

Re: Proposal for SMART Website Redesign (Control No. 26-4159)

Bouchard, Marie <MBouchard@smartbus.org >

Fri, 07 Nov 2025 3:34:47 PM -0500

To "Everoy Thomas" <everoy@cdmsuite.com>

Cc "Support" <support@cdmsuite.com>

The meeting will be held via Zoom. The information is below. I have also included a copy of the RFP.

Join Zoom Meeting

<https://smartbus.zoom.us/j/87687560144?pwd=yCoQaCY0klaEePIpnnPdg6WaXbuMtd.1>

Meeting agenda

<https://docs.zoom.us/agenda/doc/bb76b7f5-72ef-4139-915b-94201eb69000>

Meeting ID: 876 8756 0144

Passcode: 049961

One tap mobile

+16469313860,,87687560144#,,,,*049961# US

+19292056099,,87687560144#,,,,*049961# US (New York)

Join instructions

<https://smartbus.zoom.us/meetings/87687560144/invitations?signature=9XfmLJ59ihUi6CCxnN4juOY87BndHMhQOtTE9xzW734>

Have a great day!

Marie

From: Everoy Thomas <everoy@cdmsuite.com>

Sent: Friday, November 7, 2025 3:22 PM

To: Bouchard, Marie <MBouchard@smartbus.org>

Cc: Support <support@cdmsuite.com>

Subject: Re: Proposal for SMART Website Redesign (Control No. 26-4159)

Good day Marie,

I appreciate your response. This sounds like a good opportunity. Where will the conference be held?

Best,

Everoy Thomas

Sales & Marketing Manager – CDM Suite

876-853-1796 | 862-272-7623

cdmsuite.com

----- On Fri, 07 Nov 2025 15:20:09 -0500 Bouchard, Marie <MBouchard@smartbus.org> wrote

Hello Everoy,

Thank you for reaching out. We have a Pre-Proposal Conference scheduled for Monday, November 10, 2025, 1:00 PM, ET. I would urge you to attend and hear a bit more about the project and ask questions you may have. If there are any questions we can't answer, we will reach out to the appropriate person to get answers.

Have a great weekend!

Marie Bouchard

Contract Administrator



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From: Everoy Thomas <everoy@cdmsuite.com>
Sent: Thursday, November 6, 2025 4:43 PM
To: Bouchard, Marie <MBouchard@smartbus.org>
Cc: Support <support@cdmsuite.com>
Subject: Proposal for SMART Website Redesign (Control No. 26-4159)

Good day Marie,

I hope you're doing well. On behalf of **CDM Suite**, I'm wanted to share our proposal for the **SMART Website Redesign (Control No. 26-4159)**.

At CDM Suite, we specialize in full-scale digital transformation projects for public agencies and transportation organizations. We understand that the SMART website is far more than an informational tool; it's the core digital gateway for riders, residents, and visitors who rely on your services daily.

Our proposed redesign focuses on three main objectives:

- **Enhanced User Experience (UX):** A mobile-first, intuitive design for quick trip planning, routing, and alerts.
- **Modernized Platform:** Migration to a secure, flexible **Drupal 10 CMS**, offering scalability and stability.
- **Accessibility & Compliance:** Built to meet or exceed **WCAG 2.1 AA** standards and all federal/state requirements.

The new website will feature real-time trip planning integrations (GTFS-Realtime), API connections with your fare payment and CRM systems, and optimized hosting for 99.9% uptime through a secure cloud environment such as AWS or Azure.

Our phased implementation approach includes:

1. **Discovery & Strategy (4 weeks):** Stakeholder interviews, technical audits, and architecture planning.
2. **UX/UI Design (6 weeks):** Wireframes, prototypes, and user testing for both mobile and desktop.
3. **Development & Integration (12 weeks):** Drupal setup, custom API integrations, and content migration.
4. **Testing & QA (3 weeks):** Full WCAG compliance testing, security audits, and performance optimization.
5. **Deployment & Launch (1 week):** Final launch, 90-day warranty, and comprehensive staff training.

We'll provide ongoing support, including role-based training for administrators, editors, and emergency communications staff, ensuring the SMART team is fully equipped to manage and update the platform independently.

Estimated Project Cost:

Based on comparable bids for similar public-sector web redesigns we've made, the total project cost is **\$185,000 – \$225,000 USD**, depending on the final scope and integration requirements.

This includes design, development, migration, testing, deployment, and 90 days of post-launch support. Optional long-term maintenance and hosting services can be provided at **\$35,000 – \$50,000 USD annually**.

We'd love to schedule a quick call this week to walk through our proposal, answer any questions, and explore how CDM Suite can deliver a modern, user-friendly web platform for SMART's riders and stakeholders.

Best regards,

Everoy Thomas
Sales & Marketing Manager – CDM Suite
876-853-1796 | 862-272-7623
cdmsuite.com

1 Attachment(s)

26-4159 Website Redesign.pdf
664.4 KB