

**ADDENDUM NO. 1
TO
POMONA VALLEY TRANSPORTATION AUTHORITY
REQUEST FOR PROPOSALS
OPERATIONS SERVICES FOR
PVTA TRANSPORTATION SERVICES**

NOTICE TO ALL BIDDERS:

This Addendum is attached to and made part of the above entitled specifications from the Pomona Valley Transportation Authority. Each Proposer shall acknowledge receipt of this addendum in their submitted proposal by listing it on Item 17 of the Exhibit C Proposal Form Checklist.

The proposal due date is unchanged: 3:00 p.m. Pacific Standard Time, Friday, November 13, 2026.

PVTA's responses to written questions are provided in Addendum 1 Attachment A, RFP Questions. Question numbers shown in parentheses, for example (Q14), refer to that attachment. Where a response conflicts with the RFP, the changes below control.

CHANGES TO RFP SPECIFICATIONS

New language is underlined. Deleted language is shown with strikethrough.

1. RFP p.5, Part I, Section B, and RFP p.13, Part II, Section D: the following sentences are deleted:

~~If bidding on multiple services, separate pricing and technical responses will need to be provided. (Section I.B)~~

~~If the proposer is submitting for multiple services or is proposing an ALTERNATIVE SERVICE MODEL individual technical responses and pricing must be provided. (Section II.D)~~

and replaced in both places with:

A proposal for dedicated services must be a separate technical response with separate pricing. A proposer bidding more than one non-dedicated service may submit one combined non-dedicated technical proposal, as long as it addresses each service separately. Pricing must be stated separately for each service and each trip type (ambulatory and WAV) on Addendum 1 Attachment C, Exhibit C Cost Proposal (Revised). An alternative proposal must be separately identified under Section II.O. (Q14)

2. RFP p.13–14, Part II, Section D, page-limit paragraph, is revised to read:

Please note that proposals are limited to a total of seventy-five (75) single-sided, letter-sized sheets using a typeface no smaller than 11 point, except that tables, charts and graphs may use type no smaller than 9 point if plainly legible. The seventy-five (75) pages shall include all text pages, tables, figures, exhibits, divider and cover pages, but the page count shall not include required proposal forms, appendices and attachments to the proposal. ~~NOTE: any information included in the appendices will not be included in your offer or subject to scoring.~~ Required forms and requested supporting attachments (such as resumes, schedules, sample reports, facility documents, insurance documents, CHP reports and pricing support) are part of the offer and will be evaluated under the published criteria. Required forms and attachments may keep their own page numbering. (Q62, Q63, Q64)

3. RFP p.13, Part II, Section D, is amended by adding the following:

Submit one sealed package containing the signed original proposal and a USB flash drive. A separate sealed cost envelope is not required. The USB drive must contain: (a) the technical proposal as a PDF; (b) the signed cost proposal as a separate PDF; (c) the completed Addendum 1 Attachment C, Exhibit C Cost Proposal (Revised), in Excel, with formulas unchanged; and (d) if any material is marked confidential under Section II.E, a separately labeled public (redacted) PDF. A redacted hard copy is not required. If the signed hard copy and the Excel file differ, the signed hard copy controls. Electronic signatures are accepted on the cover letter and forms if signed by an authorized person. Proposals may not be submitted by email. (Q61, Q65, Q66, Q67)

4. Financial statements. The following are revised to read:

RFP p.22, Part II, Section N (Mandatory requirements): “...~~submission of three years of audited financial statements~~ the three most recent years of financial statements, audited for dedicated proposals, and audited or reviewed by an independent CPA for non-dedicated proposals...”

RFP p.26, Part III, Section B: “Provide a copy of the three (3) most recent years of financial statements ~~audited by an independent third party.~~ Dedicated proposals must provide audited statements. Non-dedicated proposals may provide audited or independent CPA-reviewed statements. Include the CPA report, balance sheet, income statement, cash-flow statement and notes. Screen-share review is not accepted.”

RFP p.20, Part II, Section K (Responsibility and financial viability): “...considering financial capacity and ~~audited financial statements~~ the financial statements required by Section III.B...” (Q12, Q30, Q36)

5. RFP p.11, Part I, Section G: the PVTA Funding Matrix is deleted and replaced with Addendum 1 Attachment D, Funding Matrix 2026 (Revised). Claremont Dial-a-Ride and Claremont Group Service receive FTA Section 5307 Urbanized Area Formula funds and Formula Allocation Procedure funds through the City of Claremont, an included operator. Get About Ready Now receives FTA Section 5310 funds. Safety-sensitive personnel performing these services are subject to 49 C.F.R. Parts 40 and 655. (Q4, Q21)

6. GPPV drivers. The following are revised:

Exhibit A p.23, Section 3.3, Service Standards table, Standard 8 (Minimum #GPPV Drivers), Service column: ~~All Services~~ Dedicated Vehicle Service

Exhibit A p.32, Section 3.7.7, is amended by adding: The minimum of five GPPV-certified drivers applies to the dedicated CONTRACTOR only. Any driver of any CONTRACTOR who operates a vehicle that legally requires a GPPV certificate must hold one.

RFP p.28, Part III, Section C: "Proposals should also affirm that training provided will satisfy GPPV requirements for drivers who operate vehicles that legally require a GPPV certificate." (Q6)

7. RFP p.30, Part III, Section F (Coverage and Driver Resourcing Plan for Overflow & Non-dedicated On Demand Services), is amended by adding the following:

6. Fares. Explain how the CONTRACTOR will collect PVTA fares, including cash fares and companion fares, and how it will record and report fares and the number of people picked up on each trip. If the CONTRACTOR cannot collect cash fares or companion fares, it must say so. PVTA may assign trips that require cash or companion fare payment to other providers. (Q7)

7. Shared rides. Describe how the CONTRACTOR will group riders into shared rides when safe and practical. PVTA pays the per-trip rate for each eligible rider transported (Exhibit B-2, Section 8.1.1). Companions and personal care attendants are not paid as separate trips. A CONTRACTOR that cannot provide shared rides must say so. (Q34)

8. Exhibit A p.18–21, Section 3.2.7 (Vehicle Standards), is amended by adding the following at the end:

Personal vehicles used by Transportation Network Company (TNC) drivers on PVTA-approved ambulatory trips are not required to (a) display the PVTA placard, (b) meet the 7-year/300,000-mile limit, or (c) receive PVTA prior approval of vehicle size and type. CPUC vehicle requirements, inspections, insurance, safe condition and accessibility obligations still apply. This exception does not apply to wheelchair-accessible vehicles or to non-TNC vehicles.

Monthly equipment and driver reporting applies to all CONTRACTORS. For approved TNC service, the monthly equipment list and driver roster (Sections

3.2.7, 3.7.2, 3.7.6 and 6.2) may be met by a monthly report of the drivers and vehicles that actually performed PVTa trips, linked to trip records. Spare platform reporting meets this requirement if complete. The CONTRACTOR must keep proof of each driver's qualifications, screening and insurance and each vehicle's compliance, and make it available for audit. (Q5, Q20)

9. Uniforms. The following are revised:

Exhibit A p.15, Section 3.2 (uniform and dress code bullet) and Exhibit A p.30, Section 3.7.6 (uniform bullet) are amended by adding: Drivers using personal vehicles on approved TNC trips are not required to wear a uniform. They must be professionally dressed, meet CPUC identification requirements, and confirm the correct rider and vehicle before leaving.

Exhibit A p.23, Section 3.3, Service Standards table, Standard 13 (Uniforms), Service column: ~~All Services~~ All services except approved TNC trips (Q18)

10. Exhibit A p.16, Section 3.2 (Driver Training), is amended by adding the following after the CPUC training paragraph:

A non-dedicated CONTRACTOR, including a TNC, may propose its existing training as equal to the requirements of Sections 3.2 and 3.7.1. The proposal must include a chart showing how each requirement is met. An equivalent is accepted only if PVTa approves it in writing. All drivers must be trained in disability sensitivity, service animals, rider communication, passenger assistance, emergency procedures and PVTa rules. PAT certification, physical exams and other credentials remain required unless PVTa approves an equivalent in writing. Ambulatory-only service does not waive ADA training. (Q3, Q17)

11. Background checks, Exhibit A p.27, Section 3.7.2, and p.31–32, Section 3.7.6, are amended as follows:

Section 3.7.6, the sentence beginning “Service providers shall, prior to a driver being placed into service under the program, ensure that a DOJ fingerprint background check has been obtained” is amended by adding: For drivers of a PVTa-approved TNC ambulatory service, PVTa will accept documented compliance with Public Utilities Code Section 5445.2 and CPUC requirements in place of a DOJ fingerprint check, unless fingerprinting is otherwise required by law. TNC screening must be completed before a driver is assigned and repeated at least once a year, and the TNC must certify compliance to PVTa. Providers shall not send DOJ criminal-history records to PVTa. (Q19)

Section 3.7.6 is also amended by adding: CONTRACTOR shall apply all disqualifications required by law and lawful, job-related safety standards. Where required by law, CONTRACTOR shall conduct an individualized assessment and follow required notice procedures before denying employment, including

California Government Code Section 12952. This supersedes any conflicting blanket conviction exclusion in Sections 3.7.1, 3.7.2 and 3.7.6. (Q90)

12. Operations facility. The following are revised:

Exhibit A p.36, Section 3.15: “At a minimum, the operations facility, and each depot or service hub used for vehicle parking, shall have the following:” is revised to read: “At a minimum, the operations facility shall have the following. A furnished office, administrative space and training space are required at the operations facility (or through an approved remote or hybrid arrangement under Section 3.15.1), not at every depot or service hub. Each depot or service hub must meet the location, parking, secured storage, driver restroom access and maintenance access requirements below.”

Exhibit A p.36, Section 3.15, parking bullet, is amended by adding: Each parking location must have security cameras with 24-hour surveillance and at least 30 days of video storage.

RFP p.34, Part III, Section I, is amended by adding: PVTA does not provide an operations facility, depot or park-out location. The incumbent’s current facility is leased by the incumbent and is not offered by PVTA. (Q53, Q54)

13. Exhibit A p.49, Section 4.3.4 (CHP terminal responsibility), and Exhibit B-1 p.77, Section 5.1(a), are amended by adding:

With PVTA’s prior written approval, a PVTA-approved subcontractor may hold the CHP terminal for a location if the arrangement correctly identifies the legally responsible motor carrier and complies with CHP requirements. The dedicated CONTRACTOR remains responsible to PVTA for terminal compliance and ratings. (Q37)

14. Exhibit A p.28, Section 3.7.5, and Exhibit B-2 p.111, Section 5.7, are amended by adding:

All reservation, call-center, scheduling and dispatch personnel performing PVTA work, including subcontracted, after-hours and remote staff, must be physically located in the United States. No offshore services are permitted. (Q43)

15. Telephone system. The following are revised:

Exhibit A p.7, Section 2.3.4: “PVTA will provide the CONTRACTOR with access to the GoTo Connect cloud-based phone system. The CONTRACTOR shall be responsible for fully familiarizing themselves with the phone system, ~~as well as maintaining the system.~~ PVTA maintains the system, including the call tree and PVTA public phone numbers, and pays the recurring license cost for the licenses PVTA authorizes for this operation. The CONTRACTOR shall state the number of licenses it needs in its staffing plan. Additionally, the CONTRACTOR must

supply any necessary equipment required for the service, including desk phones, headsets and reliable internet...

Exhibit A p.33, Section 3.9: ~~CONTRACTOR shall provide a local reservation number with sufficient phone lines to the reservation function. CONTRACTOR shall bear all applicable tolls and charges associated with maintaining and operating the reservation phone lines and equipment.~~ The reservation function shall use the PVTA public phone numbers on the GoTo system. The CONTRACTOR pays for its own equipment and internet connection. If the CONTRACTOR proposes a different phone system, it pays all costs of that system. (Q82, Q84)

16. Exhibit A p.60, Section 5.2.7 (Language Access), is amended by adding:

PVTA provides Language Line telephone interpretation services at PVTA's cost. The CONTRACTOR shall use this service to meet the interpretation requirements of this Section. (Q83)

17. Exhibit A p.6–7, Section 2.3.2 (Radios), is amended by adding:

The radio purchase date "10/06" in Attachment 4 means October 2006. If PVTA accepts a CONTRACTOR-supplied communication system, such as LTE push-to-talk, the system must provide two-way communication with every vehicle, and the PVTA radios listed in Attachment 4 must be returned to PVTA at transition. (Q74, Q81)

18. Attachment 4 (Fleet Schedule and Equipment List), p.18, is supplemented by Addendum 1 Attachment E, Fleet Replacement Schedule. (Q46)

19. RFP p.21–22, Part II, Section N (Evaluation Criteria), Cost factor, is amended by adding:

For non-dedicated proposals, the Cost factor will be scored using Page Two and Page Two ALTERNATIVE of Addendum 1 Attachment C, as described in the next item of this addendum. (Q9)

20. Exhibit C (Cost Proposal Form and Proposal Form Checklist), Exhibits A–C pp.133–138, is deleted and replaced in full by Addendum 1 Attachment C, Exhibit C Cost Proposal, Pages 1, 2 and 2A (Revised). RFP p.46–47, Part V, Section B, is amended by adding:

Proposers must use Addendum 1 Attachment C. Every non-dedicated proposer must complete both Page Two (flat rate per trip, regardless of mileage, with separate ambulatory and WAV rates for each service) and Page Two ALTERNATIVE (base fare plus a rate for each mile over 5 miles). PVTA will score cost using the whole Cost Proposal, both Page Two and Page Two ALTERNATIVE. For Page Two ALTERNATIVE, PVTA will add the estimated cost of extra miles, using the percentage of trips over 5 miles shown on that page and an estimate of 2 extra miles for each of those trips. The lower of the two yearly totals will be used for the cost score. PVTA may choose either price plan when

awarding the contract. Actual payment will be based on actual miles traveled. Maintenance is a pass-through and shall not be included in the Fixed Monthly Rate or Fixed Hourly Rate (Exhibit B-1, Section 8.1.4): enter \$0 on the mechanic and maintenance lines (Page Three), the maintenance parts, tires and outside repair lines (Pages Four and Five), and state the estimated annual maintenance pass-through on a separate, clearly labeled schedule. Amortized start-up costs go on the Page Four Start-up Costs line; a proposed one-time start-up payment goes on a separate, clearly labeled schedule. (Q9, Q38, Q39, Q45)

21. RFP p.46, Part V, Section A.2.1 (Per Passenger Trip Compensation), the Average Trip Mileage column is revised to read:

Get About Overflow Services: 3-2 5 miles. Get About "Ready Now": 3-7 5 miles. Claremont Dial-A-Ride: 4-7 3 miles. San Dimas Dial-A-Cab: 2-6 4 miles. Average trip lengths are based on FY2026 data, match Page Two ALTERNATIVE of Addendum 1 Attachment C, and are estimates for proposal purposes only.

22. Per-trip payment for non-dedicated services. Exhibit B-2 p.112, Section 8.1.1, is revised as follows: the heading "Per-Passenger-Trip Rates" is revised to read "Per-Trip Rates"; the table heading "Rate per passenger trip" is revised to read "Rate per trip"; and the paragraph beginning "A passenger trip is any person transported" is revised to read:

A passenger trip is any person transported on a revenue service vehicle, as defined in Exhibit A, Scope of Work, Section 1. Each passenger transported on a shared ride is a separate passenger trip. A personal care attendant traveling with an eligible rider is not a separately billable passenger trip. A companion is not a separately billable passenger trip. A billable trip is the transport of one eligible rider, assigned through the Platform, from pick-up to drop-off. Each eligible rider on a shared ride is a separate billable trip. Companions and personal care attendants are not separately billable trips. Each companion pays the PVRTA fare. (Q7, Q34)

Every other reference to a "per passenger trip" or "per-passenger-trip" rate in RFP pp.6, 8, 45–47 (Part I, Sections B and E; Part V, Sections A.2, A.2.1 and B), in Exhibit B-2 (recitals and Sections 5.3.3, 7.3, 8.1.2 and 8.2.1) and in Addendum 1 Attachment C means the per-trip rate defined above.

23. Insurance. The insurance limits are revised as follows. (Q1, Q28, Q41, Q42, Q70, Q71, Q91, Q92, Q93)

Dedicated services: the limits in RFP p.30–33, Part III, Section H, as they apply to dedicated services, and the table in Exhibit B-1, Section 10.2, are replaced by Addendum 1 Attachment B1, Dedicated Insurance Requirements.

Non-dedicated services (WAV and TNC): the limits in RFP p.30–33, Part III, Section H, as they apply to non-dedicated services, and the table in Exhibit B-2, Section 10.2, are replaced by Addendum 1 Attachment B2, Non-Dedicated

Insurance Requirements. Where RFP Part III, Section H or Exhibit B-2, Section 10.3 states a different limit (including the \$10,000,000 automobile limit and the \$5,000,000/\$10,000,000 general liability limits), Attachment B2 controls.

All other insurance terms, endorsements and coverages in RFP Part III, Section H and Article 10 of Exhibits B-1 and B-2 remain in effect. References in Attachments B1 and B2 to PVTA's Consolidated Insurance Questions and Answers dated October 22, 2026 mean Addendum 1 Attachment A, RFP Questions.

24. Attachment 2.2 (Certification for Suspension and Debarment), p.12: the "State of" and "County of" lines are deleted. Notarization is not required. (Q69)

ATTACHMENTS TO THIS ADDENDUM

Addendum 1 Attachment A – RFP Questions

Addendum 1 Attachment B1 – Dedicated Insurance Requirements

Addendum 1 Attachment B2 – Non-Dedicated Insurance Requirements

Addendum 1 Attachment C – Exhibit C Cost Proposal, Pages 1, 2 and 2A (Revised) (Excel)

Addendum 1 Attachment D – Funding Matrix 2026 (Revised)

Addendum 1 Attachment E – Fleet Replacement Schedule

Addendum 1 Attachment F – Non-Dedicated Ridership KPI

Except for the changes noted above, all other requirements and specifications in this Request for Proposals remain unchanged.



Nicole Carranza, CEO

Issued **October 22, 2026**

Addendum 1 Attachment A

PVTA Operations Services RFP

Questions & Answers

Q1. Insurance (RFP III.H; Exhibit B-2, Article 10 and 10.3.4)

For non-dedicated trips that a participating carrier performs, such as a transportation network company (TNC) operating under CPUC rules, will PVTA accept that carrier's CPUC-required auto coverage in place of the \$10M combined single limit? If not, may the prime contractor meet the required limits through a combination of primary and excess or umbrella policies?

A1. No. The CPUC- required auto coverage will not take the place of the required limit. The required limits for TNC and other non-dedicated trips are listed in Addendum 1 Attachment B2, Non-Dedicated Insurance Requirements. Yes, primary and excess or umbrella policies may be combined to reach the total limit requirements. Each excess layer relied on must follow form over the underlying auto exposure, including TNC operations. Shared towers, aggregates, attachment points and exclusions must be disclosed and approved by PVTA. No automatic drop-down is assumed. Coverage may come from the carrier's own program, the contractor's policies extended to the carrier's trips, or a combination. Refer to Addendum 1 Attachment B2, Non-Dedicated Insurance Requirements.

Q2. Insurance documentation (RFP III.H)

Is a broker's letter confirming the ability to bind the required coverage acceptable at proposal submission, with certificates of insurance due before contract execution?

A2. Yes. At proposal submission, a broker's letter confirming the ability to obtain the required coverage is acceptable. With the signed Agreement (RFP Part II, Section T), and in all cases before service begins, the awardee must provide the required certificates, actual endorsements and any policy materials PVTA reasonably requests to verify coverage. A broker's letter or certificate does not amend the insurance requirements or establish additional-insured status.

Q3. Driver training (Scope of Work 3.2)

Scope 3.2 references CPUC-mandated TNC training. For ambulatory-only trips performed by TNC drivers, does that training satisfy the Scope 3.2 requirements? If not, which specific items (PAT, sensitivity training, ADA refresher, physical) apply to TNC drivers?

A3. CPUC training alone is not automatically equivalent to the Scope of Work. Submit a crosswalk identifying how each applicable requirement in Scope §§3.2 and 3.7 is met. All drivers must be trained to proficiency for their actual duties, including disability sensitivity, service animals, rider communication, applicable passenger assistance, emergency and incident procedures, and PVTA operating rules. Personnel operating lifts or securement systems must be trained for those duties. PAT certification, physical examinations and other credentials remain required where the Scope or applicable law requires them; any

proposed equivalent must be expressly identified and approved in writing. An ambulatory-only assignment does not waive ADA training or reasonable-modification obligations. See 49 CFR §§37.23 and 37.173.

Q4.FTA drug and alcohol testing (Scope 3.2.4; Exhibit B-2, 5.4.2 and 18.3)

Please confirm which service components are supported by federal funds and therefore subject to 49 CFR Part 655. Please also identify the federal funding source for Claremont Dial-a-Ride.

A4. Claremont Dial-A-Ride and Claremont Group Service are supported by Formula Allocation Procedure funds and FTA Section 5307 Urbanized Formula funds through the City of Claremont, an included operator, and are subject to 49 CFR Part 655. Get About Ready Now is supported by FTA Section 5310 funds. See Addendum 1 Attachment D, Funding Matrix.

Q5.Vehicle standards (Scope 3.2.7)

Do the requirements for PVTA placards, the 7-year/300,000-mile limit, prior approval of vehicle types, and the monthly equipment list (VIN, GVWR, etc.) apply to personal vehicles used by TNC drivers? Would PVTA accept trip-level driver and vehicle data reported through the Spare platform as an alternative?

A5. For personal vehicles used on approved TNC ambulatory trips, the PVTA-placard requirement, contractual seven-year/300,000-mile limit and dedicated-fleet vehicle-type approval process do not apply. CPUC vehicle requirements, inspections, insurance, safe condition and applicable accessibility obligations remain mandatory. This exception does not extend automatically to non-TNC wheelchair-accessible vehicles.

Trip-level driver and vehicle information reported through Spare may satisfy the reporting requirement when it contains all data PVTA requires. Monthly reporting remains required under Response 20.

Q6.GPPV drivers (Scope 3.3, Standard #8)

Does the requirement for more than five GPPV-licensed drivers apply to non-dedicated providers, or only to providers operating vehicles that legally require a GPPV?

A6. The minimum of five GPPV-certified drivers applies only to the dedicated provider. Any driver of any provider who operates a vehicle that legally requires a GPPV certificate must hold one.

Q7.Fares

Are non-dedicated trips cashless? If drivers must collect fares, please describe how fares should be collected, reconciled and remitted to PVTA.

A7. No. Non-dedicated trips are not cashless. PVTA accepts cash fares so that riders without smartphones or credit cards have equal access to service. Fares are set by PVTA. The rider and any companion each pay the PVTA fare.

Riders may pay through the PVTA app or booking system, or in cash. Providers must collect cash fares and companion fares when PVTA's system shows a fare is due, record them for each trip, and credit them to PVTA on the monthly invoice (Scope §§3.2.3 and 3.10; Exhibit B-2 §8.3). Drivers may not charge any amount other than the PVTA fare.

In the proposal, each provider must explain how it will collect cash fares and companion fares, and how it will report the number of riders picked up on each trip. A provider that cannot collect cash or companion fares must say so. PVTA may then assign trips that need cash or companion payment to other providers.

Q8.Labor Code 1072 (evaluation criteria)

How does the Labor Code 1072 retention declaration apply to a proposer for non-dedicated, per-trip services that will not employ drivers directly? How will those 10 points be scored for non-dedicated proposals?

A8. PVTA will apply RFP §§II.N and III.C: proposals are scored out of 100, with 10 additional points for a qualifying commitment to retain covered incumbent employees for at least 90 days, for a maximum of 110. A score of 85 therefore becomes 95. Non-dedicated status or the absence of directly employed drivers does not alone establish an exemption; applicability depends on the covered services, and contractor or subcontractor employees involved

Q9.Cost proposal form (Exhibit C; RFP V.B; Exhibit B-2, 8.1.1)

The RFP and B-2 require separate WAV and ambulatory per-trip rates, but Page Two of the Excel cost form has one rate line per service component. Should proposers add rows, or is PVTA issuing a revised form? Also, is PVTA looking for flat per trip pricing (regardless of mileage), or can the price proposal form be adjusted to account for a combination of a base per trip rate plus a distance based rate?

A9. Yes, PVTA has issued a revised cost form with separate ambulatory and WAV rates. See Addendum 1 Attachment C, Exhibit C Cost Proposal. All non-dedicated proposers must complete both pricing pages: Page Two (a flat rate per trip, regardless of mileage) and Page Two ALTERNATIVE (a base fare plus a rate for each mile over 5 miles). PVTA will score cost using the whole Cost Proposal, both Page Two and Page Two ALTERNATIVE. For Page Two ALTERNATIVE, PVTA will add the estimated cost of extra miles, using the percentage of trips over 5 miles shown on that page and an estimate of 2 extra miles for each of those trips. The lower of the two yearly totals will be used for the cost score. PVTA may choose either price plan when awarding the contract. Actual payment will be based on actual miles traveled. No surge charge, separate TNC mileage charge or other unlisted fee is allowed.

Q10. Accident notification (Exhibit B-2)

For TNC trips, would PVTA accept accident notification from the contractor's operations team within a stated window after the contractor is notified by the driver or carrier, rather than within 10 minutes of the incident?

A10. No. PVRTA will maintain the accident reporting requirements outlined in Exhibit A, Scope of Work, Section 3.13. Accidents must be reported within 10 minutes of the incident, regardless of when the Contractor is notified by the driver or carrier. Contractors are responsible for establishing procedures to ensure timely notification to PVRTA.

All additional notification and written reporting requirements outlined in Sections 3.13 and 3.7.6 remain applicable.

Q11. Rider terms and operator status (Exhibit B-2)

When PVRTA trips are dispatched to a participating carrier through an API and the rider never accepts that carrier's app terms, does the B-2 provision on rider terms of service still apply to the carrier's standard terms?

A11. Yes. B-2 §11.4 applies to provider terms whether transmitted by app, API, rider form, proposal or other means. Riders will use the PVRTA interface and may not be required to accept a carrier's arbitration agreement, release, liability waiver or separate terms as a condition of PVRTA transportation. Provider terms do not amend PVRTA's agreement through operational use, a click-through or a rider's acknowledgment. PVRTA accepts a change only through the authorized written amendment process. The actual parties' rights remain subject to applicable law; this response does not adjudicate an individual rider's independent agreement.

Q12. Minimum qualifications (pass/fail)

For the three years of audited financial statements, will PVRTA accept reviewed statements or another proof of financial capacity from a privately held company?

A12. Yes, for non-dedicated proposals. RFP II.N and all conflicting financial-qualification provisions are amended to accept three years of independent CPA-reviewed financial statements in place of audited statements for that category. Retained copies are required. Dedicated proposals remain subject to the three-year audited-statement requirement..

Q13. Trip data for pricing (RFP V.A.2.1)

Can PVRTA share FY26 trip distribution by hour of day and day of week for each non-dedicated component, along with the WAV share by time of day? This would help proposers price evening and weekend WAV coverage accurately.

A13.All available trip data is provided in the FY2026 Operating Data that was posted with the RFP on October 5, 2026.

Q14. Proposal structure

For a proposer bidding several non-dedicated components, is one combined technical proposal acceptable, with separate price proposals per component? Or does PVRTA require a full separate technical proposal for each?

A14. One combined technical proposal may cover multiple non-dedicated service components if it distinctly addresses each component's staffing, accessibility, service

delivery, integration and performance requirements. Submit separate prices for each component and trip type on the applicable form. A dedicated-services proposal must remain separately identifiable.

Q15. Spare integration: trip intake (RFP I.B; Exhibit B-2, 5.5.1)

Will PVTA accept a manifest-based integration, where scheduled trips are pulled from Spare the day before or the morning of service and loaded into the contractor's system, in place of a full API integration? If so, how would same-day and Ready Now trips be handled under that approach?

A15. PVTA prefers full integration especially for on-demand rides or have drivers utilize the spare app. If it is possible and works seamlessly pre-scheduled trips that are scheduled by the dedicated contractor that will be sent over to the overflow non-dedicated operator could be sent in a CSV, however it is not preferred. If CSV is proposed you must explain how additional real time changes such as cancellations, no-shows and reassignment will be handled in real time. Any alternative requires PVTA's written approval; a daily manifest alone is insufficient for on-demand service.

Q16. Spare integration: status updates and timeline (Exhibit B-2, 5.5.2 and 9.4) Will PVTA and Spare support integration with the contractor's webhooks, so that trip status events (acceptance, driver and vehicle assignment, arrival, pick-up, drop-off, no-show, cancellation and completion) are sent back to Spare in real time? With contract award expected January 20, 2027 and service starting July 1, 2027, when will PVTA make Spare API documentation and a test environment available, and may integration work begin before contract execution?

A16. PVTA will coordinate access to Spare documentation and testing for the selected contractor, subject to appropriate access and security arrangements. The contractor must establish integration feasibility and complete installation, testing and staff training before the July 1, 2027 service start. No pre-execution work is authorized or reimbursable without a written agreement or notice to proceed.

No specific documentation or test-environment availability date is established by these responses. Any milestone on which PVTA requires proposers to rely will be issued equally by written supplemental addendum. Identify integration dependencies and proposed mitigation in the implementation schedule.

Q17. Sections 3.2 and 3.7.1 in Exhibit A Scope of Work outline driver training requirements. Will PVTA confirm that non-dedicated TNC providers may satisfy the driver training requirements through their existing policies, rather than the additional training and certification requirements intended for dedicated transit operators?

A17. Existing TNC policies may be submitted as proposed equivalents, with the crosswalk required by Response 3. PVTA will evaluate actual training content and competency for assigned duties. Existing policies are not automatically accepted, and federal, state, ADA and express contractual requirements remain enforceable unless lawfully amended or an equivalent is expressly approved. Equivalent methods may differ by provider model; the required rider-safety and accessibility outcomes do not.

Q18. Sections 3.2, 3.2.7, and 3.7.6 in Exhibit A Scope of Work require drivers to wear uniforms and vehicles to display PVRTA placards. Will PVRTA confirm that these requirements apply only to dedicated service and that non-dedicated providers are exempt?

A18. Personal-vehicle TNC drivers are exempt from the dedicated-operator uniform and PVRTA-placard requirements. This is not a blanket exemption for every non-dedicated operator. Drivers must remain identifiable, professionally attired, compliant with CPUC identification requirements and able to identify the correct rider and vehicle. All other safety and service obligations remain effective. Scope §§3.2, 3.2.7 and 3.7.6 are amended to reflect this limited exception.

Q19. Section 3.7.6 in Exhibit A Scope of Work requires DOJ fingerprint background checks before drivers are placed into service. Given that TNCs are already subject to comprehensive driver background screening requirements established by the CPUC, will PVRTA confirm that non-dedicated providers are exempt from this requirement?

A19. No blanket exemption from criminal-history screening is granted. For an approved TNC ambulatory service, PVRTA will accept documented compliance with Public Utilities Code §5445.2, applicable CPUC requirements and the revised Scope §3.7.6 in lieu of a contractual fingerprint method, only where fingerprinting is not independently required by law. The TNC must complete screening before assignment, repeat it at least annually, apply all legally mandatory disqualifications and the lawful additional assessment in Response 90, and certify compliance. PVRTA's audit access is limited by criminal-record confidentiality, consumer-reporting law and authorized disclosure rules. Do not transmit unrestricted DOJ criminal-history records to PVRTA. Approval of the screening method does not approve a particular driver.

Q20. Sections 3.2.7 and 6.2 in Exhibit A Scope of Work requires providers to submit a monthly equipment list and driver roster. Will PVRTA confirm that these requirements only apply to dedicated providers and that non-dedicated providers are exempt?

A20. Monthly equipment and driver reporting applies to both provider categories. For approved TNC service, PVRTA will accept a monthly report identifying the drivers and vehicles that actually performed PVRTA trips, linked to trip records through stable identifiers and containing the required available vehicle information. Sparse reporting may satisfy this obligation if complete. The provider must retain evidence of driver qualification, screening, insurance and vehicle compliance and make it available through lawful audit procedures. No exemption from safety verification is granted.

Q21. Section 3.2.4 in Exhibit A Scope of Work requires dedicated and non-dedicated providers to comply with FTA drug and alcohol testing requirements. Given PVRTA's proposed multi-provider service delivery model with non-dedicated providers, will PVRTA clarify whether it intends to structure the program to qualify for the FTA taxicab exception?

A21. PVRTA does not guarantee that this procurement will qualify for the FTA taxicab exception. A platform's or dispatcher's selection among multiple providers is not passenger choice. A provider may rely on the exception only if the actual service design

and recipient status satisfy the governing requirements and PVRTA confirms the application in writing after review. FTA's posted Shared Mobility FAQ addresses passenger selection among multiple providers, including certain arrangements where accessible or telephone service has only one provider. The December 30, 2024 proposed policy would change the analysis and is a proposal, not itself a final rule. No automatic exemption should be priced into an agency-assigned trip. Covered drivers, including independent contractors, must participate in a compliant DOT/FTA testing program. See Responses 4 and 32.

Q22. The RFP lists Spare as PVRTA's demand-response technology platform. Would the Authority accept proposals for an alternative software solution providing the same functionality?

A22. No. Spare is the platform selected for this procurement. Proposers must describe their integration and use of Spare rather than substitute a competing dispatch platform. Permitted ancillary technology must work with Spare and meet PVRTA's data, security and accessibility requirements. This response grants no exclusive rights to a provider.

Q23. Please provide the most recent 12 months of performance data for the non dedicated service including liquidated damage history and Customer complaints.

A23. PVRTA's FY2026 Operational Data Report and FY2026 End-of-Year Board Report were made available to all proposers on October 5, 2026, concurrent with the release of the RFP.

This procurement represents the first time PVRTA will establish separate contracts for dedicated and non-dedicated services. Accordingly, PVRTA does not have a historical liquidated damages record specific to a separately contracted non-dedicated service provider. This does not necessarily mean that no complaints or service deficiencies occurred under the existing contract. Any additional available information will be provided to all proposers, as applicable.

Q24. Please provide the last 12 months of performance data for non-dedicated service including on-time performance.

A24. Refer to the published FY2026 operational and board reports for the historical performance information they actually contain. These responses do not establish an unpublished on-time-performance breakdown, and historical performance does not guarantee future demand or results. PVRTA's FY2026 Operational Data Report and FY2026 End-of-Year Board Report were made available to all proposers on October 5, 2026, concurrent with the release of the RFP. Additional non-dedicated data is provided in Addendum 1 Attachment F, Non-Dedicated Ridership KPI.

Q25. Please provide the most recent 12 months of data regarding no shows, trip rejections, and returns.

A25. Proposers should refer to the FY2026 Operational Data Report and FY2026 End-of-Year Board Report, made available on October 5, 2026, for available historical operational data.

PVRTA does not maintain historical trip rejection and return data specific to non-dedicated services.

Q26. During the pre-proposal conference, PVRTA identified several operational challenges and opportunities for improvement. Please identify the specific service improvements PVRTA considers highest priority under the new contracts.

A26. The written goals in RFP I.D control. Priorities include reliable on-time pickups, shorter waits and excessive ride times, equivalent accessible service, acceptance and completion of assigned trips, accurate real-time reporting, professional customer service, and lower total trip cost while preserving service continuity. Proposers must address the performance standards in Scope §3.3 and explain how improvements will be measured. Preproposal comments do not modify those requirements. Any material change in standards or evaluation priorities will be issued by addendum.

Q27. Please clarify how non-dedicated providers will be compensated for rider no-shows, late cancellations, and trips canceled after a driver has been dispatched or arrived at the pickup location.

A27. B-2 §8.1.2 controls. The contractor receives 50 percent of the applicable per-passenger-trip rate only for a documented No-Show or Cancel at the Door where the driver arrived within the on-time window, waited the required five minutes, contacted dispatch and received authorization to depart. No payment is due for a Late Cancellation, a trip cancelled before dispatch, a trip declined or returned by the contractor, or a Missed Trip. Dispatch or arrival alone does not create a cancellation-payment entitlement. No general 50-percent payment entitlement applies outside these stated conditions.

Q28. The RFP requires non-dedicated transportation providers to maintain automobile liability coverage of \$10 million per occurrence. Given the relatively limited anticipated trip volumes for the non-dedicated services, would PVRTA consider a lower automobile liability limit for these providers, such as \$5 million per occurrence, while maintaining all other applicable insurance and safety requirements?

A.28. Refer to Addendum 1 Attachment B2, Non-Dedicated Insurance Requirements.

Q29. Following the release of responses to vendor questions, will vendors have the opportunity to submit additional clarifying questions?

A29. PVRTA accepts questions through the deadline stated in the RFP, as amended. No additional question-and-answer round is planned after that deadline. Requests to negotiate different terms do not reopen Q&A. Proposers shall rely on the RFP and issued addenda and submit exceptions only as permitted by RFP II.M; PVRTA has no obligation to accept them. Each proposer shall decide whether to submit a proposal. PVRTA reserves the right to correct material errors or ambiguities and comply with law through further addenda distributed to all proposers, with an appropriate deadline adjustment when necessary. This does not alter the published protest procedures.

Q30. Will the Agency accept a screenshared session for review of audited financial statements in lieu of providing a copy of the financial statements? If not, can the Agency identify the specific fields that cannot be redacted within the financials because they are necessary for Agency review?

A30. No. Screen sharing does not substitute for retained financial statements. Submit the three required years, including the CPA report, balance sheets, income and cash-flow statements, equity information and material notes needed to evaluate financial capacity. Audited statements remain required except where an issued addendum permits CPA-

reviewed statements for the applicable category. Do not redact information needed to assess liquidity, debt, contingencies, going-concern issues or financial performance. Unrelated account identifiers or personal information may be proposed for narrow redaction if intelligibility is preserved. Submit an unredacted evaluation copy and a separately identified proposed public copy with a specific CPRA exemption explanation; PVTA cannot promise confidentiality merely because a proposer requests it.

Q31. Please describe the business rules and criteria that will govern trip allocation among dedicated and non-dedicated providers, including how provider availability, cost, service performance, geographic coverage, and vehicle accessibility will be considered. What oversight will PVTA exercise to ensure these rules are consistently applied?

A31. PVTA sets and may revise the trip-allocation rules and Spare settings; the dedicated operator performs dispatch within those rules. Allocation considers service eligibility, geography and operating hours; the rider's accessibility and assistance requirements; available safe capacity; response time and ride-time standards; service reliability; opportunities for shared rides; and cost. An ambulatory-only provider may receive only trips it can lawfully and competently serve. PVTA retains oversight through trip records, performance reports, exception review and corrective direction. No guaranteed minimum volume, fixed provider share, automatic throttling algorithm, cost formula or technical-advisory-board approval process is established by this response. No such additional automatic process is required or represented to exist. Providers may not deny required accessible service to improve cost or performance statistics.

Q32. Does the rider have a choice in regards to which provider picks them up on the dial a ride service?

A32. This procurement does not promise passenger choice on every trip. Agency dispatch, assignment or reassignment is distinct from a passenger selecting a provider. Any optional rider-choice feature must be documented by service component, including telephone access, WAV availability, how selection is made and retained, and circumstances in which only one provider is available. PVTA does not guarantee a qualifying provider choice for every overflow or same-day trip.

Q33. When a provider cannot complete the pickup, what reassignment process does PVTA expect, and how will responsibility for the resulting delay or missed trip be measured?

A33. Immediately notify dispatch and PVTA when a pickup cannot be completed, provide the reason and current trip status through Spare, and cooperate in prompt reassignment to a qualified available provider. The original provider may not silently return a trip or leave a passenger stranded. Record acceptance, arrival, return, reassignment and completion times so PVTA can attribute any delay or missed trip to the responsible provider under the applicable standards. No payment is due for a contractor-declined, returned or missed trip under B-2 §8.1.2; the replacement provider is paid only as its agreement permits. An unexplained reassignment does not erase the original provider's performance failure.

Q34. The RFP identifies Ready Now, Claremont Dial-a-Ride, and San Dimas Dial-a-Cab as shared-ride services. If Pooling is required for non-dedicated providers, please clarify the matching requirements, max ride time, accessibility, and per passenger payment requirements.

A34. Non-dedicated providers should group riders into shared rides when it is safe and practical, and should describe how they will do this. PVTA pays the per-trip rate for each

eligible rider transported, as stated in Exhibit B-2, Section 8.1.1. Companions and personal care attendants are not paid as separate trips. Each companion pays the PVRTA fare (see Response 7). Providers must report the number of people picked up on every trip. A provider that cannot offer shared rides will be paid per eligible rider carried and must say in its proposal that it cannot provide shared rides.

Q35. In its May 2026 RFI responses, PVRTA indicated it is open to a brokerage prime with a dedicated fleet subcontractor. Will PVRTA accept a single partnered proposal covering both the dedicated and non-dedicated services on that basis, under Section I.B?

A35. A coordinated or partnered proposal is permissible if it clearly identifies the contract holder, every performing entity, responsibilities and separate prices and technical responses for dedicated and non-dedicated services. PVRTA intends direct, separately identified agreements for the two categories. A brokerage prime or subcontracting structure is not accepted by implication; it requires express PVRTA approval and documentation in the resulting agreement. A contract holder remains fully responsible for its subcontractors' performance. Submit the required dedicated and non-dedicated proposal materials separately identifiable, even if packaged as a coordinated submission.

Q36. Section II.N requires three years of financial statements audited by an independent third party. Will PVRTA accept three years of CPA-reviewed financial statements from the contract holder in place of audited statements?

A36. For non-dedicated proposals, yes: three years of independent CPA-reviewed statements are acceptable under the amendment in Response 12. Dedicated proposers must provide audited statements. Statements must be those of the proposed contract holder; reliance on an affiliate or guarantor requires a disclosed, enforceable arrangement acceptable to PVRTA. Retained copies are required; confidentiality is subject to law. See Response 30

Q37. May a PVRTA-approved subcontractor hold the CHP terminal for the depots where PVRTA vehicles are parked, as referenced in Exhibit A, Scope of Work Section 4.3.4?

A37. A PVRTA-approved subcontractor may hold the relevant CHP terminal identification and responsibilities only if that arrangement accurately identifies the legally responsible motor carrier and complies with CHP requirements for the actual operation and location. PVRTA approval does not transfer the prime contractor's contractual responsibility or permit use of another entity's number as a substitute for compliance. Identify the carrier, depot, permits, inspections and custody arrangements in the proposal. This concerns the dedicated operation of the PVRTA and City fleet.

Q38. Part V asks offerors to separate pricing for WAV and ambulatory trips, while Exhibit C, Page Two provides one per-trip rate per service. How should offerors enter separate WAV and ambulatory rates? May offerors add lines to Page Two for that purpose?

A38. PVRTA will issue a revised Exhibit C, Page Two by addendum with separate "Ambulatory per-trip rate" and "WAV per-trip rate" lines for each of the four services, for each base year and option year. Offerors must use the revised form. An offeror proposing the same rate for both trip types should enter it on both lines. The estimated trip count for each per trip rate are estimates for evaluation only, and payment will be based on the trip type actually assigned through the Platform.

Q39. On Exhibit C, Page One, item 4.0 is labeled "Item #2 above X 14,100," but the embedded formula multiplies the hourly rate by 35,000. Will PVTA correct the formula by addendum, and which figure will be used for evaluation?

A39. Exhibit C, Page One has been corrected to multiply by 14,100 Vehicle Revenue Hours. See Addendum 1 Attachment C, Exhibit C Cost Proposal (Revised).

Q40. Scope of Work Section 6.12 requires PVTA's prior written approval before PVTA Data is processed in any generative AI service, and the RFP lists AI-enabled phone attendants as a desired improvement. What approval process will PVTA use for an AI phone attendant proposed as part of the Service Improvement Plan?

A40. Identify the proposed product and vendor, intended tasks, data flows and retention, United States hosting, prohibition on model training with PVTA Data, security controls, accessibility, language assistance and immediate access to a live agent. Include the vendor's terms, subprocessor information and proposed testing and fallback plan. Approval of a service-improvement concept does not authorize data processing. No PVTA Data may enter a generative AI system until PVTA gives the prior written approval required by Scope §6.12. PVTA may require a pilot and performance reporting and may reject an unsuitable system. Recordings, transcripts and derived call records remain PVTA Data.

Q41. Section III.H and Article 10 of Exhibits B-1 and B-2 set minimum limits of \$5,000,000 per occurrence and \$10,000,000 aggregate for commercial general liability, a \$10,000,000 combined single limit for automobile liability, and \$5,000,000 per occurrence and \$10,000,000 aggregate for sexual abuse and molestation. Would PVTA consider limits more consistent with the market for demand-response service of this size, such as \$5,000,000 per occurrence and aggregate for general liability, automobile liability, and sexual abuse and molestation?

A41. Refer to Addendum 1 Attachment B1, Dedicated Insurance Requirements, and Attachment B2, Non-Dedicated Insurance Requirements.

Q42. Where a contract holder performs dedicated and non-dedicated services through a PVTA-approved primary transportation provider, may the required insurance limits be met through the combined primary and excess or umbrella coverage of the contract holder and that provider?

A42. Yes, if the primary and excess policies together insure the contract holder and performing provider for the applicable operations at the required total limits with all required endorsements and no coverage gaps. Separate policies cannot be added arithmetically when they cover different insureds, exposures, periods or incompatible layers. The contract holder must document the coverage structure and obtain PVTA approval before service. This does not approve a partnered contract structure or relieve either entity of its responsibilities.

Q43. Please confirm that all reservation, call-center, scheduling and dispatch personnel performing PVTA services, including subcontracted and after-hours staff, must be located in the United States.

A43. All reservation, call-center, scheduling and dispatch personnel performing PVTA work, including subcontracted and after-hours personnel, must be physically located in the United States. PVTA Data must be hosted, stored and processed in the United States in accordance with Scope §6.12; United States hosting alone does not satisfy the personnel-location requirement. Identify every proposed location, data-access arrangement,

supervision, recording, language capability and continuity measure. RFP and Scope provisions are amended accordingly. No offshore-services exception is approved.

Q44. So that all offerors can price on equal footing, will PVTA release FY2026 performance data by service, including on-time performance, missed trips, trip denials, valid complaints, and average call hold times?

A44. Refer to the published FY2026 operational and board reports. Any supplemental verified service-level data for on-time performance, missed trips, and denials is provided, where available, in Addendum 1 Attachment F, Non-Dedicated Ridership KPI. These responses do not establish an unpublished KPI or complete call-hold dataset; unreported measures shall not be treated as zero.

Q45. RFP page 46, A.3, A.4, A.5 indicate that bidders should separately state these costs. Where should these costs be included?

A45. Use the revised cost form, Addendum 1 Attachment C. On Page Four, show amortized transition and start-up costs on the "Start-up Costs" line and technology costs on the "Computer - Hardware Costs" and "Software Costs" lines. If you propose a one-time start-up payment, list it on a separate, clearly labeled schedule. Maintenance is a pass-through and may not be included in the Fixed Monthly Rate or Fixed Hourly Rate (Exhibit B-1, Section 8.1.4). Enter \$0 on the mechanic and maintenance lines on Page Three, the maintenance parts, tires and outside repair lines on Pages Four and Five, and give your estimated annual maintenance pass-through on a separate, clearly labeled schedule. Do not change evaluation quantities or formulas.

Q46. Attachment 4, Fleet Schedule and Equipment List: Please provide the replacement schedule for the dedicated fleet in this list indicating the year the vehicle is planned to be replaced and the fleet make/model that will replace it.

A46. See Addendum 1 Attachment E, Fleet Replacement Schedule.

Q47. RFP page 19, K. Screening, Selection and Award: Would PVTA consider removing the requirement for Operations Supervisors and Maintenance Supervisors to be present at the interview, given the new approach to these services?

A47. The proposed Operations and Maintenance Supervisors are strongly encouraged, but not required, to attend the interview under RFP II.K. No removal of a mandatory attendance requirement is necessary. Required availability and approval of key personnel under the resulting agreement remain effective.

Q48. RFP page 23, Qualifications of Key Personnel: How will this evaluation criteria change based on PVTA's option to use an outside maintenance vendor for maintenance?

A48. The published evaluation factors remain in effect. A maintenance subcontract does not eliminate the need to demonstrate qualified maintenance management, coordination, oversight, record access and performance accountability. Identify the proposed subcontractor and its responsible personnel, qualifications, facilities and reporting relationships. PVTA will evaluate the personnel actually responsible for the proposed functions, whether employed by the proposer or an approved subcontractor, under the disclosed criteria.

Q49. RFP page 30, E. Reservation, Scheduling and Dispatch System: This section indicates that PVRTA will provide the dispatch platform for the service moving forward; however, later in the section an implementation schedule is requested. Please confirm whether an implementation schedule is required.

A49. Yes. The contractor must submit an implementation schedule for its use of the PVRTA-supplied platform, covering access, integration, equipment, staffing, training, data transition, testing, fallback procedures and readiness milestones. Providing the underlying platform does not perform those contractor tasks. Identify dependencies on PVRTA and Spare, proposed completion dates, and how all services will be ready for July 1, 2027. The staffing schedule for reservation, scheduling and dispatch remains required

Q50. Please confirm the staff requirements needed to manage the Operations Services contract.

A50. No general minimum headcount is prescribed beyond the positions and coverage expressly required by the RFP and agreement. Propose an organizational chart, FTEs, job descriptions, responsibilities and compensation sufficient for the full service span, relief, dispatch, reservations and road supervision. The dedicated Operations Manager requirements in B-1 §5.2 remain mandatory. B-1 §5.1(c) does not permit billing PVRTA for an additional general-manager or comparable executive tier. Combining functions is permissible only if express qualifications, dedicated time, supervision and service requirements remain satisfied.

The staffing and personnel requirements concern the proposer's contract operation and approved subcontractors. They are not a representation of PVRTA's own staffing or union status, and no member-city staffing or bargaining-unit requirement is incorporated merely through JPA membership.

Q51. Please confirm the management staff who are to be named in the proposal.

A51. Identify proposed administrative and management personnel and provide the resumes required by RFP III.C. Where a position is genuinely unfilled, identify it candidly and provide qualifications, recruitment and appointment milestones; no unfilled position is deemed an approved substitute for a required named or approved key person. The Operations Manager must satisfy B-1 §5.2 and be approved before readiness authorization. This clarification does not waive any expressly required named or approved key-person submission.

The staffing and personnel requirements concern the proposer's contract operation and approved subcontractors. They are not a representation about PVRTA's own staffing or union status, and no member-city staffing or bargaining-unit requirement is incorporated merely through JPA membership.

Q52. Labor Code 1070: In order for bidders to comply with Labor Code 1070-1074, the following information must be made available to all bidders: A. seniority list for the current employees for this contract with position, full-time or part-time status, length of service, and current rate of pay; B. current rates/benefits participation rates of the current employees (medical, dental, vision), along with specific information regarding co-pays, dependent coverage, and amount of premium paid by employer and details about what each plan offered includes; C. information regarding retirement plans; D. Any applicable collective bargaining agreements for employees of these services and

any applicable MOUs or side letters of agreement. Please indicate the date on which this material will be provided. Bidders will need sufficient time to factor for these costs in our price proposal.

A52. The employee information required under California Labor Code Section 1072(c)(1) was provided by the incumbent contractor and included in Attachment 3 of the RFP. The applicable collective bargaining agreement was also provided. Both documents have been available to proposers since the RFP was issued on October 5, 2026.

Additional employee-specific information required upon contract award will be provided by the incumbent contractor to the successor contractor in accordance with applicable law.

Q53. Exhibit A 3.15 Operations Facility: Please confirm if a park-out is sufficient to satisfy the facility requirements in the RFP.

A53. PVRTA does not provide an operations facility or park-out location. The dedicated contractor must provide its operations facility and each depot or service hub where PVRTA vehicles are parked, within the PVRTA service area or within five miles of it as PVRTA agrees in writing (RFP III.I; Scope §3.15). PVRTA does not require a single consolidated site and is open to distributing vehicles across multiple secure locations to reduce deadhead. Parking areas must be security-fenced, paved, lighted, with security cameras providing 24-hour surveillance and at least 30 days of video storage, with space for every vehicle assigned to PVRTA service and secured storage for keys, fare media and records. The proposal must document the facility's availability, such as a lessor letter or proposed lease. PVRTA is willing to assist the awarded contractor in securing a mutually acceptable facility (RFP III.I). The incumbent's current location is leased by the incumbent and is not offered by PVRTA.

Q54. Exhibit A 3.15 Operations Facility: Please confirm if the park-out is required to have office space and be furnished for operations staff.

A54. A full office is not required at every park-out. Dispatch and administration may be elsewhere, including an approved remote or hybrid arrangement that meets Scope §3.15.1. Required secured storage, driver facilities, reasonably accessible ready-room/restroom arrangements, accessibility, Cal/OSHA compliance, supervision and continuity must still be provided. Every proposed location and responsibility must be identified; an unmanned lot alone is not a complete operations-facility plan.

Q55. Bonds: Please confirm that no bid bond is required to be submitted with the proposal.

A55. Confirmed. The RFP does not require a bid bond for dedicated or non-dedicated proposals. Required insurance, qualifications and other proposal obligations remain effective.

Q56. Schedule: Would PVRTA consider a three-week extension following the Q&A release to allow proposers sufficient time to review and responsibly incorporate updates to their proposals?

A56. PVTA declines the requested discretionary three-week extension. The proposal deadline remains November 13, 2026 at 3:00 p.m. Pacific Standard Time unless changed by addendum.

Q57. Does PVTA approve of using its logo in the bid response?

A57. Yes, bidders may use the PVTA logo in the bid response.

Q58. Please confirm that no payment bond is required to be posted upon award.

A58. Confirmed. No payment bond is required upon award under this RFP. The successful proposer must provide the contractually required insurance and endorsements and comply with transition and other security provisions. This answer does not alter a bond requirement arising independently under law for separately procured work.

Q59. Please confirm that no performance bond is required to be posted upon award.

A59. Confirmed. No performance bond is required upon award under this RFP. Other contractual protections, including the dedicated agreement's transition-out obligations and authorized payment withholding, remain effective. See Responses 55 and 58.

Q60. Please confirm the requirements for non-revenue vehicles and the current non-revenue vehicles that are in place today.

A60. PVTA will not provide non-revenue vehicles. Attachment 4 identifies the revenue vehicles and radio equipment PVTA will provide. Any supervisor, road-supervision, or other support vehicles required for operations, including those necessary to meet the road supervision requirements under RFP Section III.D.3, shall be provided by the Contractor and included in the proposal price.

Any non-revenue vehicles currently owned or provided by the incumbent contractor are not included in this procurement and will not be transferred to the successor contractor.

Q61. Please confirm that electronic signatures are acceptable on all forms and the cover letter.

A61. Yes, PVTA accepts electronic signatures on the forms and cover letter, subject to authority, authenticity and any form-specific legal requirement. Submit the required signed hard-copy package and electronic files; this permission does not authorize email-only submission or waive the delivery deadline.

Q62. Please confirm that the technical proposal pages may be numbered sequentially as reflected in the table of contents, and that attachments may retain their own numbering.

A62. Number the technical proposal sequentially and make it match the table of contents. Required forms, attachments and appendices excluded from the page limit may retain a separate logical numbering sequence, provided every page is identifiable and references are clear. The substantive technical narrative remains subject to the 75-page limit.

Q63. Please confirm tables, charts, and graphs may use a typeface smaller than 11-point.

A63. Yes. Tables, charts and graphs may use type smaller than 11 point, but no smaller than 9 point, and must be plainly legible at normal page size. Narrative text remains subject to the 11-point requirement. Reduced type may not be used to evade the page limit. RFP II.D is amended accordingly.

Q64. Section D on page 14 states, NOTE: any information included in the appendices will not be included in your offer or subject to scoring. Please confirm that required and supporting attachments that this section excludes from the page limit (e.g., start-up schedule, resumes, staff schedules, confidential CPRA exemption explanations, certificate of insurance, CHP reports, facility evidence, sample reports, pricing narrative description, etc.) will be included in the offer and subject to scoring.

A64. RFP II.D is amended as follows: required forms and expressly requested supporting attachments remain part of the offer and will be considered under the published criteria applicable to them, even if excluded from the 75-page limit. This includes required resumes, schedules, sample reports, facility evidence and pricing support. Voluntary appendix material may not substitute for the required technical narrative or introduce undisclosed evaluation factors. Confidentiality explanations are evaluated for disclosure handling, not as a new merits factor. This amendment controls conflicting appendix instructions, including those in RFP III.G.

Q65. Please clarify whether a hard copy of the Cost Proposal should be submitted in a separate envelope from the technical proposal and, in the electronic copy, as a separate PDF file.

A65. One sealed outer submission package is required; a separate sealed inner cost envelope is not required. Include the signed Exhibit C and basis-of-price narrative. On the USB drive, provide a separately labeled cost-proposal PDF and the completed native Excel workbook in addition to the technical files. These file-organization instructions do not change the pricing or evaluation requirements. See Response 66.

Q66. Is the Cost Proposal required to be submitted on the USB drive in the provided Excel format?

A66. Yes. Include the completed cost proposal in native Excel on the USB drive and a signed PDF, with the required signed hard copy. Preserve the issued formulas except as the addendum directs and resolve discrepancies before submission. The signed hard-copy cost form controls an unintended discrepancy, subject to applicable law; this rule does not authorize a material post-deadline price change. RFP submission instructions are amended accordingly.

Q67. Please confirm that the redacted copy of the proposal may be submitted only on the USB drive.

A67. Yes. Provide a separately labeled proposed public/redacted PDF on the USB drive; no separate redacted hard copy is required. Also submit the complete unredacted evaluation copy. Identify each claimed exemption by page and section and provide its legal and factual basis. A confidentiality label does not bind PVTA under the California Public Records Act. Do not designate the entire proposal or required pricing and certifications confidential.

Q68. The RFP states there is no DBE contract goal. Please confirm that a good faith effort is not required.

A68. Confirmed. No DBE contract goal is established for this solicitation, so goal-specific DBE commitments or good-faith-effort documentation are not required with the proposal. Applicable nondiscrimination, reporting, payment and other 49 CFR Part 26 requirements remain effective to the extent applicable. This response does not determine the certification status of any individual firm or promise that all DBE obligations are suspended.

Q69. Does Attachment 2.2 Certification for Suspension and Debarment require notarization?

A69. No notarization is required for Attachment 2.2 as issued. The unused "State of" and "County of" lines are deleted. The certification must be executed by an authorized official, with exclusions verified for the relevant covered entities and transactions under the applicable federal suspension and debarment requirements. An entity unable to certify must disclose the exception as the form requires.

Q70. Our company does not provide copies of our insurance policies as they contain confidential client information. Would PVTA accept broker-certified Certificates of Insurance and applicable endorsements for this requirement?

A70. At proposal submission, a certificate or broker letter demonstrating ability to obtain coverage is acceptable. Before performance, provide certificates and actual required endorsements. PVTA retains its Article 10 right to inspect relevant policy provisions or complete policies when reasonably necessary to verify coverage, including exclusions and excess layers. Unrelated confidential client information may be narrowly redacted if that does not conceal required coverage information. Certificates alone do not amend or prove all policy terms. No wholesale waiver of policy review is granted.

Q71. What coverage limit does PVTA require for Underinsured/Uninsured Motorist (UM/UIM) insurance?

A71. Refer to Addendum 1 Attachment B1, Dedicated Insurance Requirements, and Attachment B2, Non-Dedicated Insurance Requirements.

Q72. Page 5, Request for Proposals, Non-Dedicated/On-Demand Providers: This section states that PVRTA licenses and controls the Spare platform and establishes the trip-allocation business rules and algorithm settings. Please confirm that PVRTA will be responsible for all licensing and recurring fees associated with the Spare platform and that neither the dedicated nor non-dedicated CONTRACTOR will incur any costs associated with the platform.

A72. PVRTA bears the license and recurring subscription cost of the PVRTA-supplied Spare platform under the released procurement. Contractors remain responsible for their own compatible devices, wiring, mounting, connectivity, computers and systems, and the integration and staffing obligations assigned to them. Identify any separately proposed technology charges in the cost proposal; they are not automatically reimbursable. This answer concerns Spare, not GoTo phone licensing, addressed in Response 84.

Q73. Page 5, Request for Proposals, Non-Dedicated/On-Demand Providers: This section states that PVRTA licenses and controls the Spare platform and establishes the trip-allocation business rules and algorithm settings. Please identify any issues or challenges PVRTA has experienced with the Spare platform.

A73. The known reporting limitation identified for proposal purposes is the lack of an automated dedicated revenue-hour cap; contractors must independently track the cap and produce required reconciliations. No assurance that the platform has no material limitations is given. Proposers must review integration and reporting requirements and identify dependencies. For a qualifying outage, B-1 §15.12 provides the specified relief if notice, fallback and reconciliation conditions are met; see Response 77. Any other material operational limitation PVRTA discloses will be distributed equally by addendum before proposals are due.

Q74. Page 6, Exhibit A, 2.3.2 Radios: This section indicates that PVRTA will provide the radios identified in Attachment 4 to the CONTRACTOR on an “as-is” basis. The CONTRACTOR will be responsible for maintaining the radios, obtaining and maintaining all required licenses, and replacing the radios as necessary. Attachment 4 lists the radio purchase date as “10/06.” It is unclear whether this represents October 6 or October 2006. Please clarify the purchase date of the radios.

A74. Attachment 4’s “10/06” entry means October 2006. The listed radios are supplied as is, with maintenance, licensing and replacement responsibilities governed by Scope §2.3.2. See Responses 80 and 81.

Q75. Page 7, Exhibit A, 2.3.3 In-Vehicle Platform Equipment: This section indicates that the CONTRACTOR is responsible for providing in-vehicle technology capable of supporting operational functions such as displaying current trip activity, trip execution, recording no-shows, turn-by-turn navigation, fare calculation/payment confirmation, and walk-up trip booking. For fare calculation/payment confirmation and walk-up trip booking, please clarify whether any in-vehicle equipment other than tablets or mobile data terminals (MDTs) is currently used to perform these functions. If so, please identify the additional equipment and its purpose.

A75. The available operational description identifies MDTs and radios. The contractor supplies compatible MDTs or tablets and associated mounting, wiring, electronics and data service under Scope §§2.3.3 and 2.3.6. Do not assume incumbent-owned devices transfer with the fleet. PVRTA is not aware of any other payment or walk-up-booking device in use. Required functionality must be provided through the approved equipment and platform; the complete vehicle-technology inventory is addressed in Response 76.

Q76. Page 7, Exhibit A, 2.3.3 In-Vehicle Platform Equipment: Please identify all in-vehicle technology currently installed in the Dedicated Vehicles, as well as any additional in-vehicle technology that PVRTA requires the CONTRACTOR to provide and install.

A76. Other than the radios listed in Attachment 4, PVRTA does not own any hardware in the vehicles. The current operator owns MDT's that are not hardmounted, and they own the drive cam system. These items will not transfer to the new contractor.

Q77. Page 14, Exhibit A, 3.1.1 General Overview-Dedicated Vehicle Services: This section requires separate tracking and billing for Dedicated Vehicle Services. Since PVRTA provides the cloud-based SaaS platform, please confirm that the Contractor will not be penalized for any platform limitations that prevent all required reporting elements from being separately tracked and reported.

A77. The contractor remains responsible for accurate records, separately tracked service and billing, manual controls where needed, and reports assembled from available source data. A missing automated report is not automatically an excuse. However, B-1 §15.12 excludes a qualifying platform-outage period from the specified performance measurement if the contractor timely notifies PVRTA, follows documented fallback procedures, logs affected trips and reconciles records within two business days, without causing or worsening the failure. That clause does not excuse service, civil-rights compliance or recordkeeping. Document any genuine data limitation promptly for joint resolution; PVRTA will apply the agreement's causation and relief provisions rather than promise blanket immunity or impose an unsupported penalty.

Q78. Page 60, Exhibit A, 5.2.6 Complaint Intake, Investigation and Reporting: This section requires the CONTRACTOR to accept complaints or comments from any person through multiple channels. Please identify the complaint intake, investigation, tracking, and reporting platform used by PVRTA. Additionally, please confirm that the CONTRACTOR will be provided with the necessary access and permissions to perform all complaint-related activities required by PVRTA.

A78. PVRTA currently logs complaints in an internal spreadsheet rather than a separate complaint-management platform. PVRTA will refer matters for the responsible contractor's investigation and provide the information and authorized access needed to perform its duties, with appropriate privacy controls. Contractors must document complaints received directly, acknowledge and log them within one business day, investigate within three business days, and report complaints and dispositions monthly under Scope §§3.2.5 and 5.2.6. Civil-rights matters follow Response 79.

Q79. Page 60, Exhibit A, 5.2.6 Complaint Intake, Investigation and Reporting: Please clarify whether the dedicated CONTRACTOR is responsible for logging, tracking, investigating, resolving, and reporting complaints related to services provided by non-dedicated contractors, or whether each contractor, dedicated and non-dedicated, is responsible for managing and reporting complaints related to its respective services.

A79. PVTA maintains centralized oversight and tracking of customer complaints. Complaints received by PVTA will be referred to the appropriate CONTRACTOR based on the provider responsible for the service.

Each CONTRACTOR, dedicated and non-dedicated, is responsible for investigating, resolving, documenting, and reporting complaints related to the services it performs. The dedicated CONTRACTOR is not responsible for investigating or resolving complaints involving services performed by a separately contracted non-dedicated provider.

The CONTRACTOR will generally be responsible for contacting the rider regarding the complaint and its resolution. However, PVTA may contact the rider directly or assume responsibility for complaint resolution when appropriate.

Complaints involving alleged discrimination, denial of reasonable modifications, or other civil rights matters must be forwarded to PVTA within one (1) business day. PVTA retains responsibility for investigating and determining these complaints, in accordance with Scope §5.2.6.

Q80. IT: Will radios be refreshed as a whole or in part during the contract term? If so, what model/types are planned? Attachment 4 lists Motorola radios, including vehicle, spare, handheld, and base radios, with purchase date 10/06. As of October 2026, that implies they are approximately 20 years old.

A80. PVTA does not plan to replace the radios before or during the base term. As released, the contractor is responsible for maintenance, licensing and replacement of PVTA-provided radios when required, and replacement units become PVTA property at the end of the contract (Scope §2.3.2). Proposers may instead propose a contractor-supplied radio or other communication system.

Q81. IT: Can LTE PTTs be used instead of Legacy radios?

A81. Yes. Under Scope §2.3.2, a proposer may propose a contractor-supplied radio or other communication system. The contractor is then responsible for both equipment and air-time charges, and the cost must be clearly delineated in the proposal. The system must provide two-way communication with every vehicle (Scope §3.2.7) and, where dispatch is remote, call and radio recording equivalent to that available on site (Scope §3.15.1). If an

LTE push-to-talk system is accepted, the PVTA radios in Attachment 4 will be returned to PVTA at transition.

Q82. IT: Please provide the current call tree to include any public phone numbers the contractor should use and/or maintain.

A82. PVTA's existing call tree and public phone numbers are maintained through the GoTo cloud-based phone system. PVTA is responsible for maintaining the phone system, including the call tree and associated phone numbers. The CONTRACTOR will be responsible for maintaining a reliable internet connection and providing the necessary equipment to access and utilize the system.

Q83. IT: Please provide the typical monthly call volume for English and any foreign language lines in use.

A83. English-language call volume averages approximately 2,100 minutes per month. Foreign-language call volume varies monthly but averages approximately 100 minutes per month. PVTA provides and covers the cost of Language Line interpretation services for use by the Contractor.

Q84. IT: How many GoTo licenses will be provided to the contractor? How many desk phones that work off GoTo will be provided?

A84. PVTA provides access to GoTo and bears the recurring license cost for the licenses it authorizes for this operation. The contractor shall provide compatible desk phones, headsets, other equipment and reliable connectivity. See Addendum No. 1 for the change to Scope §2.3.4.

The available account description identifies 12 current licenses, three assigned to PVTA customer-service staff; that description is not a guarantee of contractor seat count. State the required contractor seats in the staffing proposal. PVTA will authorize the quantity needed for the accepted plan, and any fixed quantity on which it requires proposers to rely will be disclosed equally before the proposal deadline.

Q85. Price Adjustment: Will the Authority include a provision that provides for price adjustments if Contractor's costs increase or revenues decrease as a result of (i) changes to the scope of work / service hours requested by the Authority, (ii) changes in laws, rules, regulations, etc. applicable to the services to be provided by Contractor, and/or (iii) wage increases necessary for Contractor to be able to recruit and retain qualified employees as a result of an increase in the minimum wage in the City or surrounding jurisdictions; and (iv) costs incurred in response to a federal, state, or local state of emergency, including providing personal protective equipment, supplies, staffing, and additional services? If the parties are unable to agree on a rate adjustment, then either party may terminate the contract upon 120 days' written notice to the other party.

A85. No additional blanket escalation provision or 120-day contractor termination right is accepted. B-1 already provides base-year bid rates, indexed option-year adjustments, the stated maintenance/fuel reimbursement structure, service-change provisions and §16.5 change-in-law relief limited to documented unavoidable costs in the circumstances it specifies. A legally applicable minimum-wage change should be evaluated under §16.5; general recruitment pressure or voluntarily increased wages do not automatically qualify. Emergency costs require analysis under the actual change, direction and compensation provisions, not automatic reimbursement. There is no new revenue guarantee. Submit any proposed exception under RFP II.M; PVRTA may reject it. Existing contractual and nonwaivable legal remedies remain effective.

Any wage or benefit obligation must be tied to the contractor's actual employees, applicable law, an applicable contractor CBA/protective arrangement or an expressly incorporated requirement. A member city's MOU wage increase or a nearby jurisdiction's minimum wage does not by itself entitle the contractor to a PVRTA rate increase. Determine whether the law actually governs the work and whether the agreement's adjustment conditions are met. PVRTA's lack of a represented bargaining unit does not relieve the contractor of its own labor obligations.

Q86. Vehicle Acceptance Standards: Will the Authority include Contractor's vehicle acceptance standards as the applicable standard against which all vehicles will be inspected and include Contractor's vehicle acceptance agreement as an exhibit to the Agreement? Will the Authority also include that the Authority will be responsible for the cost of major repairs needed during the first 180 days after Contractor begins service under the Agreement?

A86. No. PVRTA will not incorporate the contractor's unilateral vehicle-acceptance agreement or replace the published standards. Vehicles are offered on the disclosed terms, with the vehicle receipt and transition process. Ordinary approved maintenance and repairs are generally reimbursed at actual cost through the approved maintenance subcontract under B-1 §§5.1(b) and 8.1.4; this is not a new 180-day repair warranty. Damage, negligence, deficient servicing and deferred-maintenance responsibilities remain allocated by the agreement.

Q87. Force Majeure: Will the Authority revise to include labor disputes, strikes, and/or other work stoppages as force majeure events?

A87. No. B-1 §16.6 excludes labor disputes involving CONTRACTOR's own workforce and acts or omissions of its subcontractors. That exclusion addresses the private contractor/subcontractor operation; it does not suggest PVRTA has a union or a CBA with those workers. PVRTA's lack of a represented bargaining unit does not remove the risk of a contractor labor disruption.

The continuity and transition duties remain effective. Describe a lawful contingency plan, notices and qualified replacement capacity without promising that employees will never strike or that the agreement extinguishes protected labor rights. A disruption involving a member city's workforce is not automatically a contractor-workforce dispute or

automatically force majeure. Apply the actual contractual relationship, cause, control, reasonable diligence and notice requirements; an event involving a city is not excluded or excused merely by its JPA membership. Preserve any applicable employee-protective arrangement and the actual employer's labor obligations.

Q88. Labor Matters / 13(c) Obligations: Will the Authority include a provision clearly acknowledging and agreeing that Contractor is not a party to and not bound by the terms of any of the Authority's 13(c) Agreement(s) or any existing CBA?

A88. No. PVTA will not give the requested blanket exemption. PVTA is a California JPA separate from Claremont, San Dimas, Pomona and La Verne. PVTA itself has no represented bargaining unit, and this response does not identify any PVTA employee CBA or represent that PVTA is the employer-signatory to the incumbent contractor's CBA. The member cities' separate bargaining relationships do not, merely because of JPA membership, bind PVTA or an awarded contractor.

The posted incumbent CBA is captioned First Transit, Inc., a subsidiary of Transdev Services, Inc., for the PVTA operation, and ATU Local 1756, with a stated term January 1, 2024–December 31, 2027. Applicable private-contractor successor recognition, bargaining, initial-term and assumption obligations depend on governing labor law and the actual transition. A successor does not automatically become a signatory to every predecessor CBA, but lack of its signature does not establish freedom from all successor duties. A city MOU is not substituted for that contractor CBA. The NLRA analysis applies to the private employer where covered, not to the member cities' public-sector bargaining relationships.

Section 13(c), now 49 USC §5333(b), is distinct. PVTA's lack of union-represented employees does not establish that no employee-protective arrangement applies to a covered federally assisted project. Such arrangements may protect affected union and nonunion transit employees, including qualifying employees of the recipient, service contractors or other transit providers in the project service area, according to the actual certification and arrangement. Member-city employees are not included simply because their city is a member or has unions; a covered transit employment/project relationship must be established. The contractor must perform and flow down the applicable incorporated obligations; no expansion beyond applicable law and the agreement is intended.

Q89. Contract Term: Will the Authority revise to require mutual agreement for any renewal of the term of the agreement?

A89.No. The two one-year option periods are exercisable solely by PVTA, by written notice at least 90 days before the end of the then-current term (B-1 §9.2). Option-year rates are the rates then in effect, adjusted by the PCEPILFE index (B-1 §8.6.2), which addresses the contractor's cost risk in those years.

Q90. Personnel Management: Will the Authority revise to provide that Contractor will conduct individual assessments of each applicant/employee in accordance with applicable state and federal laws?

A90. Yes. Contractor shall conduct individualized assessments and follow applicable hiring, screening, and adverse-action procedures where required by law. Mandatory transportation disqualifications and lawful, job-related safety qualifications remain enforceable. This addendum supersedes inconsistent blanket conviction exclusions and screening requirements in Scope §§3.7.1 and 3.7.6. Contractor remains responsible for employment decisions and legal compliance.

Q91. Commercial Auto Liability (Article 10.2): As allowed by law, Underinsured/ Uninsured Motorist coverage may be rejected in the State of California. Will the Authority remove this requirement?

A91. No, this requirement will not be removed. Refer to Addendum 1 Attachment B1, Dedicated Insurance Requirements, and Attachment B2, Non-Dedicated Insurance Requirements.

Q92. Sexual Abuse & Molestation (SAM) Insurance (Article 10.2): Will the Authority accept a \$2M limit for SAM coverage?

A92. Yes, PVTa will accept a \$2 million limit for SAM coverage, if that is the maximum available. This is an exception that PVTa must approve in writing, as described in Addendum 1 Attachment B1, Dedicated Insurance Requirements, and Attachment B2, Non-Dedicated Insurance Requirements.

Q93. Terrorism Coverage (Article 10.2): Will the Authority remove this requirement or provide this coverage?

A93. Refer to Addendum 1 Attachment B1, Dedicated Insurance Requirements, and Attachment B2, Non-Dedicated Insurance Requirements.

Required Coverages and Limits — Dedicated Services

Coverage	Minimum Limit
Commercial General Liability	\$5,000,000 per occurrence and \$10,000,000 general aggregate, as specified in Section 10.3.
Commercial Automobile and Transportation Pollution Liability Insurance	\$10,000,000 combined single limit per accident; uninsured and underinsured motorist coverage included as specified in Section 10.3. Coverage shall apply to all vehicles used in the services, including PVTA-owned and City of Claremont-owned vehicles assigned to Contractor, and all drivers and service activities, with PVTA named as additional insured. CA 99 48 or equivalent transportation-pollution coverage; separate coverage for otherwise uninsured applicable exposures. Separate pollution liability minimum: \$1,000,000 per occurrence and \$2,000,000 aggregate.
Physical damage coverage on PVTA-supplied vehicles	Actual cash value on all entrusted PVTA and City of Claremont vehicles; loss-payee protection; maximum \$5,000 deductible unless PVTA approves otherwise in writing.
Workers' Compensation Insurance	Workers' compensation: statutory. Employers' liability: \$1,000,000 each accident, \$1,000,000 disease policy limit, and \$1,000,000 disease each employee.
Cyber Liability	\$5,000,000 each occurrence, claim or loss, as applicable, and \$5,000,000 aggregate.
Sexual Abuse and Molestation Insurance	\$5,000,000 each occurrence or claim, as applicable, and \$10,000,000 aggregate.
Direct-primary Garagekeepers coverage	At least \$4,000,000 per occurrence, sufficient for maximum combined exposed vehicle values.
Crime Insurance	Not less than \$1,000,000 per occurrence.
Excess or Umbrella Liability, following form	Primary and applicable excess may combine to meet the scheduled total minimums, provided the excess covers the underlying exposure; see Section 10.3.
Terrorism Coverage	\$5,000,000 per occurrence where commercially available; see Section 10.3.

Required Coverages and Limits — Non-Dedicated Services

Coverage	Minimum Limit
Commercial General Liability	\$2,000,000 per occurrence and \$4,000,000 general aggregate, as specified in Section 10.3.
Commercial Automobile and Transportation Pollution Liability Insurance	\$5,000,000 combined single limit per accident; uninsured and underinsured motorist coverage as legally required and as specified in Section 10.3. Coverage shall address all applicable trip stages for the approved service model (including TNC platform periods, where applicable). CA 99 48 or equivalent transportation-pollution coverage; separate coverage for otherwise uninsured applicable exposures. Separate pollution liability minimum: \$1,000,000 per occurrence and \$2,000,000 aggregate.
Workers' Compensation Insurance	Workers' compensation: statutory. Employers' liability: \$1,000,000 each accident, \$1,000,000 disease policy limit, and \$1,000,000 disease each employee.
Cyber Liability	\$5,000,000 each occurrence, claim or loss, as applicable, and \$5,000,000 aggregate.
Sexual Abuse and Molestation Insurance	\$5,000,000 each occurrence or claim, as applicable, and \$10,000,000 aggregate.
Crime Insurance	Not less than \$1,000,000 per occurrence.
Excess or Umbrella Liability, following form	Primary and applicable excess may combine to meet the scheduled total minimums, provided the excess covers the underlying exposure (e.g., \$1,000,000 primary automobile plus \$4,000,000 applicable excess satisfies the \$5,000,000 automobile requirement); see Section 10.3.
Terrorism Coverage	\$5,000,000 per occurrence where commercially available; see Section 10.3.

Pomona Valley Transportation Authority
Request for Proposal
PVRTA Transportation Services

Exhibit C COST PROPOSAL FORM
Page One: Dedicated Vehicle Services

This COST PROPOSAL FORM is to be used to submit the OFFEROR'S firm fixed price proposal for all work described in EXHIBIT "A" - SCOPE OF WORK and EXHIBIT B - DRAFT SERVICE AGREEMENT.

A. DEDICATED VEHICLE SERVICES PRICE PROPOSAL

	Year 1	Year 2	Year 3	*Year 4	*Year 5
1 Fixed Monthly Rate <i>(from Pg 3 Item #3)</i>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2 Fixed Dedicated Service Hourly Rate	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Calculation of Total Annual Cost					
3 Annual Fixed Rate <i>(Item #1 above X 12)</i>	\$0	\$0	\$0	\$0	\$0
4 Annual Dedicated Vehicle Cost <i>(Item #2 above X 14,100)</i>	\$0	\$0	\$0	\$0	\$0
5 Total Annual Dedicated Service Cost <i>(Total of Items #3 and #4 above)</i>	\$0	\$0	\$0	\$0	\$0

Note: HIGHLIGHTED CELLS are filled automatically. Do not overwrite.

B. DEMAND AND SUPPLEMENTAL SERVICES PRICE PROPOSAL

Instructions: Bidder must fill out yellow highlighted cells ONLY. All other cells are locked and automatically calculated. Please enter data in the designated fields only.

		Year 1	Year 2	Year 3	*Year 4	*Year 5
1	Get About Overflow					
AMB	Estimated Annual Trips	180	180	180	180	180
	Proposed Per Trip Rate					
	Projected Annual Cost	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
WAV	Estimated Annual Trips	20	20	20	20	20
	Proposed Per Trip Rate					
	Projected Annual Cost	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2	Get About Ready Now					
AMB	Estimated Annual Trips	9,600	9,600	9,600	9,600	9,600
	Proposed Per Trip Rate					
	Projected Annual Cost	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
WAV	Estimated Annual Trips	400	400	400	400	400
	Proposed Per Trip Rate					
	Projected Annual Cost	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
3	Claremont Dial-a-Ride					
AMB	Estimated Annual Trips	16,660	16,660	16,660	16,660	16,660
	Proposed Per Trip Rate					
	Projected Annual Cost	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
WAV	Estimated Annual Trips	340	340	340	340	340
	Proposed Per Trip Rate					
	Projected Annual Cost	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
4	San Dimas Dial-A-Cab					
AMB	Estimated Annual Trips	6,440	6,440	6,440	6,440	6,440
	Proposed Per Trip Rate					
	Projected Annual Cost	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
WAV	Estimated Annual Trips	560	560	560	560	560
	Proposed Per Trip Rate					
	Projected Annual Cost	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Total Annual Demand and Supplemental Services Cost	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
6	Proposed Rate for Dedicated Driver for Demand & Supplemental Services					

*Option / Extension years are not included in the initial Contract Base Sum unless and until exercised in writing by PVTA and subject to approval by the Board.

*WAV trip counts have been provided.

AMB = Ambulatory

WAV = Wheelchair Accessible Vehicle

Page Two ALTERNATIVE: Demand & Supplemental Services (Non-Dedicated Service) – Base Fare + Distance Pricing

B. DEMAND AND SUPPLEMENTAL SERVICES PRICE PROPOSAL – ALTERNATIVE (BASE FARE + PER MILE)

Instructions: Bidder must fill out yellow highlighted cells ONLY. All other cells are locked and automatically calculated. Please enter data in the designated fields only.

		Year 1	Year 2	Year 3	*Year 4	*Year 5
1 Get About Overflow						
AMB	Estimated Annual Trips	180	180	180	180	180
	Miles Included in Base Fare (1-5 miles)	5.0 mi	5.0 mi	5.0 mi	5.0 mi	5.0 mi
	Proposed Base Rate(Per Trip)					
	Proposed Rate Per Additional Mile **					
	Projected Annual Base Fare Cost	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
WAV	Estimated Annual Trips	20	20	20	20	20
	Miles Included in Base Fare (1-5 miles)	5.0 mi	5.0 mi	5.0 mi	5.0 mi	5.0 mi
	Proposed Base Fare (Per Trip)					
	Proposed Rate Per Additional Mile **					
	Projected Annual Base Fare Cost	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2 Get About Ready Now						
AMB	Estimated Annual Trips	9,600	9,600	9,600	9,600	9,600
	Miles Included in Base Fare (1-5 miles)	5.0 mi	5.0 mi	5.0 mi	5.0 mi	5.0 mi
	Proposed Base Fare (Per Trip)					
	Proposed Rate Per Additional Mile **					
	Projected Annual Base Fare Cost	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
WAV	Estimated Annual Trips	400	400	400	400	400
	Miles Included in Base Fare (1-5 miles)	5.0 mi	5.0 mi	5.0 mi	5.0 mi	5.0 mi
	Proposed Base Fare (Per Trip)					
	Proposed Rate Per Additional Mile **					
	Projected Annual Base Fare Cost	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
3 Claremont Dial-a-Ride						
AMB	Estimated Annual Trips	16,660	16,660	16,660	16,660	16,660
	Miles Included in Base Fare (1-5 miles)	5.0 mi	5.0 mi	5.0 mi	5.0 mi	5.0 mi
	Proposed Base Fare (Per Trip)					
	Proposed Rate Per Additional Mile **					
	Projected Annual Base Fare Cost	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
WAV	Estimated Annual Trips	340	340	340	340	340
	Miles Included in Base Fare (1-5 miles)	5.0 mi	5.0 mi	5.0 mi	5.0 mi	5.0 mi
	Proposed Base Fare (Per Trip)					
	Proposed Rate Per Additional Mile **					
	Projected Annual Base Fare Cost	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
4 San Dimas Dial-A-Cab						
AMB	Estimated Annual Trips	6,440	6,440	6,440	6,440	6,440
	Miles Included in Base Fare (1-5 miles)	5.0 mi	5.0 mi	5.0 mi	5.0 mi	5.0 mi
	Proposed Base Fare (Per Trip)					
	Proposed Rate Per Additional Mile **					
	Projected Annual Base Fare Cost	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
WAV	Estimated Annual Trips	560	560	560	560	560
	Miles Included in Base Fare (1-5 miles)	5.0 mi	5.0 mi	5.0 mi	5.0 mi	5.0 mi
	Proposed Base Fare (Per Trip)					
	Proposed Rate Per Additional Mile **					
	Projected Annual Base Fare Cost	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Annual Demand and Supplemental Services Cost (Base Fares Only)		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Average Trip Lengths	
GA Overflow	5 miles
GA Ready Now	5 miles
Claremont DAR	3 miles
San Dimas DAC	4 miles

Percentage of Trips over 5 Miles	
GA Overflow	2.0%
GA Ready Now	34.6%
Claremont DAR	2.4%
San Dimas DAC	19.7%

*Option / Extension years are not included in the initial Contract Base Sum unless and until exercised in writing by PVTA and subject to approval by the Board.

*WAV trip counts have been provided.

**The Base Fare is charged once per completed passenger trip and covers all miles up to that amount.

***The Rate Per Additional Mile applies to each passenger-onboard mile (pick-up to drop-off) beyond the miles included in the Base Fare. Additional mileage will be billed on actual miles traveled and is NOT included in the Projected Annual Base Fare Cost or the Total above.

AMB = Ambulatory

WAV = Wheelchair Accessible Vehicle

For scoring only, PVTA will assume each trip over 5 miles travels 2 additional miles.

COST PROPOSAL FORM

Dedicated Services Annual Fixed Rate Costs		Year 1	Year 2	Year 3	*Year 4	*Year 5
1	<u>Fixed Rate Cost Elements</u>					
	Project Manager Salary					
	Project Manager Fringes					
	Dispatch/Info. Staff Wages					
	Dispatch/Info. Staff Fringes					
	Clerical Staff Wages (if any)					
	Clerical Staff Fringes					
	Maintenance Supervisor Salary					
	Maintenance Supervisor Fringes					
	Mechanic Wages					
	Mechanic Fringes					
	Other Maintenance Wages					
	Other Maintenance Fringes					
	Other Wages					
	Other Fringes					
	Hiring/Training Expenses					
	Safety Expenses					
	Janitorial					
	Telephone					
	Utilities					

MONTHLY RATE COST ELEMENTS CONTINUE ON NEXT PAGE

FIXED RATE COST ELEMENTS -- CONTINUED

<i>Fixed Rate Cost Elements</i>	Year 1	Year 2	Year 3	*Year 4	*Year 5
Office Supplies					
Preventive Maintenance Parts/Supplies					
Vehicle Repair Parts/Supplies					
Tires					
Outside Repairs					
Radio System Maintenance					
Insurance - Liability Coverages					
Insurance - Collision Comprehensive					
Computer - Hardware Costs					
Software Costs					
Accounting					
Start-up Costs					
Other Expense					
Management Fee/Profit					
Other (Describe):					
2. Total Fixed Monthly Costs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
3. Fixed Monthly Rate (fixed Monthly Costs /12)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Note: Shaded cells are filled automatically. Do not overwrite.

Note: Listing of typical cost items on this provided form does not require Contractor to provide this position, utility or service.

**Option / Extension years are not included in the initial Contract Base Sum unless and until exercised in writing by PVTA and subject to approval by the Board.*

COST PROPOSAL FORM
DEDICATED SERVICES HOURLY RATE

(Annual total based on 14,100 Vehicle Revenue Hours)

	Year 1	Year 2	Year 3	*Year 4	*Year 5
1 Fixed Hourly Rate Cost Elements					
Driver Wages					
Driver Workers Compensation					
Driver Health Insurance					
Other Driver Fringe Benefits					
Fuel ____gallons @ ____per gallon					
Maintenance Parts					
Maintenance Supplies					
Outside Repairs					
Other (Specify)					
Overhead					
Profit/Fee					
2 Total Hourly Costs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
3 Fixed Vehicle Revenue Hour Rate (Total hourly costs /14,100 VRH)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Note: Shaded cells are filled automatically. Do not overwrite.

Note: Listing of typical cost items on this provided form does not require Contractor to provide this position, utility or service.

***Option / Extension years are not included in the initial Contract Base Sum unless and until exercised in writing by PVTa and subject to approval by the Board.**

Pomona Valley Transportation Authority

EXHIBIT C

PROPOSAL FORM CHECKLIST

Attached to this proposal form are the following items:

- 1 Cover Letter
- 2 Experience, References, Financial Viability
- 3 Proposed Personnel and Management Plan (including salary and benefit schedules, resumes)
- 4 Description of Operations
- 5 Description of Management Information System (Accounting and Reporting)
- 6 Description of insurance (including loss experience and pending claims)
- 7 Financial Statements
- 8 Description of Proposed Operations
- 9 Reservation, Scheduling & Dispatch System
- 10 Coverage and Driver Resourcing Plan for Supplemental & On Demand Services
- 11 Reporting and Accounting
- 12 Insurance and Indemnity
- 13 Facility and Maintenance Program
- 14 Transition Plan/Time Schedule
- 15 Cost Reduction, Service Improvement and Optional Proposals
- 16 EXHIBIT C Cost Proposal Form and Proposal Form Checklist
 - Form 1: Certification Regarding Lobbying
 - Form 2: Certification for Suspension and Debarment
 - Form 3: Drug-Free Workplace Act Certification
 - Form 4: Telecommunications Certification
 - Form 5: Certification Tax Liability & Felony Convictions
- 17 Acknowledge receipt of all Addenda issued by PVTA in connection with this RFP.

Addenda:

#	Dated	Acknowledged by	
#	Dated	Acknowledged by	_____
#	Dated	Acknowledged by	
#	Dated	Acknowledged by	

Offeror:

Phone:

Fax:

Address: _____

Signature

Date:

Title:

PVTA Funding Matrix		
Funding Name	Programs	Reporting Required
Prop A Local Return	Get About, Ready Now, Claremont DAR, San Dimas DAC, Claremont Group, Pomona Group	Yes
Subregional Incentive Funds	Get About, Ready Now, San Dimas DAC, Pomona Group	Yes
FTA Section 5307 Urbanized Formula Funds	Claremont DAR, Claremont Group	Yes
FTA Section 5310 Funds	Ready Now	Yes
Formula Allocation Procedure Funds	Claremont DAR, Claremont Group	Yes

Part I Section G of RFP funding matrix has been revised.

FLEET REPLACEMENT SCHEDULE

Vehicles						
Unit #	License #	Description	Purchase Date	Replacement Date	Funding Source	Mileage
148	1517042	2016 Ford E450 Starcraft	10/17	FY 2025	FAP	153,204
149	1517043	2016 Ford E450 Starcraft	10/17	FY 2025	FAP	153,655
150	1518605	2016 Ford E450 Champion	10/17	FY 2027	FAP	40,192
151	1299365	2016 Ford E450 Champion	10/17	FY 2028	FAP	45,192
152	1550151	2018 Starcraft	07/18	FY 2025	Prop A	103,568
153	1550147	2018 Starcraft	07/18	FY 2025	Prop A	134,911
154	1550148	2018 Starcraft	07/18	FY 2026	Prop A	140,363
155	1550150	2018 Starcraft	07/18	FY 2026	Prop A	127,134
837	1474656	2016 Starcraft	08/16	FY 2024	5310 MTA	135,226
838	1474657	2016 Starcraft	08/16	FY 2024	5310 MTA	143,254
841	1474660	2016 Starcraft	08/16	FY 2024	5310 MTA	135,967
842	1474661	2016 Starcraft	08/16	FY 2024	5310 MTA	140,068
843	1578610	2019 Starcraft	09/19	FY 2028	5310 MTA	116,841
844	1578636	2019 Starcraft	09/19	FY 2028	5310 MTA	111,879
845	1578637	2019 Starcraft	09/19	FY 2028	5310 MTA	103,608
846	1578638	2019 Starcraft	09/19	FY 2028	5310 MTA	122,021
847	1578639	2019 Starcraft	09/19	FY 2028	5310 MTA	119,341
848	1578641	2019 Starcraft	09/19	FY 2028	5310 MTA	120,468
156	1639263	Dodge Promaster	4/22	FY 2026	FAP	46,950
586	1610034	Dodge Braun	12/21	FY 2026	5310 MTA	97,283
587	1610033	Dodge Caravan	12/21	FY 2026	5310 MTA	58,492

Ridership KPIs								Download ▾	
Total Requested Boardings ⓘ	Completed Boardings ⓘ	Avg. Boardings Per Service Hr. ⓘ	Boarding Cancellations ⓘ	Boarding Cancellations (No-Show) ⓘ	Cancellation Percentage ⓘ	Cancellation Percentage (No Show) ⓘ			
21467	18577	0.23	2865	692	13.36 %	3.23 %			
Total Requests ⓘ	Completed Requests ⓘ	No Drivers Available Requests ⓘ	Request Cancellations ⓘ	Request Cancellations (No Show) ⓘ	Avg. # of Requests per Rider ⓘ	Avg. Travel Duration ⓘ	Avg. Travel Distance ⓘ		
19560	16984	20	2556	608	19.8	10.62 min	3.35 mi		
Mean Wait Time ⓘ	Median Wait Time ⓘ	Bookings from Admin Panel ⓘ	Bookings from Rider Mobile App ⓘ	Bookings from Rider Web ⓘ	Flag Down Bookings ⓘ	Bookings from IVR ⓘ	Bookings from AI Voice ⓘ		
12.22 min	8.15 min	59.47 %	40.53 %	0 %	0 %	0 %	0 %		