

RESPONSES TO RFP QUESTIONS FOR RFP#2026-04

Enhanced On-Demand WAV Service and Support

Question 1

Because the core scope of work involves providing proprietary software and a digital routing system, we anticipate fulfilling the project requirements using our own internal resources. Consequently, subcontracting 3% of the work to an external DVBE firm is challenging given the highly technical and centralized nature of our platform. Could you please clarify if the 3% DVBE participation goal is strictly mandatory for a proposal to be considered compliant, or is there a waiver process/allowance for demonstrating a "good faith effort" to meet the goal if a suitable DVBE subcontractor cannot be utilized for this specific software deployment?

As this project is utilizing CPUC Access for All funds, the participation goal for disadvantaged veteran business enterprise (DVBE) firms for this Project has been established at three percent (3%). DVBE participation is required unless the proposal can demonstrate that a subconsultant is not needed.

Question 2

Since the 100-point scoring matrix is entirely allocated to technical components, can STA clarify exactly how the separate sealed Cost Proposal will be weighed against the technical score during the final selection process?

The sealed Cost Proposal will not be weighed against the technical score. Once a proposal has been selected based on technical score, STA staff will unseal the Cost Proposal, negotiate cost, and if a cost is agreed upon, an agreement with the selected proposer will be made. If the cost is not agreed upon, STA staff will repeat the process with the proposal next in line. STA will not open the Cost Proposal unless the technical proposal has been selected.

Question 3

The RFP states the method of payment is by 'yearly invoice,' while the sample contract in Attachment A references monthly progress payments. Will STA accept monthly or quarterly billing cycles for software licensing and technical support costs?

STA will accept a monthly or quarterly billing cycle for software licensing and technical support costs. STA would prefer a yearly invoice. The contract with the selected proposal will be altered to reflect the negotiated payment frequency.

Question 4

Would STA consider allowing a submittal using per-vehicle-per-month SaaS fees (plus an installation fee)?

STA will recognize all pricing models for the proposed system, including per-vehicle-per-month SaaS fees (plus an installation fee).

Question 5

For vendors proposing configurable Software as a Service rather than an hours-based consultancy model, can pricing be submitted in an alternative format to reflect an upfront set-up fee and annual recurring software costs?

STA will recognize all pricing models for the proposed system, including an alternative format to reflect an upfront set-up fee and annual recurring software costs.

Question 6

Is the contractor expected to supply the driver-facing hardware (e.g., tablets/smartphones) for the navigation and dispatch system, or do operators already have compatible devices? If they have existing hardware, what are the device specifications and operating systems?

STA and partner operators will be responsible for hardware. The contractor is not expected to supply the driver-facing hardware, but the technical proposal and cost proposal can optionally account for hardware if this service is available.

Suisun Microtransit and Rio Vista Delta Breeze utilize Samsung Galaxy Tab A 8.4 Tablet (2020) Wi-Fi + LTE / SM-T307U (LTE). STA and partner operators will be responsible for acquiring hardware for Dixon Redit-Ride. If necessary, STA will inquire about hardware with the selected proposer.

Question 7

The RFP outlines an option to add a third operator, Dixon Redit-Ride, and references the total number of vehicles (15) as being the total across all three operators. What is the minimum # of vehicles that the cost proposal should consider (i.e. what is the total number in use today across the 2 definite operators)?

The total minimum number of vehicles that the cost proposal should consider is 10 vehicles. Of the 10 total vehicles, 5 vehicles are operated by Suisun Microtransit, and 5 vehicles are operated by Rio Vista Delta Breeze.

Question 8

We respectfully request that STA accept digital proposal submission (i.e. via email).

STA will not accept digital proposal submissions and will only accept one (1) hard copy and one (1) digital copy (flash drive) of the proposal. The cost proposal should be submitted in a separate sealed envelope. As outlined in the answer to Question 2, STA will review the technical proposal and select the preferred proposal before unsealing the cost proposal.

Question 9

We respectfully request that STA accept authorized digital signatures on all applicable forms.

STA will accept authorized digital signatures on all applicable forms.

Question 10

The RFP states that the cost proposal forms are optional and we can use our own format if desired. However, the forms have signature lines. If we provide our pricing proposal in our own format should we still provide the form with the appropriate signatures?

Yes, please provide signature lines in the pricing proposal.

Question 11

We would like to respectfully request a 2 week extension to the proposal due date.

The proposal is due no later than 4:00 p.m. on July 10, 2026.

Question 12

Can we confirm the intended launch date? August 1 may be too soon given the current time frames of this RFP.

The service start date is August 31, 2026.

Question 13

What is the current average weekday and annual ridership of each program?

Suisun Microtransit's weekday ridership is 13 rides and annual ridership is 3,340 rides. Rio Vista Delta Breeze's weekday ridership is 11 rides and annual ridership is 2,878 rides. Dixon Read-Ride's weekday ridership is 159 rides and annual ridership is 39,950 rides. This data was collected in CY 2024 with average weekday ridership calculated with the assumption of 250 operating days per year. The ridership data reflects microtransit (demand responsive) service and does not reflect fixed route services.

Question 14

What is the expected average weekday and annual ridership of each program?

None of the three operators expect a change in weekday and annual ridership.

Question 15

What is the current average weekday and annual expected ridership of each program?

Suisun Microtransit's weekday ridership is 13 rides and annual ridership is 3,340 rides. Rio Vista Delta Breeze's weekday ridership is 11 rides and annual ridership is 2,878 rides. Dixon Read-Ride's weekday ridership is 159 rides and annual ridership is 39,950 rides. This data was collected in CY 2024 with average weekday ridership calculated with the assumption of 250 operating days per year. The ridership data reflects microtransit service and does not reflect fixed route services. None of the three operators expect a change in weekday and annual ridership.

Question 16

How many zones will the service have?

If referring to service zones, the number of zones varies depending on how the proposer configures the system. Currently, Suisun Microtransit operates within the city of Suisun City and nine select locations within the city of Fairfield. Rio Vista Delta Breeze operates within the city of Rio Vista, Isleton, and the Delta resort communities on highway 160 between the two cities. Dixon Read-Ride operates within the city of Dixon for all riders and to the city of Vacaville and city of Davis for paratransit riders only.

If referring to fare zones, none of the operators use fare zones. All three operators operate on flat-fare structures with varying dollar amounts, discounts, and monthly passes.

Question 17

What are the service hours and days of operation?

Hours are subject to change. The following hours reflect microtransit hours of operations.

Suisun Microtransit operates Monday through Friday, from 7:00 AM until 7:00 PM, excluding holidays.

Rio Vista Delta Breeze operates Monday through Friday, from 9:30 AM to 5:00 PM, excluding holidays.

Dixon Read-Ride operates Monday, Tuesday, Thursday and Friday, from 7:00 AM to 12:00 PM and 1:00 PM to 4:00 PM. They operate Wednesday from 7:00 AM to 11:00 AM and 12:00 PM to 4:00 PM. They do not operate on holidays.

Question 18

We noticed that the RFP states that the service currently uses both a telephone and smartphone application. The final product section does not mention a requirement for a telephone call option. Are you planning to continue the telephone service and are you managing that internally?

STA and the partner operators are planning to continue using the telephone service and the service is managed by the partner operators. Telephone operators (who are typically the same as the dispatcher), may utilize the dispatch-facing software to dispatch rides.

Question 19

Will STA be responsible for managing the eligibility of riders on the system?

Anyone within the respective service area is eligible to ride any of the three operators. Riders who utilize a mobility device are accommodated without special request as all vehicles are equipped with an accessible lift. Passengers are not required to complete a form or application. They may need to create an account or provide information to a telephone operator

Additionally, can you answer the following eligibility related questions:

- a) *How many Paratransit users are currently eligible to use the service? How many total user records (including eligible, non-eligible, or expired) are stored in the current system?*

Anyone within the respective service area is eligible to ride any of the three operators, regardless of Paratransit eligibility. There are 656 riders who have made at least 1 trip request.

- b) *How many new applications, and recertifications are received (monthly)?*

None. ADA certifications are conducted by other contracted services through STA and are not required for riding Suisun Microtransit or Rio Vista Delta Breeze accessible services.

- c) *On average, how many forms are passengers required to complete per application?*

Passengers are not required to complete a form or application. They may need to create an account or provide information to a telephone operator, but these records of information do not determine eligibility. Rather, they provide contact information to arrange ride pick-up.

- d) *On average, how many letters/communications does the Eligibility team send to passengers per application?*

Passengers are not required to complete a form or application.

- e) *How many warning letters are being sent (monthly)? How many actual suspensions (monthly)?*

Currently, the three operators do not use this function. STA would prefer this function to remain available should an incident prompt its usage.

Question 20

These types of solutions are SaaS based software and do not require local resources to deploy or maintain. Therefore, DVBE targets are extremely difficult to attain. Can that requirement be reconsidered?

As this project is utilizing CPUC Access for All funds, the participation goal for disadvantaged veteran business enterprise (DVBE) firms for this Project has been established at three percent (3%). DVBE participation is required unless the proposal can demonstrate that a subconsultant is not needed.

Question 21

Could we request an increase in the page limit?

The qualifications (excluding resumes, appendices, and the transmittal letter) shall not exceed a total of ten (10) single-sided, 8.5" x 11" pages.