TUOLUMNE COUNTY TRANSIT AGENCY

Transit Management and Operations Services

Request for Proposals — Proposer Questions and Agency Responses

Issued August 14, 2026

This document contains TCTA's written responses to questions submitted by prospective proposers during the question-and-answer period for the Transit Management and Operations Request for Proposals (RFP). Responses are numbered to correspond with the order in which questions were received.

Where a response modifies specific RFP or draft Agreement language, that modification is set forth in Addendum No. 2 to the RFP, issued concurrently with this document. This Q&A is provided for informational purposes and does not itself constitute an amendment to the RFP.

Materials referenced in individual responses (contract documents, workforce information, floor plan and video walkthrough, ridership data, and similar attachments) are available in the Supplemental RFP Folders.

TCTA has provided the historical operating, maintenance, ridership, workforce, and performance information currently maintained and reasonably available to the Agency. Certain historical information requested by proposers is not maintained in the requested format or is not presently available. The resulting contract includes enhanced data collection, system access, reporting, and performance-monitoring requirements intended to improve the availability, consistency, and transparency of operating information during the next contract term. Proposers should clearly identify any material assumptions used where historical information is unavailable.

Questions regarding this procurement should be directed to:

Andy Carter, Senior Transportation Analyst
acarter@co.tuolumne.ca.us
(209) 533-5543

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019. Please provide current workforce information, including staffing by position and job classification, vacancies, full-time/part-time status, seniority or dates of hire, wage rates, overtime, benefits and employer/employee contributions, benefit participation, leave and retirement benefits, and an organization chart for the operation.

020. Please provide operator and technician overtime by month for the most recent six months.

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028. Please provide historical monthly operating reports and invoices and a monthly, category-level history of liquidated damages, deductions, and additional revenue for the requested period.

029. Please provide historical revenue hours and miles, deadhead hours and miles, total vehicle hours and miles, passenger trips, and related service statistics by service type for the most recent three years.

030. Please provide the current deadhead matrix or catalog for the operation.

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036. What is the billable VSH definition for each service type, including applicable deadhead, no-shows, and whether time is gate-to-gate or first-pickup-to-last-drop-off?

037. Please provide current route schedules, operator paddles, run and line summaries, rosters, pull-out and pull-in times, relief points, split shifts, vehicle and driver assignments, and clock-in/clock-out details for each service.

038. What material changes to routes, schedules, service spans, fares, operating models, or service levels should proposers assume before or shortly after July 1, 2027, including the proposed fourth route?

039. Will TCTA provide boarding and alighting data by stop and route?

040. Please provide the microtransit pilot launch date, zone, hours and days, fares and eligibility, projected trips and VSH, deadhead, peak vehicles, assigned vehicles, technology, implementation status, party responsibilities, and weekend maintenance expectations.

041. What metrics, thresholds, decision schedule, and evaluation period will TCTA use to decide whether to continue, modify, expand, or discontinue the microtransit pilot?

042. Will TCTA provide the microtransit vehicles, and does TCTA anticipate adding vehicles for microtransit? If so, how many and what type?

043. Please define the anticipated types, historical and expected volume, annual service hours, staffing and vehicle requirements, minimum notice, and whether ski bus service is included in Special Services.

044. If TCTA awards only part of the scope, will pricing and fixed costs be adjusted or renegotiated for the reduced service volume?

045. If TCTA awards service categories to multiple contractors, how will support responsibilities, authority, liability, performance accountability, and shared vehicles, facilities, dispatch, technology, and other resources be allocated?

046. How many annual hours should proposers plan for emergency operations, and what billing rates apply?

047. How far in advance may riders book paratransit and subscription trips, and are services curb-to-curb or door-to-door?

048. Please describe the current ADA eligibility process, software and regional database expectations, application volume, number of eligible riders, and conditional/unconditional status.

049. Will TCTA provide de-identified paratransit origin-destination and detailed trip data for a representative period?

050. Are all drivers required to hold a Class B commercial driver license, and are First Aid and CPR certifications required?

051. Please provide accident history for the past 12 months, separated into preventable and non-preventable accidents.

052. What TCTA-required training must proposers include?

053. How many vehicles are assigned to each service category, including the expected number dedicated to microtransit?

054. If TCTA delegates maintenance to a third party, how will contractor compensation be adjusted?

055. Please provide an updated fleet file showing current mileage, engine and model information, service assignment, average annual mileage, known defects and downtime, warranties, preventive-maintenance and major-component history, breakdowns, road calls and towing, repair and parts costs, replacement timing, planned purchases, and vehicles to be retired.

056. What contractor-provided non-revenue or relief vehicles are currently used, and what specifications apply?

057. What is the process and typical turnaround time for authorizing warranty work, and is there a preferred interim vendor?

058. Who bears the cost of major repairs and catastrophic component failures caused by normal wear, and will TCTA provide cost sharing if vehicles are not replaced as planned?

059. Who is responsible for safety equipment such as fire extinguishers and first-aid kits?

060. Will fleet vehicles 47 and 68 be repaired and fully operational before the contract begins?

061. Will TCTA use contractor vehicle-acceptance standards and pay major repairs during the first 180 days?

062. Will the contractor have input into purchases of new vehicles?

063. What additional zero-emission vehicles and charging infrastructure are planned during the contract term, and what existing chargers, capacity, expansion space, and contractor maintenance duties apply?

064. Does TCTA provide a fueling location, tanks, fuel cards, and fuel for Agency vehicles, and where are the facilities located?

065. Is the contractor responsible for fuel for contractor-owned non-revenue vehicles?

066. Does TCTA provide an automated bus wash or other vehicle-washing equipment?

067. What maintenance equipment will TCTA provide, and who replaces it at the end of its useful life?

068. What office furniture, workstations, computers, printers, telephones, networking, internet service, and other hardware will TCTA provide?

069. Who is responsible for facility utilities, telephone, electricity, and water, and will TCTA provide historical costs?

070. Who is responsible for landscaping and snow removal at the facility?

071. Who is responsible for major facility repairs, including roof, electrical, HVAC, and structural repairs?

072. Will TCTA provide a facility floor plan, including the locations of IT communication closets?

073. Will TCTA provide an in-person or virtual facility tour before proposals are due?

074. Please describe the facility IT infrastructure and constraints, including permission and capacity for contractor network equipment, rack space, power and cooling, VLAN access, bandwidth and security requirements, Wi-Fi coverage, wall construction, exterior access points, and structured cabling.

075. Do TCTA-provided systems support the Section 6.8 and real-time data requirements, and does TCTA have direct real-time access?

076. Does TCTA provide complaint-management or maintenance-management software, and may the contractor use its own maintenance software?

077. May proposers recommend alternative or supplemental technology, including replacement of VIA, Swiftly, or Remix, and what information and costs should the proposal include?

078. Please identify current and required in-vehicle communications, fare, passenger-counting, annunciation, radio, tablet, connectivity, CAD/AVL, and other hardware and software, including who provides, installs, maintains, replaces, supports, and pays for each item.

079. What CAD/AVL provider and platform does TCTA currently use?

080. What has TCTA's experience been with VIA, Swiftly, and Remix, including limitations, integration, reliability, reporting, performance, and user adoption?

081. What onboard camera systems are installed, and may the contractor install DriveCam/MVAI, ZONAR, or other safety and fleet-monitoring technology in TCTA vehicles?

082. What software, licenses, subscriptions, hardware, maintenance, support, training, and related technology costs will TCTA provide, and what technology costs must the contractor include?

083. Who is responsible for initial and ongoing training on TCTA-supplied technology?

084. Please provide current call statistics, including monthly and day-of-week volume by call function and language, average speed to answer, and average handle time.

085. What telephone requirements apply, including TDD/TTY support, call recording and retention, and the public call tree and telephone numbers the contractor must maintain?

086. Please provide samples and historical quantities and costs for passes, tickets, and transfers the contractor must print.

087. What fareboxes and payment methods are currently used, what monthly fare revenue is expected, and is the contractor responsible for selling or distributing tickets and passes?

088. Which party provides property, fire, comprehensive, and collision coverage for the facility, TCTA vehicles, and other Agency assets, and what insured values and valuation basis apply?

089. Will certificates and certified endorsements satisfy verification requirements without declaration pages or complete policy copies?

090. Will TCTA accept the requested deviations from the automobile, sexual-abuse/molestation, broader-coverage, cancellation-notice, self-insured-retention, and post-award insurance-modification requirements?

091. Who is responsible for environmental assessments, stormwater or spill plans and permits, pre-existing hazardous-material conditions, and prior SWPPP/SPCC violations?

092. Do missed-trip damages begin with the first occurrence, and may multiple liquidated-damages provisions be assessed for one incident?

093. Does a paratransit passenger pickup before the approved pickup window count against on-time performance?

094. Does the preventive-maintenance liquidated damage apply per missed occurrence, per vehicle per month, or for the entire period of noncompliance?

095. How does the five-percent on-time-performance cap work, and is there an overall cap on all liquidated damages?

096. How will on-time performance and related liquidated damages be measured for fixed route, paratransit, microtransit, and special services?

097. May late-report and inaccurate-report damages both apply to one report, and what distinguishes a material error from a minor error and establishes the correction period?

098. What constitutes a serious customer-service violation or repeated pattern of unresolved complaints?

099. What cure period applies before liquidated damages or immediate action, and how is a material deficiency or breach defined?

100. What events qualify as Exempt Events, and what request, documentation, decision, and timing process applies?

101. What is a preventable road call and a material service interruption, and how may the contractor establish a latent defect or warranty cause?

102. What process permits a contractor to dispute or appeal a liquidated-damages assessment before withholding or invoicing?

103. Who determines whether an accident is preventable, what standard applies, and may the contractor submit evidence before the determination becomes final?

104. Will TCTA waive liquidated damages during the first three or six months of a new contractor's operations?

105. Will the contractor be exempt from liquidated damages or performance failures caused by pre-existing conditions, latent defects, warranties, parts delays, accident-repair delays, or other matters outside its control?

106. Will TCTA include a force majeure provision?

107. Will the Agreement provide price adjustments for changes in law, wages, benefits, emergencies, scope, service hours, or other unforeseen cost increases, and a termination right if the parties cannot agree?

108. Will TCTA revise the option years so that extensions require mutual agreement?

109. Will TCTA accept an annual liability cap, exclude consequential damages, and require mediation before litigation?

110. Will TCTA provide at least 60 days' notice for termination for convenience and reimburse reasonable closeout costs?

111. Is there a contract-specific DBE goal or good-faith-efforts requirement?

112. Is the consultant that prepared the Short-Range Transit Plan eligible to compete for this operations contract?

113. What are TCTA's principal current challenges, goals for the next contract term, and longer-term objectives?

114. What service improvements has the incumbent implemented, and what unmet improvement requests have been raised by TCTA committees, Board members, or the public?

115. Will TCTA provide office or transition space and revenue vehicles for interviews, hiring, training, and startup activities?

Proposer Questions and Agency Responses

Q001 How must proposals be submitted, and may proposers submit a secure file-transfer link if the proposal exceeds email limits?

Response: Proposal submission requirements were clarified by Addendum No. 1. Proposals must be submitted electronically by email to Andy Carter at acarter@co.tuolumne.ca.us no later than 5:00 PM Pacific Time on September 18, 2026. Proposal documents may be submitted as email attachments or, if they exceed applicable email-size limitations, through a secure file-transfer link meeting the requirements stated in Addendum No. 1. See Addendum No. 1, Section 3, for the complete controlling submission instructions.

Q002 May a proposer offering multiple service categories submit one consolidated technical proposal with separate cost proposals by service category?

Response: A proposer offering multiple service categories may submit one consolidated technical proposal, provided it clearly distinguishes the information applicable to each service category and allows each category to be evaluated independently. A separate, complete cost proposal must be submitted for each service category. See Addendum No. 2, revising Section 8.3.

Q003 May proposers use the TCTA logo in their proposals?

Response: TCTA will post authorized logo files and its brand guide. Proposers may use the TCTA logo solely in their proposals and must comply with the brand guide. The logo may not be altered or used in a manner that implies TCTA's endorsement of the proposer.

Logo files and brand guides will be included in the supplemental RFP Folders.

Q004 Must the four forms listed in Section 8.4, Item 11 be submitted with the proposal, and where can proposers obtain them?

Response: Yes. The four forms listed in Section 8.4, Item 11 must be submitted with the proposal. These are standard publicly available forms, and proposers are responsible for obtaining and submitting the current applicable versions. Section 4.8 separately identifies certain federal and state certifications that will be executed by the selected contractor as a condition of award.

Q005 How will cost be evaluated, what pricing years and startup costs will be included, and is there a cost-scoring formula?

Response: Cost is worth 15 points and will be evaluated based on competitiveness, clarity, transparency, alignment with the proposed approach, and reasonableness of assumptions. All proposed costs, including costs for all contract and option years and any startup or mobilization costs, will be evaluated. No mathematical cost-scoring formula will be used.

Q006 What process will TCTA use if proposals exceed the available budget, including any direction on fixed versus variable costs, incentives, negotiations, or BAFOs?

Response: The RFP permits TCTA to negotiate scope, pricing, and contract terms with one or more proposers and to request best and final offers if necessary. It does not prescribe how TCTA will proceed if all proposals exceed the budget or establish a final fixed-cost or incentive structure.

Q007 Does TCTA have an annual budget for performance incentives?

Response: Any incentives or performance-based adjustments will be negotiated as part of the Agreement.

Q008 How will startup or mobilization costs be compensated, and should they be shown separately from evaluated operating cost?

Response: Yes. Any proposed mobilization or startup costs will be included in the evaluation of the proposer's cost proposal. Such costs must be separately identified and adequately described in the cost proposal. During contract negotiations, TCTA and the selected proposer will confirm the allowable amount, required supporting documentation, and payment schedule. The agreed costs and payment terms will be incorporated into the final contract and paid through the contract's regular invoicing and payment process. Startup costs may not be duplicated in other rates or cost categories and will not be payable before contract execution.

Q009 May a proposer submitting for all service categories provide bundled pricing?

Response: Yes, as optional pricing only. The proposer must first provide a separate, complete standalone cost proposal for each service category consistent with Addendum No. 2, including the applicable fixed monthly fee and VSH rate. The proposer may also provide optional bundled pricing reflecting efficiencies associated with an award of multiple service categories.

Q010 Must proposers submit an hourly rate for microtransit, or will the rate be established later?

Response: Only if the proposer is proposing to provide microtransit services. Proposers are not required to propose on the microtransit service category. A proposer that includes microtransit in its proposal must submit a separate VSH rate for that service consistent with the pricing requirements established in Addendum No. 2.

Q011 What is TCTA's projected budget for each of the four base contract years?

Response: TCTA has not established a projected procurement budget for each of the four base contract years. The amount of each awarded contract will be based on the services awarded, the successful proposer's cost proposal, contract negotiations, and available appropriations. TCTA may award one or multiple contracts under this procurement. The prior-year contract amount was provided for historical reference only and does not represent a budget, estimate, or guaranteed contract value.

Q012 What is the compensation method: fixed monthly overhead plus variable VSH rates, or fully burdened VSH rates?

Response: TCTA will use a fixed monthly fee plus a separate VSH rate for each service awarded. Proposers shall clearly identify the costs included in each component. Costs included in the fixed monthly fee shall not also be included in the VSH rates. Section 8.4 permits proposers to present management and administrative costs separately from the hourly rates. Final rates and compensation terms will be established through contract negotiations.

Q013 Will TCTA provide a standard electronic cost proposal form showing fixed and variable costs, service hours, service categories, and each year to be priced?

Response: No separate electronic cost proposal form will be issued. Proposers may use their own cost proposal format, provided it clearly identifies, for each contract and option year, the fixed monthly management, administrative, and overhead fee and the applicable VSH rate for each proposed service category. Costs included in the fixed monthly fee shall not also be included in a VSH rate. The cost proposal must be presented clearly enough to permit independent evaluation of each service category and contract year.

Q014 Is a bid bond required?

Response: No. The RFP contains no bid-bond requirement.

Q015 Is a performance bond required, and if so, what amount, term, form, and proposal-stage documentation are required? Will an annually renewable surety form be accepted?

Response: No. TCTA will not require a performance bond. Therefore, no bond amount, term, form, or proposal-stage documentation is required. The question regarding an annually renewable surety form is not applicable. See Addendum No. 2, which removes the performance-bond references from the draft Agreement.

Q016 Are current employees represented by a union or covered by a collective bargaining agreement, and if so, will TCTA provide the current CBA, addenda or side letters, covered classifications, and union contact information?

Response: No. Current employees are not represented by a union and are not covered by a collective bargaining agreement.

Q017 Is there a pension plan that proposers will be required to honor?

Response: No. There is no current pension plan that the successful Contractor will be required to honor or continue.

Q018 Must a successor contractor assume the existing bargaining unit or prior CBA, and may it select employees and set employment terms?

Response: No existing bargaining unit or CBA applies. Current employees are not union-represented and are not covered by a collective bargaining agreement; therefore, there is no bargaining unit or prior CBA for a successor contractor to assume. A successor contractor may establish its staffing levels, lawful hiring qualifications, wages, benefits, and other employment terms, subject to applicable law and the RFP. However, if the successor commits to retaining incumbent employees under California Labor Code section 1072, its employee-selection authority is subject to the statutory retention, qualification, cause, and seniority requirements. The statute does not require payment of the same wages or provision of the same benefits as the incumbent contractor.

Q019 Please provide current workforce information, including staffing by position and job classification, vacancies, full-time/part-time status, seniority or dates of hire, wage rates, overtime, benefits and employer/employee contributions, benefit participation, leave and retirement benefits, and an organization chart for the operation.

Response: TCTA will provide available incumbent workforce information in the supplemental RFP reference folders. The information includes current staffing by position, hire date, full-time/part-time status, wage rates where available, benefit participation, PTO accrual, employer medical contributions, and paid holiday information. Certain management wage information is confidential and is not included. Detailed overtime history and an organization chart are not included in the available information.

The incumbent contractor currently contributes $750 per month toward benefits for each enrolled full-time employee. Effective January 1, 2027, the monthly employer contribution will increase to $850 per enrolled employee. All employees are offered participation in a 401(k) retirement plan, with a current employer match of 15%.

Q020 Please provide operator and technician overtime by month for the most recent six months.

Response: Data Unavailable

Q021 What employee turnover and driver-shortage challenges has the current operation experienced?

Response: The current operation has experienced routine employee turnover. However, TCTA has not identified a sustained driver shortage, and no scheduled service has been canceled or reduced due to a driver shortage during the past twelve months. Proposers are responsible for proposing a staffing, recruitment, training, and retention approach sufficient to provide all services required by the RFP.

Q022 What form must proposers use for the California Labor Code Section 1072 employee-retention declaration?

Response: No separate TCTA form or template is required. Proposers must include a signed written declaration stating whether they will retain the employees of the prior contractor or subcontractor for at least 90 days, as provided by California Labor Code section 1072, if awarded the contract. The declaration must be signed by an authorized representative of the proposer.

Q023 What incentive or bonus programs have been provided to current employees during the past three years?

Response: The incumbent contractor offers an annual employee incentive program based on performance factors including safety, customer service, attendance, dress code, and administrative requirements. Eligible employees may receive an annual incentive bonus of approximately $300 to $500 based on years of service and performance. The incumbent contractor reports having paid more than $5,500 in annual incentive bonuses.

The incumbent contractor also offers driver recruitment referral and new-driver sign-on bonus programs. Bonus amounts vary based on the new employee's qualifications and certifications. In FY 2025/26, approximately $11,350 was paid through the combined referral and sign-on bonus programs.

Q024 Who must provide driver uniforms?

Response: The operator is responsible for providing any required driver uniforms. TCTA will not provide or separately reimburse the cost of uniforms. The operator must ensure that all employees maintain a professional and appropriate appearance while performing services under the contract.

Q025 Will TCTA establish a minimum wage that all proposers must meet?

Response: No. TCTA will not establish a separate minimum wage for this contract. The operator will be responsible for fulfilling all contract obligations and complying with applicable federal, state, and local wage and employment laws.

Q026 How many vehicles operated during weekday, Saturday, and Sunday peaks in 2024 and 2025?

Response: Based on typical operations, TCTA estimates that peak daily vehicle deployment is approximately six (6) vehicles for Fixed Route service and six to eight (6–8) vehicles for Dial-A-Ride service. These figures are approximate and are provided for general operational reference; actual vehicle deployment varies based on service demand and operational needs.

Special-event service may require additional vehicle deployment and could require up to four (4) buses operating for an event.

TCTA does not maintain separate historical peak vehicle counts by weekday, Saturday, and Sunday for 2024 and 2025.

Q027 Please provide current operating-report templates or examples and an acceptable daily dispatch-log template, including expected source data, validation, file formats, and supporting datasets.

Response: TCTA will not provide current operating-report or dispatch-log templates. Proposers should propose their recommended reporting and daily dispatch-log formats based on the electronic dispatch and routing systems currently in use or proposed as part of their technical approach. The proposal should describe the anticipated source data, validation procedures, file formats, supporting datasets, and how the reports will allow TCTA to verify service delivery and contract performance. Sample reports and dispatch logs should be included where available. Final reporting requirements and formats will be established with the selected proposer before the start of operations.

Q028 Please provide historical monthly operating reports and invoices and a monthly, category-level history of liquidated damages, deductions, and additional revenue for the requested period.

Response: TCTA will provide the approved monthly operating invoices and associated billing details for the most recent 12 complete months (FY 2025/26), covering July 2025 through June 2026. The invoices identify the applicable fixed and variable charges, vehicle service hours by service category, other invoice adjustments, and any deductions, credits, or additional authorized compensation. No liquidated damages were assessed during this period. For purposes of this response, "additional revenue" is interpreted as additional compensation paid to the operator outside the regular fixed and vehicle-service-hour charges.

Invoices will be included in the Supplemental RFP Folders.

https://www.tuolumnecountytransit.com/_files/ugd/fe950e_e6eba281acbd40a6913ee611be1de145.pdf

Q029 Please provide historical revenue hours and miles, deadhead hours and miles, total vehicle hours and miles, passenger trips, and related service statistics by service type for the most recent three years.

Response: TCTA will provide available operating and service data for the most recent one-year period for Fixed Route and Dial-A-Ride services. The provided information will include available passenger trip, ridership, service, and operating statistics. Dial-A-Ride data also includes individual trip-distance information.

TCTA will not provide three years of historical data or metrics that are not maintained or readily available in the requested format, including separate revenue, deadhead, and total vehicle hours and miles by service type.

Q030 Please provide the current deadhead matrix or catalog for the operation.

Response: TCTA does not maintain a current deadhead matrix or catalog and will not create one for this procurement. Proposers shall develop their own deadhead assumptions based on the operating-facility location, routes, schedules, service areas, and other operational information provided in the RFP. Proposers must clearly identify any material deadhead assumptions included in their cost proposals.

Q031 Please provide three-year performance history by service type, including productivity, miles between road calls, complaints per 1,000 boardings, and on-time performance.

Response: TCTA will provide available performance data for the most recent one-year period for Fixed Route and Dial-A-Ride services, including available on-time performance information. **The on-time performance data has not been adjusted to exclude service delays resulting from external events outside the operator's control, such as traffic accidents, fires, road closures, and construction. As a result, the reported on-time performance may understate performance under normal operating conditions.**

Available Dial-A-Ride data also includes individual trip-distance information; however, the provided dataset does not include total system mileage.

Available historical information indicates an average of approximately 2.2 road calls per month and 2.4 customer complaints per month. TCTA does not maintain miles between road calls or complaints per 1,000 boardings in the requested format.

Q032 Please provide the current operations contract and all amendments.

Response: The current transit operations contract will be included in the supplemental RFP Folders. These documents are provided for historical reference only. The current contract terms do not govern this procurement or limit TCTA's ability to negotiate and execute a new contract based on the RFP.

Q033 What contractor currently operates the service?

Response: The current contractor operating TCTA's transit service is Storer Transit Systems.

Q034 What is the current contractor rate, and what total amount was paid to the incumbent in each of the last two fiscal years?

Response: The current negotiated contractor rate is $55.11 per vehicle service hour (VSH). Total payments to the incumbent contractor for the past three fiscal years were $1,607,577 in FY 2023/24, $1,705,224 in FY 2024/25, and $2,108,492 in FY 2025/26. Monthly invoices will be included in the Supplemental RFP Folders.

Q035 Please reconcile the 15,033 current annual service hours, the 17,751 estimated annual VSH, and the referenced 24,000 VSH, and provide the pricing volume by service category and any expected changes over the next 12 to 24 months.

Response: The approximately 17,751 annual VSH figure represents TCTA's current budgeted service volume and is comprised of approximately 3,256 VSH for Fixed Route, 12,661 VSH for Paratransit, and 1,834 VSH for Special Services.

The 15,033 annual service-hour figure identified in Section 1.3 of the RFP reflects the estimate of existing Fixed Route and Paratransit service available when the RFP was prepared and does not include Special Services. The service-category figures provided above represent TCTA's more current planning information for proposers.

The approximately 24,000 VSH referenced in a prior amendment to the incumbent contractor's agreement relates to the existing contractual arrangement and should not be interpreted as the anticipated annual service volume for this procurement.

Proposers should use the service-category volumes identified above as the best available current planning assumptions when developing their proposals. These figures are estimates and do not constitute guaranteed minimum or maximum service levels.

TCTA is actively monitoring current routes and expects to make service changes over the next year, including a new Microtransit service category with no existing volume baseline. Accordingly, precise service volumes for the next 12 to 24 months cannot be guaranteed.

Q036 What is the billable VSH definition for each service type, including applicable deadhead, no-shows, and whether time is gate-to-gate or first-pickup-to-last-drop-off?

Response: Fixed-route/flex service: Billable VSH begins when the vehicle enters scheduled route service and ends when it leaves scheduled route service, subject to the exclusions stated in Draft Agreement Section 6.2.1. Travel between the operating facility and the beginning or end of route service is deadhead and is not billable VSH. Demand-response service: Billable VSH includes service time and limited direct deadhead from the operating facility to the first revenue passenger and from the last passenger drop-off back to the facility. This deadhead is limited to a monthly average of 15 minutes in each direction per vehicle per service day. Other non-revenue time and the exclusions identified in Draft Agreement Section 6.2.2 are not billable.

Microtransit: Proposers choosing to propose microtransit must submit the required VSH rate consistent with the pricing requirements established in Addendum No. 2. The specific billable VSH methodology, including the treatment of deadhead and no-shows, will be established by Letter of Agreement or amendment to Exhibit C before microtransit service begins.

Special-event service: Billable VSH consists of the total time approved by TCTA and used to perform the special-event service. Treatment of a no-show at the first scheduled demand-response pickup is established in Addendum No. 2, Section 9.

Q037 Please provide current route schedules, operator paddles, run and line summaries, rosters, pull-out and pull-in times, relief points, split shifts, vehicle and driver assignments, and clock-in/clock-out details for each service.

Response: TCTA will provide the current public route schedules as a GTFS file, and it will be included in the supplemental RFP Folders. Dial-A-Ride schedules vary based on service demand and are not represented by a fixed operating schedule.

TCTA will not provide incumbent operator paddles, run-cut or line summaries, detailed employee rosters, pull-out and pull-in assignments, relief assignments, split-shift schedules, vehicle or driver assignments, or individual clock-in and clock-out records. These materials reflect the incumbent contractor's current operational and staffing practices and do not establish requirements for the resulting contract.

Proposers are responsible for developing their own operating plan, vehicle blocks, driver runs, staffing schedules, relief arrangements, and vehicle and driver assignments sufficient to provide the services required by the RFP.

Q038 What material changes to routes, schedules, service spans, fares, operating models, or service levels should proposers assume before or shortly after July 1, 2027, including the proposed fourth route?

Response: TCTA is continuing to evaluate and modify its services to improve ridership, convenience, and operating efficiency. Proposers should consider the following current conditions and anticipated changes:

Fares: Passenger fares were reintroduced on July 6, 2026. TCTA has no current plans to change the fare structure before the start of the contract, although TCTA retains the authority to modify fares during the contract term.

Route 1: TCTA expects to add service to Route 1 to reduce headways. The specific operating plan has not been finalized and may include bidirectional service, express service, or another service configuration.

Route 2: TCTA expects to shorten Route 2 to improve efficiency. The revised alignment, schedule, and resulting service-hour change have not yet been determined.

Tuolumne service/proposed fourth route: TCTA plans to introduce additional service between Sonora and the Tuolumne area during FY 2026–27. The route alignment, schedule, service span, frequency, and operating model have not been finalized. Proposers should not assume that this service will necessarily operate as a conventional fixed route.

Dial-a-Ride: TCTA is considering limiting Dial-a-Ride, which is currently available to the general public, to ADA paratransit or another more limited eligibility model. No final decision or implementation date has been established.

Other service adjustments: TCTA will continue evaluating fixed-route and demand-response services and may add, reduce, realign, or otherwise modify service to improve efficiency and respond to rider demand and available funding.

Unless revised service information is issued before proposals are due, proposers should base their operating plans on the routes, schedules, and service levels provided with the RFP and clearly identify any additional assumptions. The foregoing anticipated changes are provided for planning purposes and are not guaranteed service levels.

The resulting contract will permit TCTA to modify routes, schedules, service spans, operating models, and service levels. Compensation for authorized service changes will be determined using the applicable contract rates and, when necessary, a negotiated amendment or Letter of Agreement.

Current Fare Schedule: https://www.tuolumnecountytransit.com/fares

Q039 Will TCTA provide boarding and alighting data by stop and route?

Response: TCTA will provide available historical ridership information by route through its published performance reports at https://www.tuolumnecountytransit.com/transit-reports

Boarding and alighting data by stop will be included in the supplemental RFP Folders.

TCTA is currently evaluating changes to routes, schedules, and service models that may be implemented before or during the resulting contract. Accordingly, historical stop-level data may not correspond to the routes or stops that will be in effect when the new contract begins. Proposers should base their proposals on the service requirements, routes, schedules, and anticipated changes identified in the RFP and procurement Q&A.

The selected operator will be required to collect and report boarding and alighting data at the level established by TCTA using the electronic dispatch, routing, fare, or passenger-counting systems applicable to the resulting contract.

Q040 Please provide the microtransit pilot launch date, zone, hours and days, fares and eligibility, projected trips and VSH, deadhead, peak vehicles, assigned vehicles, technology, implementation status, party responsibilities, and weekend maintenance expectations.

Response: TCTA has not established a final operating plan or implementation date for the proposed microtransit pilot. Funding is anticipated during FY 2026–27, but the timing and amount have not been confirmed. Accordingly, the pilot’s service zone, days and hours, fares, passenger eligibility, projected trips, VSH, deadhead, peak vehicle requirement, assigned vehicles, technology platform, and weekend maintenance needs have not yet been determined. See Addendum No. 2 for clarification of the proposal and pricing requirements applicable to the proposed microtransit pilot.

TCTA is seeking a proposer capable of assisting with pilot planning and implementation, including service design, operating assumptions, technology selection or integration, fleet planning, staffing, maintenance, launch preparation, and performance monitoring. Specific responsibilities of TCTA and the selected operator—including responsibility for technology, vehicles, public information, eligibility administration, and weekend vehicle maintenance - will be established before implementation through a Letter of Agreement or contract amendment.

Proposers should describe their proposed approach, relevant experience, anticipated implementation process, technology capabilities, and any material assumptions. Proposers should provide the microtransit hourly rate required by the RFP but should not include a specific level of microtransit service in their base operating plan or price. Implementation will depend on funding availability, TCTA approval, and agreement on the final service and compensation terms.

Q041 What metrics, thresholds, decision schedule, and evaluation period will TCTA use to decide whether to continue, modify, expand, or discontinue the microtransit pilot?

Response: TCTA has not yet established final performance metrics, decision thresholds, an evaluation schedule, or the duration of the proposed microtransit pilot. These elements will be developed during pilot planning with assistance from the selected operator and documented in the Letter of Agreement or contract amendment authorizing implementation. Appropriate thresholds will depend on the final service area, operating model, target population, hours, fares, funding, and objectives of the pilot. TCTA therefore will not establish numerical thresholds until those fundamental service parameters have been defined. See Addendum No. 2 for additional clarification regarding the planning and evaluation of the proposed microtransit pilot.

The Letter of Agreement or contract amendment will identify the pilot's initial evaluation period, required reporting intervals, performance targets, and decision schedule. TCTA anticipates monitoring performance throughout implementation and conducting one or more formal reviews after sufficient operating experience has been accumulated. Based on the evaluation, TCTA may continue, modify, expand, reduce, or discontinue the pilot. No minimum operating period, service expansion, or continuation beyond available funding is guaranteed.

Proposers should describe their recommended pilot-evaluation approach and relevant experience but should not assume specific performance thresholds or a guaranteed pilot duration in their proposals.

Q042 Will TCTA provide the microtransit vehicles, and does TCTA anticipate adding vehicles for microtransit? If so, how many and what type?

Response: TCTA has two ADA-accessible minivans in its fleet that may be available for use in the proposed microtransit pilot; however, TCTA has not committed specific vehicles or a specific number of vehicles exclusively to microtransit. Final vehicle assignments will depend on the approved pilot design, operational needs, fleet availability, funding, and TCTA approval. TCTA does not currently anticipate acquiring vehicles specifically for the pilot, although future fleet additions may be considered based on demonstrated need and available funding.

Q043 Please define the anticipated types, historical and expected volume, annual service hours, staffing and vehicle requirements, minimum notice, and whether ski bus service is included in Special Services.

Response: TCTA will provide the FY 2026–27 Board-approved special-event service schedule as an example of the types and approximate volume of Special Services historically provided and currently anticipated. Typical services include transportation for community events, festivals, and other locally sponsored activities identified in the approved schedule.

The approved schedule generally includes the anticipated event dates and service requirements. It is provided for planning purposes only and does not guarantee the number, type, timing, or annual volume of Special Services under the resulting contract.

TCTA typically provides notice of the anticipated Special Services schedule in June for the fiscal year beginning July 1. Occasionally, TCTA may receive or approve a request on shorter notice. In those circumstances, the operator's staffing, vehicle availability, and ability to accommodate the request will be considered; the operator will not be expected to provide unplanned service when sufficient resources or reasonable notice are unavailable.

Annual vehicle service hours will vary according to the approved event schedule and actual services requested. Proposers should use the FY 2026–27 schedule and associated service-hour information as the best available indication of historical and expected volume.

The operator will be responsible for determining and providing the staffing and assigning the TCTA vehicles necessary to perform each approved service safely and reliably. Specific service hours, vehicle requirements, staffing, routing, and other operating details will be coordinated with and approved by TCTA for each event.

The board-approved Special Event Schedule and Resolution will be included in the supplemental RFP Folders.

Ski bus service is not included within Special Services and should not be assumed or priced as part of this service category.

Q044 If TCTA awards only part of the scope, will pricing and fixed costs be adjusted or renegotiated for the reduced service volume?

Response: The RFP permits negotiations to finalize scope and pricing and states that TCTA may evaluate bundled and standalone delivery. It does not guarantee a specific adjustment. Any final partial award must reflect the negotiated scope and pricing in the executed agreement.

Q045 If TCTA awards service categories to multiple contractors, how will support responsibilities, authority, liability, performance accountability, and shared vehicles, facilities, dispatch, technology, and other resources be allocated?

Response: TCTA has not established a predetermined operating structure for an award involving multiple contractors. Each proposer should submit its proposed approach for providing the service category or categories on which it is proposing. Proposers are not expected to develop or assume a multi-contractor operating structure.

If TCTA determines that negotiations with more than one proposer are necessary to provide the full complement of services, TCTA will negotiate with the affected proposers to establish an integrated operating structure. The resulting agreements will define the allocation of responsibilities, authority, liability, performance accountability, and use of vehicles, facilities, dispatch, technology, and other shared resources.

See Addendum No. 2 for clarification of proposal assumptions applicable to a potential multiple-contractor award.

Q046 How many annual hours should proposers plan for emergency operations, and what billing rates apply?

Response: No annual emergency-hour estimate is provided. Draft Agreement Section 5.11 states that major emergency services will be paid separately and excluded from the Maximum Obligation; minor emergency services will be paid at the then-current VSH rate.

Q047 How far in advance may riders book paratransit and subscription trips, and are services curb-to-curb or door-to-door?

Response: Paratransit service is generally operated curb-to-curb and is provided on an origin-to-destination basis in accordance with applicable ADA requirements, including additional assistance beyond the curb when necessary to meet an eligible rider's disability-related needs. Advance reservations, including subscription trips, may be requested up to two weeks in advance, and same-day trip requests are accommodated subject to availability. For next-day ADA service requested on a Sunday or holiday, the contractor must provide prior-day scheduling.

Q048 Please describe the current ADA eligibility process, software and regional database expectations, application volume, number of eligible riders, and conditional/unconditional status.

Response: TCTA's current administrative practice is for the transit operator to collect eligibility-related information, typically by telephone as part of establishing a new rider account or when an existing rider reports a change in circumstances. Applicable eligibility, accommodation, and rider information is maintained in the Via platform. The successful Contractor will be responsible for administering ADA paratransit eligibility in accordance with TCTA requirements and applicable federal ADA requirements, including required eligibility determinations, documentation, timelines, and appeal procedures.

Via is currently used to maintain rider account information, including eligibility information, special needs and accommodations, emergency contact information, disability-related information, and other information necessary to support Dial-A-Ride service.

Current Via records identify 165 riders as eligible for Paratransit service. TCTA does not currently categorize eligible riders by conditional, unconditional, or temporary eligibility status. Periodic eligibility recertification is also not currently required, although TCTA anticipates implementing a recertification requirement in the future.

For workload-planning purposes, approximately 27 new rider accounts are created per month based on available Via records. New rider account creation should not be interpreted as the number of formal ADA eligibility applications, as eligibility is typically assessed as part of the rider account setup process.

TCTA does not currently require use of a specific regional eligibility database. The successful Contractor will be responsible for administering ADA eligibility in accordance with TCTA requirements and applicable ADA requirements.

Q049 Will TCTA provide de-identified paratransit origin-destination and detailed trip data for a representative period?

Response: Yes. TCTA will provide a de-identified Dial-A-Ride trip data report for a recent representative period. The report includes available trip and service information such as service type, trip status, passenger and wheelchair counts, booking and scheduling information, requested, scheduled, and actual pickup and drop-off times, trip distance and duration, shared-ride information, cancellations, no-shows, travel purpose, service zone, and other available operating metrics. Rider-identifying information and precise origin and destination locations have been removed.

The detailed report and summary will be included in the supplemental RFP Folders.

Q050 Are all drivers required to hold a Class B commercial driver license, and are First Aid and CPR certifications required?

Response: Yes, all drivers operating TCTA revenue vehicles must hold a valid California Class B commercial driver license with the endorsements, certificates, and medical qualifications required for the vehicle and service. No, the RFP does not expressly require drivers to maintain First Aid or CPR certification.

Q051 Please provide accident history for the past 12 months, separated into preventable and non-preventable accidents.

Response: TCTA can provide available accident and incident history for the most recent 12 complete months, covering August 2025 through July 2026. During that period, the operation recorded:

- Forward-motion strikes involving fixed objects, branches, poles, road debris, or a shopping cart: 4
- Backing or maneuvering strikes involving fixed objects: 2
- Road-surface contact involving a vehicle bottoming out: 1
- Passenger incidents not involving a collision, including a fall while boarding or alighting: 1

TCTA does not maintain a complete historical classification of these incidents as preventable or non-preventable and therefore is not providing a preventability determination for each incident as part of this procurement.

Q052 What TCTA-required training must proposers include?

Response: Section 3.3 requires a formal driver training and retraining program covering defensive driving, passenger assistance, wheelchair lift and securement, ADA, sensitivity and empathy, accident and incident procedures, radio procedures, customer service, routes and fares, rural and mountain operations, assigned vehicle types, and snow-chain/winter operations as applicable. Other staffing and compliance sections impose additional role-specific training.

Q053 How many vehicles are assigned to each service category, including the expected number dedicated to microtransit?

Response: TCTA does not currently assign specific vehicles exclusively to individual service categories. Vehicles are assigned to Fixed Route and Dial-A-Ride services based on anticipated service needs and operational requirements. TCTA has not established a specific number of vehicles to be dedicated to the proposed microtransit service, nor has the vehicle type for that service been determined. Proposers should develop their proposed vehicle deployment approach based on the service requirements identified in the RFP.

Q054 If TCTA delegates maintenance to a third party, how will contractor compensation be adjusted?

Response: Any delegation is subject to mutual agreement between TCTA and the contractor regarding changes in terms and consideration.

Q055 Please provide an updated fleet file showing current mileage, engine and model information, service assignment, average annual mileage, known defects and downtime, warranties, preventive-maintenance and major-component history, breakdowns, road calls and towing, repair and parts costs, replacement timing, planned purchases, and vehicles to be retired.

Response: TCTA will provide an updated fleet summary containing the information currently maintained and reasonably available to TCTA, including vehicle number, year, make and model, fuel or propulsion type, current mileage, current service assignment, and anticipated replacement or retirement timing. Where readily available, the summary will also identify known significant defects, current out-of-service status, planned vehicle purchases, and other material fleet information.

TCTA does not maintain a single comprehensive fleet file containing all of the requested warranty, preventive-maintenance, major-component, breakdown, road-call, towing, downtime, repair-cost, and parts-cost information. TCTA has commissioned an independent fleet-condition and maintenance audit. That assessment is currently underway and is not expected to be completed before proposals are due. TCTA will provide the final report to the firms then participating in the procurement when it becomes available. If the report contains material information affecting the proposed maintenance scope, cost, or allocation of risk, TCTA will determine whether additional clarification, proposal revisions, or negotiated adjustments are appropriate.

Basic vehicle data will be included in the supplemental RFP Folders.

Q056 What contractor-provided non-revenue or relief vehicles are currently used, and what specifications apply?

Response: The current contractor provides one service truck and one office vehicle, as identified in the RFP. No contractor-provided relief vehicles are currently used. The applicable requirements are those stated in the RFP; TCTA has no additional vehicle specifications to provide.

Q057 What is the process and typical turnaround time for authorizing warranty work, and is there a preferred interim vendor?

Response: Prior written OEM authorization is required before the contractor performs warranty work. The authorization process and turnaround time will depend on the applicable OEM and warranty claim. TCTA does not guarantee a specific authorization turnaround time and has not designated a preferred interim vendor.

The contractor remains responsible for transporting warranty-covered vehicles to an authorized warranty service center at its own expense, as provided in Exhibit D.

Q058 Who bears the cost of major repairs and catastrophic component failures caused by normal wear, and will TCTA provide cost sharing if vehicles are not replaced as planned?

Response: TCTA acknowledges that portions of its fleet are aging and that some vehicles may remain in service beyond their expected useful life. The contractor will remain responsible for preventive maintenance, routine repairs, and ordinary component replacement necessary to keep the fleet safe and operational. The contractor will also be responsible for repairs resulting from inadequate maintenance, improper operation, negligence, misuse, or failure to identify and report a developing condition in a timely manner.

However, the contractor will not bear unlimited financial responsibility for catastrophic component failures or major capital repairs caused by normal wear and age when the vehicle has been properly maintained. This is particularly applicable when a vehicle remains in service beyond its expected useful life or is not replaced according to TCTA's anticipated replacement schedule.

Depending on the circumstances, TCTA may assume or share the reasonable cost of an eligible major repair, including the cost of parts, outside vendor services, and contractor labor. The allocation of costs will consider:

- The vehicle's age, mileage, condition, and useful-life status;
- Applicable warranties;
- Maintenance and inspection records;
- Whether the failure resulted from normal wear, deferred replacement, inadequate maintenance, or improper operation;
- The anticipated remaining service life of the vehicle;
- The cost of repair compared with replacement or retirement; and
- Whether TCTA authorized continued operation of the vehicle despite a documented major condition.

Except when an immediate repair is necessary to protect safety or prevent additional damage, the contractor must obtain TCTA's written authorization before undertaking a major repair for which TCTA funding or cost sharing is requested.

TCTA has commissioned an independent fleet-condition and maintenance assessment. The assessment may help identify existing conditions, deferred maintenance, major component risks, and recommended vehicle replacements. TCTA will provide the report to the firms participating in the procurement when it becomes available.

Proposers should identify their assumptions regarding routine maintenance, major repairs, and catastrophic component failures. They should not include an unlimited allowance for age-related catastrophic failures in their base maintenance price.

Q059 Who is responsible for safety equipment such as fire extinguishers and first-aid kits?

Response: TCTA-provided vehicles must be delivered with required safety equipment. During the contract, the contractor must inspect and maintain fire extinguishers, first-aid kits, safety-triangle kits, and other required safety equipment in good condition.

Q060 Will fleet vehicles 47 and 68 be repaired and fully operational before the contract begins?

Response: TCTA cannot confirm at this time whether vehicles 47 and 68 will be repaired and fully operational at the start of the contract or whether they will remain in the TCTA-provided fleet. TCTA currently has sufficient vehicles to operate all existing routes and services without relying on these two vehicles.

As the contract start date approaches, TCTA will provide the firms participating in negotiations with an updated fleet list and the available results of the independent fleet-condition assessment. At that time, TCTA will identify whether vehicles 47 and 68 will be repaired and retained, restricted to a particular use, replaced by other available vehicles, or removed from the provided fleet.

Any vehicle ultimately provided to the contractor will be subject to the joint pre-start inspection and defect-resolution requirements of Exhibit D. TCTA will repair or otherwise resolve documented pre-start defects in accordance with those provisions. Proposers should not assume that vehicles 47 and 68 will be available or required for their proposed operating plan.

Q061 Will TCTA use contractor vehicle-acceptance standards and pay major repairs during the first 180 days?

Response: No. TCTA will not establish a blanket 180-day Agency-funded repair period. Exhibit D provides for a joint pre-start vehicle inspection, and TCTA will repair, resolve, or authorize reimbursement for documented pre-start defects in accordance with those provisions.

Following vehicle acceptance, the contractor will be responsible for preventive maintenance, routine repairs, and ordinary component replacement. Major repairs or catastrophic component failures attributable to vehicle age and normal wear will be addressed in accordance with Addendum No. 2, Section 14, including the potential for TCTA to assume or share eligible repair costs when the contractor demonstrates that the vehicle was properly maintained and operated.

Proposers should base their maintenance pricing on these provisions and clearly identify any material fleet-condition assumptions in their proposals.

Q062 Will the contractor have input into purchases of new vehicles?

Response: Yes, in a coordinating and advisory role. Section 2.6 requires the contractor to coordinate with TCTA on vehicle replacement planning and support deployment and integration; final planning decisions remain with TCTA under Draft Agreement Sections 5.3 and 6.5.

Q063 What additional zero-emission vehicles and charging infrastructure are planned during the contract term, and what existing chargers, capacity, expansion space, and contractor maintenance duties apply?

Response: TCTA expects that it may acquire one or more smaller zero-emission vehicles during the contract term. The number, vehicle type, propulsion technology, procurement schedule, and delivery dates have not been determined and will depend on operational needs, available funding, applicable regulatory requirements, and TCTA approval. TCTA intends to comply with fleet-transition requirements as funding and operational conditions allow but is not presently planning an accelerated fleet conversion.

TCTA may also acquire and relocate operations to a new maintenance and operations facility during the contract term. If that occurs, the new facility may include additional charging infrastructure and space for future expansion. Neither the facility acquisition nor additional charging infrastructure is guaranteed.

TCTA has no additional charger inventory, electrical-capacity study, charger specifications, or confirmed expansion plan to provide beyond the information included in the RFP. Proposers may identify any assumptions concerning the capacity and use of existing charging infrastructure but should not assume that TCTA will provide additional vehicles, chargers, or electrical capacity during the contract term.

Q064 Does TCTA provide a fueling location, tanks, fuel cards, and fuel for Agency vehicles, and where are the facilities located?

Response: Yes. TCTA provides the fueling station, fuel cards, and fuel for TCTA vehicles. The fueling facilities are located near the transit operations facility identified in the RFP. Additional location information and access procedures will be provided to the selected contractor before the start of operations.

Q065 Is the contractor responsible for fuel for contractor-owned non-revenue vehicles?

Response: Yes. TCTA is responsible only for fuel used in TCTA-provided vehicles. The contractor must provide, insure, and maintain its required utility vehicle at its own expense.

Q066 Does TCTA provide an automated bus wash or other vehicle-washing equipment?

Response: No. TCTA does not provide an automated bus wash or other vehicle-washing equipment. The contractor is responsible for providing the equipment and supplies necessary to clean TCTA vehicles in accordance with the RFP requirements.

Q067 What maintenance equipment will TCTA provide, and who replaces it at the end of its useful life?

Response: TCTA will provide a 15,000-pound rotary rolling jack, a 30,000-pound four-post lift, a fleet-maintenance and diagnostic laptop, and a mobile generator, as listed in Exhibit B. TCTA will maintain the listed radio and tracking equipment and will be responsible for replacing TCTA-provided maintenance equipment at the end of its useful life.

Q068 What office furniture, workstations, computers, printers, telephones, networking, internet service, and other hardware will TCTA provide?

Response: Exhibit B lists TCTA-provided radios, one fleet-maintenance/diagnostic laptop, specified shop equipment, a generator, fareboxes, bicycle racks, snow chains, and designated software/AVL equipment. It states TCTA will not provide other facilities or equipment except as stated in the RFP. The RFP does not state that TCTA will provide office furniture, general workstations, printers, telephones, networking, or internet service.

Q069 Who is responsible for facility utilities, telephone, electricity, and water, and will TCTA provide historical costs?

Response: TCTA is responsible for the cost of facility utilities, including telephone, electricity, and water. Because these costs are paid directly by TCTA and are not part of the contractor's proposed operating costs, TCTA will not provide historical utility costs.

Q070 Who is responsible for landscaping and snow removal at the facility?

Response: County Facilities is responsible for removing brush and performing other routine exterior landscaping as needed. Snow accumulation requiring removal is uncommon. If snow removal becomes necessary, TCTA and the County will coordinate the appropriate response based on facility access and operational needs.

Q071 Who is responsible for major facility repairs, including roof, electrical, HVAC, and structural repairs?

Response: TCTA is responsible for coordinating major facility repairs and capital improvements, including major roof, structural, electrical, and HVAC work. Because TCTA leases the facility, the building owner would generally perform or fund this work in accordance with the lease, with TCTA coordinating the response.

The contractor is responsible for routine operational upkeep, housekeeping, minor maintenance, and repairs resulting from damage caused by its personnel or operations.

Q072 Will TCTA provide a facility floor plan, including the locations of IT communication closets?

Response: TCTA will provide a hand-drawn sketch showing the general layout of the transit operations facility. The sketch is not to scale and does not identify exact dimensions or the locations of IT or communications closets or infrastructure. TCTA does not currently have a professional floor plan or documented IT infrastructure plan available. The facility sketch will be included in the Supplemental RFP Folders. See Addendum No. 2, Section 15.

Q073 Will TCTA provide an in-person or virtual facility tour before proposals are due?

Response: No. TCTA does not plan to provide an in-person or virtual facility tour before proposals are due. Proposers should base their proposals on the facility information contained in the RFP, the facility sketch provided in the Supplemental RFP Folders, and other information issued through the procurement process.

Please note that the large storage tanks that are visible on maps and the video walkthrough are no longer in service and have been decommissioned.

A video walkthrough of the site will be included in the supplemental RFP Folders.

Q074 Please describe the facility IT infrastructure and constraints, including permission and capacity for contractor network equipment, rack space, power and cooling, VLAN access, bandwidth and security requirements, Wi-Fi coverage, wall construction, exterior access points, and structured cabling.

Response: The selected contractor is responsible for assessing the site and providing, installing, and maintaining any network equipment, cabling, or other infrastructure needed to support their operations, subject to TCTA's facility use requirements and any applicable lease constraints. Proposers should base their technical assumptions on the facility information provided through the RFP, Supplemental RFP Folders, facility sketch, and video walkthrough, and should clearly identify any material assumptions regarding network or IT infrastructure in their proposals.

A video walkthrough of the site will be included in the supplemental RFP Folders.

Q075 Do TCTA-provided systems support the Section 6.8 and real-time data requirements, and does TCTA have direct real-time access?

Response: Real-time vehicle tracking and operational data are currently available through Swiftly for Fixed Route services and Via for Dial-A-Ride services. TCTA has direct access to both platforms and the associated real-time data.

Q076 Does TCTA provide complaint-management or maintenance-management software, and may the contractor use its own maintenance software?

Response: The RFP does not identify complaint-management or maintenance-management software. Contractor-proposed technology is permitted if it satisfies TCTA requirements and receives required approval.

Q077 May proposers recommend alternative or supplemental technology, including replacement of VIA, Swiftly, or Remix, and what information and costs should the proposal include?

Response: Yes. Proposers may recommend alternative or supplemental technology. The proposal must explain functionality, compatibility, integration, data access and ownership, reporting, implementation, hardware and software, training, support, and all associated costs. Substitution requires prior written TCTA approval, and final technology selection will be made during negotiations.

Q078 Please identify current and required in-vehicle communications, fare, passenger-counting, annunciation, radio, tablet, connectivity, CAD/AVL, and other hardware and software, including who provides, installs, maintains, replaces, supports, and pays for each item.

Response: TCTA provides the fareboxes, two-way radios, tablets, and associated in-vehicle communications, connectivity, tracking, CAD/AVL, passenger-counting, and other hardware and software currently installed or assigned to TCTA vehicles, as applicable. TCTA is responsible for the cost of TCTA-owned equipment, required licenses and subscriptions, authorized installation, vendor maintenance, repair, replacement, and specialized vendor support.

The contractor will be responsible for routine operational use, configuration, basic troubleshooting, employee support, and coordination with TCTA when equipment requires vendor service, repair, or replacement. The contractor shall ensure that TCTA-provided technology is used properly and shall promptly report malfunctions or damage.

The contractor will be responsible for damage or replacement costs resulting from negligence, misuse, improper handling, unauthorized modification, or failure to perform required routine operational care.

Proposers may recommend additional or alternative systems but must clearly identify the proposed equipment, software, integration requirements, responsibilities, and costs. Any replacement or materially different system will require TCTA approval.

Q079 What CAD/AVL provider and platform does TCTA currently use?

Response: TCTA currently utilizes Via for Dial-A-Ride scheduling and ride booking, including driver and fleet management and operational reporting. Swiftly is utilized for Fixed Route services, including real-time vehicle tracking, on-time performance monitoring, ridership data, and operational reporting.

Q080 What has TCTA's experience been with VIA, Swiftly, and Remix, including limitations, integration, reliability, reporting, performance, and user adoption?

Response: TCTA’s overall experience with its current technology platforms has been satisfactory. TCTA is not requiring proposers to retain Via, Swiftly, Remix, or any other existing platform and is not expressing a preference for a particular vendor or proprietary system through this response.

Proposers may recommend retaining, replacing, integrating, or supplementing existing platforms. Proposals should describe the proposed system functionality, reliability, reporting capabilities, integration requirements, data ownership and portability, implementation and migration approach, user support, training, and all associated costs.

Proposed systems must satisfy the operational, reporting, accessibility, data-access, and other requirements of the RFP. Technology recommendations will be evaluated as part of the proposer’s overall technical approach under the evaluation criteria established in the RFP.

Q081 What onboard camera systems are installed, and may the contractor install DriveCam/MVAI, ZONAR, or other safety and fleet-monitoring technology in TCTA vehicles?

Response: Proposers are expected to identify and propose the safety and fleet-monitoring systems they intend to use. The selected contractor may install DriveCam/MVAI, ZONAR, or other proposed technology in TCTA vehicles, subject to TCTA's prior approval.

Q082 What software, licenses, subscriptions, hardware, maintenance, support, training, and related technology costs will TCTA provide, and what technology costs must the contractor include?

Response: TCTA will provide and pay for its designated technology systems and equipment, including applicable hardware, software, licenses, subscriptions, cellular connectivity, authorized installation, vendor maintenance and repair, replacement, specialized vendor support, and vendor-provided training. This includes TCTA's designated CAD, AVL/GPS, vehicle-tracking, back-office monitoring, real-time passenger-information, radio, and related systems, including the current Via, Swiftly, and Remix platforms.

The contractor will be responsible for the routine operational use and configuration of TCTA-provided technology, basic troubleshooting, employee onboarding and refresher training, user support, and coordination with TCTA and its vendors when repair, replacement, or specialized technical support is required.

The contractor is responsible only for the cost of additional training or support it elects to obtain beyond that provided by TCTA or its technology vendors, and for costs resulting from negligence, misuse, improper handling, unauthorized modification, or failure to perform required routine operational care.

Proposers should not include other costs for TCTA-designated technology in their base proposal.

Any proposer-recommended additional or replacement technology must be clearly identified and is subject to TCTA approval. The proposal should separately disclose any associated costs and proposed allocation of responsibility.

Q083 Who is responsible for initial and ongoing training on TCTA-supplied technology?

Response: TCTA's technology vendors are responsible for providing the initial training included with TCTA-supplied technology and any vendor-provided training or support covered by TCTA's agreements. The contractor is responsible for ensuring that its employees are appropriately trained, including onboarding new employees, providing refresher and ongoing operational training, and paying for any additional training beyond what TCTA or its technology vendors provide.

Q084 Please provide current call statistics, including monthly and day-of-week volume by call function and language, average speed to answer, and average handle time.

Response: TCTA does not currently collect or maintain call statistics by month, day of week, call function, or language and does not have historical average-speed-to-answer or average-handle-time data. The current operator is not contractually required to report these measures.

Based on TCTA's operational experience, calls are conducted almost exclusively in English; however, TCTA does not maintain a quantified language breakdown. Proposers should describe their proposed approach to call handling, staffing, language access, performance monitoring, and reporting and should clearly identify any material assumptions used in developing their proposals.

Q085 What telephone requirements apply, including TDD/TTY support, call recording and retention, and the public call tree and telephone numbers the contractor must maintain?

Response: TCTA's primary public transit telephone number is 209-532-0404. TCTA intends to retain ownership and control of this number, and the selected contractor will be responsible for operating the associated customer-information, reservation, cancellation, dispatch-support, and customer-service functions during the hours required by the RFP and applicable law. TCTA's administrative office number, 209-533-5603, will remain under TCTA's control and is not a contractor-operated transit reservation line.

The contractor must provide accessible telephone communication consistent with the ADA, including accepting 711 and other FCC-approved telecommunications-relay calls in the same manner as other calls. Any automated attendant, voicemail system, or call tree must be compatible with relay services, allow sufficient response time, and provide access to a live representative. TCTA does not presently require the contractor to maintain a separate dedicated TDD/TTY number.

The public telephone system must provide practical access to general transit information, fixed-route assistance, paratransit and Dial-a-Ride reservations and cancellations, trip-status assistance, customer comments and complaints, accessibility assistance, and language assistance consistent with TCTA's Title VI Language Assistance Plan. Proposers may recommend the specific call-tree design, subject to TCTA approval.

Call recording is not currently required. A proposer may recommend call recording, but any proposed system must identify the purpose, caller and employee notification procedures, privacy and security controls, access to recordings, retention schedule, data ownership, export capabilities, and all associated costs. No calls may be recorded except in compliance with applicable California law and TCTA approval.

TCTA does not prescribe a general retention period for routine call recordings because recording is not currently required. Complaint, incident, ADA, Title VI, claim, investigation, and other material records must be retained in accordance with applicable law, TCTA policy, and the Agreement. All telephone records and data generated in operating TCTA service shall be accessible to TCTA and remain TCTA property.

Q086 Please provide samples and historical quantities and costs for passes, tickets, and transfers the contractor must print.

Response: TCTA does not have relevant historical quantities or costs for printed passes, tickets, or transfers. Fare collection was suspended for approximately six years, during which these materials were not printed. Fares were reintroduced only recently, and insufficient current information exists to establish representative quantities or costs.

Samples of any currently used printed fare media will be provided. Proposers should identify their assumptions and proposed unit costs for printing passes, tickets, transfers, and related fare materials. Final formats and quantities will be determined based on actual demand and are subject to TCTA approval.

An image of the paper passes will be included in the supplemental RFP Folders.

Q087 What fareboxes and payment methods are currently used, what monthly fare revenue is expected, and is the contractor responsible for selling or distributing tickets and passes?

Response: TCTA currently provides fareboxes that accept cash. Fixed-route digital passes are sold through Token Transit, and Dial-a-Ride payments are processed through Via. Riders may also purchase passes in person at the transit facility. Local community organizations may purchase passes in bulk for distribution to their clients.

FY 2026–27 fare revenue is estimated at approximately $400,000 annually, or an average of approximately $33,300 per month. This is a planning estimate only. Because TCTA recently resumed fare collection for the first time since 2020, it is based on assumptions rather than established recent collection data. Actual monthly revenue may vary materially.

Consistent with Draft Agreement Sections 2.1 and 6.4, the contractor will be responsible for:

- Collecting and processing cash and digital fares;
- Removing farebox vaults daily and depositing collected revenue;
- Operating in-person pass and ticket sales at the transit facility;
- Supporting bulk pass purchases by community organizations;
- Printing and distributing passes, tickets, and transfers as needed; and
- Maintaining appropriate fare-collection, reconciliation, deposit, and reporting records.

TCTA will provide the farebox equipment and access to its designated digital payment platforms. Any proposed changes to fare media, payment systems, sales procedures, or distribution arrangements require TCTA approval.

Q088 Which party provides property, fire, comprehensive, and collision coverage for the facility, TCTA vehicles, and other Agency assets, and what insured values and valuation basis apply?

Response: TCTA is insured through the County of Tuolumne, which is self-insured and maintains excess property and liability coverage for TCTA facilities, vehicles, and other Agency assets. Coverage for TCTA vehicles includes comprehensive and collision coverage. Property coverage includes fire and is provided on a rebuild/replacement basis. Specific insured values are not provided as part of this RFP. The Contractor remains responsible for the insurance requirements and obligations specified in the RFP and resulting Agreement.

Q089 Will certificates and certified endorsements satisfy verification requirements without declaration pages or complete policy copies?

Response: No. Certificates alone are insufficient. The Contractor must provide certificates and required endorsements or policy language, as well as declaration and endorsement pages for Commercial General Liability (CGL) and excess policies, in accordance with the RFP requirements.

Q090 Will TCTA accept the requested deviations from the automobile, sexual-abuse/molestation, broader-coverage, cancellation-notice, self-insured-retention, and post-award insurance-modification requirements?

Response: No. The insurance requirements are as specified in the RFP and Sample Agreement. Deviations from the stated requirements will only be considered where a particular requirement is not applicable to the Contractor, such as a Contractor with no employees not being required to provide workers' compensation coverage.

Q091 Who is responsible for environmental assessments, stormwater or spill plans and permits, pre-existing hazardous-material conditions, and prior SWPPP/SPCC violations?

Response: The contractor must support compliance with environmental requirements related to facility use, hazardous materials, and vehicle servicing, and must obtain permits required to perform the Agreement. The RFP does not assign responsibility for Phase I assessments, pre-existing contamination, or prior violations, and it does not disclose whether such violations exist.

Q092 Do missed-trip damages begin with the first occurrence, and may multiple liquidated-damages provisions be assessed for one incident?

Response: The missed-trip liquidated damages apply beginning with the first qualifying occurrence; there is no de minimis threshold or monthly cap.

Liquidated damages will not be cumulative when the same incident violates more than one provision. If a single incident could qualify as a missed trip, an ADA failure to pick up, or a failure to provide alternative transportation, TCTA will assess only the single most directly applicable liquidated-damages provision. Separate incidents or independently occurring violations may be assessed separately.

Q093 Does a paratransit passenger pickup before the approved pickup window count against on-time performance?

Response: No. A pickup before the approved pickup window will not count against on-time performance if the passenger voluntarily agrees to board early. The passenger is not required to board before the window begins, and an early arrival does not start the required wait period or support a no-show determination.

Q094 Does the preventive-maintenance liquidated damage apply per missed occurrence, per vehicle per month, or for the entire period of noncompliance?

Response: Preventive-maintenance liquidated damages may be assessed per vehicle, per missed preventive-maintenance occurrence, up to $1,000. They are not assessed monthly or accumulated for each day or other period that the vehicle remains out of compliance. A continuing delay in completing the same preventive-maintenance occurrence constitutes a single violation. Separate missed preventive-maintenance occurrences may be assessed separately.

Q095 How does the five-percent on-time-performance cap work, and is there an overall cap on all liquidated damages?

Response: The five-percent cap applies only to monthly on-time-performance damages for each affected service, calculated separately on that service's monthly VSH charge. Exhibit C contains no overall monthly or annual cap across all liquidated-damages categories.

Q096 How will on-time performance and related liquidated damages be measured for fixed route, paratransit, microtransit, and special services?

Response: On-time performance and related liquidated damages for fixed-route and Dial-a-Ride services will be measured separately in accordance with Exhibit C.

On-time-performance liquidated damages will not apply to microtransit because it is a pilot service. They will also not apply to special services or special events. Any applicable performance expectations for these services will be addressed through the approved service plan or specific service authorization.

Q097 May late-report and inaccurate-report damages both apply to one report, and what distinguishes a material error from a minor error and establishes the correction period?

Response: Late-report and inaccurate-report liquidated damages will not be assessed concurrently for the same report. TCTA will apply only the single most directly applicable provision.

A material error is a knowing or intentional misrepresentation, concealment, falsification, or omission that significantly affects the accuracy or usefulness of the report. Minor errors include typographical, mathematical, formatting, or similar inadvertent mistakes that do not materially affect the report's substance.

Minor errors may be corrected without liquidated damages within a reasonable period specified by TCTA after notice. The correction period will reflect the nature and complexity of the error. Failure to correct an identified error within that period may be treated as failure to submit an accurate report.

Q098 What constitutes a serious customer-service violation or repeated pattern of unresolved complaints?

Response: A serious customer-service violation includes conduct such as belittling, berating, insulting, harassing, threatening, or otherwise treating a customer in a demeaning or abusive manner. A single incident may constitute a serious violation depending on its nature and severity.

A repeated pattern of unresolved complaints exists when substantially similar, substantiated complaints continue after the contractor has been notified of the issue and given a reasonable opportunity to investigate and take corrective action. TCTA will evaluate the frequency, similarity, severity, and timing of the complaints, as well as the contractor's response, before determining that a pattern has been established. Multiple complaints arising from the same incident will not, by themselves, constitute a repeated pattern.

Q099 What cure period applies before liquidated damages or immediate action, and how is a material deficiency or breach defined?

Response: There is no single cure period applicable to all deficiencies or liquidated damages. Exhibit C permits, but does not require, TCTA to provide written notice and require a corrective-action plan before assessing recurring liquidated damages. Advance notice or an opportunity to cure is not required for safety violations, ADA service denials, falsification, fraud, or other material breaches.

Draft Agreement Section 12.1 provides 14 days to cure a material breach before termination, unless the breach is not curable or requires immediate action under the Agreement. Section 6.7 allows TCTA to establish an appropriate correction period when notifying the contractor of a deficiency. Exhibit C Section 3.A.1 does not establish a standard cure period before liquidated damages may be assessed.

Whether a deficiency or breach is material will be determined based on its nature, severity, effect on safety, service delivery, legal compliance, financial integrity, or TCTA's ability to administer the Agreement. Examples of material breach are identified in Draft Agreement Section 12.1.

Q100 What events qualify as Exempt Events, and what request, documentation, decision, and timing process applies?

Response: An Exempt Event is a sudden, unanticipated event outside the contractor's reasonable control that materially disrupts service or prevents a vehicle from continuing its route. Examples include an unannounced road closure or emergency road work, a traffic collision blocking travel, a fallen tree, wildfire activity, or a similar condition that could not reasonably have been predicted or planned for.

Planned road work, previously announced closures, ordinary traffic congestion, staffing shortages, preventable vehicle failures, or other conditions the contractor could reasonably anticipate and address do not qualify as Exempt Events.

When a potential Exempt Event occurs, dispatch must notify TCTA as soon as practicable and provide the location, nature of the event, anticipated service impact, and any proposed detour or operational response. TCTA and the contractor will work together in real time to determine the appropriate response and whether the event should be treated as exempt.

The contractor must document the event in the applicable daily or monthly report, including:

- The date, time, location, and nature of the event;
- The routes, trips, and vehicles affected;
- The duration and operational impact;
- The actions taken to maintain or restore service; and
- Available supporting information, such as dispatch records, photographs, emergency alerts, traffic reports, or road-closure notices.

No advance written request is required for an event that is occurring unexpectedly. Notice should be provided while the event is underway, whenever practicable, rather than first being raised during monthly performance review. TCTA will confirm the exemption after consultation with the contractor and review of the available information. If immediate notice is not reasonably possible, the contractor must provide notice and documentation as soon as practicable afterward.

Q101 What is a preventable road call and a material service interruption, and how may the contractor establish a latent defect or warranty cause?

Response: A preventable road call is an unplanned request for mechanical assistance, towing, or a replacement vehicle during revenue service caused by a condition that the contractor reasonably could have prevented through required inspections, preventive maintenance, timely repair, or proper operation of the vehicle.

A material service interruption occurs when the condition results in a missed trip, requires passengers to transfer to another vehicle, removes the vehicle from revenue service, or delays service by 15 minutes or more. Minor issues that do not materially affect service or require a vehicle replacement are not considered material service interruptions.

A road call will not be considered preventable when it results from a latent defect, a warranty-covered failure, a collision, road debris, vandalism, or another condition outside the contractor's reasonable control.

To establish a latent defect or warranty cause, the contractor must notify TCTA promptly and provide reasonable supporting documentation, including:

- The vehicle number, date, location, and description of the failure;
- Relevant inspection, preventive-maintenance, and repair records;
- The diagnosis of a qualified technician, manufacturer, dealer, or warranty administrator; and
- Warranty documentation or other available information showing that the failure was not caused or worsened by inadequate maintenance, delayed repair, misuse, or improper operation.
- A latent defect is a defect that was not reasonably discoverable through required inspections or preventive maintenance before the failure occurred.

Q102 What process permits a contractor to dispute or appeal a liquidated-damages assessment before withholding or invoicing?

Response: The Draft Agreement does not establish a separate dispute or appeal process that must occur before TCTA assesses, withholds, or invoices liquidated damages. Proposers seeking such a process may identify a proposed contract exception in accordance with the RFP's contract-exception requirements. Any alternative notice, review, or dispute process will be subject to negotiation and must be included in the final executed Agreement to apply.

Q103 Who determines whether an accident is preventable, what standard applies, and may the contractor submit evidence before the determination becomes final?

Response: An accident is preventable if the driver or contractor failed to take reasonable precautions or could reasonably have avoided the accident through defensive driving, proper vehicle operation, required inspections or maintenance, or compliance with applicable laws, safety procedures, and operating policies. A determination of preventability does not depend solely on whether the driver received a citation or was legally at fault.

Before the determination becomes final, the contractor will be given a reasonable opportunity to submit relevant evidence, including the driver's statement, accident and police reports, photographs, video recordings, witness statements, vehicle records, and other supporting information. TCTA will consider the submitted evidence and the circumstances of the accident before issuing its final determination.

Q104 Will TCTA waive liquidated damages during the first three or six months of a new contractor's operations?

Response: A proposer requesting a temporary waiver, phased implementation period, or other modification may identify the request as a contract exception in its proposal. Any exception will be subject to evaluation and negotiation, and must be included in the final executed Agreement to apply.

Q105 Will the contractor be exempt from liquidated damages or performance failures caused by pre-existing conditions, latent defects, warranties, parts delays, accident-repair delays, or other matters outside its control?

Response: Yes. TCTA will not assess liquidated damages or treat an event as a contractor performance failure to the extent it results from a documented and verifiable pre-existing condition, latent defect, warranty issue, unavoidable parts delay, accident-repair delay, or other circumstance outside the contractor's reasonable control. TCTA will evaluate these circumstances reasonably and in consultation with the contractor, based on the facts and documentation available. The intent of the performance provisions is to address failures within the contractor's control, not to penalize the contractor for conditions it could not reasonably prevent or remedy.

Q106 Will TCTA include a force majeure provision?

Response: Yes. Draft Agreement Section 13.4 excuses contractor losses, delays, failure to perform, or excess costs caused by listed events beyond the contractor's control, but does not pay compensation for excused service.

Q107 Will the Agreement provide price adjustments for changes in law, wages, benefits, emergencies, scope, service hours, or other unforeseen cost increases, and a termination right if the parties cannot agree?

Response: Draft Agreement Section 6.1 permits rates to be adjusted by Letter of Agreement for verifiable contractor cost increases or service-hour changes of 20 percent or more. Section 5.3 provides a claim and equitable-settlement process for certain TCTA-requested operating changes that materially increase the contractor's cost or time required for performance.

The Draft Agreement does not provide automatic price adjustments for changes in law, wages, benefits, emergencies, scope, service hours, or other unforeseen cost increases beyond these provisions. It also does not provide a separate contractor termination right if the parties cannot agree on an adjustment.

A proposer requesting broader price-adjustment provisions, different thresholds, or additional termination rights may identify them as contract exceptions in its proposal. Any requested changes will be subject to evaluation and negotiation and must be included in the final executed Agreement to apply.

Q108 Will TCTA revise the option years so that extensions require mutual agreement?

Response: No, not under the RFP as currently written. Draft Agreement Section 3 permits TCTA to exercise each one-year option by giving 180 days' written notice. Proposers may submit the requested revision as a contract exception under Section 8.4, Item 13.

Q109 Will TCTA accept an annual liability cap, exclude consequential damages, and require mediation before litigation?

Response: Not under the RFP as currently written. The Agreement contains no general contractor liability cap or consequential-damages exclusion, and Section 13.3 does not require mediation before court action. Proposers may submit these requests as contract exceptions under Section 8.4, Item 13.

Q110 Will TCTA provide at least 60 days' notice for termination for convenience and reimburse reasonable closeout costs?

Response: No, not under the RFP as currently written. Draft Agreement Section 12.5 permits TCTA to terminate for convenience on 30 days' written notice and provides payment only for costs and prorated fees due for completed, approved work. Proposers may submit a contract exception.

Q111 Is there a contract-specific DBE goal or good-faith-efforts requirement?

Response: No. TCTA has not established a contract-specific DBE participation goal, proposers are not required to demonstrate good-faith efforts toward a contract goal, and DBE participation will not be evaluated against a numerical target. Other nondiscrimination and applicable DBE program requirements remain in effect.

Q112 Is the consultant that prepared the Short-Range Transit Plan eligible to compete for this operations contract?

Response: Preparation of TCTA's Short-Range Transit Plan does not, by itself, make the consultant ineligible to compete for this contract. The consultant did not participate in developing, drafting, reviewing, or advising TCTA regarding this RFP and was not involved in related procurement discussions. TCTA has not identified an organizational conflict of interest or unfair competitive advantage arising from the consultant's preparation of the Short-Range Transit Plan. The consultant may compete subject to the same requirements and evaluation process applicable to all proposers.

Q113 What are TCTA's principal current challenges, goals for the next contract term, and longer-term objectives?

Response: TCTA's principal challenge is maintaining a financially sustainable transit system in an environment of uncertain funding, rising operating costs, and changing travel patterns. TCTA must balance broad mobility needs with the need to right-size services and concentrate limited resources on routes and programs that provide the greatest public benefit.

Priorities for the next contract term include:

- Providing safe, reliable, accessible, and customer-focused service;
- Using ridership, performance, cost, and customer-feedback data to evaluate and improve services;
- Adjusting routes and service models as community needs and available resources change;
- Improving operating efficiency, accountability, and transparency;
- Engaging riders and community partners in service planning;
- Leveraging technology and innovation to improve service delivery, communications, reporting, and performance monitoring;
- Coordinating fixed-route, paratransit, microtransit, and other mobility services where appropriate; and

- Supporting fleet modernization and a possible transition to a new maintenance and operations facility.

Q114 What service improvements has the incumbent implemented, and what unmet improvement requests have been raised by TCTA committees, Board members, or the public?

Response: TCTA's recently updated Short-Range Transit Plan (SRTP) describes stakeholder and rider requests for service improvements, including requests that have not yet been implemented. Proposers should review the SRTP for that discussion; its inclusion does not represent a commitment by TCTA to implement every identified request.

During the incumbent's tenure, TCTA's services have evolved in response to changing conditions and agency direction. Significant changes implemented by the incumbent include:

- Route reductions necessitated by COVID-19 and subsequent post-COVID service restoration and expansion;
- Expansion of Dial-a-Ride eligibility to the general public;
- Implementation of Via, Remix, and Swiftly;
- Operational support for route and schedule adjustments; and
- Most recently, reintroduction of passenger fares and related payment and pass-distribution processes.

Q115 Will TCTA provide office or transition space and revenue vehicles for interviews, hiring, training, and startup activities?

Response: Draft Agreement Section 5.23 requires the incumbent contractor to provide the successor contractor reasonable access to TCTA vehicles and equipment, as necessary for startup and transition activities, for up to 15 days before and after the contract transition. Exhibit B further provides that TCTA will endeavor to arrange sufficient advance access to equipment and software for training.

TCTA does not guarantee dedicated office or transition space or a specific number or type of revenue vehicles for interviews, hiring, training, or other startup activities. Proposers should identify their anticipated transition needs and any related assumptions in their proposals.

TCTA will work cooperatively with the selected contractor and incumbent to evaluate those needs and, to the extent reasonably available, accommodate them or identify workable alternatives that support a safe and orderly transition. Any access will be coordinated to avoid disruption to ongoing transit operations.