April 8, 2026

SPOKANE TRANSIT AUTHORITY

ADDENDUM TO

RFP 2026-11180 – DEMAND RESPONSE TRANSIT SOFTWARE

AMENDMENT NO. 1

Amendment 1 consists of this cover page and two (2) attachments:

- Responses to Questions and Requests for Approved Equals, Clarifications, or Changes
- Section 2.0 Scope of Work

This Amendment is hereby made a part of the RFP document to the same extent as though it were originally included therein. All Proposers shall acknowledge receipt and understanding of this addendum by completing the information required on Attachment A, Proposal Response Form, and returning the signed page with their proposal on or before the proposal due date.

Jennifer Anderson Digitally signed by Jennifer Anderson Date: 2026.04.08 14:59:13 -07'00'

Jennifer Anderson
Procurement Coordinator

Attachment - Responses to Questions and Requests for Approved Equals, Clarifications, or Changes

Question #	Document Section	Page Number	Question	STA Response
1	NA	NA	Would it be possible to extend the proposal submission deadline for this project by 1-2 weeks?	Due to STA's goal of launching Mobility on Demand in September and the timing of STA's Committee and Board cycles, we are unable to extend the RFP deadline.

2.0 SCOPE OF WORK

Demand Response Transit Scheduling, Dispatching, Eligibility, Workforce, and Fleet Management Software

---

1. Overview and Objectives

STA is seeking proposals for a Software as a Service (SaaS) Demand Response Transit Scheduling and Dispatch System that meets or exceeds current operational efficiency while improving customer experience, data accessibility, reporting capabilities, regulatory compliance, and long-term scalability.

The system shall support both **ADA paratransit services and Mobility on Demand (MOD) services** within a single integrated platform.

The system shall support:

- Paratransit eligibility management
- Scheduling, routing, and dispatching
- Customer communication and trip management
- Workforce and fleet management
- Operational reporting and analytics
- Mobility on Demand (MOD) operations within defined service zones

The system shall be configurable to support evolving service policies and operational models.

---

2. General System Requirements

The system shall:

- Be provided as a fully hosted **Software as a Service (SaaS)** solution
- Meet or exceed STA's current operational efficiency for scheduling, routing, and dispatching services
- Integrate with existing STA systems including fare collection and payroll systems
- Ensure all data generated by the system is the property of STA
- Allow STA to access, export, and store all data without Contractor permission

The system shall comply with applicable regulatory and accessibility standards including:

- Americans with Disabilities Act (ADA)
- Web Content Accessibility Guidelines (WCAG) Level AA
- Health Insurance Portability and Accountability Act (HIPAA)
- Federal Transit Administration (FTA) reporting requirements
- National Transit Database (NTD) reporting requirements
- Current cybersecurity best practices

---

3. Scheduling, Routing, and Dispatch Functionality

The system shall provide scheduling, routing, and dispatch functionality for both **paratransit service and Mobility on Demand (MOD) pilot service**.

3.1 Paratransit Scheduling

The system shall support:

- Real-time ride booking and advance reservations
- Rider-facing booking of trips up to **seven (7) days in advance**
- Real-time vehicle location tracking
- Dynamic routing adjustments
- GPS-based ETA calculations incorporating traffic conditions
- Manifest visibility based on role and assignment with configurable viewing windows from **one (1) hour up to eight (8) hours**
- Customer- and staff-initiated ride modification and cancellation with configurable lockout times
- Capture and tracking of:
    - No-shows
    - Same-day cancellations
    - Advance cancellations
    - Trip changes
- Reporting showing **prescheduled versus actual service performance**

The system shall support configurable scheduling parameters including:

- Wheelchair boarding time
- Personal Care Attendants (PCAs)
- Guest riders
- Mobility device requirements
- Building access type

STA prefers that the system support **AI-assisted booking capabilities** that can assist customers when call center lines are busy.

The system shall provide operational metrics including, but not limited to:

- Slack time
- Dwell time
- Total actual vehicle mileage and hours
- Revenue mileage and hours
- Non-revenue mileage and hours
- Deadhead mileage and hours
- Passenger miles
- Total trips
- Unlinked passenger trips
- Maximum vehicles in operation (VOM)

3.2 Mobility on Demand (MOD) Scheduling and Routing

The system shall support **zone-based Mobility on Demand service operations**.

The system shall allow STA to:

- Define, edit, and manage MOD service zones
- Modify zone boundaries as needed
- Assign vehicles to specific zones

The system shall support trips that occur:

- Within a zone; curb to curb service
- From a location in a zone to designated fixed route hubs and/or bus stops within the zone or designated to the zone; curb to fixed route service
- Travel from hubs or bus stops within the zone or designated to the zone back to a location within zones.
- Beginning in an MOD zone and ending at a destination in the PTBA; with the trip utilizing STA fixed route service after departing the MOD zone.
- If the destination requested is in another MOD zone, utilization of MOD service to the finish the trip from fixed route service in the destination MOD zone will be utilized.

The system shall allow STA to define **virtual stops or flexible pickup locations** within MOD zones.

The system shall support **dynamic routing and ride pooling**, including:

- Matching passengers traveling in similar directions
- Adjusting vehicle routes in real time
- Optimizing vehicle utilization
- Minimizing passenger wait times

The system shall allow STA to configure parameters including:

- Minimize passenger wait time
- Minimize travel time
- Minimize detour time
- Maximum passengers per vehicle
- Integration with fixed route GTFS and GTFS-RT data to maximize trip efficiency

The system shall support:

- Real-time trip requests
- Advance reservations if enabled by STA
    - support reservations based on a not-later-than arrival time to a destination
    - support reservations based on a not-before-than pick up time from an origin

- Automatic validation of pickup and drop-off locations within service zones

- Pooling rides of 1 to 5 passengers
- Maximum wait time for pickup: 30 minutes
- Average wait time for pickup: 20 minutes or less
- Percent of ride requests accepted: 95% or higher
- Average walk distance to pick up location: 0.25 miles
- Maximum walk distance to pick up location: 0.50 miles
- Maximum total trip time from boarding to alighting: Customer experience is an acceptable alternative to driving a personal vehicle
- Ability to modify walk distances/pick-up locations based on sidewalk access/safety, etc.

Routing

- A dynamic routing algorithm able to combine trips that generates pick-up and drop-off locations as well as vehicle routing
- Ability to provide both curb-to-curb and stop-to-stop service for customers for operational efficiencies (requiring the customer to walk certain distances is acceptable)
- Ability to add road closures in an agreed upon time frame to ensure optimal driver routing
- Provide a real time map showing all vehicles in service.
- Ability to add passengers to a route in progress
- Maximum time added based on reroute to pick-up passengers: Customer experience is not more than 5 minutes late from the quoted time

The system shall support the appropriate controls for the following trip requests:

- Trips outside the defined MOD zone shall be rejected or redirected according to STA policies.
- Trips requested with an origin or pick up within ¼ mile of fixed route service bus stop or service hub will be denied and redirected to the fixed route bus stop.
- Trips requested for curb to curb service between MOD zones will not be supported.

---

4. Customer Communication and Notifications

The system shall provide automated customer communication tools for both paratransit and MOD services.

Capabilities shall include:

- Automated notifications via:
  - Phone calls
  - Text messages
  - Mobile app notifications
  - Email
- Rule-based alerts including:
  - Trip confirmations
  - Pickup reminders
  - Vehicle arrival alerts
  - Service delay notifications

The system shall support **two-way communication between dispatch and drivers when necessary**.

The system shall provide automated notifications for **paratransit eligibility expiration**, with configurable **30–60 day advance notice**.

Customers shall be able to:

- View ride status
- Receive estimated pickup times
- Track vehicles approaching pickup locations
- Cancel trips
- Communicate with dispatch when needed

---

5. Customer App and Web Portal

The system shall provide customer-facing **mobile applications and web portals** supporting **paratransit and MOD riders**.

Paratransit customers shall be able to:

- Apply for paratransit eligibility
- Check application status
- View past, present, and future trips
- Schedule and cancel rides
- Track vehicles in real time
- Receive notifications and trip updates
- Submit compliments and complaints
- Manage communication preferences

The system shall support **group scheduling**, allowing agencies or group homes to manage rides for multiple riders.

STA prefers that the system support technology capable of **digitizing handwritten forms and automatically populating application data fields**.

All customer-facing tools shall comply with **ADA accessibility requirements and WCAG Level AA standards**.

MOD customers shall be able to perform the following functions:

- Request trips within designated MOD service zones; curb to curb service
- Request trips that originate in an MOD zone and end at a destination in the PTBA
- Request trips that originate at the connection point from the fixed route bus stop or transit hub in the MOD zone to the destination in the MOD zone, synchronized with fixed route scheduled arrival.
- View estimated pickup times before confirming a trip request
- Track the real-time location of the assigned vehicle
- Receive notifications regarding:
    - Trip confirmation

    - Vehicle assignment
    - Estimated arrival time
    - Vehicle arrival at pickup location
    - Trip delays or service disruptions
- Cancel trip requests
- View trip history
- View fare information before confirming a trip request
- Pay fares through the application if mobile payments are enabled
- Receive digital trip receipts

The system shall allow customers to select pickup and drop-off locations through:

- Address entry
- Map selection
- Pre-saved favorite locations

The system shall support real-time updates to estimated pickup times based on vehicle location and traffic conditions.

---

6. Eligibility Application Process

The system shall provide a complete Paratransit eligibility application management system.

Capabilities shall include:

- Online and printable eligibility applications
- Automatic receipt dating based on submission time
- Direct population of application data into the customer database
- Validation preventing submission of incomplete applications
- Secure medical provider verification meeting HIPAA standards
- Tracking of the number of days from completed application submission to determination

The system shall generate **editable eligibility determination letters**, including approval or denial notices, which may be sent by email or U.S. mail.

The system shall support electronic capture and processing of handwritten applications.

---

7. Eligibility Verification and Ride Requests

The system shall verify that **paratransit trip requests are made by eligible riders**.

The system shall allow eligibility verification by STA staff.

Ride requests shall be accepted through:

- Call center representatives
- Mobile applications
- Web portals

The system shall support secure rider authentication.

---

8. Booking Rules

8.1 Paratransit Booking Rules

Paratransit customers shall be able to:

- Book rides up to **seven (7) days in advance**
- Request rides less than three (3) days in advance with negotiated pickup times based on availability
- Book rides for same day service at after implementation of a STA policy adjustment
- Ability for caretakers or Personal Care Attendants to book a trip for select customers with disabilities, as determined by STA

The system shall support **subscription trips (standing rides)**.

Standing ride requests may be submitted:

- Online
- Through the mobile application
- Through call center representatives

Standing rides shall be subject to approval by STA scheduling staff. The system shall allow STA to:

- Approve or deny subscription ride requests
- Modify subscription ride schedules
- Suspend or cancel subscription rides as needed

8.2 Mobility on Demand (MOD) Booking Rules

The system shall support **real-time booking of MOD trips** within designated MOD service zones.

MOD customers shall be able to request trips through:

- Mobile applications
- Web portals
- STA call center representatives

The system shall require user profiles to be established for unique customers to book a MOD ride through the platforms listed above. The user profile:

- shall require basic identification and demographic information

- must include the customer's age
- shall provide an option for the customer to identify if a WAV is required during the sixth pilot
- shall provide an option for the customer to identify if the customer has disability during the sixth pilot
- shall require the customer to identify a guardian who is at least 18 years or older to escort the customer if the customer is younger than 14 years old
- shall allow the customer to identify if a customer provided car seat or booster seat installation is required at pick up by the customer for inclusion in the dwell time calculations.

The system shall automatically verify that requested pickup and drop-off locations are within the defined MOD zones or authorized transfer locations.

The system shall support trips that occur:

- Within a zone; curb to curb service
- From a location in a zone to designated fixed route hubs and/or bus stops with the zone or designated to the zone; curb to fixed route service
- Travel from hubs or bus stops within the zone or designated to the zone back to a location within zones.
- Beginning in an MOD zone and ending at a destination in the PTBA; with the trip utilizing STA fixed route service after departing the MOD zone.
- If the destination requested is in another MOD zone, utilization of MOD service to the finish the trip from fixed route service in the destination MOD zone will be utilized.

The system shall provide estimated pickup times before customers confirm a trip request.

The system shall allow STA to configure booking parameters including:

- Minimum wait time for pickup
- Minimum travel time
- Minimum allowable detour time
- Maximum passenger capacity per vehicle
- Service hours for MOD operations

The system shall allow STA to limit the number of active ride requests based on available vehicle capacity.

The system shall allow STA to configure whether **advance reservations for MOD trips are permitted**.

If advance reservations are permitted, the system shall allow STA to configure the maximum advance booking window.

The system shall allow customers to cancel MOD trip requests and shall record cancellations for reporting purposes.

The system shall:

- Ability for caretakers or Personal Care Attendants to book a trip for select customers with disabilities, as determined by STA during elderly and disabled rider pilot period
- Ability to transport minors traveling with or without an adult as per STA policies
- Customer access to account and ride history for all booking platforms

---

9. Fare Collection and Validation

The system shall integrate with STA's existing fare collection systems.

The system shall support fare collection and authentication generally.

For MOD, a separate handheld fare collection system will be utilized that will be provided by INIT and does not require integration.

For paratransit, the system shall support fare collection associated with the customer's ability to pre-book their paratransit ride. When the customer pre-books their paratransit ride, the Connect Card account associated with the customer will be used to reserve the ride. The customer's Connect Card will actually be charged the appropriate fare up to twelve (12) dedicated zone routes in the back-office system.

    - All routes will share a common prefix (e.g., "MODZONE").
    - The mobile application will:
        - Retrieve available routes via API.
        - Filter routes by the configured prefix.
        - Allow selection only from the filtered routes.
- Session information will remain active until the application is closed or the session is manually reset.

9.1 Fare Media Validation

The mobile application will support validation of the following fare media types:

- Closed-loop smart cards (Connect Cards)
- Barcodes

The following fare media may not be supported during the initial launch of the first two MOD pilot zones in 2026

- Open payments (EMV contactless bank cards or mobile wallets).

Validation behavior:

- The application will process fare media scans and display validation results similar to existing onboard validator devices.
- Validation results will include:
    - Accepted / valid fare
    - Rejected / invalid fare
    - Relevant messages consistent with the validator user interface.

9.2 Online and Offline Validation

Online Validation

- When network connectivity is available, validation requests will be processed via API calls to the back-office system.

Offline Validation

- The application will support offline validation using a locally stored hotlist.
- The device will periodically retrieve the hotlist via API calls.
- Hotlist data will be used to validate fare media when the device is offline.

9.3 Backend Communication

- All communication between the mobile device and the fare collection back-office will occur through secure API endpoints.
- Device connections will be routed through Cloudflare or a similar secure gateway for API access.

9.4 Transaction Data

Each validation transaction recorded by the mobile application will include the following data elements:

- Fare media identifier
- Validation result
- Timestamp
- Selected route (which represents zone)
- Vehicle number entered during session initialization
- GPS coordinates, if available from the device

The following data element will not be available:

- Stop number
- Driver ID (will be a generic number, e.g. 1 for all transactions)

9.5 Tally button

- INIT will configure up to eight (8) tally buttons within the validation app
- Each button press on a validation button sends a tally event to the fare collection system for further assessment
- The button press is irreversible (cannot be revoked)
- INIT will deliver one (1) additional report to show Tally results.

---

10. Call Center Operations and Equitable Access to Paratransit Scheduling

STA Paratransit operates a call center **365 days per year from 8:00 a.m. PST to 5:00 p.m. PST** with live representatives.

The system shall support this operating model without requiring expanded call center hours.

The system shall ensure that **online scheduling does not provide more favorable scheduling opportunities than phone-based scheduling**.

Customers scheduling trips **more than two days in advance** may use any booking channel.

Customers scheduling trips **one to two days in advance** shall be subject to the same availability constraints regardless of booking channel.

Online scheduling shall not bypass scheduling constraints applied to call center bookings.

The system shall integrate with STA's **current phone system** and support integration with future telephone systems.

Proposers shall indicate whether **virtual call center representatives** are supported when wait times exceed defined thresholds.

---

11. Reporting, Analytics, and Data Management

The system shall provide comprehensive reporting and analytics capabilities for both **paratransit and MOD services**.

Reports shall be available by:

- Hour
- Day
- Day of week
- Week
- Month
- Year
- Service zone

Reports shall be customizable and exportable in an unattended manner.

Additionally, data shall be replicated via Microsoft Fabric to STA's Azure tenant.

11.1 Paratransit Reporting

The system shall provide reports including:

- On-time performance

- Passengers per hour
- Ridership statistics
- Vehicle utilization
- Driver performance
- Customer database additions and deletions
- Onboarding and offboarding codes
- FTA and NTD reporting including **S-10 reporting**

The system shall provide **live operational dashboards** including:

- On-time performance
- Passengers per hour

11.2 Mobility on Demand Reporting

The system shall provide reporting tools allowing STA to monitor and optimize MOD operations.

Reports shall include:

- Total MOD trips completed
- Trip requests received
- Completed trips versus rejected trips
- Trip cancellations by the Contractor, by STA, and by the passenger
- Passenger no-shows
- Average passenger wait time
- Average passenger travel time
- On-time pickup performance
- Vehicle utilization
- Average passengers per vehicle
- Passengers per hour per vehicle
- Deadhead mileage
- Revenue hours and miles
- FTA and NTD reporting including **S-10 reporting**

Reports shall be available by **service zone** and in other customizable configurations.

11.3 Zone Performance Metrics

The system shall provide zone-level performance reporting including:

- Trips originating within zones
- Trips terminating within zones
- Trips connecting to fixed route hubs
- Demand density by zone
- Vehicle utilization by zone

- Vehicle supply versus demand
- Trip denial rates

11.4 Geographic and GIS Reporting

The system shall support GIS-based reporting including:

- Heat maps of trip demand
- Origin-destination mapping
- Vehicle movement mapping
- Service coverage analysis
- Identification of underserved areas

GIS data shall be exportable for analysis in external tools.

12. Hardware and Equipment

STA will provide driver tablets, cell plans, and utilize its own Mobile Device Management (MDM) Software for management and administration. Proposers will provide recommendations or requirements for tablet specifications.

All hardware proposed shall be fully compatible with the scheduling and dispatch platform and capable of supporting required software functions.

---

13. Training

The Contractor shall provide comprehensive training for STA staff including:

A. Dispatchers
B. Schedulers
C. Customer service staff
D. Drivers
E. Administrative staff

Training shall include system operation, reporting tools, and system administration functions.

General: Contractor shall be required to train all staff to proficiency on all software products provided. All training shall be conducted on-site at STA locations and all training schedules shall be coordinated with STA project manager.

Training Program: Contractor shall be required to provide a combination of classroom and “hands-on” training for all software products provided. Training content and duration shall be stated specifically in the proposer’s written offer in response to this procurement.

Computer Hardware for Training: It shall be the responsibility of STA to provide the computers necessary for the selected Contractor to provide all "hands-on" modules of software training.

Training on Ancillary Software: If the complete system offered by the Proposer relies on third party software, it shall be the responsibility of the Contractor to provide training, in structure and in content, on that software equal to that provided for its own products.

---

14. Test Environment and Configuration Management

The Contractor shall provide a hosted **test environment** that mirrors the production system.

This environment shall allow STA to test:

- Software updates
- Configuration changes
- System upgrades

All updates, upgrades, and configuration changes shall be tested in the test environment prior to deployment to the production system.

Testing

Upon notification of that the system is ready for testing; STA and the Contractor will schedule a date for performance testing. Testing shall commence when notified by the Contractor that the software is ready for testing.

- On-Site Representation: Contractor shall have the Project Manager and/or a duly qualified software engineer on-site during the initial testing of all software products.
- Testing Period: STA shall operate the system in test mode for a minimum of one week, up to a maximum of thirty days, during the testing period. During this time, STA shall compile a list of issues, bugs, software glitches, etc., that shall be the responsibility of the Contractor to correct during an additional thirty-day period or prior to MOD pilot launch.
    - This testing period will occur prior to MOD launch and Paratransit software
- Errors, Corrections, and Fixes: If, after testing, software does not perform to specifications or Contractor representations, Contractor shall be given up to thirty days after notification of the problem to remedy the issue.
- Final Testing: Upon satisfactory fix of all software bugs, integration problems, etc., STA will again commence a final testing period to verify that the Contractor has addressed the identified problems.

---

15. Data Ownership, Archiving, and Backup

All data generated by the system shall remain the property of STA.

The system shall:

- Allow retrieval of both live and archived data
- Support archiving and restoration of data without shutting down the system
- Support incremental daily backups
- Maintain a read-only historical database of all transactions

The historical database shall include:

- Vehicle location data
- Vehicle logon and logoff data
- Device alarms
- Dispatch messages
- System user logins and logoffs

After 48 months, all data may be archived in a non-production database but shall remain accessible to STA to meet statutory requirements.

The Proposer shall describe:

- Data backup procedures
- Data restoration procedures
- Estimated recovery time in the event of a database failure

---

16. Data Migration and Conversion

The Contractor shall migrate existing STA data into the new system.

Data migration shall include at minimum:

- Existing client database
- At least two (2) years of trip history

The Contractor shall work with the STA Project Manager to determine which fields will be converted from the current system to the new system.

If certain fields or logic from the current system cannot be supported, the Contractor shall notify STA and work collaboratively to determine whether customization is required.

The Contractor shall provide documentation describing:

- Migration tools used
- Data validation procedures
- Quality control processes

These processes shall ensure that all data is accurately converted and maintains its integrity.

---

17. System Integration

The Proposer shall describe the integration capabilities of the proposed system with other existing or future systems.

Integration capabilities shall include, but are not limited to:

- Automatic Vehicle Location (AVL) systems
- Interactive Voice Response (IVR) systems
- Electronic fare collection systems
- On-board vehicle routers
- Third-party databases
- Forthcoming Enterprise Asset Management (EAM) system once awarded
- E-lerts

The Contractor shall document all system interfaces and database structures associated with these integrations.

---

18. Mapping and GIS Capabilities

The system shall include GIS mapping capabilities that support scheduling, routing, and service planning.

The system shall:

- Support routing barriers such as rivers, lakes, or road closures
- Recognize these barriers when routing vehicles
- Maintain a complete street network with defined street segments
- Allow configuration of segment characteristics such as:
    - Speed limits
    - One-way streets
    - Time-of-day speeds
- Maintain a complete pedestrian access network with defined sidewalk segments
- Show all active STA fixed route bus routes, bus stops, and other transit hubs defined by STA
- Show MOD zone boundaries
- Paratransit service boundaries

The system shall allow users to:

- Zoom in and out on map views
- Pan across map areas
- View street-level details

The system shall allow the unit of measurement for distance calculations to be configurable.

The system shall also be able to identify whether a customer address is located within a configurable buffer zone surrounding a fixed route service area.

---

19. Trip Visualization

The system shall allow software users to visualize trips in both **map and table formats**.

The system shall allow users to:

- View trips within a specified geographic area
- View trips within a defined time period
- Identify vehicles currently serving trips

The system shall display real-time vehicle locations alongside trip assignments to support dispatch decision-making.

---

20. Maintenance, Updates, and Support Transparency

The Contractor shall provide an online system that allows STA to track support requests.

STA shall be able to view the status of support tickets at any time through this system.

The Proposer shall describe:

- Maintenance procedures
- Software update processes
- Upgrade schedules
- Customer service response time

The Contractor shall provide **release notes** for all updates and upgrades.

System configurations shall remain protected after system updates or upgrades.

Technical Support

STA requires that the Proposer offer full technical support as part of its base bid proposal. This technical support shall include, but not necessarily be limited to:

- Phone and email support with service technician/engineer during all normal administrative business hours and in emergency situations when system is down or trips are unable to be delivered
- Provision of diagnostics/repairs via remote control access to system hardware/software.
- On-site technical support when required.
- Product upgrades, new releases, patches, etc. when issued by the Contractor throughout the life of the agreement. User Groups/Newsletters**/Technical Bulletins**

STA shall be given access rights to a web-based program of support upon contract signing.

If the Contractor offers training classes, refresher courses, or sponsors organized user group meetings, such support shall be listed in the Contractor's proposal.

---

21. Driver Management and Security

The system shall provide secure management of driver records accessible only to authorized users.

The system shall allow STA to store and manage driver information including:

- Employment status
- Date of birth
- Driver's license information
- Date of hire
- Badge number
- License type and issuing state
- Medical certifications
- Background check status
- Training history
- Driver contact information

The system shall allow attachments to driver profiles including files such as:

- DOC
- JPG
- PDF
- WAV

The system shall generate reports identifying upcoming driver credential expirations including:

- Driver's license renewal
- Background check expiration
- Medical certification expiration

---

22. Driver Assignment, Rostering, and Bidding

The system shall support driver assignment and workforce scheduling processes.

The system shall:

- Assign drivers to vehicles and runs
- Automatically generate driver rosters in accordance with STA's Collective Bargaining Agreement (CBA)
- Support both roster-style and cafeteria-style bidding

The system shall support driver bid processes based on seniority and remove assignments once selected by another driver.

The system shall also support:

- Seasonal schedule changes
- Special event scheduling
- Out-of-cycle adjustments

Completed rosters shall include pay calculations including:

- Regular hours
- Overtime
- Spread pay

---

23. Timekeeping, Attendance, and Pay Rules

The system shall track and record employee clock-in and clock-out activities.

Clock-in and clock-out functionality shall be available through:

- STA workstations
- Mobile devices or tablets
- On-board vehicle tablets

The system shall:

- Calculate actual hours worked
- Compare actual hours with scheduled hours
- Identify overtime and exceptions

All timekeeping records shall be auditable.

The system shall include configurable pay rules based on the STA CBA, including rules related to:

- Holidays
- Overtime
- Breaks
- Vacation time
- Sick leave

The system shall also support calculation of leave balances including **FMLA eligibility on a rolling calendar basis**.

---

24. Vehicle and Fleet Management

The system shall support management of STA-owned, leased, and third-party vehicles.

Vehicle records shall include information such as:

- Vehicle type
- Vehicle Identification Number (VIN)
- Make and model
- Model year
- Vehicle capacity
- Wheelchair capacity
- Fuel type
- Registration information
- Insurance information
- Maintenance schedules
- Garage assignment

The system shall support tracking of vehicle funding sources and cost allocations when applicable.

---

25. Vehicle Availability and Maintenance

The system shall allow maintenance staff to update vehicle availability status.

Vehicle status options shall include:

- Available
- In service
- Out of service
- In maintenance

The system shall generate reports identifying vehicles with upcoming expiration dates for:

- Registration
- Safety inspections
- Insurance coverage

The system shall support integration with a future **Enterprise Asset Management (EAM) system**.

Fleet performance reporting shall include:

- Vehicle hours in service
- Vehicle utilization rates
- Average passengers per vehicle
- Deadhead time
- Vehicle idle time
- Trips per vehicle per shift

---

26. Acceptance Testing

The Contractor shall support formal acceptance testing prior to system deployment.

Acceptance testing shall verify that all system functionality operates as required.

Testing shall include verification that **online booking and call center booking provide equitable scheduling outcomes**, ensuring that no booking channel provides preferential access to service.

Failure to meet acceptance criteria may delay system deployment.

Acceptance: After final testing is completed to the satisfaction of STA, STA will issue a letter of acceptance to the Contractor.

---

27. Go-Live Readiness and Cutover

The system shall not enter production until the following conditions have been met:

- Successful completion of acceptance testing
- Completion and validation of data migration
- Final configuration approval by STA
- Completion of staff training
- Activation of system support services

Final approval for go-live shall be granted by STA.

Final approval for go-live of MOD functions will be required at an earlier date that functions required for Paratransit operations. Coordination with STA for MOD pilot timeline requirements will be needed to determine project go-live dates.

---

28. Post Go-Live Stabilization and Final Acceptance

Following system deployment, the system shall enter a **stabilization period** during which system performance will be monitored.

The Contractor shall work with STA to resolve any system issues identified during this period.

Final system acceptance shall occur only after STA determines that the system is operating in accordance with contract requirements.

- Post go-live will also occur for MOD zone launch in 2026 and for paratransit software transition at a later timeline as agreed on by STA and the Contractor.

---

29. Service Level Agreements

A. Definitions

"Service Availability" means the percentage of time the Production Service is operational and accessible to Customer.

"Downtime" means any period during which the Service is unavailable or fails to process requests.

Downtime begins when Customer cannot access core functionality and ends when service is restored.

Downtime excludes:

- Scheduled Maintenance
- Emergency Maintenance (limited to 4 hours/month)
- Customer-caused incidents
- Force majeure events

B. Availability Commitment

Provider shall maintain **Monthly Uptime ≥ 99.95%**.

Availability Formula

$$Availability = 100 \times (1 - \frac{Downtime}{Total\ Minutes\ in\ Month})$$

Availability Level	Maximum Downtime / Month
99.95%	21.9 minutes
99.9%	43.8 minutes
99.5%	3.6 hours

If uptime falls below the SLA, service credits apply.

C. Performance Commitments

Provider agrees to maintain the following system performance metrics measured at the **95th percentile**.

Metric	SLA Target
API response time	≤ 300 ms
Page load time	≤ 2 seconds
Transaction processing	≤ 1 second
Error rate	≤ 0.1%

Concurrent user capacity	≥ 5,000 users

Performance measurements shall be captured through **independent monitoring tools or Contractor monitoring systems and provided monthly.**

D. Incident Response and Resolution

Provider shall provide **24/7/365 support** with the following service targets.

Severity	Definition	Response Time	Resolution Target
P1 Critical	System outage	15 minutes	4 hours
P2 High	Major functionality unavailable	30 minutes	8 hours
P3 Medium	Degraded performance	2 hours	24 hours
P4 Low	Minor issue	8 hours	3 business days

For **P1 incidents**, Provider shall:

- open incident bridge within **30 minutes**
- provide hourly status updates
- issue post-incident root cause analysis within **5 business days**

E. Disaster Recovery and Data Durability

Provider shall maintain redundant infrastructure capable of meeting:

Metric	Target
Recovery Time Objective (RTO)	≤ 4 hours
Recovery Point Objective (RPO)	≤ 15 minutes
Data durability	99.999999999%

Customer data shall be replicated across **multiple geographically separate data centers.**

F. Security Incident Response

Provider shall notify Customer of any **security incident involving Customer Data** within:

24 hours of discovery

Provider shall:

- investigate incident
- mitigate impact
- provide remediation plan
- deliver incident report within **72 hours**

G. Scheduled Maintenance

Maintenance shall occur only during defined windows.

Item	Requirement
Maintenance window	Sunday 02:00–04:00 UTC
Maximum duration	4 hours/month
Notice	72 hours advance

Maintenance shall not exceed **48 hours per year**.

H. Monitoring and Transparency

Provider shall:

- continuously monitor service performance
- maintain system logs and telemetry
- provide **real-time status dashboard**
- provide **monthly SLA performance reports**

Customer may request historical performance metrics.

I. Service Credits

If Provider fails to meet the Availability Commitment:

Monthly Uptime	Service Credit
99.95% – 99.0%	10% monthly fee
98.9% – 97%	25% monthly fee
< 97%	50% monthly fee

Credits are cumulative up to **100% of the monthly subscription fee**.

J. Chronic Failure Termination

If any of the following occur:

- SLA breached **3 months in a rolling 6-month period**
- Availability falls below **95% in any month**
- Two or more P1 outages in a quarter

Customer may:

- terminate agreement without penalty
- receive prorated refund for unused subscription term.

K. Root Cause Analysis

For any **P1 incident or SLA breach**, Provider shall deliver:

- incident timeline
- root cause
- remediation actions
- preventive controls

within **5 business days**.

L. Measurement Methodology

Service levels will be measured using:

- provider monitoring systems
- independent uptime monitoring tools
- synthetic transaction monitoring

Disputes will rely on **mutually agreed monitoring sources**.

30. Information Security

A. Information Security Program

Provider shall maintain a **comprehensive written information security program** designed to protect the confidentiality, integrity, and availability of Customer Data.

The program shall include administrative, technical, and physical safeguards consistent with:

- **ISO 27001**
- **SOC 2 Type II at the hosting and software application environment level.**
- **NIST Cybersecurity Framework**
- **CIS Critical Security Controls**

Provider shall review and update its security program **at least annually**.

B. Access Control

Provider shall enforce strict access control measures.

Requirements include:

- **Role-based access control (RBAC)**
- **Least privilege access**
- **Multi-factor authentication (MFA)** for administrative access
- **Privileged access logging and monitoring**

Administrative access to production systems containing Customer Data shall be limited to **authorized personnel with a legitimate business need**.

C. Encryption

Provider shall protect Customer Data using industry-standard encryption.

Data Type	Requirement
Data in transit	TLS 1.2 or higher
Data at rest	AES-256 or equivalent
Encryption keys	Secure key management practices

Encryption keys shall be rotated periodically and protected from unauthorized access.

D. Security Monitoring and Logging

Provider shall implement continuous monitoring and logging of security events.

Security logs shall include:

- authentication attempts
- privileged access
- system changes
- access to Customer Data
- Logs shall be retained for **at least 12 months**.

Provider shall implement and provide **Security Information and Event Management (SIEM)** monitoring.

E. Vulnerability Management

Provider shall maintain a vulnerability management program.

Requirements include:

- regular vulnerability scanning
- patch management
- remediation timelines

Severity	Remediation Target
Critical	≤ 7 days
High	≤ 30 days
Medium	≤ 90 days

Provider shall also conduct **annual third-party penetration testing**.

F. Incident Response

Provider shall maintain a documented **Incident Response Plan**.

In the event of a **Security Incident involving Customer Data**, Provider shall:

- Notify Customer within **24 hours of discovery**
- Investigate and contain the incident
- Provide updates as new information becomes available
- Deliver a written incident report within **72 hours**

The report shall include:

- nature of incident
- systems affected
- data involved
- remediation actions

G. Security Audits and Certifications

Provider shall maintain an annual evaluation of controls performed by an independent CPA firm under AICPA standards.

- **SOC 2 Type II for both hosting/data center and the application software environment.**

Provider shall provide copies of audit reports to Customer **upon request**.

Customer may request reasonable security documentation including:

- security policies
- penetration test results
- risk assessments
- architecture diagrams

H. Data Segregation

Provider shall ensure logical separation of Customer Data from other customer data.

Multi-tenant environments must enforce **strict tenant isolation**.

Customer Data shall not be accessible to other customers under any circumstances.

I. Subprocessors

Provider shall ensure any subcontractors or subprocessors:

- maintain equivalent security controls
- process Customer Data only as required for service delivery

Provider shall maintain a **public list of subprocessors**.

Customer shall be notified **30 days prior to adding a new subprocessor**.

J. Employee Security Requirements

Provider personnel with access to Customer Data must:

- complete security awareness training annually
- pass background checks where permitted by law
- sign confidentiality agreements

Access must be **immediately revoked upon termination of employment**.

K. Data Retention and Deletion

Upon termination of the Agreement:

- Customer may export Customer Data
- Provider shall delete Customer Data within 6**0 days**

Provider shall certify deletion upon request.

Backups containing Customer Data must be deleted within **90 days**.

L. Business Continuity and Disaster Recovery

Provider shall maintain documented **Business Continuity and Disaster Recovery plans** designed to ensure service availability.

Provider shall test DR capabilities **at least annually**.

The service shall maintain:

Metric	**Target**
RTO	≤ 4 hours
RPO	≤ 15 minutes

M. Compliance with Laws

Provider shall comply with all applicable data protection laws, including:

- GDPR (where applicable)
- CCPA/CPRA
- applicable U.S. state privacy laws