Cape Fear Public Transportation Authority (dba Wave Transit)
Website Redesign, Development, Hosting, Integration, Training, Maintenance, and Support – Request for Proposals
Addendum 1: Responses to Questions
Published October 21, 2026

The Request for Proposals (RFP) was published October 1, 2026. Questions were due by October 13, 2026, by 4:00pm EST. Answers are presented below by theme or category. This document was published to the Wave Transit website alongside other RFP materials on October 21, 2026.

Eligibility

Q: Are proposers based outside of the United States eligible?

A: Yes.

Q: What types of work references will be accepted?

A: Portfolios and references provided by the proposer must be verifiable examples of work done by the agency submitting the proposal or the individuals who would be involved in our project. Work examples and references are not limited to work done by those individuals while employed by the agency that is submitting a proposal. Proposers with fewer than 3 external client examples are still eligible to submit a proposal. References and demonstrated experience will be considered during proposal scoring.

Regulation & Attachment Information

Q: Are proposers based outside of the United States eligible?

A: Yes. International firms are eligible to bid. Experience within the field and region is part of the scoring.

Q: May subcontractors be used?

A: Yes. If subcontractors are used, they must be identified within the proposal.

Q: What portions of the proposal must be notarized?

A: The signatures included in the complete submission must be notarized. The document can be considered in full and notarized once. Attachment G does not need to be notarized separately. An edited version of the RFP will be published on the Wave Transit website. An addendum explaining the changes to notarization requirements and other changes to the Attachments portion of the RFP will also be published on the website.

Q: What are the insurance requirements?

A: Contractor shall maintain the following types of insurance, as applicable to this Agreement and Contractor's performance of the Services:

a) Workers' Compensation and Employers' Liability: Workers' Compensation coverage as required by North Carolina law, including Employers' Liability coverage with limits of not less than $500,000 bodily injury by accident (each accident), $500,000 bodily injury by disease (policy limit), and $500,000 bodily injury by disease (each employee). The policy shall include a Waiver of Subrogation in favor of the Agency. Contractors exempt from Workers' Compensation requirements under applicable law shall provide documentation of such exemption upon request and may be required to maintain equivalent commercial occupational accident insurance at the Agency's discretion.

b) Commercial General Liability: Commercial General Liability insurance with limits of not less than $1,000,000 per occurrence and $2,000,000 general aggregate, including premises and operations, products and completed operations, independent contractors, contractual liability, and personal and advertising injury. Cape Fear Public Transportation Authority, doing business as Wave Transit, shall be named as an additional insured for liability arising out of Contractor's performance of the Services under this Contract. This coverage shall be primary and non-contributory to any insurance maintained by the Authority.

c) Automobile Liability: Automobile Liability insurance covering owned, hired, and non-owned vehicles with a combined single limit of not less than $1,000,000 per accident. In the event the Contractor does not own automobiles, the Contractor agrees to maintain coverage for Hired and Non-Owned Auto Liability, which may be satisfied by way of endorsement to the Commercial General Liability policy or a separate Auto Liability policy. Automobile coverage is required if vehicles are used in the performance of the Services under this Contract and/or are brought onto any Cape Fear Public Transportation Authority (dba Wave Transit) site.

d) Cyber Liability: If the Services include website hosting, processing, transmission, or storage of personal, financial, or sensitive information (including credit card data or PII), direct access to Agency networks or internal systems, or other material cybersecurity exposure, Contractor shall maintain Cyber Liability insurance with limits of not less than $1,000,000 per claim and in the aggregate. This coverage shall include network security liability, privacy liability, data breach response and notification expenses, regulatory defense and penalties, and digital asset restoration. Coverage shall be maintained throughout the term of this Agreement.

e) Insurance Companies and Evidence of Coverage: All insurance shall be placed with insurers authorized to provide the applicable coverage in North Carolina, or with eligible surplus-lines insurers where permitted by North Carolina law. Prior to commencing work, Contractor shall provide certificates of insurance or other evidence of required coverage acceptable to the Agency. Contractor shall provide updated evidence of coverage upon request.

Budget & Payments

Q: What is the budget for the project?

A: The budget will not be disclosed. Proposers should supply pricing based on the scope.

Q: Is Federal Transit Administration (FTA) funding confirmed for this contract?

A: Yes

Q: How will payments be made? Are milestone payments available?

A: Payment terms will be established during contract negotiation.

Technical Requirements & Expectations

Q: Would Wave Transit consider a separately scoped, paid discovery and architecture assessment or must the proposal cover the complete website, hosting, and support engagement?

A: Proposals must include the services requested in the RFP and remain within that scope. Proposals for separately scoped discovery work are not eligible for consideration.

Q: May discovery meetings, user testing, and staff training be conducted remotely? Are any onsite activities required?

A: In-person interaction is not required.

Q: What is required for language translation?

A: Language translation capacity is required and should match or surpass what is available on New Hanover County, NC's website. A widget or similar tool is acceptable. Translation functionality that includes linked PDFs is preferred but not required.

Q: What page and document volumes are expected in the final product? How many PDFs must be migrated over? Must all PDFs migrated over be remediated for accessibility to WCAG 2.2 specifications? Can some PDF content be

A: The page and document volume of the existing website is on par with or a slightly larger than could be expected from the new website. Not all existing PDFs must be migrated over. Many PDFs currently linked on the website can be 'archived' or removed entirely. Accessibility remediation to WCAG 2.2 specifications applies to current documents actively in use but does not apply to documents already part of or being added to an archive. Wave Transit would consider converting some frequently accessed PDFs into accessible HTML pages.

Q: What are the security requirements?

A: Hosting and security standards should align with best practices and regulations for government/public agency websites within the US and North Carolina. Incident response must be available in some capacity as part of ongoing support. Final contract terms will be determined during negotiations.

Q: What are the host platform requirements?

A: The host platform should fulfill all WCAG 2.2 requirements and support best practices and regulations for government/public agency websites within the US and North Carolina. Wave Transit staff will make frequent updates to website content, including creating new pages and adding them to the main menu/navigation. The platform used should be user-friendly for Wave Transit staff with little to no experience with website management.

Q: Will admin access to the existing website be made available? Will Wave Transit coordinate with the current host for content export, DNS, and cutover timing?

A: No, administrator access to the current website will not be available. Yes, staff will coordinate the transition.

Q: How must rider alerts and real-time tracking be integrated?

A: The 'real-time tracking' page on the current site redirects to a site hosted and maintained by Connexionz. Making that content viewable without redirecting customers away from Wave's site is preferred but not required. Accessibility, ease of use, and the ability to quickly use the website on older/slower phones is most important. Static route and schedule info and PDF maps are maintained by staff and not generated from an outside platform. The real-time tracking platform and the RideText sign up function must connect to the new site at launch. Wave will coordinate access. Future tools may include trip booking or online pass sales. Ability for future integration must be considered.

Q: Is AI-assisted design/development permitted? What disclosures or approvals would be required?

A: The use of generative AI for design or content creation is not preferred. The intention to use generative AI must be disclosed in the proposer's submission. Wave Transit values website developers and graphic designers as highly skilled professionals. The value of their learned expertise and human creativity far surpasses that of generative AI.

General Questions & Other Clarifications

- All times in the RFP and on the website related to this RFP are meant to be Eastern Time. Deadlines are specific to listed dates and times in the state of North Carolina.

- Any interviews or meetings will be held via Microsoft Teams or in-person at a Wave Transit facility.