

SPOKANE TRANSIT AUTHORITY
AMENDMENT TO
RFP 2026-11180 – DEMAND RESPONSE TRANSIT SOFTWARE

AMENDMENT NO. 3

Amendment 3 consists of this cover page and one (1) attachment:

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

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
Procurement Coordinator

Attachment 1 - Responses to Questions and Requests for Approved Equals, Clarifications, or Changes

| Question # | Document Section | Page Number | Question | STA Response |
|------------|------------------|-------------|--|---|
| 1 | NA | NA | For the MOD service, can STA confirm whether the INIT device is expected to actually check the rider's fare (such as passes or account balance), or if it will only be used for the driver to enter a trip number and record the ride? | Both. The INIT device will allow operator to put in Zone, trip number, and will also validate the fare from the card. |
| 2 | NA | NA | Can STA clarify what your current paratransit integration with INIT does today? Does it simply charge riders before the trip, or does it also check things like monthly passes or account balances? | At reservation time it confirms that a card exists and has an available balance. Two hours prior to the ride it charges the fare. |
| 3 | NA | NA | What are the current daily and peak trip volumes for paratransit and MOD services? | There is no MOD service yet as the first pilots will begin in September 2026. For Para in 2025 our daily peak trip volume was 1,643 trips. |
| 4 | NA | NA | Could STA provide the number of system users by role (dispatchers, schedulers, call center agents, drivers, administrators)? | System Users include 7 Dispatchers, 2 Next Day Schedulers, 9 Call Center Agents, 115 drivers, 7 Supervisors, and 5 Administrators. |
| 5 | NA | NA | Are there existing API standards or middleware platforms for integrations? | INIT can provide their API information. |
| 6 | NA | NA | Can STA share details regarding GTFS / GTFS-RT data availability and structure? | Our GTFS is available following completion of the develop agreement to access the data. https://www.spokanetransit.com/developers-terms-of-use/# |
| 7 | NA | NA | How many MOD zones are planned initially and long-term? | Five zones and one additional pilot. The service begins in September 2026 and the last zone is planned to end in 2032. |
| 8 | NA | NA | Can STA provide GIS shape files or boundary definitions for MOD zones? | Those files will be provided after contract award. |
| 9 | NA | NA | Will MOD services be operated directly by STA or through a third-party contractor? | The service will be provided by a contracted operator beginning in September 2026. |
| 10 | NA | NA | What is the expected fleet allocation per MOD zone? | At this time, each zone is expected to utilize one vehicle, the sixth pilot is estimated to utilize an additional two vehicles. |
| 11 | NA | NA | Can STA confirm the target go-live timeline for MOD pilot operations? | The MOD pilot service is targeted to launch on September 20, 2026. |

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| 12 | NA | NA | Could STA describe the current eligibility workflow (manual vs digital)? | Currently, all applications are manually entered from a non-fillable .pdf. Applicants are tracked and monitored in our current Certification software as well as Excel for certain applications. |
| 13 | NA | NA | What percentage of trips are subscription/standing orders? | 23% of trips are subscription. |
| 14 | NA | NA | Can STA provide API documentation or specifications for the Connect Card system? | Please contact INIT. |
| 15 | NA | NA | Is the fare system account-based or card-based? | Card-based. We do have the account capability which allows management of multiple cards. |
| 16 | NA | NA | What is the timeline for supporting open payments (EMV/contactless)? | There is not a timeline within the pilot of MOD. |
| 17 | SOW | NA | Should the vendor fully develop and maintain the mobile fare validation application described in the SOW? | No. Please see the current SOW provided in Amendment 1. |
| 18 | NA | NA | What is the current system/database structure and format (SQL, CSV, proprietary)? | Our current Trapeze Pass system utilized a SQL database. |
| 19 | NA | NA | What is the approximate volume of: <ul style="list-style-type: none"> · Active riders · Historical trip records (beyond the required 2 years) | There are 7,723 active riders and 3,262 expired within 2 years, with 13,561 expired riders beyond the required 2 years. |
| 20 | NA | NA | Approximately how many staff will require training per role? | Three Planners |
| 21 | NA | NA | Is a train-the-trainer model acceptable in addition to on-site training? | Yes |
| 22 | NA | NA | Could STA provide tablet/device specifications (model, OS version, connectivity)? | Samsung Galaxy Tab A+9 5G, Latest android version. We have MDM to push software and configuration |
| 23 | NA | NA | Are there any requirements for peripheral integrations (barcode scanners, NFC, etc.)? | No |
| 24 | NA | NA | Can STA share an estimated budget range or historical spend for similar systems? | While STA has developed an internal budget for these services, Proposers should include pricing that best reflects what is necessary to meet the requirements of the RFP. |
| 25 | NA | NA | Is there a preferred pricing model (per trip, per vehicle, SaaS subscription)? | We prefer a pricing model that will deal with MOD and Paratransit similarly. Trips has been how we've licensed in the past. |

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| 26 | NA | NA | Should optional features/modules be included in the evaluation scoring? | No |
| 27 | Att A | NA | Please confirm whether the Proposer Surety section is applicable, given that bonds are not required. | Bonds are not required by the RFP; therefore, per Section 14 of Attachment A, Proposer Surety does not need to be filled out. |
| 28 | NA | NA | Are there any DBE (Disadvantaged Business Enterprise) participation goals or expectations? | There are no DBE contract requirements or goals for this solicitation; however, STA encourages the use of small, minority owned, etc., businesses. |
| 29 | NA | NA | What are STA's top success metrics/KPIs for this project in the first year? | Successful go-live with maximum feature/functionality. Staff happiness, data/reporting availability. |
| 30 | NA | NA | Would STA please extend the submission deadline to allow vendors to provide more informed and detailed proposals? | 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. |
| 31 | NA | NA | Since MoD will not be integrated into INIT for fare payment, does STA require the vendor-provided app to be fully integrated with INIT for Paratransit? If not, is it acceptable for the INIT faring app to be a selection within the vendor app that deep links to the INIT interface? | We desire deep integration via INIT's headless API from your solution. |
| 32 | NA | NA | Operational Efficiency: The RFP states the new system must meet or exceed current operational efficiency. How is STA currently measuring this efficiency, and are there specific baseline metrics (e.g., dwell time, deadhead mileage) we should be targeting? | Our current KPIs are 93.00% On Time Performance and 2.42 Passengers Per Hour. We measure on-board time and how it compares to the same trip on the fixed route service (+ or - 20 minutes). The goal is to maximize efficiency while still providing exceptional customer service. Dwell time, deadhead, revenue/non-revenue hours and miles are all tracked and reported. |
| 33 | NA | NA | Customer Experience: How is the customer experience currently measured (e.g., CSAT surveys, feedback scores), and what are the primary pain points customers are reporting today? | We track customer experiences internally through our customer complaint/compliment software. Two separate biennial surveys are conducted by third party affiliates. STA also has a "secret shopper" program. Pain points are common issues: Ride length, late pick ups and drop offs, negotiated booking times, and innacurate IVR estimated arrival times |

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| 34 | NA | NA | Regulatory Compliance: Could STA elaborate on the specific "regulatory compliance" pain points or reporting requirements currently causing friction for your team? | We actually have a good system of reporting data for NTD. A new system would need to provide a comparable mode of data collection and reporting. |
| 35 | NA | NA | Current Infrastructure: What is the current software system in place for scheduling and dispatch, and what are the primary technical or operational drivers for migrating away from it? | We use the Trapeze Solutions suite. We are looking for modern and innovative scheduling software. |
| 36 | NA | NA | Is Spokane open to integrating with other fare collection systems outside of INIT? | No |
| 37 | NA | NA | Is Spokane open to integration with other Work Force Management solutions? | Yes. In fact we would like you to propose that functionality for our Paratransit business. |