Named Users): Vendors must provide per-user pricing for up to thirty (30) additional named users. These users may have full or limited access; vendors must:
 1. Specify any differences in access levels or permissions
 2. Confirm pricing remains valid for the full five (5) year contract term
- C. Scalability and Flexibility: Vendors must confirm that additional users can be added at the quoted per-user rate at any time during the five (5) year contract term.
 1. Any volume discounts or pricing thresholds must be clearly stated
 2. Vendors must disclose any limitations on user provisioning (e.g., admin vs. viewer roles)
- D. Bundled vs. Modular Pricing: If pricing varies based on bundled packages or modular add-ons, vendors must:
 1. Clearly delineate which features are included at each tier
 2. Identify any optional modules and their associated costs

Other Documentation to be Provided by Vendor

- A. If a vendor has additional documentation not requested by RGRTA, but may be helpful for the Evaluation Team to review, you can provide a PDF of them as an Attachment to your submission, which occurs after answering all of the questions for the Event.