



1230 W Boone Ave
Spokane, WA 99201
www.spokanetransit.com

REQUEST FOR PROPOSALS

2026-11180

Demand Response Transit Software

ISSUE DATE: Wednesday, April 1, 2026
PROPOSAL DUE DATE: Thursday, April 30, 2026
4:00 PM Pacific Time

1.0 INTRODUCTION

Spokane Transit Authority, located at 1230 West Boone Avenue, Spokane, Washington, is requesting Proposals from qualified Proposers to furnish Demand Response Transit Software.

STA anticipates awarding a three (3) year Contract, with up to two (2) optional one (1) year extensions.

The Proposer may supplement its Proposal with Subcontractors, with the understanding the Proposer is responsible for all Work.

Please read this entire RFP package before submitting your Proposal. Careful attention must be paid to all requested items contained in this RFP.

This RFP does not commit STA to enter into any Contract; to pay any costs incurred in the preparation of a Proposal in response to this RFP or in subsequent negotiations; or to procure or contract for the Work. STA expects to negotiate a Contract with the Proposer it deems most advantageous to the agency.

1.1 Procurement Schedule and Deadlines Overview

Below is the proposed procurement timeline for this RFP. Future events may cause this timeline to change. STA reserves the right to revise the procurement timeline at any time and for any reason.

DATE	EVENT
April 1, 2026	RFP Advertised and Issued
April 9, 2026, 11:30 AM Pacific Time	Pre-Proposal Conference
April 17, 2026 4:00 PM Pacific Time	Deadline to Submit Request for Approved Equals, Questions, Clarifications or Changes, and Red Lines to Sample Agreement in Independent Word Document
April 30, 2026, 4:00 PM Pacific Time	Proposal Due Date
May 1-May 15, 2026	Evaluation of Proposals
May 21, 2026	Evaluation Committee Meeting
June 1-5, 2026	Interviews for Proposers in the Competitive Range (if necessary)
June 8-12, 2026	CEO Approval
July 1, 2026	PMER Approval
July 16, 2026	Board Approval
August 2026	Final Contract Negotiations and Contract Execution

1.2 Proposer Communications with STA

STA is committed to providing all prospective Proposers with accurate and consistent information in order to ensure that no Proposer obtains an undue competitive advantage. To this end, from the date this RFP is

released through the date of award of a Contract, all communications, questions and inquiries concerning this RFP shall be addressed to:

Jennifer Anderson, Procurement Coordinator
Spokane Transit Authority
(509) 325-6024
janderson@spokanetransit.com

STA reserves the right to disqualify any Proposer who contacts a STA officer, director, employee, agent, representative or committee or Board member concerning this RFP other than in accordance with this Section.

1.3 Pre-Proposal Conference

A pre-proposal conference will be held on **April 9, 2026, beginning at 11:30 AM Pacific Time**. To participate:

Microsoft Teams meeting

Join: <https://teams.microsoft.com/meet/2977906162918?p=nCPTs8RD3jL6otJpix>

Meeting ID: 297 790 616 291 8

Passcode: dv95Vp68

[Need help?](#) | [System reference](#)

Dial in by phone

[+1 509-824-1714](tel:+15098241714).,[364458225](tel:+1364458225)# United States, Spokane

[Find a local number](#)

Phone conference ID: 364 458 225#

Questions and/or clarifications about the RFP may be addressed during this conference. Questions and/or clarifications may be submitted in advance in accordance with Section 1.2.

Any prospective Proposers in receipt of this RFP will be provided with any changes or clarifications to the RFP by written Amendment in accordance with Section 3.3.

1.4 Proposal Due Date and Proposal Submission

Proposals will be accepted until 4:00 PM, Pacific Time, April 30, 2026, in accordance with the specifications and conditions stated in the RFP. Proposals must be labeled with the name and number of the solicitation and submitted via Dropbox at the following link:

<https://www.dropbox.com/request/ObfoYDqOioM4nJ7Kze3F>

All Proposals shall be effective for a minimum of ninety (90) Days from the Proposal Due Date or Best and Final Offer (“BAFO”) date (if applicable), whichever is later. Late submittals shall be deemed nonresponsive and returned to the Proposer. The cost of Proposal preparation will be completely borne by the Proposer. STA reserves the right to request an original Proposal with “wet” signatures, in its sole discretion.

Except as otherwise provided for herein, Proposals which are incomplete, or which are conditioned in any way or contain erasures, alterations or items not requested in the RFP, or which are not in conformance with the RFP or applicable laws, rules and regulations, may be rejected as nonresponsive.

1.5 No Proposal

To assist STA with future procurements, prospective Proposers choosing not to submit a Proposal are requested to email the STA contact in Section 1.2 with the reason(s) for not submitting a Proposal in response to this solicitation.

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 vendor 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
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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)
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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 not support 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.
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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
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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 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 two hours before the ride occurs.

The system shall support:

- Cash payments
- Contactless payments
- Mobile app payments

The system shall provide **fare validation integrated with the scheduling system** to ensure accurate payment tracking.

For MOD services, the system shall allow STA to configure:

- Flat fares
- Zone-based fares
- Transfers to fixed route services
- Fare capping policies

1. Mobile Application Development

- Develop a native Android application compatible with agency-provided devices.
- Application will be optimized for handheld validation operations in transit environments.
- Provide a simple operator workflow suitable for drivers or field staff.
- Implement secure communication with the fare collection back-office system using API-based integration.
- Provide application configuration to support agency-specific routes and validation rules.

- In addition to the fare validation, the validation app should allow the driver to select tally buttons (described in section 7 below)
 - When pressed, the tally buttons will send a tally event to the back-office

2. Login / Session Initialization

The application will not use traditional user authentication.

Instead, the operator will initialize a session using the following inputs:

- **Vehicle Number**
 - At least a four-digit numeric value.
 - Entered manually by the driver at application startup.
- **Route Selection**
 - The route represents the fare zone used during validation.
 - INIT will configure up to 12 dedicated zone routes in the back-office system.
 - All routes will share a common prefix (e.g., “PARAZONE”).
 - 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.

3. 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.

4. 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.

5. 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.

6. 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)

7. Tally button

- INIT will configure up to 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 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. to 5:00 p.m.** 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 telephony systems.

Vendors 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
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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 vendor, 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. Vendor 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 Vendor shall provide comprehensive training for STA staff including:

- Dispatchers
- Schedulers
- Customer service staff
- Drivers
- Administrative staff

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

General: Vendor 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: Vendor 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 vendor to provide all “hands-on” modules of software training.

Training on Ancillary Software: If the complete system offered by the vendor relies on third party software, it shall be the responsibility of the vendor 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 Vendor 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 vendor will schedule a date for performance testing. Testing shall commence when notified by the vendor that the software is ready for testing.

- **On-Site Representation:** Proposer 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 30 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 vendor to correct during an additional 30-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 vendor representations, vendor shall be given up to 30 days after notification of the problem to remedy the issue.
 - **Final Testing:** Upon satisfactory fix of all software bugs, integration problems, etc., NTD will again commence a final testing period to verify that the vendor has addressed the identified problems.
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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 Vendor shall describe:

- Data backup procedures
 - Data restoration procedures
 - Estimated recovery time in the event of a database failure
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16. Data Migration and Conversion

The Vendor 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 Vendor 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 Vendor shall notify STA and work collaboratively to determine whether customization is required.

The Vendor 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 Vendor 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-lets

The Vendor 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 Vendor 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 Vendor shall describe:

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

The Vendor 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 vendor 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 proposer offers training classes, refresher courses, or sponsors organized user group meetings, such support shall be listed in the vendor'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 Vendor 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 vendor.

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 than 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 Vendor 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 vendor
-

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** $\geq 99.95\%$.

Availability Formula

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

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	$\leq 0.1\%$
Concurrent user capacity	$\geq 5,000$ users

Performance measurements shall be captured through **independent monitoring tools or vendor 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 **60 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

3.0 INSTRUCTIONS TO PROPOSERS

3.1 Proposer Registration & Licensing

3.1.1 At the time of proposal submittal, as a minimum requirement for a proposal to be deemed responsive, proposers must meet the following business registration and licensing criteria:

- A. If a Washington-based business, active registration with the Washington State Secretary of State.
- B. If a Washington-based business, active Washington State Business License issued by the Washington State Department of Revenue.
- C. Active Worker's Compensation Account with the Washington State Department of Labor & Industries or listed on the Certificate of Insurance if located outside the State of Washington.

3.1.2 In addition to the requirements of subsection 3.1.1, following award of Contract, but prior to Contract execution, the Proposer shall provide evidence of necessary local business licenses, if applicable, within the local jurisdictions where the performance of work shall occur, as follows:

- A. City of Spokane business license.

3.1.3 STA encourages Proposers to review the following resources when determining applicable registration requirements:

- Washington Secretary of State: <https://www.sos.wa.gov/corporations-charities>
- Washington State Department of Revenue
 - Business Registration: <https://dor.wa.gov/open-business/apply-business-license#RegRequire>
 - Out of State Businesses: <https://dor.wa.gov/education/industry-guides/out-state-businesses-reporting-thresholds-and-nexus>
 - Business Licensing FAQ: <https://dor.wa.gov/open-business/business-licensing-and-renewals-faq>
- Washington State Department of Labor & Industries: <https://lni.wa.gov/for-business>

3.2 Request for Approved Equals, Questions, Clarifications, or Changes

Requests for an approved equal, questions, clarifications, or changes to the Work, Technical Requirements or RFP Documents shall be submitted to the STA contact in Section 1.2. Requests for changes to the Sample Agreement shall only be submitted as redlines in Word format using the Track Changes tool. A copy of the Sample Agreement with track changes enabled for such requirement is included in this RFP as Exhibit A. Please note the Federal Terms & Conditions, if attached to the Sample Agreement, are NOT negotiable and modifications thereto will not be considered. Requests identified in this Section shall be submitted electronically in accordance with Section 1.2.

3.3 Changes to RFP Documents

Any changes to the Work, Technical Requirements, Sample Agreement or RFP Documents will be made by written Amendment issued by STA. All prospective Proposers receiving the initial RFP package will be notified by email of these changes. Proposers shall acknowledge their receipt of all Amendment(s) in Section 1.B of the Proposal Response Form.

3.4 Contract

STA's Sample Agreement (Exhibit A) will be executed with the successful Proposer. It is unnecessary for Proposers to sign and return the Sample Agreement with their Proposal; however, **Proposers should review the terms & conditions therein and submit any proposed language changes in accordance with Section 3.2 of this RFP.**

Upon receipt of a Contract, the Contractor shall have five (5) Business Days to execute such Contract and return to STA, inclusive of all requisite documentation and/or Proposer Certifications. If the Contractor fails to execute the Contract, furnish bonds (where applicable), securities or proof of insurance, or provide other required documentation within this time period, STA will be entitled to consider all rights arising out of STA's acceptance of the Proposal. STA will be entitled to such rights and additional remedies as exist at law.

3.5 Insurance

Requirements as stated in the Sample Agreement shall be met by the Proposer.

3.6 Proposer Certification Forms

[This section does not apply to this RFP]

3.7 Complete System

It is the intention of the Technical Requirements, RFP Documents and other documentation attached hereto or contained herein to furnish all information, specifications and detail necessary for the Contractor to deliver the Work. Any items omitted from the Technical Requirements or RFP Documents that are clearly necessary to perform and deliver the Work shall be considered a part of the Technical Requirements or RFP Documents, although not directly specified or called for. Proposers shall promptly bring any discrepancies, errors, omissions, inconsistencies or ambiguities to the attention of STA after examining the Technical Requirements and RFP Documents in order for STA to consider the issuance of an Amendment.

3.8 Option to Supply Materials, Equipment and Licenses

STA may, at its option, supply hardware, software, licenses, warranties, infrastructure or materials outside of this RFP in accordance with specifications provided by the Contractor. In the event that STA supplies any such items, they shall be delivered in working order and in a timely fashion to the Contractor at a location and date to be determined in advance and agreed in writing. The Contractor shall not be reimbursed for the cost of items procured by STA outside of the Contract. In the event Contractor is required to utilize items provided by STA, Contractor shall have no responsibility for compliance with design specifications, warranty or delays arising out of or related to STA-provided materials.

3.9 Other Contractors Advisory

The Contractor is advised that coordination is required through STA with other contractors supplying or conducting work on related projects. The Contractor is also advised that there may be other contractors

working on-site at STA projects or properties. The Contractor shall reasonably coordinate the Work with other contractors working in the vicinity.

3.10 Inspectors

STA may employ inspectors, who shall be representatives of STA. They shall have free access to the facilities, plans, design, QA records, fabrication, assembly and testing of the Work at all times, wherever in progress at the Contractor's, Subcontractors' or STA facilities. Inspectors are employed solely for STA's benefit and are not intended as a source of advice for the Contractor, its employees, Subcontractors or suppliers. The Contractor shall provide any reasonable facilities that the inspectors may require for the performance of their duties. The inspectors shall observe and may inspect the Work, and shall report their observations to STA. Except as expressly authorized by STA in writing, the inspectors shall have no authority to accept, reject or approve the Work, to stop the Work, to authorize any changes in the Work, or to direct any extra Work. Any inspector employed or contracted by STA requiring access to Contractor's proprietary intellectual property may be required to execute a non-disclosure agreement with the Contractor prior to disclosure of such intellectual property. Such non-disclosure agreement shall be of form approved by STA prior to execution by inspector(s). STA shall be solely responsible for inspectors and Contractor shall have no responsibility for any actions or inactions of inspectors. STA shall be fully liable for any damage or injury to Contractor's materials, employees or Subcontractors.

3.11 Equal Employment Opportunity

STA is an Equal Employment Opportunity ("EEO") organization, which does not discriminate against any prospective Proposer on the basis of race, color, creed, national origin, sex, sexual orientation, gender identity or presence of any sensory, mental or physical disability in the consideration of contract award. The Proposer awarded a Contract will be required to comply with all EEO federal, state and local laws and regulations.

3.12 Federal Assistance

[This section does not apply to this RFP]

3.13 Public Works

[This section does not apply to this RFP]

3.14 Prevailing Wages

[This section does not apply to this RFP]

3.15 Permits

[This section does not apply to this RFP]

3.16 Project Records and Cost Pricing Data

Comprehensive records and documentation relating to this RFP shall be kept by the Contractor. The records shall include, but are not limited to, contract documents, plans, drawings, specifications, addenda, shop drawings and submittals, change orders, Amendments, modifications, manufacturer recall notices, field test results and records, and as-built drawings and records.

The Contractor shall keep and maintain reasonably complete and reliably detailed records of costs incurred in performing the Contract in accordance with applicable Federal Transit Administration requirements.

3.17 Protest Procedures

STA maintains a set of Proposer protest procedures. If any Proposer desires this information, it may be obtained by contacting STA in accordance with Section 1.2.

3.18 Reservations of STA

STA reserves the right to reject any or all Proposals or a portion of a Proposal; to waive any informalities or irregularities in the Proposal submission process; to supplement, amend or otherwise modify this RFP; to cancel this RFP with or without the substitution of another RFP; to extend the Proposal Due Date; to request additional information and data from any or all Proposers; to reissue the RFP; to negotiate further with those Proposers within the competitive range; to increase or decrease the Scope of Work; to negotiate changes in the Scope of Work prior to award of Contract; and to award a Contract based not necessarily upon the lowest proposed prices, but in the best overall interests of STA. Please note this RFP does not constitute an offer, but rather a request from qualified Proposers.

4.0 PROPOSAL FORMAT AND CONTENTS

4.1 Proposal Format

Proposals shall be submitted as a PDF, in accordance with Section 1.4. All text shall be in the English language. Proposals shall not include any unnecessary, generic or elaborate promotional material.

4.2 Changes/Alterations to Proposal

Proposers may change or withdraw their Proposal at any time prior to the Proposal Due Date; however, no oral modifications will be allowed. Only letters or other formal written requests for modifications or corrections of a previously submitted Proposal that is addressed in the same manner as the Proposal, and received by STA prior to the Proposal Due Date, will be accepted. The Proposal, when opened, will then be corrected in accordance with such written request(s), provided the written request is plainly marked "Modification of Proposal".

4.3 Proposal Structure

Proposals shall be presented clearly and concisely, and shall reflect the Proposer's understanding of the RFP objectives and convey a sound technical approach and management plan to deliver the Work. Proposals shall convey the Proposer's capabilities and qualifications to competently and cost-effectively complete the Work in a timely manner.

Proposal presentation shall be construed as evidence of the Proposer's ability to develop and convey technical information in a clear and concise manner.

For ease of comparison and validation of completeness of Proposals, Proposals must be presented according to the organizational structure and section headings outlined below. Proposals that deviate from this organizational structure or are missing key informational elements may be considered nonresponsive and excluded from further review and/or evaluation, in STA's sole discretion.

Proposals shall contain at a minimum the following information:

- SECTION A Introduction and Qualifications of the Proposer
- SECTION B Project Organization and Staffing Plan
- SECTION C Management Plan
- SECTION D Technical Approach and Work Plan
- SECTION E Compliance with Technical Requirements
- SECTION F Warranty and Service Agreements
- SECTION G Completed Forms
 - Proposal Response Form (Attachment A)
 - Price Proposal Form (Attachment B)

4.3.1 SECTION A. INTRODUCTION AND QUALIFICATIONS OF THE PROPOSER

Introduction. Provide an introduction of the Proposer, and/or an introduction of all partner firms, Subcontractors or subconsultants who may be involved in the Proposal.

- 1) Describe primary business experience of the Proposer, including length of time in business, ownership, the location of the corporate and satellite office(s), and other information Proposer might deem pertinent and introductory in nature.
- 2) Include Proposer point of contact(s) information: name, title, address, email and phone number.
- 3) State whether the Proposer has any pending litigation, and whether the Proposer has had any litigation in the last five (5) years, including the outcome of such litigation.

Qualifications of the Proposer. The Proposer shall describe its history, experience and past projects and performance which are similar in nature, scope and complexity to that required by this RFP. The roles and responsibilities of each member of the Proposer's team (Subcontractors, consultants and suppliers) shall also be described.

- 1) Project Experience. Proposal shall identify a list of similar project experience that has been completed within the previous five (5) years. Describe locations, nature of the work, project cost, status (completed, in development, in testing, etc.) and month and year of final acceptance. Submit supporting documentation (photographs, descriptions, cost data, etc.) on a minimum of three (3) projects of similar size and complexity. Include the contract amount and contract start and end dates. The projects listed should provide evidence that the Proposer is qualified to successfully perform the Work. **Proposers may opt to provide additional supplemental information in this section as relevant to this RFP.**
- 2) References. From the qualified projects and/or ongoing installations listed under the section above, the Proposer shall provide a minimum of five (5) references. For each reference, provide the agency name, address, contact person, telephone number and email address. STA reserves the right to contact references provided by the Proposer and solicit additional references to verify information and investigate past performance.
- 3) Financial Capacity. Upon request, should STA deem it necessary, the Proposer shall provide evidence demonstrating that it has the necessary financial resources to satisfactorily complete the Work required under this RFP. Such evidence shall be in the form of at least one of the following, listed here in order of preference: (1) audited financial statements; (2) balance sheets; (3) tax returns; (4) bank references, (5) a letter of credit, or similar information. In the case where the Proposer is a subsidiary organization, the Proposer should provide the financial information for its parent organization as well. Subsidiary

statements can be provided to show the relationship to the parent. Electronic copies of financial statements are acceptable.

4.3.2 SECTION B. PROJECT ORGANIZATION AND STAFFING PLAN

Team Organization. Describe the Proposer’s staffing and organizational plan, including relationships, roles and distribution of responsibilities among Key Personnel, staff, Subcontractors and suppliers.

Key Personnel. At a minimum, Proposers shall clearly identify and describe the direct qualifications, experience, and training of the “Key Personnel” it will assign to the Work, including years of experience, years in industry and years with the Proposer. Indicate the primary work location(s) and percentage time commitment of the Key Personnel for the Work. This discussion should explicitly cross-reference the involvement and specific roles of the Key Personnel in completed and ongoing projects described in the projects cited in Section A. If awarded a Contract, the Proposer may not substitute Key Personnel at any time without prior written consent by STA.

Organizational Chart. Include an organizational chart that identifies Key Personnel and the project team, and how the Work will be staffed and completed.

Resumes. Resumes shall be made available upon request.

4.3.3 SECTION C. MANAGEMENT PLAN

Management Plan. Discuss the Proposer’s management approach to ensure adequate technical and administrative oversight of the Work, and to manage the schedule and budget. Discuss proposed Quality Control (“QC”) and/or Quality Assurance (“QA”) measures & procedures and any certifications pertaining thereto. Include approach to coordination with, and any expectations of, STA.

Project Schedule. Discuss the Proposer’s schedule for a split timeline with the requirements for Mobility on Demand (MOD) functions, capabilities, training, verification, etc. occurring by September 2026 and the same process occurring for paratransit requirements. Overlap in the project timeline may occur but without impact to operations of either service.

Implementation Plan. Discuss the Proposer’s implementation with a dual project schedule and integration with a contracted operations provider for MOD service execution in full or in part of the contracted time period and the STA paratransit department.

Concurrent Contracts. Provide a list of present and anticipated future contracts which may run concurrent with the Work. Where applicable, include in the Work Project Schedule such contracts.

4.3.4 SECTION D. TECHNICAL APPROACH AND WORK PLAN

Project Understanding and Approach. Discuss the Proposer’s understanding of the support the demand software provides to STA’s MOD pilot program launch and the paratransit operational improvements

Work Plan. Provide the project management approach and techniques required for quality control of the Work. Identify employee numbers/resources used for completion of the Work.

Subcontract Plan. Include a list of Subcontractors the Proposer intends to use in its performance of Work. For each subcontractor, provide:

1. Subcontractor’s name, business registration information, address, and telephone number including the name, title and telephone number of the contact person.
2. Type(s) of goods or services to be provided.
3. Estimated value of subcontract.

Expectations of STA. Identify any assumptions regarding Work, services, information or facilities to be provided by STA or third-party providers of STA.

Locations of Work. Describe the locations of performance of the Work during its various phases. Include details on coordination between off-site and on-site facilities, work to be performed by STA or its contractors or subcontractors, the Contractor, its Subcontractors and suppliers. Describe expectations for facilities, personnel, access, assistance, etc. provided by STA.

4.3.5 SECTION E. COMPLIANCE WITH TECHNICAL REQUIREMENTS

Proposers shall describe any partial or non-conformance with the Technical Requirements. STA will not consider statements by the Proposer that any requirement or provision of this RFP is subject to negotiations or discussion.

4.3.6 SECTION F. WARRANTY AND SERVICE AGREEMENTS

Proposer shall provide with the Proposal copies of their written warranty(ies) and, where applicable, service & maintenance agreement(s) and/or service level agreement(s).

4.3.7 SECTION G. COMPLETED FORMS

Each page of the Forms and Certifications identified in Section 4.3, and included as Attachments to this RFP, shall be completed in full and signed by personnel of the Proposer authorized to contractually bind the Proposer.

Proposal pricing shall be presented using the Price Proposal Form (Attachment B). Proposers may provide additional supporting cost breakdown information as separate sheets; however, in case of any discrepancies, information on the Price Proposal Form shall prevail. Travel expenses, where applicable, shall be identified as required for completion of the Work. All prices shall include all freight costs to STA and shall be FOB Destination.

5.0 PROPOSAL EVALUATION

An evaluation committee will privately evaluate all responsive Proposals based upon the evaluation criteria, and their respective weighted importance, specified in Section 5.1, Evaluation Criteria.

The criteria provided in Section 5.1 allows STA to analyze Proposals on an equal basis and affords all Proposers the opportunity to know the basis upon which their Proposals will be evaluated. Award of Contract will be made to the Proposer whose Proposal or Best and Final Offer (where applicable) is the most advantageous to STA, cost and other factors considered, after evaluation in accordance with the criteria set forth below. STA reserves the right to accept other than the lowest cost Proposal, reject any and all Proposals, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of STA.

5.1 Evaluation Criteria

EVALUATION CRITERIA	Weight
Price Proposal	10 Percent
Software License & Operations, and Maintenance Agreements	10 Percent
Meets Software Capability Requirements	35 Percent
Project Plan & Approach	20 Percent
Qualifications & Experience of Assigned Personnel	15 Percent
Qualifications & Experience of Firm (including references)	10 Percent
TOTAL POSSIBLE	100 Percent

PRICE PROPOSAL SCORE CALCULATION

Proposals deemed nonresponsive shall not be considered for price scoring. In determining the competitive range, the “Base Price Score” shall be calculated using the following formula:

$$\text{Base Price Score} = \frac{\text{Lowest Proposed Base Price}}{\text{Proposed Base Price}} \times 10 \text{ Percent}$$

BAFO Price – Ten (10) Percent: In the BAFO round, if required, the Base Price Score shall be determined for the remaining Proposers using the same formula above.

5.2 Single Proposal Response

In the event a single responsive Proposal is received, a cost or price analysis may be performed to determine reasonableness of the Proposal. The Proposer shall cooperate in providing relevant information required by STA to complete such cost or price analysis.

5.3 Shortlisted Proposers

STA reserves the right to determine a shortlist of Proposers in the competitive range in accordance with the evaluation criteria set forth above (“Shortlisted Proposers”).

5.4 Oral Presentation and Demonstration

Shortlisted Proposers may be asked to make an oral presentation and demonstration of their product(s) or services during the Proposal evaluation process. Such presentations and/or demonstrations will be conducted at STA’s administrative offices located at 1230 West Boone Avenue in Spokane, WA, or at an alternate location designated by STA. Proposers are responsible for all travel expenses incurred. STA reserves the right to award a contract without Proposer presentations.

5.5 Best and Final Offer

After determination of the Shortlisted Proposers, STA shall determine whether acceptance of the most favorable initial Proposal(s) without Proposer discussion is appropriate, or whether discussions and/or negotiations should be conducted with one or more Shortlisted Proposers.

STA reserves the right to make minor related changes to the RFP during BAFO negotiations. All Shortlisted Proposers shall be notified of any changes in order to prepare their BAFO.

If STA elects to enter into discussions with one or more Proposers, the Proposer(s) may be requested to submit a BAFO at the conclusion of discussions and/or negotiations. Any changes to the Proposer's initial Proposal, including any issues addressed in discussions, must be submitted in writing in a BAFO in order to be considered. Following an independent and final evaluation utilizing the evaluation criteria in Section 5.1, the evaluation committee will make a recommendation for award of Contract. Scores from the first phase of the evaluation have no bearing on the final BAFO evaluation, and the recommendation for award will be based solely on the scores from the BAFO evaluation.

ATTACHMENTS

ATTACHMENT A
PROPOSAL RESPONSE FORM

Proposer Name: _____

The Proposal shall constitute an offer to STA as outlined herein and in the Price Proposal Form. No Proposer may withdraw its Proposal following the Proposal Due Date, except as allowed by the RFP.

1. EXAMINATION OF DOCUMENTS & CONDITIONS

A. Having carefully examined all RFP Documents and local conditions affecting the Work as determined by the Proposer's own examination, the undersigned proposes to perform all Work in accordance with the RFP Documents for compensation to be computed from prices submitted on the Price Proposal Form.

B. Receipt of the following Amendment is hereby acknowledged:

Amendment No. _____ Amendment Date: _____

Amendment No. _____ Amendment Date: _____

Amendment No. _____ Amendment Date: _____

Amendment No. _____ Amendment Date: _____

Amendment No. _____ Amendment Date: _____

2. VALIDITY OF PROPOSAL

The undersigned affirms its Proposal and pricing on the Price Proposal Form is valid for not less than ninety (90) Days from the Proposal Due Date or the Best and Final Offer Date, whichever is later.

3. INSURANCE

The undersigned certifies it shall meet all insurance requirements as stated in the Sample Agreement upon execution of a Contract.

4. PUBLIC RECORDS ACT

By submitting a Proposal, the undersigned acknowledges STA is subject to RCW 42.56, the "Public Records Act". The Proposer understands and agrees any record it obtains or produces under this RFP may be a public record under the Public Records Act, or its successor act. The Proposer certifies it shall fully cooperate in a timely manner with STA in responding to a public records request related to its Proposal.

All Proposals received shall be deemed public records as defined in the Public Records Act and must be released by STA upon receipt of a request for disclosure unless an exemption clearly applies. Any information in the Proposal that the Proposer desires to claim as proprietary and exempt from disclosure under the provisions of state and/or federal law shall be identified on a separate page of the Proposal, providing an explanation of the statutory basis asserted for exempting the information from disclosure. Each page, image, diagram or text claimed to be exempt from disclosure must be clearly identified by the words "Exempt from Disclosure" printed on it. **Marking the entire submittal Confidential or Exempt from Disclosure will not be honored.** STA will review any marked materials for disclosure if a request is submitted and assumes no liability for disclosure of proprietary material submitted by Proposers. Each Proposer will be responsible for protecting any disclosure of its Proposal under applicable law.

ATTACHMENT A
PROPOSAL RESPONSE FORM

5. EQUAL EMPLOYMENT OPPORTUNITY

With the submission of a Proposal, the undersigned certifies the Proposer complies with all federal, state and local Equal Employment Opportunity laws, rules and regulations.

6. CONTINGENT FEES

The undersigned certifies the Proposer has not paid or agreed to pay any fee or commission, or offer any other thing of value, contingent upon the award of this RFP, to any employee, official or current consultant of STA. The undersigned certifies the financial information in its Proposal has been arrived at independently and without consultation, communication or agreement for the purpose of restricting competition as to any matter relating to such costs with any other response or Proposer.

7. ANTI-KICKBACK

The undersigned certifies no officer or employee of STA, having the power or duty to perform an official act or action related to this Proposal, has been or will be solicited or granted a present or future gift, favor, service or other thing of value from or to the Proposer.

8. FEDERAL DEBARMENT

The undersigned represents that the Proposer and all entities with any controlling interest herein are not currently, and have not previously been, on any debarred bidders list maintained by the United States Government.

9. UBI CERTIFICATION

The undersigned certifies that no final determination of violation of RCW 50.12.070(1)(b) or 82.32.070(2) has been made by the Washington State Department of Employment Security, Department of Labor and Industries, or Department of Revenue, respectively dated within two (2) years of the Proposal Due Date. The undersigned understands further that no Proposal may be submitted, considered or contract awarded for a public work to any person or entity that has a determination of violation of the above reference statutes within two (2) years from the date that a violation is finally determined and the Proposal Due Date.

10. AWARD OF CONTRACT

If written notice of acceptance of all or part of the Proposal is mailed, sent electronically or delivered to the Proposer within ninety (90) Days after the Proposal Due Date, or the Best and Final Offer date, whichever is later, the Proposer will, within **five (5) Days** after date of such notice, execute and deliver the Contract to STA as specified and furnish all requisite documentation including, but not limited to, Certificates of Insurance, Payment and Performance Bonds, and Subcontractor Proposer Certifications, as required.

ATTACHMENT A
PROPOSAL RESPONSE FORM

11. PROPOSAL SUBMITTAL CHECKLIST

This checklist ***must be completed in its entirety and included with*** the Proposal Response Form. By completing the form below, the Proposer attests all referenced forms are accurate, complete and fully executed. Failure by the Proposer to properly complete and include this checklist shall render the Proposal non-responsive and shall be grounds for rejection of the Proposal.

A. All RFPs

- Proposal Response Form (this document)
- Price Proposal Form
- IRS Form W-9

B. RFPs subject to Federal Assistance (complete only if the Instructions to Proposers states the RFP is subject to Federal Assistance)

- Disadvantaged Business Enterprise Participation
- Suspension & Debarment Certificate
- Federal Cargo Certification
- Buy America Certificate (required for solicitations valued at \$150,000 or more)
- Lobbying Certificate (required for solicitations valued at \$100,000 or more)

C. RFPs subject to Prevailing Wages (complete only if the Instructions to Proposers states the RFP is subject to Prevailing Wages)

- Certificate of Wage Compliance

D. RFPs subject to Public Works (complete only if the Instructions to Proposers states the RFP is subject to Public Works)

- Public Works Responsibility Criteria

ATTACHMENT A
PROPOSAL RESPONSE FORM

12. PROPOSER ADMINISTRATIVE INFORMATION

Entity Name: _____
(as registered with the State of Washington)

Physical Address: _____

Mailing Address: _____

Website: _____ Phone: _____

Primary Contact: _____

Email: _____ Phone: _____

Washington UBI No.: _____ Federal Tax Id No.: _____

DUNS No.: _____

Complete for Public Works projects:

Washington Contractor Registration No.: _____

Washington Industrial Insurance Account No.: _____

• Contact for Contract Administration:

Name: _____ Title: _____

Physical Address: _____

Mailing Address: _____

Email: _____ Phone: _____

• Contact for Legal Communications:

Name: _____ Title: _____

Mailing Address: _____

Email: _____ Phone: _____

• Individuals Authorized to Execute the Contract:

Name: _____ Title: _____

Name: _____ Title: _____

ATTACHMENT A
PROPOSAL RESPONSE FORM

13. PROPOSER INSURANCE COMPANY

Agency Name: _____

Physical Address: _____

Mailing Address: _____

Primary Contact: _____

Email: _____ Phone: _____

14. PROPOSER SURETY (complete only if bond(s) are required by the RFP)

Surety Name: _____

Physical Address: _____

Mailing Address: _____

Primary Contact: _____

Email: _____ Phone: _____

I CERTIFY, to the best of my knowledge:

- I have read and understand all RFP Documents;
- The information contained in the Proposal, Proposal Response Form, Price Proposal Form, Proposer Certifications, and any documentation attached thereto is accurate and complete;
- I have the legal authority to submit the Proposal and commit this firm to a contractual agreement; and
- Final funding for any good or service is based upon STA-approved budgets and the approval of the Spokane Transit Authority's Board of Directors.

Proposer Name: _____
(as registered with the State of Washington)

Authorized Signature: _____ Date: _____

Printed Name and Title: _____

Attachment B

PRICE PROPOSAL FORM
RFP 2026-11180 Demand Response Transit Software

We, the undersigned, propose to provide Spokane Transit Authority with Demand Response Transit Software Services over a five-year (5) period for the costs listed below in accordance with the Request for Proposals and the Scope of Work.

Please enter the total cost for each of the five (5) years into the following fields (do not include sales tax):

Task Description	Total Cost Yr 1	Total Cost Yr 2	Total Cost Yr 3	Total Cost Yr 4	Total Cost Yr 5
Eligibility Application Process	\$	\$	\$	\$	\$
Eligibility Verification and Ride Requests	\$	\$	\$	\$	\$
Software Implementation/Set Up Fee	\$	\$	\$	\$	\$
Software Licensing/Subscription Fees	\$	\$	\$	\$	\$
System Hosting (if not included in above)	\$	\$	\$	\$	\$
Ongoing Maintenance and Support	\$	\$	\$	\$	\$
Training for STA Staff	\$	\$	\$	\$	\$
Training Materials	\$	\$	\$	\$	\$
Enhancements, Updates, and/or Upgrades	\$	\$	\$	\$	\$
Travel	\$	\$	\$	\$	\$
Other Costs (please describe) • • •	\$	\$	\$	\$	\$
Optional Tasks (please describe) • • •	\$	\$	\$	\$	\$

Total Cost of Five (5) Years (do not add sales tax or optional tasks)	\$
Firm Name:	
Authorized Signature:	
Printed Name and Title:	
Date Signed:	
Email:	

EXHIBITS

EXHIBIT A – Sample Agreement is attached to this document and posted separately on STA’s website under 2026-11180 Demand Response Transit Software:

<https://www.spokanetransit.com/bidding-opportunities/>