



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

REQUEST FOR PROPOSALS

2026-11182

Mobility on Demand Pilot Services Operations

ISSUE DATE: Tuesday, April 14, 2026
PROPOSAL DUE DATE: Friday, May 15, 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 operate five (5) Mobility on Demand (MOD) service zones in the Spokane Public Transportation Benefit Area (PTBA).

The RFP is designed to encourage flexibility and innovation and aims to solicit proposals from a broad pool of qualified service providers. Proposer feedback is desired and highly encouraged in an effort to develop and implement a cost-effective and productive MOD service that meets STA's goals and objectives. STA expects to award this procurement to a single service provider. Service providers not capable of providing all operations are encouraged to partner with sub-contractors to propose a complete solution.

STA has funding for five (5) pilot zones, one (1) elderly and disabled pilot, marketing and communication expenses, and project contingency.

Pilot MOD Zones

- Latah Valley
- North Spokane Valley
- Liberty Lake
- West Plains
- North East Spokane
- Time Based – Elderly and Disabled Pilot

STA's primary goal is to introduce MOD service to expand transit coverage for STA customers and better connect workers to jobs. Input from these six (6) MOD pilots will help STA to understand how MOD services should be included in its overall long-range service plans. To assist in this decision making, STA must continue to understand how and if MOD improves mobility for communities, provides an enhanced customer experience, and meets operational and economic requirements as described within this RFP.

STA is Spokane's regional public transportation provider, offering convenient, reliable, and safe transportation for the Cities of Spokane, Spokane Valley, Liberty Lake, Cheney, Medical Lake, Airway Heights, Millwood, and unincorporated parts of Spokane County. STA Fixed-Route, Paratransit, and Rideshare services connect people to employment, educational institutions, entertainment destinations, shopping, and medical facilities. STA is supported by federal and state funding and local contributions through sales tax collection within the PTBA and bus fares. Approximately 380,000 people live within a half mile radius of a STA bus route. Currently, ridership is approximately 10.4 million+ annually including seniors, students, and professionals.

STA offers three (3) different types of Fixed Route Service:

- High Performance Transit (HPT): Full-time, high-frequency service operating in two (2) directions.
- Regular: Comprises the majority of STA's existing service and is general-purpose service.
- Targeted: Tailors service to serve a specific commute mark or destination on a limited basis, typically with limited or express stop patterns.

STA offers Paratransit service, which is an advance reservation, door-to-door transportation option which provides trips within a 3/4-mile radius of the fixed route network within the STA service area. Riders must meet eligibility conditions for this service ie: individual with a disability. This service is meant to supplement Fixed Route in providing connectivity throughout the region.

In September 2026, STA will launch its first two (2) MOD pilot zones. These zones serve the areas of North Spokane Valley and Latah Valley. After the initial pilots launch, it is anticipated that the existing

zones may be modified to right size service within the zones and adjustments to planning assumptions for the follow-on zones may be identified. In the following year, the third pilot, which includes service to elderly and disabled riders, will be launched. The remaining pilots in Liberty Lake, West Plains, and Northeast Spokane will follow based on the Board approved schedule with the intention of flexibility to adjust the pilot implementation dates based on community demand, and public and Contractor feedback in addition to data collected from subsequent pilot execution. In-stride adjustments for zone size, and service span based on demand and collaboration and recommendations from the Contractor are also expected.

After the pilots are complete, STA may choose to continue service within these five (5) zones, modify the existing zones based on ridership trends, and/or add new MOD zones at its discretion. Potential new zones may be designed prior to this Contract beginning or throughout the duration of this Contract.

STA anticipates awarding a three (3) year Contract, with up to three (3) 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 14, 2026	RFP Advertised and Issued
April 22, 2026	Pre-Proposal Conference
May 1, 2026	Deadline to Submit Request for Approved Equals, Questions, Clarifications or Changes, and Red Lines to Sample Agreement in Independent Word Document
May 15, 2026	Proposal Due Date
May 18-29, 2026	Evaluation of Proposals
June 8-12, 2026	Interviews for Proposers in the Competitive Range (if necessary)
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 22, 2026, beginning at 1:00PM Pacific Time**. To participate:

Microsoft Teams meeting

Join: <https://teams.microsoft.com/meet/260187458150786?p=JwfonEWQ1pIXRC1kJX>

Meeting ID: 260 187 458 150 786

Passcode: kJ2ya9mc

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

Dial in by phone

[+1 509-824-1714](tel:+15098241714), [705653978#](tel:+1705653978) United States, Spokane

[Find a local number](#)

Phone conference ID: 705 653 978#

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, May 15, 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/PLft6AlbobTHMR5Jmi4u>

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

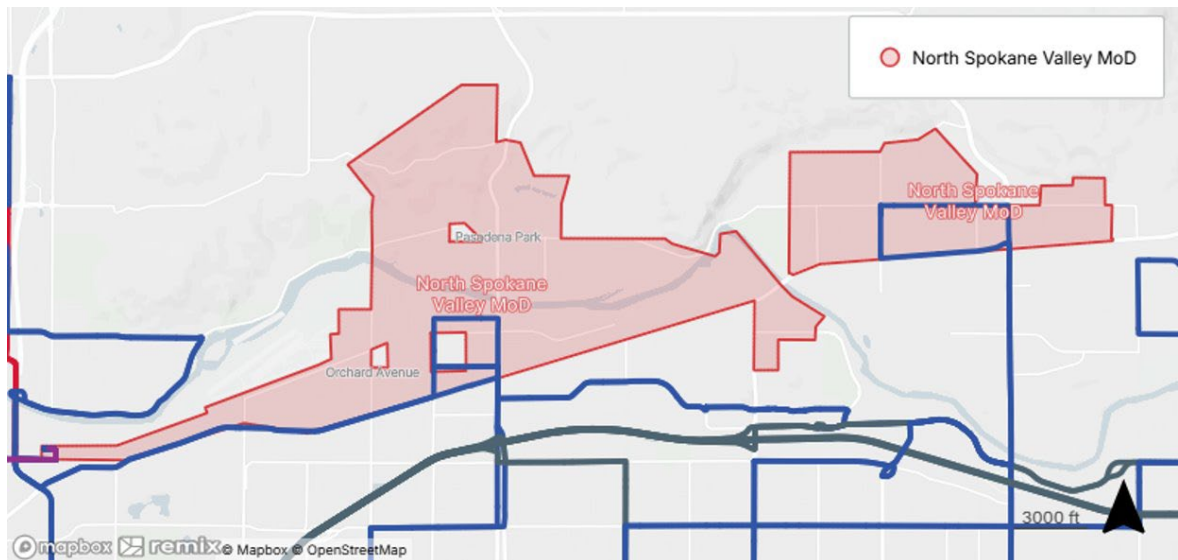
This scope of work is to provide MOD services within the pilot zones, as well as provide operators for the sixth pilot for elderly and disabled riders in the zones that are active during the sixth pilot period. STA will provide wheelchair accessible vehicles (WAV) for this sixth pilot. In addition, be prepared to scale services including adding potential additional zones. Contractor shall utilize the software STA procures through its Demand Response Transit Software RFP to provide all services listed including the necessary reports and shall provide personnel and vehicles to operate the service excluding the vehicles for the sixth pilot as described.

2.1 Mobility on Demand Zones

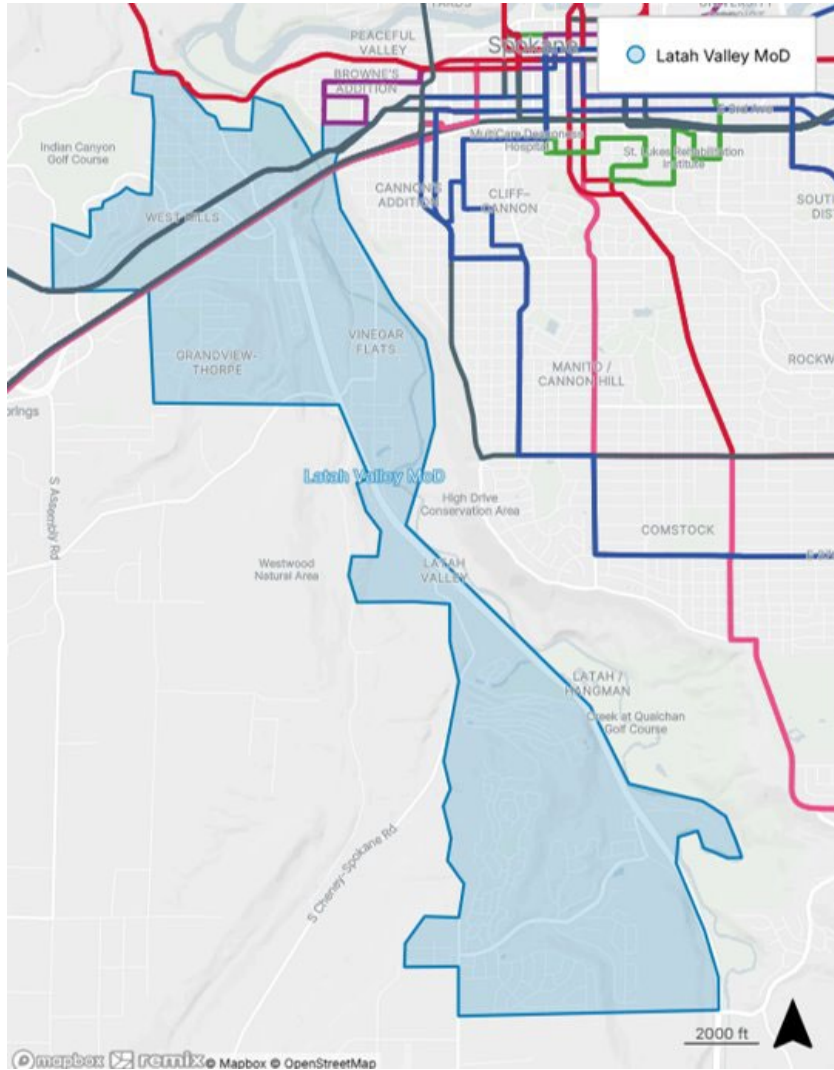
Five (5) mobility on demand zones are planned to better link several neighborhoods across the PTBA to primarily improve accessibility to jobs, shopping, and healthcare across the PTBA. These five (5) zones will provide a first/last mile solution, as well as service within each zone.

The five planned zones which are:

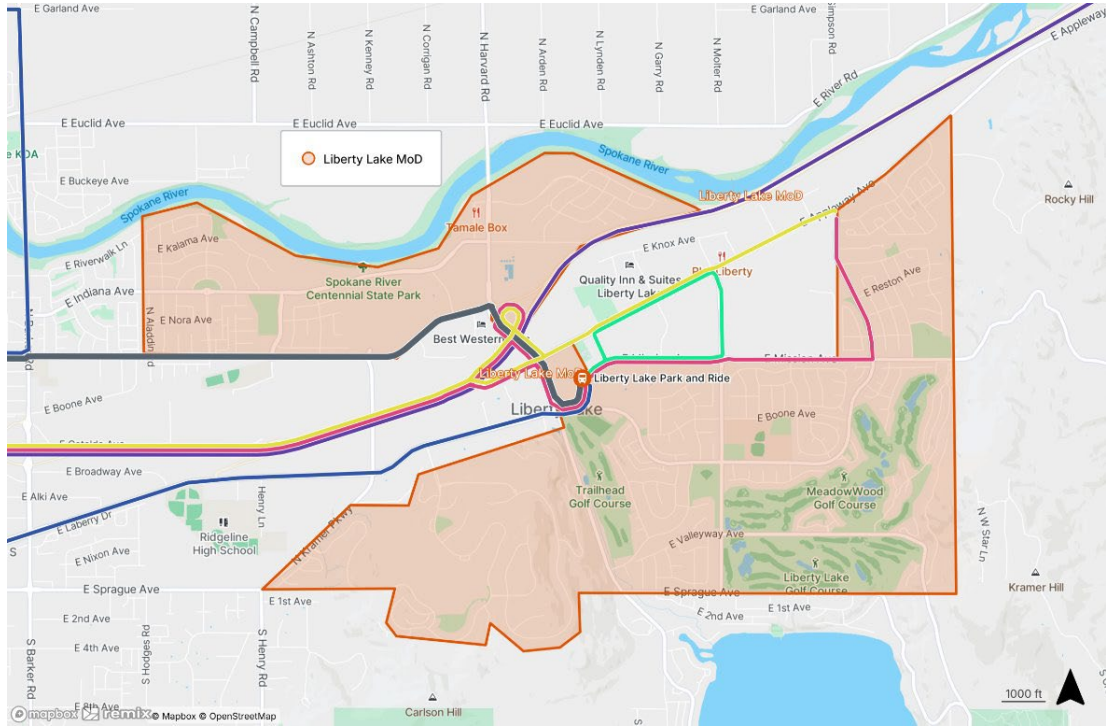
- Zone #1 North Spokane Valley: The North Spokane Valley zone is approximately 6.7 square miles as planned, with a population of 18,100. The zone contains SCC Transit Center along with the many fixed route connections available within the zone. There are multiple local medical clinics, and the residential highlights include the downtown area of the City of Millwood, Orchard Park, and Pasadena Park north of Upriver Drive.



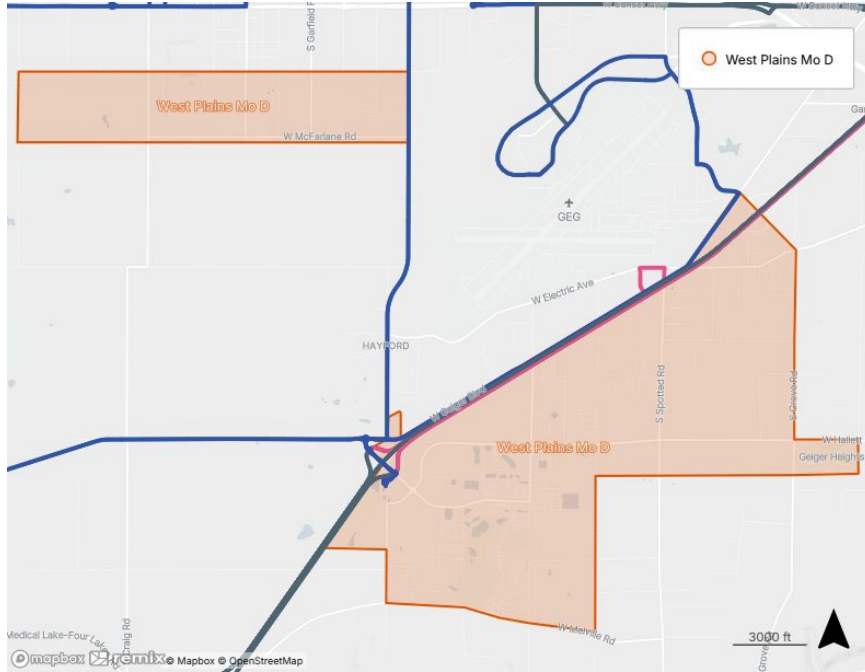
- Zone #2 Latah Valley: The Latah Valley zone is approximately 4.4 square miles as planned, with a population of 8,500. Residential areas included in this zone are Latah Valley, Vinegar Flats, West Hills, and Grandview – Thorpe. While no transit center or park and ride exists within the zone, the zone has connection to multiple fixed route service options including Route 1 City Line, the first Bus Rapid Transit (BRT) line in the Spokane Region.



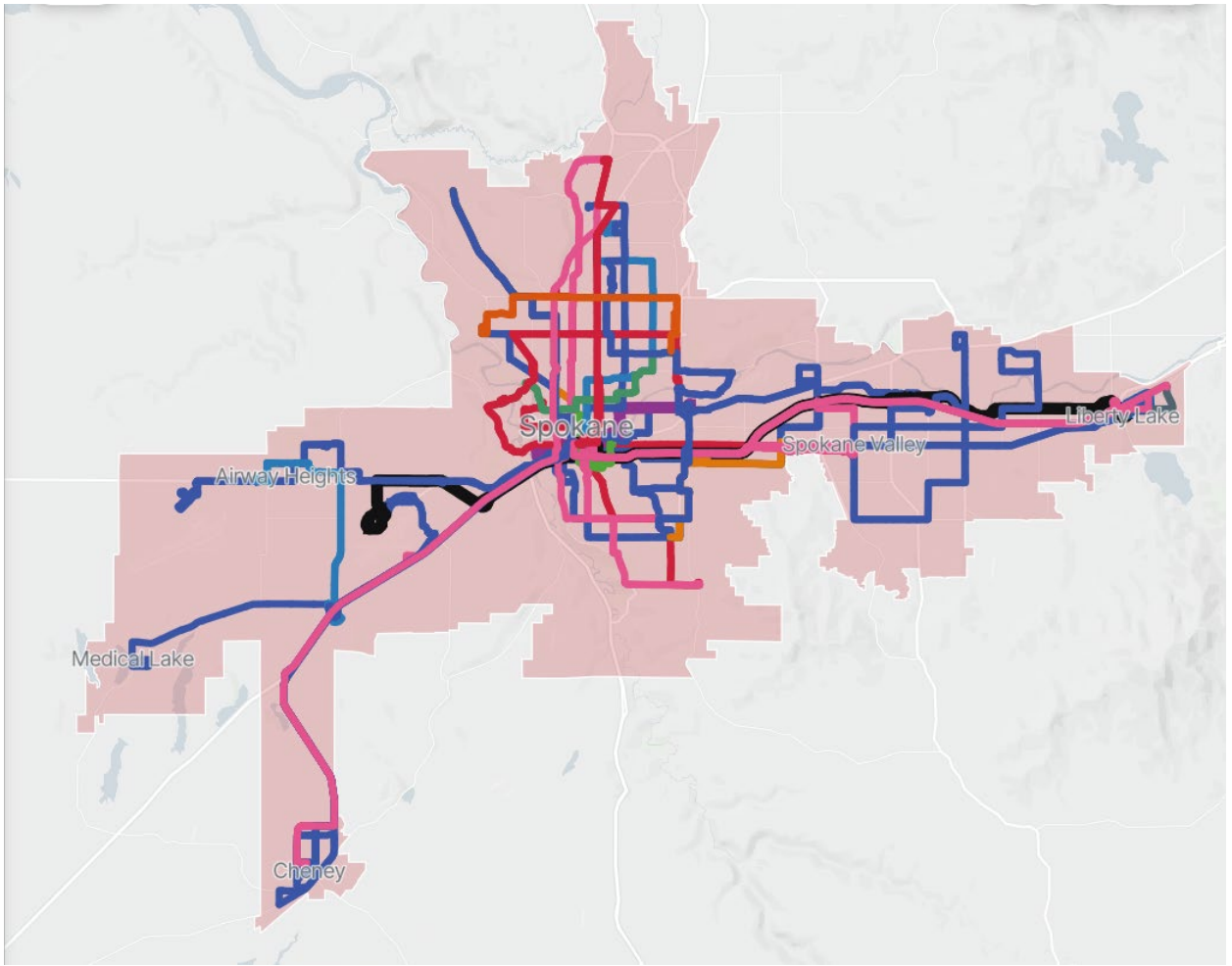
- Zone #3 Liberty Lake:** The Liberty Lake zone is approximately 3.9 square miles as planned, with a population of 11,200. This zone is generally well served by fixed route service, has a large employment center connected by Route 93 Molter Loop, Meadowood Technology Campus, and focuses on the northern and southern areas of Liberty Lake that are not directly connected to fixed route service. The zone converges on Liberty Lake Park and Ride with connections to several routes including regional High Performance Transit (HPT) Route 7 Valley/Airport.



- ***Zone #4 West Plains:*** The West Plains zone is approximately 7.5 square miles as planned, with a population of 4,100. The zone is geographically split with one part of the zone generally on the southeast side of I-90 including West Plains Transit Center and with a portion of the zone west of Hayford Road. This zone includes one of the Amazon fulfillment centers in the West Plains that is not otherwise served by fixed route service.



STA Service Area (3/1/26)



Pilot #6 – Elderly and Disabled Pilot

This pilot is planned to run from Q3 2027 through Q2 2030 to provide additional service to elderly and disabled riders in the active MOD zones during the stated time period.

Pilot	2026				2027				2028				2029				2030				2031				2032			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
North Spokane Valley			Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue												
Latah Valley			Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green												
Elderly and Disabled Riders Pilot							Dark Purple	Dark Purple	Dark Purple	Dark Purple	Dark Purple	Dark Purple	Dark Purple	Dark Purple	Dark Purple	Dark Purple												
Liberty Lake							Light Purple	Light Purple	Light Purple	Light Purple	Light Purple	Light Purple	Light Purple	Light Purple	Light Purple	Light Purple	Light Purple	Light Purple	Light Purple	Light Purple	Light Purple	Light Purple	Light Purple	Light Purple				
West Plains											Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green				
Northeast Spokane															Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue

Potential Additional Zones

As this project evolves, STA may consider adjusting, closing, or adding MOD pilot zones throughout the service area. The Contractor should anticipate and work with STA to provide a solution for adjustments to the pilot zones throughout the pilot lifecycle.

2.2 Proposed Service Designs

While STA currently has five (5) planned MOD zones, ideas for improvement are always welcome. The Contractor is encouraged to provide comments, feedback, and recommendations for areas for improvement or design changes and cost efficiencies to best serve the customer. All service design parameters described below are subject to change based upon STA and Contractor recommendations of its current zones which may include zone design, implementation, and subsequent adjustments and refinements of services. STA MOD provides additional access to the agency's fixed route service; meaning that MOD should provide similar or better customer access and experience.

The concept of MOD service for rides requests is as follows:

- 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 zone.
- If the destination requested is in another MOD zone, utilization of MOD service to finish the trip from fixed route service in the destination MOD zone will be utilized.
- Youth riders younger than 14 years old shall be required to have a guardian escort of at least 18 years old
- Pooling rides of 1 to 5 passengers

2.3 Hours of Operation by Zone

a. North Spokane Valley

- Monday – Sunday, 7-days per week
- 6 a.m. – 6 p.m.
- Adjusted service on recognized STA holidays.

b. Latah Valley

- Monday – Friday, 5-days per week
- 6 a.m. – 7 p.m.
- Adjusted service on recognized STA holidays.

c. Liberty Lake

- Monday – Friday, 5-days per week
- 5 a.m. – 5 p.m.
- Adjusted service on recognized STA holidays.

d. West Plains

- Monday – Friday, 5-days per week
- 5 a.m. – 9 a.m., 4 p.m. -8 p.m.

- Adjusted service on recognized STA holidays.

e. Northeast Spokane

- Monday – Friday, 5-days per week
- 7 a.m. – 6 p.m.
- Adjusted service on recognized STA holidays.

Operating days and hours in coordination with STA Fixed Route service schedules.

The Contractor may recommend to STA for approval, adjustments to the current hours with the ability to expand or reduce operating hours and days of operations in any of the zones.

Proposers should account for any additional requirements or resources necessary to support the proposed MOD zones and service parameters as described within this RFP.

2.4 Personnel

- Provide all necessary personnel including drivers, mechanics (or maintenance contracts), dispatch (optional), administrative, and others to successfully operate the service.
- Dispatch (driver support) personnel are a desired option by STA.
- Contractor provided W-2 employed, qualified drivers with good customer service skills and trained for safe vehicle operation.
- Contractor to conduct appropriate background checks, drug and alcohol testing pursuant to 49 CFR Part 40 and 655, driving record check, etc.
- Contractor must have local staff available to facilitate drug and alcohol testing pursuant to 49 CFR Part 40 and 655.
- Establish an education and training program which meets the requirements of §655.14 and STA training requirements.
- Procedures for referring a covered employee who has a verified positive drug test result or an alcohol concentration of 0.04 or greater to a Substance Abuse Professional, consistent with 49 CFR Part 40.
- Drivers are familiar with, and annually review, sign, and comply with STA Polices and Code of Conduct (to be provided by STA)
- Contractor to provide all technical training and support as approved by STA.
- Contractor shall provide a dedicated customer support agent.
- Contractor shall have two (2) supervisors dedicated to this service only with a minimum of one (1) available to oversee daily operations and trainings.
- Contractor shall report all accidents to STA designed staff. Severity of accident will determine notification time frame and will be agreed upon within the Contract.
- Contractor shall adhere to a dress code relevant to the safe delivery of services.
- Drivers will adhere to a dress code that presents a clean and professional appearance and clearly identifies them as the MOD operator.
- Drivers must maintain a current valid driver's license as required in accordance with Washington State law and have an audit process in place to ensure the licenses are not expired or suspended.

- All drivers must be trained and certified to provide service to customers traveling with wheelchairs or other mobility devices.
- Drivers are not permitted to provide services without direct line-of-sight supervision until the staff receives training working with persons with disabilities, as documented by the Contractor, and until the staff passes a background check
- Driver and vehicle information will be clearly displayed while the vehicle is in service including but not limited to:
 - Driver's first name
 - Vehicle identification information
 - Driver's photo

2.4.1 Drug & Alcohol Testing

- STA requires any driver maintenance technician or other safety sensitive employee employed by the Contractor to be tested for drugs and/or alcohol in accordance with applicable State and Federal regulatory requirements. This includes Marijuana and THC.
- The administration and cost of all drug & alcohol testing is the responsibility of the Contractor.
- The results of any drug test must be kept on record and provided to STA upon request.
- No training of potential drivers shall commence until a negative drug test result is received by the Contractor.
- Testing shall be completed pre-hire, at random, post-accident/injury, when reasonable suspicion applies, or upon request by STA. FTA's drug and alcohol use and testing regulations under 49 CFR Part 655, Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations and 49 CFR Part 40 Procedures for Transportation Workplace Drug and Alcohol Testing Programs are unique among the regulations issued by FTA.
 - First, they require STA to ensure that any entity performing a safety-sensitive function on STA's behalf implement a workplace drug and alcohol-testing program that complies with 49 CFR Part 40.
 - Second, the rules condition the receipt of FTA funding by STA on the STA's compliance with the regulations under 49 CFR Part 655 and 49 CFR Part 40; thus, STA is not in compliance with the rules unless every entity that performs a safety-sensitive function on STA's behalf is in compliance with the regulations.
 - Third, the regulations specify that STA is responsible for ensuring that the subrecipients and/or contractors comply and meet the requirements of 49 CFR Parts 655 and 40
- The Contractor agrees to establish and implement a drug and alcohol testing program that complies with 49 CFR Parts 655 and 40, produce any documentation necessary to establish its compliance with Parts 655 and 40, and permit any authorized representative of the United States Department of Transportation or its operating administrations, the State Oversight Agency of Washington, or STA, to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 CFR Parts 655 and 40 and review the testing process.
- The Contractor agrees further to certify annually its compliance with 49 CFR Parts 655 and 40 before January 15 and to submit the Management Information System (MIS) reports before January 15 to the contact identified in the Contract.

- To certify compliance, the Contractor shall use the "Substance Abuse Certifications" in the Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements, which is published annually in the Federal Register.

2.4.2 Criminal Background Checks

- Prior to hiring any employee, the Contractor shall obtain a nationwide criminal background check pursuant to RCW 43.43.834 to include, at a minimum, any convictions for crimes against children or vulnerable adults in any state.
- In addition to new-hire checks, criminal checks in accordance with RCW 43.43.834 must be performed on all existing Contractor employees prior to commencement of the Contract and repeated annually thereafter.
- Contractor must require its employees to report any charges related to crimes against children or vulnerable adults immediately upon such occurrence.
- The Contractor must report all such violations immediately to STA.

2.5 Vehicles

- Contractor supplies vehicles to meet ridership demand and service parameters, the exact number of vehicles required to be agreed upon between the Contractor and STA.
- Vehicle inventory, with year, make and model of each vehicle and location of staging
- Contractor shall maintain an agreed upon spare vehicle ratio.
- Additional vehicles as required to meet increased service demand or expansion.
- Contractor will work with STA to identify the amount of Wheelchair Accessible Vehicles (WAV) Vehicles required during the sixth pilot to be supplied by STA to ensure that the sixth MOD pilot remains equivalent service between WAV and non-WAV passengers.
- Vehicles are to remain in a good state of condition and all maintenance to be managed by the Contractor.
- Contractor to provide mounting capability for STA-provided device(s) and charger(s).
- Vehicles equipped with onboard camera and audio systems are required.
 - Video will be catalogued and available upon request by STA in accordance with statutory timeline requirements for public records requests, investigations, and other recall needs.
- Review of maintenance records for vehicles quarterly.
- Vehicles shall not be older than five years.
- Contractor must provide and maintain a vehicle roster consisting of agreed upon specifications of all vehicles.
- Vehicles must have STA Mobility on Demand standardized branding: STA will provide the branding design.
- Vehicle must be cleaned daily and kept in a state of good repair including but not limited to no ripped seats, stained interior, persistent odors, broken interior components, pest control, functioning temperature control, etc.
- Vehicle capacity should comfortably seat up to five (5) adults (not including the driver) and have reasonable space for some passenger storage requirements.
- Bike racks for the vehicles are optional.

2.6 Ride Booking

Ride Booking shall take place via STA's demand response transit software.

2.7 Trip Characteristics

Trip characteristics shall take place via STA's demand response transit software.

2.8 Routing

Routing shall take place via STA's demand response transit software.

2.9 Passenger Pick-Up and Drop-Off

- Safety for all users to be prioritized in all passenger pick-up and drop-off locations.
- Maximum driver wait time for passenger pickup: three (3) minutes.
- Contractor must integrate an agreed upon load and unload time factor for passengers.
- Coordinated connections with STA fixed route and paratransit services.

2.10 Fare Payment

The fare structure will be determined by STA in all instances including tolls, surcharges, service and cancelation fees, and promotional fares.

Fares will be collected through a mobile device provided by STA that supports a tap to pay system. Customers over the age of 18 years old will be required to tap their payment card to the mobile device for fare collection at the time of service. The mobile device for tap to pay also supports transfers between MOD and STA fixed route service.

For riders 18 years old and younger, fare collection may be through a card tap for accounting purposes or through a declaration of the age of the rider, with the driver accounting for the ride through functions provided by the demand response software.

2.11 Customer Complaints

All complaints or inquiries received by the Contractor or any of its employees, whether by telephone, letter, email, direct personal contact or otherwise, shall be documented and forwarded to STA for inquiry and resolution within twenty-four (24) hours of receipt of said complaint. As used herein, the term “complaint” is broad and refers to any matter arising or pertaining to service outline in the SOW.

STA shall promptly take steps to resolve each complaint. STA reserves the right to inspect any and all records, including video, relative to such complaints during normal business hours at the operating base of the Contractor.

If the Contractor is requesting video as part of the complaint process, such request must be made in writing using the STA Video Request Form and related procedures which will be provided to the Contractor.

Contractor shall document, track, and report all customer interactions, including categorization, response time, and resolution.

Contractor shall immediately notify STA of any safety-related, civil rights, or escalated complaints and provide formal reporting in alignment with STA Title VI and ADA requirements.

Contractor shall ensure all customer-facing staff are trained in customer service best practices, ADA requirements, and de-escalation techniques, and adhere to STA branding and communication standards.

2.12 Contractor Administrative Offices and Vehicle Storage Facilities

- A physical location of a local operations office.
- Storage, maintenance, fueling, and other facilities necessary to operate the service.

2.13 Incidentals

- The Contractor shall provide all incidentals such as insurance, fuel, repair, and maintenance necessary to successfully, legally, and safely operate the service.

2.14 Regulations Compliance

- Compliance with Title VI and ADA regulations, as well as EEO.
- Compliance with DAMIS reporting requirements.
- Any other required items for legally and safely operating a transportation service in Washington state.
- Any other required items for legally and safely operating a transportation service in accordance with federal regulations
- STA may require proof of the above requirements during the Contract to ensure all requirements are being met.

2.15 Plans

- Standard operating procedures, safety, training, and evaluation plans.
- A service implementation plan.
- Employee Code of Conduct

2.16 Marketing

STA will be responsible for all marketing regarding product launch and operations.

2.17 Evaluation

Reporting on metrics should begin with a benchmark of existing service standards. Metrics should be collected monthly, and reported to STA on a regular basis, including monthly, quarterly, and annual reports throughout the Contract. Each quarterly report should include proposed changes and iterations for the next reporting period. It is expected that the quarterly evaluations will be presented to the STA Executive Team.

The following metrics will be used to evaluate MOD services:

2.17.1 Business Metrics

- Standard National Transit Database data
- Number of passengers per vehicle hour, evaluated on a monthly basis, with a goal of up to 1 to 2 passengers per vehicle per hour overall.
- By zone, initial productivity goals are:

- North Spokane Valley: 1.7 pax per hour
 - Latah Valley: .5 pax per hour
 - Liberty Lake: .3 pax per hour
 - West Plains: .2 pax per hour
 - Northeast Spokane: 1.1 pax per hour
 - These are initial estimates; actuals will be re-evaluated after service begins and historical ridership data becomes available.
- Average response time with a goal of 15 minutes or less as a minimum, 25 minutes or less as a maximum
 - Percent of shared rides, goal is 50% or higher
 - Percentage of trips to/from transit hubs and/or stops, goal is 50% or higher
 - Customer cancellation rate
 - Average ride time
 - Average passengers per trip
 - Average wait time to fixed route or, as applicable, paratransit service
 - Other business metrics relevant to STA contracted services such miles between accidents, miles between breakdowns, customer complaints, etc. to be provided by STA

2.17.2 Customer Metrics

- Average wait time as measured from the ride request to passenger pick up, goal is 20 minutes or less
- On-time performance as measured from the quoted pick-up time to the actual pick up time, goal is within 3 minutes or less with no early departures
- Percent of ride requests actually completed, goal is 95% or higher
- Percent of passengers rating the service at 4 or 5 stars on a 5-star scale, or similar metric, goal is 90% or higher
- Equivalent service for customers requiring wheelchair accessible vehicles (WAVs) during the sixth pilot
- Number of customer complaints by category on a monthly basis
- Of note, consistent with industry practice, the initial phase of service launch, up to 90 days, shall allow for some extended wait times to support customer onboarding and behavior normalization. Following the initial period, wait time standards may be reduced to improve service efficiency, on-time performance, and vehicle productivity.

2.17.3 Economic Metrics

- Cost per rider with an initial goal of at least 20% below STA route deviation service cost per rider, to be updated through quarterly iterations
- Cost per vehicle-hour with an initial goal of at least 20% below STA route deviation service cost per rider, to be updated through quarterly iterations
- Cost per mile

Other information that will be reviewed related to the service provided but not initially evaluated are:

- Number of unique users per month
- Number of repeat users per month
- Number of new riders per month
- Number of free (courtesy) rides per month
- Number of trips requiring WAV per month (during sixth pilot)
- Number of trips requiring ADA accommodations per month (during sixth pilot)
- Number of paid rides per month
- Number of active drivers per month (has driven within past 30 days), with additions and subtractions per month.

2.18 STA Provisions

The following list is a summary of what STA may offer at no cost to support the launch and operations of the MOD service. It is assumed that the selected service provider would handle all other aspects.

To help manage and scale the services:

- Strategic program oversight
- Service budget

To help promote the MOD service:

- Marketing support
- Public sector engagement with local governments and non-profits
- Private sector engagement with business partners, large employers, etc.
- Public relations, community outreach, and communications support

To help plan and operate the MOD service:

- Curb space at STA transit hubs
- Guidance on regulatory compliance
- Guidance on serving customers with disabilities
- Dispatch support for fixed route and/or paratransit customers needing connections
- Dispatch support for customers without smartphones
- Safety and security oversight
- Customer service and/or customer service support

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. Active registration with the Washington State Secretary of State.
- B. 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.
- B. City of Spokane Valley business license.
- C. City of Airway Heights business license.
- D. City of Cheney business license.
- E. City of Liberty Lake business license.
- F. City of Millwood 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

STA is required to obtain certain Proposer Certifications in its solicitations. Certifications can be found as Attachments to this RFP. The Proposer Certifications must be completed in full, properly executed by the Proposer, and returned with the Proposal on or before the Proposal Due Date. A Proposal that does not include the properly completed and executed Proposer Certifications may be considered nonresponsive and removed from further consideration, in the sole discretion of STA. Following award of Contract, the successful Proposer must obtain signed Proposer Certifications from each Subcontractor, of any tier, providing services in accordance with the Proposer's Proposal and provide these certifications to STA prior to execution of the Contract.

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 RFP is subject to Federal Assistance. **The Contractor must comply with all Federal Terms & Conditions in the Sample Agreement.**

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 Implementation and 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 and Certifications
 - Proposal Response Form (Attachment A)
 - Price Proposal Form (Attachment B)
 - Federal Disadvantaged Business Enterprise Certification (Attachment C)
 - Federal Lobbying Certification (Attachment D)
 - Federal Suspension and Debarment Certification (Attachment E)

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 have 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.

Recruitment, Retention and Training. Describe the Proposer's hiring practices and procedures, including the plan for providing initial and ongoing driver training. Describe plans for monitoring driver performance, including performance reviews and incentive programs.

4.3.3 SECTION C. IMPLEMENTATION AND MANAGEMENT PLAN

Implementation Plan. Describe Proposer's implementation plan including identification of tasks to be completed between Contract award and the service start date and when new zones are launched. The plan should identify Proposer's assumptions, projections/estimations and key dates to accomplish the following: 1) hiring plan that includes completion date of hiring drivers, date of submission to STA for review of employment and driving records, and completion date of all driver drug testing; 2) estimated completion dates for each implementation task; 3) rationale for each implementation task that clearly identifies the intent of each task and how each task will be accomplished.

Management Plan. Discuss the Proposer’s management approach to ensure adequate technical and administrative oversight of the Work and to ensure safety is prioritized. Describe plans for tracking driver information, such as traffic violations and license/certificate renewals. Provide Proposer’s procedures for conducting criminal history checks, drug testing, and license checks and the processes and/or procedures for actions resulting from such checks. Describe procedures/criteria for determining preventable and non-preventable accidents. Describe emergency response and notification procedures for handling vehicle or other types of emergencies (i.e., 911 emergencies, medical emergencies, fire, accident and accident reporting, inclement weather, biohazard spills in the vehicle, etc.).

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. STA has identified funding for five (5) mobility on demand zones, an elderly and disabled pilot, and additional potential zones. Proposer should address the ability to add additional resources to respond to medium or high demand, and to ensure the service quality meets the goals outlined in its KPIs.

STA will be instituting incentive and liquidated damages performance criteria. The final KPIs will be negotiated with the Contractor and reflected in the Contract. Proposers should submit performance KPIs from similar projects for STA to review.

Work Plan. Provide the approach and techniques required for quality control of the Work. Identify employee and vehicle quantities/resources used for completion of the Work. Provide details of the facility to be used (if applicable). Provide details regarding vehicle maintenance including inspections, cleaning, monitoring and replacement of damaged equipment, roadside assistance, etc.

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.

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

[This section does not apply to this RFP]

4.3.7 SECTION G. COMPLETED FORMS AND CERTIFICATIONS

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	15 Percent
Technical Approach and Work Plan	30 Percent
Implementation, Management, and Staffing Plan	20 Percent
Qualifications and Experience of Key Personnel	20 Percent
Qualifications and Experience of Firm (incl References)	15 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:

$$\text{Base Price Score} = \frac{\text{Lowest Proposed Base Price}}{\text{Proposed Base Price}} \times 15 \text{ Percent}$$

BAFO Price – Fifteen (15) 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 **Not Required**
- Buy America Certificate (required for solicitations valued at \$150,000 or more) **Not Required**
- 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 2026-11182 Mobility on Demand Pilot Services Operations

We, the undersigned, propose to provide Spokane Transit Authority with Mobility on Demand Pilot Services Operations over a three-year (3) period for the costs listed below in accordance with the Request for Proposals and the Scope of Work.

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

Contract Year	Yr 1	Yr 2	Yr 3	Yr 4	Yr 5	Yr 6
Estimated Revenue Hours	7,760	13,700	16,300	10,270	7,020	4,420
Revenue Hour Rate	\$	\$	\$	\$	\$	\$
Annual Total	\$	\$	\$	\$	\$	\$
Travel	\$	\$	\$	\$	\$	\$
Other Costs (please describe) • • •	\$	\$	\$	\$	\$	\$
Optional Tasks (please describe) • • •	\$	\$	\$	\$	\$	\$

Total Cost of Six (6) Years (do not add sales tax or optional tasks)	\$
Firm Name:	
Authorized Signature:	
Printed Name and Title:	
Date Signed:	
Email:	

Attachment C

FEDERAL DISADVANTAGED BUSINESS ENTERPRISE PARTICIPATION

DBE PARTICIPATION. STA is committed to ensuring that all firms regardless of race, color, sex or national origin have equal opportunity to participate in STA contracts. Therefore, STA has established an annual agency goal for Disadvantaged Business Enterprise (“DBE”) participation in its contracting opportunities. It shall be understood that no specific goal has been assigned to this contract; however, contractors and subcontractors are required to comply with the following:

1. Non-discrimination Assurances. The Contractor, subrecipient or subcontractor shall not discriminate on the basis of race, color, national origin or sex in the performance of this Contract. The Contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of this Contract. Failure by the Contractor to carry out these requirements is a material breach of this Contract, which may result in the termination of this Contract or such other remedy as STA deems appropriate, which may include, but is not limited to:
 - a. Withholding monthly progress payments;
 - b. Assessing sanctions;
 - c. Liquidated damages; and/or
 - d. Disqualifying the Contractor from future bidding opportunities as non-responsible.

Each subcontract the Contractor signs with a subcontractor must include the assurance in this paragraph.

2. Prompt Payment. The Contractor is required to pay its subcontractors performing work related to this Contract for satisfactory performance of that work no later than thirty (30) days after the Contractor’s receipt of payment for that work from STA. In addition, the Contractor may not withhold retainage from its subcontractors.
3. DBE Participant List. As required by 49 CFR Part 26.11, STA is required to create and maintain a list of all firms bidding on prime contracts and bidding or quoting subcontracts on Department of Transportation, Federal Transit Administration-assisted contracts. STA is also committed to providing equal access to small business concerns in bidding on STA’s contracting opportunities. The U.S. Small Business Administration (“SBA”) defines a “small business” in terms of the number of employees over the past year or the average annual receipts over the past three (3) years. This standard varies by industry. STA will use size standards established by the SBA to determine small business eligibility.

To comply with this requirement, STA requests the Contractor provide the information required by the Federal Transit Administration on page two of this certification. **This information is not used in determining award of Contract or in evaluating your Proposal in any way. Providing this information is voluntary.**

A copy of 49 CFR Part 26 may be found at www.ecfr.gov or by contacting:

Jordan Hayes-Horton
DBE Liaison
Spokane Transit Authority
1230 W Boone Ave
Spokane, WA 99201
(509) 325-6032
jhorton@spokanetransit.com

Contractor DBE Information

Proposer Name: _____

Proposer Address: _____

North American Industry Classification System (NAICS) Code: _____

To determine your industry NAICS code go to www.census.gov/eos/www/naics and enter a keyword of your business classification in the box directly above the **2017** NAICS Search on the left side of the page and choose from the selection of codes that best matches your business classification.

Type of Business: _____

Telephone Number: _____ Email Address: _____

Authorized Signature: _____ Date: _____

Printed Name and Title: _____

- Is your firm a Disadvantaged Business Enterprise registered with the State of Washington Office of Minority and Women’s Business Enterprises?

Yes No

- How long has your firm been in business? _____

- Please check the box that describes your total gross annual receipts:

- | | |
|--|--|
| <input type="checkbox"/> less than \$500,000 | <input type="checkbox"/> \$3,000,001 - \$3,500,000 |
| <input type="checkbox"/> \$500,000 - \$1,000,000 | <input type="checkbox"/> \$3,500,001 - \$4,000,000 |
| <input type="checkbox"/> \$1,000,001 - \$1,500,000 | <input type="checkbox"/> \$4,000,001 - \$4,500,000 |
| <input type="checkbox"/> \$1,500,001 - \$2,000,000 | <input type="checkbox"/> \$4,500,001 - \$5,000,000 |
| <input type="checkbox"/> \$2,000,001 - \$2,500,000 | <input type="checkbox"/> \$5,000,001 - \$5,500,000 |
| <input type="checkbox"/> \$2,500,001 - \$3,000,000 | <input type="checkbox"/> greater than \$5,500,000 |

- Is your business a small business as defined by the SBA’s definition of a small business concern? To determine if your business is considered a small business by SBA go to www.sba.gov/size-standards, enter your six- digit NAICS Code and follow the 3-step process.

Yes No

Attachment D

FEDERAL LOBBYING RESTRICTION CERTIFICATION

Certification for Contracts, Grants, Loans and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form--LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96). Note: Language in paragraph (2) herein has been modified in accordance with Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, *et seq.*)]
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

[Note: Pursuant to 31 U.S.C. § 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such expenditure or failure.]

The Proposer, _____, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Proposer understands and agrees that the provisions of 31 U.S.C. A 3801, *et seq.*, apply to this certification and disclosure, if any.

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

Authorized Signature: _____ Date: _____

Printed Name and Title: _____

Attachment E

FEDERAL SUSPENSION & DEBARMENT CERTIFICATION

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION IN A LOWER-TIER COVERED TRANSACTION

The Contract awarded by this solicitation is a covered transaction for purposes of 2 CFR Parts 1200 and 180 and the Contractor is required to comply with 2 CFR Part 180, Subpart C. The Contractor must include the requirement to comply with 2 CFR Part 180, Subpart C, in any lower tier covered transaction it enters into. The Contractor shall verify that its principals, affiliates and subcontractors are eligible to participate in this federally funded contract and are not presently declared by any Federal department or agency to be:

- A. Debarred from participation in any federally assisted Award;
B. Suspended from participation in any federally assisted Award;
C. Proposed for debarment from participation in any federally assisted Award;
D. Declared ineligible to participate in any federally assisted Award;
E. Voluntarily excluded from participation in any federally assisted Award; or
F. Disqualified from participation in any federally assisted Award.

By signing below and submitting its Proposal, the Proposer certifies as follows:

The certification in this clause is a material representation of fact relied upon by Spokane Transit Authority. If it is later determined that the Proposer knowingly rendered an erroneous certification, in addition to remedies available to Spokane Transit Authority, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The Proposer agrees to comply with the requirements of 2 CFR Part 180, Subpart C while this offer is valid and throughout the period of any contract that may arise from this solicitation. The Proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

Proposer Name: _____

Proposer Address: _____

Telephone: _____ Fax: _____

Email: _____

Authorized Signature: _____ Date: _____

Printed Name and Title: _____

EXHIBITS

EXHIBIT A – Sample Agreement is attached to this document and posted separately on STA’s website under 2026-11182 Mobility on Demand Pilot Services Operations:

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