

Pomona Valley Transportation Authority
Request for Proposals – Transportation Services

TABLE OF CONTENTS

Page numbers refer to the page numbering within each document.

DOCUMENT 1 — NOTICE OF REQUEST FOR PROPOSALS AND RFP	Page
Notice of Request for Proposals.....	1
Notice of Federal Participation.....	2
I. General Information.....	3
A. Introduction.....	3
B. The FY 2028 Delivery Model.....	3
C. Service Components and Estimated Service Levels.....	6
D. Goals for the Procurement.....	7
E. Service Descriptions.....	8
F. Vehicle Fleet.....	10
G. Administration and Funding.....	10
H. Transportation Feasibility Study.....	11
II. Instructions, Conditions and Notices to Offerors.....	12
A. General Information.....	12
B. Disadvantaged Business Enterprises (DBE).....	12
C. Notice of Federal Participation.....	13
D. Submission of Proposals.....	13
E. Public Records and Confidentiality.....	14
F. Definitions.....	16
G. Tentative Schedule.....	17
H. Pre-Proposal Conference and Questions.....	18
I. RFP Addenda.....	18
J. Verbal Agreement or Conversation.....	18
K. Screening, Selection and Award.....	18
L. Attempt to Influence Officials.....	21
M. Exceptions.....	21
N. Evaluation Criteria.....	21
O. Alternatives.....	23
P. OFFEROR's Representations.....	23
Q. Pre-Contractual Expenses.....	24
R. Compliance with Laws and Requirements.....	24
S. Interpretation.....	25
T. Execution of the Agreement.....	25
III. Proposal Submittal Format Requirements.....	25
A. Cover Letter.....	25
B. Capabilities, Management Approach, Experience, References and Financial Viability.....	26
C. Organizational Structure and Proposed Personnel and Management Plan.....	26
D. Operations.....	29
E. Reservation, Scheduling & Dispatch System.....	29
F. Coverage and Driver Resourcing Plan for Overflow & Non-Dedicated On-Demand Services.....	30
G. Reporting and Accounting.....	30
H. Insurance and Indemnity.....	30
I. Facility and Maintenance Program.....	34

J. Transition Plan/Time Schedule.....	36
K. Cost Reduction, Service Improvement and Optional Proposals.....	36
L. Cost Proposal and Required Exhibits.....	36
IV. Protests.....	37
A. Submittal Procedures.....	39
B. Protests of the Solicitation Process.....	40
C. Protests of the Evaluation Process.....	41
D. Evaluation of Protests.....	42
E. Decision.....	43
F. Appeals.....	43
G. Record of Protest.....	44
V. Cost Proposal.....	44
A. Basis for Contractor Compensation.....	44
B. Cost Proposal.....	46

DOCUMENT 2 — EXHIBITS A – C	Page
------------------------------------	-------------

EXHIBIT A — SCOPE OF WORK.....	1
Overview and PVRTA Service Delivery Model.....	1
Service Improvement Plan.....	2
Section 1 — Definitions.....	2
Section 2 — PVRTA Duties and Responsibilities.....	6
2.1 Management.....	6
2.2 System Planning, Administration, Marketing.....	6
2.3 Equipment.....	6
Section 3 — Contractor Duties and Responsibilities: Operations.....	12
3.1 General Overview.....	12
3.2 Driver Training.....	15
3.3 Service Standards.....	21
3.4 Passengers per Revenue Hour (PVH).....	23
3.5 PVRTA Transportation Services Operating Standards.....	23
3.6 PVRTA Incentive Program, Dedicated Vehicle Services.....	24
3.7 Operations — Program Management and Personnel.....	25
3.8 Ride Reservation, Vehicle Scheduling and Dispatch System.....	32
3.9 Telephone Reservation and Information System.....	33
3.10 Fare Policy and Handling.....	33
3.11 Safety Program.....	34
3.12 Road Supervision.....	34
3.13 Accident, Incident, and Complaint Procedures.....	35
3.14 Emergency; Natural Disasters.....	35
3.15 Operations Facility.....	35
3.16 Maintenance Facility, Tools and Mobile Maintenance Capacity.....	37
Section 4 — Maintenance and Vehicle Readiness: Allocation of Responsibility.....	39
4.0.1 Responsibility Matrix.....	40
4.1 Vehicle Maintenance and Support — General.....	41
4.2 Dedicated Contractor — Vehicle Readiness, Servicing and Cleanliness.....	42
4.3 Maintenance Subcontractor — Preventive Maintenance and Repair (Pass-Through).....	46
4.4 Maintenance Evaluations, Random Safety Inspections and PVRTA Oversight.....	51
4.5 Receipt and Return of Vehicles.....	51
4.6 Emissions Control Programs.....	53
4.7 Out-of-Service Designation.....	53

4.8 Vehicle Service, Inspection and Maintenance Records and Reports.....	54
4.9 Vehicle Maintenance Record Keeping.....	55
4.10 Environmental Compliance.....	56
Section 5 — Legal and Regulatory Requirements.....	57
5.1 Compliance with Federal Transit Administration Requirements.....	57
5.2 Americans with Disabilities Act.....	58
5.3 Department of Motor Vehicles Pull Notice Program.....	63
5.4 Drug & Alcohol Testing.....	63
Section 6 — Records and Reporting.....	63
6.1 General Provisions.....	63
6.2 Operational Data.....	64
6.3 National Transit Database.....	65
6.4 Daily Records.....	65
6.5 Monthly Summaries.....	65
6.6 Accounting.....	66
6.7 Daily Operating Summary.....	66
6.8 Reporting Requirements for FTA 5310 Vehicles.....	67
6.9 Data Ownership and Permitted Use.....	67
6.10 Access to the Platform and Platform Data.....	68
6.11 Source Data, Not Summary Reports.....	68
6.12 Cybersecurity Safeguards.....	69
6.13 Security Incident and Breach Notification.....	70
6.14 Confidentiality and Privacy.....	70
6.15 Record Retention.....	71
6.16 Audit Rights of PVRTA, Metro and Federal Agencies.....	71
6.17 Data Portability at Termination; No Withholding of PVRTA Data.....	72
Section 7 — Service Transition.....	73
EXHIBIT B-1 — DRAFT AGREEMENT (DEDICATED VEHICLE OPERATIONS SERVICES).....	75
Article 1. Complete Agreement.....	75
Article 2. PVRTA Designee.....	76
Article 3. Employment of the Contractor.....	76
Article 4. Independent Contractor.....	76
Article 5. Scope of Work.....	76
Article 6. Incorporation by Reference; Order of Precedence.....	79
Article 7. Changes in Scope of Work.....	80
Article 8. Payment.....	80
Article 9. Term, Option Periods and Commencement.....	86
Article 10. Insurance.....	87
Article 11. Indemnification and Defense.....	90
Article 12. Subcontracting and Assignment.....	91
Article 13. Responsibility for Acts of Others.....	93
Article 14. Civil Rights, ADA and Passenger Protections.....	94
Article 15. Records, Data, Cybersecurity and Audit.....	95
Article 16. Default, Termination and Emergency Service.....	98
Article 17. Transition and Continuity of Service.....	100
Article 18. Federal and State Requirements.....	102
Article 19. General Provisions.....	103
Signatures.....	104
Exhibits and Attachments.....	105

EXHIBIT B-2 — DRAFT AGREEMENT (NON-DEDICATED / ON-DEMAND SERVICES)	106
Article 1. Complete Agreement	106
Article 2. PVTA Designee	107
Article 3. Engagement of Contractor	107
Article 4. Independent Contractor	107
Article 5. Scope of Services	108
Article 6. Incorporation by Reference; Order of Precedence	111
Article 7. Changes	111
Article 8. Payment	111
Article 9. Term, Option Periods and Commencement	114
Article 10. Insurance	115
Article 11. Indemnification and Defense	119
Article 12. Subcontracting and Assignment	120
Article 13. Responsibility for Acts of Others	120
Article 14. Civil Rights, ADA and Passenger Protections	121
Article 15. Records, Data, Cybersecurity and Audit	123
Article 16. Default, Termination and Emergency Service	125
Article 17. Transition and Continuity of Service	127
Article 18. Federal and State Requirements	129
Article 19. General Provisions	130
Signatures; Exhibits and Attachments	131
EXHIBIT C — COST PROPOSAL FORM	133
Page One: Dedicated Vehicle Services	133
Page Two: Demand & Supplemental Services (Non-Dedicated Service)	134
Page Three: Dedicated Services Annual Fixed Rate Costs	135
Page Four: Fixed Rate Cost Elements — Continued	136
Page Five: Dedicated Service Hourly Rate	137
Proposal Form Checklist	138
DOCUMENT 3 — ATTACHMENTS 1 – 4	Page
Attachment 1 — Federal Contract Clauses	1
Attachment 2 — Certifications	11
2.1 Certification Regarding Lobbying	11
2.2 Certification for Suspension and Debarment	12
2.3 Drug-Free Workplace Certification	13
2.4 Telecommunications Certification	14
2.5 Certification for Federal Tax Liability and Recent Felony Convictions	15
Attachment 3 — Incumbent Contractor Employee Information	16
Attachment 4 — PVTA Fleet Schedule and Equipment List	18