

REQUEST FOR PROPOSALS (RFP)

OC ACCESS PARATRANSIT SERVICES



**ORANGE COUNTY TRANSPORTATION AUTHORITY
550 South Main Street
P.O. Box 14184
Orange, CA 92863-1584
(714) 560-6282**

Key RFP Dates

Issue Date: Monday, September 28, 2026

Question Submittal Date: Thursday, October 8, 2026

Proposal Submittal Date: November 5, 2026

SECTION I. INSTRUCTIONS TO OFFERORS

A. NOTICE OF REQUEST FOR PROPOSALS



NOTICE OF REQUEST FOR PROPOSALS

(RFP): "OC ACCESS Paratransit Services"

TO: ALL OFFERORS

FROM: ORANGE COUNTY TRANSPORTATION AUTHORITY

The Orange County Transportation Authority (Authority) invites proposals from qualified contractors to provide OC ACCESS paratransit services. The services shall include turnkey management and operation services, including, but not limited to, all management, personnel, reservations and scheduling, dispatching, operations, insurance, data management and reporting, computer hardware and administrative software, and vehicles for driver relief and road supervision as necessary. THIS IS A FEDERAL TRANSIT ADMINISTRATION FUNDED PROJECT.

Please note that by submitting a Proposal, Offeror certifies that it is not subject to any Ukraine/Russia-related economic sanctions imposed by the State of California or the United States Government including, but not limited to, Presidential Executive Order Nos. 13660, 13661, 13662, 13685, and 14065. Any individual or entity that is the subject of any Ukraine/Russia-related economic sanction is not eligible to submit a Proposal. In submitting a Proposal, all Offerors agree to comply with all economic sanctions imposed by the State or U.S. Government.

The Authority has not established a Disadvantaged Business Enterprise (DBE) participation goal for this project, and Offerors will not be required to commit to a specific percentage of DBE participation as a condition of award.

Proposals submitted in response to "RFP 260460" must be provided, electronically, through the Authority's OpenGov Procurement portal, at <https://procurement.opengov.com/portal/octa/projects/286012> before the deadline of 2:00 pm on Thursday, November 5, 2026. Authority will not accept hard copy proposals for this RFP.

Offerors must follow the instructions in the "Submission of Proposals" section of the RFP. The ability to complete and submit a response will expire at the submittal deadline.

Offerors are required to contact the Contract Administrator prior to the submission deadline should Offerors encounter technical issues responding to this RFP.

To receive all further information regarding this RFP, firms and subconsultants must be registered on OpenGov Procurement and following this RFP on the [Authority's public OpenGov Procurement portal](#).

A pre-proposal conference will be held both on-site/in-person and via teleconference on Wednesday, October 7, 2026, at 10:00 am.

For prospective Offerors who wish to join on-site/in-person, the pre-proposal conference will be held at Authority's Administrative Office: 550 South Main Street Orange, CA 92868 Conference Room 08. Offerors are advised that a job walk will immediately follow the pre-proposal conference at Authority's Irvine Construction Circle Bus Base located at 16281 Construction Circle West, Irvine, CA 92606. All prospective Offerors are encouraged to attend the pre-proposal conference and job walk.

Prospective Offerors not attending in-person may join or call-in using the following credentials:

- Click the link below to join the meeting online:
[Click here to join the meeting](#)
- OR Call-in Number: +1 916-550-9867
- Conference ID: 360 217 226#

A copy of the presentation slides and pre-proposal conference registration sheet(s) will be issued via addendum prior to the date of the pre-proposal conference. All prospective Offerors are encouraged to attend the pre-proposal conference.

The Authority has established December 3, 2026, as the date(s) to conduct interviews. All prospective Offerors will be asked to keep this date available.

Offerors are encouraged to subcontract with small businesses to the maximum extent possible.

All Offerors will be required to comply with all applicable equal opportunity laws and regulations.

The award of this contract is subject to receipt of state and/or local funds adequate to carry out the provisions of the proposed agreement including the identified Scope of Work.

B. PRE-PROPOSAL CONFERENCE

A pre-proposal conference will be held both on-site/in-person and via teleconference on Wednesday, October 7, 2026, at 10:00 am.

For prospective Offerors who wish to join on-site/in-person, the pre-proposal conference will be held at Authority's Administrative Office: 550 South Main Street Orange, CA 92868 Conference Room 08. Offerors are advised that a job walk will immediately follow the pre-proposal conference at Authority's Irvine Construction Circle Bus Base located at 16281 Construction Circle West, Irvine, CA 92606. All prospective Offerors are encouraged to attend the pre-proposal conference and job walk.

Prospective Offerors not attending in-person may join or call-in using the following credentials:

- Click the link below to join the meeting online:
[Click here to join the meeting](#)
- OR Call-in Number: +1 916-550-9867
- Conference ID: 360 217 226#

A copy of the presentation slides and pre-proposal conference registration sheet(s) will be issued via formal addendum prior to the date of the pre-proposal conference. All prospective Offerors are encouraged to attend the pre-proposal conference.

Bus Base Visit Protocol

OCTA has a core value of Safety for all employees, visitors, and the public for all transit related operations, therefore Bus Base Rules are established to prevent incidents and injury.

OCTA Maintenance bases require proper personal protective equipment (PPE) while at the bus base maintenance areas.

Basic PPE includes;

- A. ANSI Class 2 Reflective Vest
- B. Proper clothing foot ware (i.e., no open toe shoes, sandals, high heel shoes, etc.)
- C. Proper eye protection as required

All Contractors (proposed bidders, visitors, etc.) upon arrival shall report into the base Maintenance Shift Supervisor, with the appropriate OCTA employee escort.

Each person shall:

- A. Sign in
- B. Obtain a briefing of potential hazards and emergency procedures
- C. Cell Phones are only allowed inside a building

All job walk visitors shall stay within the group and be attentive to instructions for a safe visit.

Upon completion of the visit each person shall sign out with the Maintenance Shift Supervisor prior to leaving the property.

C. EXAMINATION OF PROPOSAL DOCUMENTS

By submitting a proposal, Offeror represents that it has thoroughly examined and become familiar with the work required under this RFP and that it is capable of performing quality work to achieve the Authority's objectives.

D. ADDENDA

The Authority reserves the right to revise the RFP documents. Any Authority changes to the requirements will be made by written addendum to this RFP. Any written addenda issued pertaining to this RFP shall be incorporated into the terms and conditions of any resulting Agreement. The Authority will not be bound to any modifications to or deviations from the requirements set forth in this RFP as the result of oral instructions. Offerors shall acknowledge receipt of addenda in their proposals. Failure to acknowledge receipt of Addenda may cause the proposal to be deemed non-responsive to this RFP and be rejected.

E. AUTHORITY CONTACT

All communication and/or contacts with Authority staff regarding this RFP are to be directed to the following Contract Administrator:

Michael Le
Principal Contract Administrator
(714) 560-5314
mle1@octa.net

Commencing on the date of the issuance of this RFP and continuing until award of the contract or cancellation of this RFP, no Offeror, subcontractor, lobbyist or agent hired by the Offeror shall have any contact or communications regarding this RFP with any Authority's staff; member of the evaluation committee for this RFP; or any contractor or consultant involved with the procurement, other than the Contract Administrator named above or unless expressly permitted by this RFP. Contact includes face-to-face, telephone, electronic mail (e-mail) or formal written communication. Any Offeror, subcontractor, lobbyist or agent hired by the Offeror that engages in such prohibited communications may result in disqualification of the Offeror at the sole discretion of the Authority.

F. CLARIFICATIONS

1. Examination of Documents

Should an Offeror require clarifications of this RFP, the Offeror shall submit such request for clarification or inquiry through the "Question and Answer" section of this RFP on the Authority's OpenGov Procurement portal prior to 5:00 pm on Thursday, October 8, 2026. Should it be found that the point in question is not clearly and fully set forth, the Authority

will issue a written addendum clarifying the matter which will be issued to this RFP on the Authority's OpenGov Procurement portal.

2. Submitting Requests

All questions, including questions that could not be specifically answered at the pre-proposal conference must be put in writing and received via the Authority's OpenGov Procurement portal before 5:00 pm, on Thursday, October 8, 2026.

3. Authority Responses

Responses from the Authority will be posted as a formal addendum on the OpenGov Procurement portal at <https://procurement.opengov.com/portal/octa/projects/286012>.

To receive email notification of Authority responses when they are posted on the OpenGov Procurement portal, firms and subconsultants must be registered on OpenGov and following this RFP on the Authority's portal.

G. SUBMISSION OF PROPOSALS

1. Date and Time

Proposals must be received electronically through the Authority's OpenGov Procurement portal before 2:00 pm on Thursday, November 5, 2026.

Proposals received after the above-specified date and time or submitted in any manner other than as specified above will be returned to Offerors unopened.

2. Acceptance of Proposals

- a. The Authority reserves the right to accept or reject any and all proposals, or any item or part thereof, or to waive any informalities or irregularities in proposals.
- b. The Authority reserves the right to withdraw or cancel this RFP at any time without prior notice and the Authority makes no representations that any contract will be awarded to any Offeror responding to this RFP.
- c. The Authority reserves the right to issue a new RFP for the project.
- d. The Authority reserves the right to postpone proposal openings for its own convenience.
- e. Each proposal will be received with the understanding that acceptance by the Authority of the proposal to provide the services described herein shall constitute a contract between the Offeror and Authority which shall bind the Offeror on its part to furnish and deliver at the prices given and in accordance with conditions of said accepted proposal and specifications.
- f. The Authority reserves the right to investigate the qualifications of any Offeror, and/or require additional evidence of qualifications to perform the work.

- g. Submitted proposals are not to be copyrighted.

H. PRE-CONTRACTUAL EXPENSES

The Authority shall not, in any event, be liable for any pre-contractual expenses incurred by Offeror in the preparation of its proposal. Offeror shall not include any such expenses as part of its proposal.

Pre-contractual expenses are defined as expenses incurred by Offeror in:

1. Preparing its proposal in response to this RFP;
2. Submitting that proposal to the Authority;
3. Negotiating with the Authority any matter related to this proposal; or
4. Any other expenses incurred by Offeror prior to date of award, if any, of the Agreement.

I. PRE-AWARD AUDIT

Prior to contract award, the selected contractor may be required to undergo an audit of its proposed costs and prices. The Authority's Internal Audit Department or designee will conduct the audit for the purposes of determining whether contractor's prices are fair and reasonable.

J. JOINT OFFERS

Where two or more firms desire to submit a single proposal in response to this RFP, they should do so on a prime-subcontractor basis rather than as a joint venture. The Authority intends to contract with a single firm and not with multiple firms doing business as a joint venture.

K. TAXES

Offerors' proposals are subject to State and Local sales taxes. However, the Authority is exempt from the payment of Federal Excise and Transportation Taxes. Offeror is responsible for payment of all taxes for any goods, services, processes and operations incidental to or involved in the contract.

L. PROTEST PROCEDURES

The Authority has on file a set of written protest procedures applicable to this solicitation that may be obtained by contacting the Contract Administrator responsible for this procurement. Any protests filed by an Offeror in connection with this RFP must be submitted in accordance with the Authority's written procedures.

M. CONTRACT TYPE

It is anticipated that the Agreement resulting from this solicitation, if awarded, will be structured as a fixed and per trip rate for each type of service described and included in this RFP as Exhibit

A, Scope of Work. The selected contractor would be paid a fixed and per trip rate for each type of service, less penalties for failure to meet performance objectives. The Agreement, if awarded, will have a four-year initial term, with two, two-year option terms.

N. CONFLICT OF INTEREST

All Offerors responding to this RFP must avoid organizational conflicts of interest which would restrict full and open competition in this procurement. An organizational conflict of interest means that due to other activities, relationships or contracts, an Offeror is unable, or potentially unable to render impartial assistance or advice to the Authority; an Offeror's objectivity in performing the work identified in the Scope of Work is or might be otherwise impaired; or an Offeror has an unfair competitive advantage. Conflict of Interest issues must be fully disclosed in the Offeror's proposal.

All Offerors must disclose in their proposal and immediately throughout the course of the evaluation process if they have hired or retained an advocate to lobby Authority staff or the Board of Directors on their behalf.

Offerors hired to perform services for the Authority are prohibited from concurrently acting as an advocate for another firm who is competing for a contract with the Authority, either as a prime or subcontractor.

O. INSURANCE

The Offeror's attention is directed to Article 10, "Insurance" in the Proposed Agreement in Exhibit C of this RFP, which specifies the minimum insurance requirements that must be met by the successful Offeror. Further, the Offeror's attention is directed to Article 20, "Performance Bond" in the Proposed Agreement in Exhibit C of this RFP, which specifies the bonding requirements that must be met by the successful Offeror. A sample performance bond is included under Exhibit E of this RFP.

Should the Offeror be unable to provide evidence of insurance or the required bond(s) within fourteen (14) days after notification of award by Authority, award may be made to the next qualified firm.

P. CALIFORNIA LABOR CODE - 10 PERCENT BIDDING PREFERENCE

It is the intent of the Authority to let a service contract out to bid. California Labor Code section 1072 establishes a ten percent (10%) bidding preference for contractors who agree to retain, for a period of at least 90 days, employees of the existing service contractor. Offerors' attention is called to Labor Code Sections 1070 through 1074, which are applicable to this RFP and any awarded contract.

The existing service contractor has provided to the Authority the number of employees who are performing services under the service contract and the wage rates, benefits, and job classifications of those employees. This information is made available in Exhibit I of this RFP.

If the service contract is awarded to a new contractor, the existing contractor will provide the names, addresses, dates of hire, wages, benefit levels, and job classifications of employees to the successor contractor.

Q. CODE OF CONDUCT

All Offerors agree to comply with the Authority's Code of Conduct as it relates to Third-Party contracts which is hereby referenced and by this reference is incorporated herein. All Offerors agree to include these requirements in all of its subcontracts.

R. DEBARMENT & SUSPENSION

CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS – PRIMARY PARTICIPANT AND LOWER-TIER PARTICIPANTS

Unless otherwise permitted by law, any person or firm that is debarred, suspended, or voluntarily excluded, as defined in the Federal Transit Administration (FTA) Circular 2015.1, dated April 28, 1989, may not take part in any federally funded transaction, either as a participant or a principal, during the period of debarment, suspension, or voluntary exclusion. Accordingly, the Authority may not enter into any transaction with such debarred, suspended, or voluntarily excluded persons or firms during such period.

A process has been established by 2 CFR Part 180, as adopted and supplemented by 2 CFR Part 1200, as a means to ensure that debarred, suspended, or voluntarily excluded persons or firms do not participate in Federally assisted projects. A person or firm that is unable to provide a positive certification as required by the solicitation must submit a complete explanation attached to the certification. FTA will consider the certification and any accompanying explanation in determining whether or not to provide assistance for the project. Failure to furnish a certification or an explanation may disqualify that person or firm from participating in the project.

S. DISADVANTAGED BUSINESS ENTERPRISE

Pursuant to the U.S. Department of Transportation Interim Final Rule (effective October 3, 2025), the Authority has not established a Disadvantaged Business Enterprise (DBE) participation goal for this solicitation or resulting contract, and Offerors are not required to commit to a DBE percentage as a condition of award. DBE participation will not be credited, whether as DBE-neutral or DBE-conscious, until firms have been re-evaluated and confirmed as compliant under the updated certification standards.

Offerors are to be fully informed of the DBE requirements and applicable Regulations. A copy of the Authority's DBE program for this project is included in this RFP.

T. OWNERSHIP OF RECORDS/PUBLIC RECORDS ACT

All proposals and documents submitted in response to this RFP shall become the property of the Authority and a matter of public record pursuant to the California Public Records Act, Government Code sections 7920.000 et seq. (the "Act"). Offerors should familiarize themselves with the

provisions of the Act requiring disclosure of public information. Offerors are discouraged from marking their proposal documents as "confidential" or "proprietary."

If a Proposal does include "confidential" or "proprietary" markings and the Authority receives a request pursuant to the Act, the Authority will endeavor (but cannot guarantee) to notify the Offeror of such a request. In order to protect any information submitted within a Proposal, the Offeror must pursue, at its sole cost and expense, any and all appropriate legal action necessary to maintain the confidentiality of such information. The Authority generally does not consider pricing information, subcontractor lists, or key personnel, including resumes, as being exempt from disclosure under the Act. In no event shall the Authority or any of its officers, directors, employees, agents, representatives, or consultants be liable to an Offeror for the disclosure of any materials or information submitted in response to the RFP or by failing to notify an Offeror of a request seeking its Proposal. The Authority reserves the right to make an independent decision to disclose records and material.

Notwithstanding the above, all information regarding proposal responses may be held as confidential until such time as the evaluation has been completed; an award has been made by the Board of Directors or Authority Staff, as appropriate; and the contract has been fully negotiated.

U. STATEMENT OF ECONOMIC INTERESTS

The awarded Offeror (including designated employees and subconsultants) may be required to file Statements of Economic Interests (Form 700) in accordance with the Political Reform Act (Government Code section 81000 et seq.). This applies to individuals who make, participate in making, or act in a staff capacity for making governmental decisions. The Authority determines which individuals are required to file a Form 700, and if such determination is made, the individuals must file Form 700s with the Authority's Clerk of the Board no later than 30 days after the execution of the Agreement, annually thereafter for the duration of the Agreement, and within 30 days of termination of the Agreement.

SECTION II. PROPOSAL CONTENT

A. PROPOSAL FORMAT AND CONTENT

Proposers shall comply with all OpenGov submission instructions. The submission response will be a combination of text responses entered directly into designated fields and uploaded attachments, as required. All required OpenGov fields must be completed. Supporting documents may be uploaded as PDFs; however, submitting a single comprehensive proposal PDF instead of completing the required fields is not allowed. Proposers shall not upload information that has already been provided in a previous section.

For uploaded PDF documents only:

PDF documents, including charts and schedules, must be prepared legibly, providing a straightforward, concise description of Offeror's capabilities to satisfy the requirements. Formatting guidelines (8½" x 11", 12-point font, double spaced, etc.) apply to all uploaded documents. Proposals should not include any unnecessarily elaborate or promotional materials.

1. Letter of Transmittal*

The Letter of Transmittal shall at a minimum, contain the following:

- a. Identification of Offeror that will have contractual responsibility with the Authority. Identification shall include legal name of company, corporate address, telephone and fax number, and email address. Include name, title, address, email address, and telephone number of the contact person identified during period of proposal evaluation.
- b. Identification of all proposed subcontractors including legal name of company, contact person's name and address, phone number and fax number, and email address; relationship between Offeror and subcontractors, if applicable.
- c. A statement to the effect that the proposal shall remain valid for a period of not less than 120 days from the date of submittal.
- d. Signature of a person authorized to bind Offeror to the terms of the proposal.
- e. Signed statement attesting that all information submitted with the proposal is true and correct.

*Response required

2. Qualifications, Related Experience and References to Offeror

This section of the proposal should establish the ability of Offeror to satisfactorily perform the required work by reasons of: experience in performing work of a similar nature; demonstrated competence in the services to be provided; strength and stability of the firm; staffing capability; work load; record of meeting schedules on similar projects; and supportive client references.

Offeror to provide:

Profile of Firm*

Provide a brief profile of the firm, including the types of services offered; the year founded; form of the organization (corporation, partnership, sole proprietorship); number, size and location of offices; and number of employees.

*Response required

Firm's Financial Condition*

Provide a general description of the firm's financial condition and identify any conditions (e.g., bankruptcy, pending litigation, planned office closures, impending merger) that may impede Offeror's ability to complete the project. Financial statements, a one-page summary from a CPA or any other documents shall be submitted that clearly identifies the financial status and condition of the Offeror's immediate business entity, as well as that of the overall company structure.

*Response required

Firm's Experience*

Describe the firm's experience in performing work of a similar nature to that solicited in this RFP that is currently being provided or within the past five (5) years and highlight the participation in such work by the key personnel proposed for assignment to this project. Include, at a minimum, name of contracting agency, type of service(s) provided, contract period scheduling system, annual number of trips performed, quantity, size and fuel usage of vehicles used, and the name and address and telephone number of a contact person.

*Response required

Subcontractors*

Identify subcontractors by company name, address, contact person, telephone number, email, and project function. Describe Offeror's experience working with each subcontractor.

*Response required

Lobbying or Advocating Services on Behalf of Offeror*

Identify all firms hired or retained to provide lobbying or advocating services on behalf of the Offeror by company name, address, contact person, telephone number and email address. This information is required to be provided by the Offeror immediately during the evaluation process, if a lobbyist or advocate is hired or retained.

*Response required

References*

Provide as a minimum five (5) references for the projects cited as related experience, and furnish the name, title, address, telephone number, and email address of the person(s) at the client organization who is most knowledgeable about the work performed. Offeror may also supply references from other work not cited in this section as related experience.

*Response required

Performance Measures Methods*

For projects of a similar nature described above, Offerors shall describe the methods used to meet performance measures, such as but not limited to on-time performance, excessively late trips, call center performance, missed trips, and ratio of service complaints to trips.

*Response required

Performance Measures

Identify if the firm met or did not meet the performance measures of its prior contracts noted above for experience in performing work of a similar nature to that solicited in this RFP. If performance measures were not met, describe what strategies were implemented to bring performance standards back into compliance.

Do you have a Dun & Bradstreet (DUNS) number? If so, enter it here.

Do you have an Unique Entity Identifier (UEI) number? If so, enter it here.

3. Proposed Staffing and Project Organization

This section of the proposal should establish the method, which will be used by the Offeror to manage the project as well as identify key personnel assigned.

Offeror to:

Identify Key Personnel*

Identify key personnel proposed to perform the work and include major areas of subcontract work. Include the person's name, current location, proposed position for this project, current assignment, level of commitment to that assignment, availability for this assignment and how long each person has been with the firm.

*Response required

Service Response Ability*

The ability of the Project Manager and key personnel to respond immediately to issues relating to the service herein is a requirement of this project. The Offeror shall demonstrate how this requirement will be fulfilled.

*Response required

Resumes of Key Personnel*

Furnish brief resumes (not more than two [2] pages each) for the proposed Project Manager and other key personnel that includes education, experience, and applicable professional credentials.

*Response required

Adequacy of Labor Resources*

Indicate adequacy of labor resources and a detailed staffing plan by function, utilizing a table projecting the labor-hour allocation to the project for each position category. Indicate the number of full-time and part-time employees for all operations (include number of hours for part-time employees), wages and compensation details to be included for operators, dispatch and reservation personnel.

*Response required

Project Organization Chart*

Provide a project organization chart, which clearly delineates communication/reporting relationships among the project staff.

*Response required

Key Personnel Availability*

Provide a statement that key personnel will be available to the extent proposed for the duration of the project acknowledging that no person designated as "key" to the project shall be removed or replaced without the prior written concurrence of the Authority.

*Response required

Staff Attraction and Retention*

Describe the process the firm will use to attract and retain quality staff, as well as how the firm will ensure adequate staffing in light of increased minimum wage laws or other factors that may impact staffing levels.

*Response required

Policies*

Offerors shall provide copies of all applicable written policies to be included as appendices to their proposal. At a minimum, these policies should include:

- Drug and Alcohol Policy
- Injury and Illness Prevention Policy
- Personnel Practices and Policies
- Maintenance Plan and Vehicle Maintenance Procedure
- Emergency Protocols/Business Resumption Plan

*Response required

Benefits*

Offeror shall submit a detailed explanation of health and welfare benefits package offered to its employees. This should include any medical and/or dental insurance plans, and any other special programs offered. Describe the employee health and welfare benefits and incentive plans available. Clearly indicate the employee's share of any costs connected to the benefit package.

*Response required

Employee Handbook*

Include a copy of the firm's employee handbook, as well as details of their Employee Recruitment, Retention and Compensation Programs.

*Response required

4. Work Plan

Offeror should provide a narrative, which addresses the Scope of Work, and shows Offeror's understanding of Authority's needs and requirements.

Offeror to:

Transition Plan*

Offerors shall submit a transition plan that demonstrates its capability to complete service start-up activities in time to commence service operations on July 1, 2027. The transition plan should demonstrate the firm's knowledge and experience with maintaining a smooth-running operation to ensure the transition results in minimum service disruption.

*Response required

Service Operations*

Offerors shall provide a comprehensive detailed service operations plan to include a discussion of the following:

- Personnel recruitment processes and procedures, including criteria for utilizing existing service employees and new employee hiring and retention)
- Day-to-day operating approaches, considerations and key issues
- Procedures for handling emergencies and unforeseen situations relative to transit operations (i.e. traffic congestion, accidents)

*Response required

Personnel Training and Testing*

Offerors shall provide copies of all training materials and a schedule to the Authority demonstrating how personnel including drivers, call center personnel, mechanics and other support personnel, as applicable, will be trained to proficiency as appropriate to their duties and tested prior to the start-up of service operations. In addition, describe how continuous training will be provided to drivers, call center personnel, mechanics and other support personnel, as well as how the training documentation will be maintained.

Include a description of proposed driver and dispatcher training program. Include subjects covered, training industry modules, and the number of hours or days in the classroom and on the road, as well as the procedure and form certifying an individual is ready to drive or dispatch in the service.

*Response required

Data Collection and Reporting*

Offerors should discuss their process for collecting and reporting operational and maintenance data, as well as demonstrate their understanding of various daily data collection activities and reporting requirements set forth in Exhibit A, Scope of Work.

*Response required

Quality and Budget Control Methods*

Identify methods that Offeror will use to ensure quality control as well as budget and schedule control for the project.

*Response required

Insurance*

Offerors shall submit a statement or provide proof that the required insurance coverage contained in the Proposed Agreement can be obtained by the firm. Should Offeror be unable to provide insurance or the required bond(s) within fourteen days after notification of award by Authority, award may be made to the next qualified Offeror.

*Response required

Scheduling Plan*

Offerors shall provide details of how the schedulers will work to optimize runs and/or service hours to meet OCTA's projected trips. Offerors should identify techniques that will be utilized to establish efficient daily schedules that minimize backtracking, deadhead, excessive mileage and assuring an on-time performance level that meets or exceeds OCTA standards while managing service levels to avoid capacity constraints.

*Response required

Safety Program*

Include a safety program that describes incident and accident procedures, monitoring, safety meetings, awards program, discipline steps, and how complaints will be handed with regard to investigation, discipline, and prevention. In addition, describe the safety program's process for meeting Safety Management System requirements.

*Response required

Vehicle and Facility Maintenance*

Describe the vehicle and facility maintenance program and how it will meet the requirements of OCTA as outlined in the Scope of Work, including preventative maintenance, repair procedures, cleanliness, accident repairs, etc.

*Response required

Special Issues or Problems*

Identify any special issues or problems that are likely to be encountered in this project and how the Offeror would propose to address them.

*Response required

Subcontractor Oversight Program*

Include an oversight program that addresses the process by which the services provided by a subcontractor(s), if any, meet the requirements described in the Scope of Work, Exhibit A.

*Response required

Enhancements or Procedural/Technical Innovations to Scope of Work*

Offeror is encouraged to propose enhancements or procedural or technical innovations to the Scope of Work that do not materially deviate from the objectives or required content of the project.

Do you have any such enhancements or innovations to propose?

- ☐ Yes
☐ No

*Response required

When equals "Yes"

Enhancements or Innovations*

You have indicated that you have enhancements or procedural or technical innovations to the Scope of Work to propose. As previously stated, such enhancements or innovations must not materially deviate from the objectives or required content of the project.

*Response required

5. Exceptions/Deviations

State any technical and/or contractual exceptions and/or deviations from the requirements of this RFP, including the Authority's technical requirements and contractual terms and conditions set forth in the Scope of Work (Attachment A) and Proposed Agreement (Attachment C), using the form entitled "Proposal Exceptions and/or Deviations" included in this RFP. This Proposal Exceptions and/or Deviations form must be included in the original proposal submitted by the Offeror. If no technical or contractual exceptions and/or deviations are submitted as part of the original proposal, Offerors are deemed to have accepted the Authority's technical requirements and contractual terms and conditions set forth in the Scope of Work (Attachment A) and Proposed Agreement (Attachment C). Offerors will not be allowed to submit the Proposal Exceptions and/or Deviations form or any technical and/or contractual exceptions after the proposal submittal date identified in the RFP. Exceptions and/or deviations submitted after the proposal submittal date will not be reviewed by Authority.

All exceptions and/or deviations will be reviewed by the Authority and will be assigned a "pass" or "fail" status. Exceptions and deviations that "pass" do not mean that the Authority has accepted the change but that it is a potential negotiable issue. Exceptions and deviations that receive a "fail" status means that the requested change is not something that the Authority would consider a potential negotiable issue. Offerors that receive a "fail" status on their exceptions and/or deviations will be notified by the Authority and will be allowed to retract the exception and/or deviation and continue in the evaluation process. Any exceptions and/or deviation that receive a "fail" status and the Offeror cannot or does not retract the requested change may result in the firm being eliminated from further evaluation.

Exceptions or Deviations*

Do you have any exceptions and/or deviations from the requirements of this RFP?

- ☐ Yes
☐ No

*Response required

When equals "Yes"

Exceptions or Deviations - Yes*

Offerors shall complete the form entitled "Proposal Exceptions and/or Deviations" provided in this RFP and submit it as part of the proposal. For each exception and/or deviation, a new

form should be used, identifying the exception and/or deviation and the rationale for requesting the change. Exceptions and/or deviations submitted after the proposal submittal date will not be reviewed nor considered by the Authority.

- [Proposal Exceptions and Dev...](#)

*Response required

6. Use of Existing Operators and Staff

Pursuant to California Labor Code section 1070 et seq., the Authority will grant an incentive of a ten percent (10%) bidding preference to an Offeror who agrees to retain, for a period of at least ninety (90) days, employees of the existing service contractor, if awarded a contract. An "employee" is defined as any person who works for the existing service contractor, but does not include an executive, administrative, or professional employee exempt from the payment of overtime compensation within the meaning of Labor Code Section 515(a) or any person who is not an employee as defined under Section 2(3) of the National Labor Relations Act (29 U.S.C. Sec. 152(3)).

An Offeror shall declare as part of its proposal whether it will retain the employees of the existing service contractor for a period of not less than ninety (90) days. Each Offer shall advise itself of the requirements set forth in California Labor Code section 1070 et seq., which are summarized, in part, below.

If the successful Offeror agrees to retain employees in accordance with California Labor Code section 1070 et seq., it must offer employment to those employees except for reasonable and substantiated cause, as specified. That cause is limited to the particular employee's performance or conduct while working under the prior contract or the employee's failure of any controlled substances and alcohol test, physical examination, criminal background check required by law as a condition of employment, or other standard hiring qualification lawfully required by successor Offeror.

If the successful Offeror determines that fewer employees are needed than under the existing service contract, qualified employees shall be retained by seniority within the job classification. In determining those qualified employees, the successful Offeror may require an employee to possess any license that is required by law to operate the equipment that the employee shall operate as an employee of the successful Offeror.

The existing service contractor will make available the number of employees who are performing services under the service contract and the wage rates, benefits, and job classifications of those employees to any entity that Authority identifies as a bona fide Offeror at least 30 days prior to the Proposal due date. This information is made available in Exhibit I of this RFP. Nothing in this section requires the successful Offeror to pay the same wages or offer the same benefits provided by the existing service contractor.

An employee who has not been offered employment or who has been discharged in violation of

this chapter, or his or her agent, may bring an action against the successful Offeror in any superior court having jurisdiction over the successful Offeror. Upon finding a violation, the court shall order reinstatement to employment with successful Offeror and award back pay, including the value of benefits, for each day of violation.

7. Cost and Price Proposal

As part of the cost and price proposal, the Offeror shall submit proposed pricing to provide the services described in the Scope of Work for this RFP.

Price Summary Sheet*

The Offeror shall complete the "Price Summary Sheet" form included with this RFP (Attachment B), and furnish any narrative required to explain the prices quoted in the schedules. It is anticipated that the Agreement resulting from this solicitation, if awarded, will be structured as a fixed and per trip rate for each type of service described and included in this RFP as Exhibit A, Scope of Work. The selected contractor would be paid a fixed and per trip rate for each type of service, less penalties for failure to meet performance objectives.

*Response required

8. Forms

Campaign Contribution Disclosure Form*

In conformance with the statutory requirements of the State of California Government Code Section 84308, part of the Political Reform Act and Title 2, California Code of Regulations 18438 through 18438.8, regarding campaign contributions to members of appointed Board of Directors, Offeror is required to complete and sign the Campaign Contribution Disclosure Form provided in this RFP and submit as part of the proposal.

This form must be completed regardless of whether a campaign contribution has been made or not and regardless of the amount of the contribution.

The prime contractor, subconsultants, lobbyists and agents are required to report all campaign contributions made from the proposal submittal date up to and until the Board of Directors makes a selection.

Offeror is required to submit only one copy of the completed form(s) as part of its proposal and it must be included in only the original proposal.

Offeror is required to report any campaign contributions made by the prime contractor, subconsultants, lobbyists and agents after the proposal submittal date, and up to the anticipated Board of Directors selection on March 22, 2027. The offeror shall use the campaign contribution form for any additional reporting. The forms must be submitted at least 15 calendar days prior to the Board Committee date on March 11, 2027 and sent via e-mail to the Contract Administrator.

- [Campaign Contribution Discl...](#)

*Response required

Status of Past and Present Contracts Form*

Offeror shall complete and sign the form entitled "Status of Past and Present Contracts" provided in this RFP and submit as part of its proposal. Offeror shall identify the status of past and present contracts where the firm has either provided services as a prime vendor or a subcontractor during the past five (5) years in which the contract has been the subject of or may be involved in litigation with the contracting authority. This includes, but is not limited to, claims, settlement agreements, arbitrations, administrative proceedings, and investigations arising out of the contract. Offeror shall have an ongoing obligation to update the Authority with any changes to the identified contracts and any new litigation, claims, settlement agreements, arbitrations, administrative proceedings, or investigations that arise subsequent to the submission of Offeror's proposal.

A separate form must be completed for each identified contract. Each form must be signed by the Offeror confirming that the information provided is true and accurate. Offeror is required to submit the completed form(s) as part of its proposal.

- [Status of Past and Present ...](#)

*Response required

Disadvantaged Business Enterprise Program and Forms*

In conformance with Title 49 CFR Part 26, "Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs," offerors must complete the following form:

- Bidders List
- [Disadvantaged Business Ente...](#)

*Response required

Certification of Restrictions on Lobbying*

This form requires the Offeror to certify compliance with the lobbying requirements of 31 U.S.C. Section 1352 and the applicable regulations under 49 CFR part 19 and 20. (Required if the bid is equal or greater than \$100,000). The offeror is required to submit the Certification of Restrictions on Lobbying Form" and "Disclosure of Lobbying Activities Form", in order for the offeror's proposal to be responsive and to be considered for evaluation.

- [Certification of Restrictio...](#)

*Response required

Disclosure of Lobbying Activities*

This form requires the Offeror to disclose lobbying activities pursuant to the requirements of 31 U.S.C. Section 1352. If Offeror does not have any reportable activities to disclose, they shall check the box entitled "No Reportable Activities" on the attached Standard Form-LLL "Disclosure of Lobbying Activities" and complete Section 16 of the form in order for the Offeror's proposal to be responsive and to be considered for evaluation. The certifying official shall sign and date the form, print his/her name, title and telephone number.

- [Disclosure of Lobbying Acti...](#)

*Response required

California Labor Code Section 1072 Declaration Form*

Offerors shall complete the form entitled "California Labor Code Section 1072 Declaration Form" provided in this RFP and submit it as part of the proposal to confirm whether Offeror will retain the employees of the prior contractor for a period of not less than 90 days, if awarded the contract, pursuant to California Labor Code section 1070 et seq.

- [Form - California Labor Cod...](#)

*Response required

Iran Contracting Act Certification*

Offerors shall complete the form entitled "Iran Contracting Act Certification" provided in this RFP and submit it as part of the proposal. This form requires the Offeror to certify that the Offeror is not engaged in specified investment activities in the energy sector of Iran, is exempted from the requirements, or the proposal is not subject to the Iran Contracting Act.

- [Form - Iran Contracting Act...](#)

*Response required

9. Submittal

Appendices*

Information considered by Offeror to be pertinent to this project and which has not been specifically solicited in any of the aforementioned sections may be placed in a separate appendix section. Offerors are cautioned, however, that this does not constitute an invitation to submit large amounts of extraneous materials. Appendices should be relevant and brief.

*Response required

Submittal Confirmation*

Proposer hereby certifies that all information provided within this proposal is accurate to the best of their knowledge. Proposer acknowledges that they have examined and carefully studied all RFP and Contract Documents and any Addenda and that they have provided any necessary proof of their authority to submit a proposal on behalf of the Company/Firm Name stated on the proposal thereby committing the Company/Firm to the information contained within.

☐ Please confirm

*Response required

SECTION III. EVALUATION AND AWARD

A. EVALUATION CRITERIA

The Authority will evaluate the offers received based on the following criteria:

No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	Qualifications of the Firm Technical experience in performing work of a closely similar nature; experience working with public agencies; strength and stability of the firm; strength, stability, experience and technical competence of subcontractors; assessment by client references; methods used to meet performance measures for work of a closely similar nature; strategies implemented to bring performance standards back into compliance.	Points Based	20 <i>(20% of Total)</i>
2.	Staffing and Project Organization Qualifications of project staff, particularly all key personnel; key personnel's level of involvement in performing related work cited in "Qualifications of the Firm" section; logic of project organization; adequacy of labor commitment; concurrence in the restrictions on changes in key personnel; ability of key personnel to respond immediately to issues relating to the service; process the firm will use to attract and retain quality staff; copies of all applicable written policies; explanation of health and welfare benefits package offered to employees; copy of employee handbook.	0-5 Points	30 <i>(30% of Total)</i>
3.	Work Plan Depth of Offeror's understanding of Authority's requirements and overall quality of work plan; logic, clarity and specificity of work plan; appropriateness of resource allocation; reasonableness of proposed schedule; utility of suggested technical or procedural innovations; transition plan; service operations plan; personnel training and testing materials; process for collecting and reporting operational and maintenance data; methods use to ensure quality, budget and schedule control; proof of insurance coverage; outline of personnel policies; scheduling plan; training plan; safety program; vehicle and facility maintenance program; subcontractor oversight program.	0-5 Points	25 <i>(25% of Total)</i>

4.	Cost and Price Reasonableness of rates and competitiveness with other offers received; adequacy of data in support of figures quoted.	0-5 Points	25 (25% of Total)
----	---	------------	----------------------

B. EVALUATION PROCEDURE

An evaluation committee will be appointed to review all proposals received for this RFP. The committee is comprised of Authority staff and may include outside personnel. The committee members will evaluate the written proposals using criteria identified in Section III A. A list of top ranked proposals, firms within a competitive range, will be developed based upon the totals of each committee members' score for each proposal.

During the evaluation period, the Authority may interview some or all of the proposing firms. The Authority has established December 3, 2026, as the date(s) to conduct interviews. All prospective Offerors are asked to keep this date available. No other interview dates will be provided, therefore, if an Offeror is unable to attend the interview on this date, its proposal may be eliminated from further discussion. The interview may consist of a short presentation by the Offeror after which the evaluation committee will ask questions related to the firm's proposal and qualifications.

At the conclusion of the proposal evaluations, the evaluation committee will score the proposals to develop a competitive range. Offerors remaining within the competitive range may be asked to submit a Best and Final Offer (BAFO). In the BAFO request, the firms may be asked to provide additional information, confirm or clarify issues and submit a final cost/price offer. A deadline for submission will be stipulated.

At the conclusion of the evaluation process, the evaluation committee will recommend to the Transit Committee, the Offeror with the highest final ranking or a short list of top ranked firms within the competitive range whose proposal(s) is most advantageous to the Authority. The Board Committee will review the evaluation committee's recommendation and forward its recommendation to the Board of Directors for final action.

C. AWARD

The Authority's Board of Directors will consider the selection of the firm(s) recommended by the Transit Committee.

The Authority may also negotiate contract terms with the selected Offeror prior to award, and expressly reserves the right to negotiate with several Offerors simultaneously and, thereafter, to award a contract to the Offeror offering the most favorable terms to the Authority.

Offeror acknowledges that the Authority's Board of Directors reserves the right to award this contract in its sole and absolute discretion to any Offeror to this RFP regardless of the evaluation committee's recommendation or recommendation of a Board Committee.

The Authority reserves the right to award its total requirements to one Offeror or to apportion those requirements among several Offerors as the Authority may deem to be in its best interest. In

addition, negotiations may or may not be conducted with Offerors; therefore, the proposal submitted should contain Offeror's most favorable terms and conditions, since the selection and award may be made without discussion with any Offeror.

The selected Offeror will be required to submit to the Authority's Accounting department a current IRS W-9 form prior to commencing work.

D. NOTIFICATION OF AWARD AND DEBRIEFING

Offerors who submit a proposal in response to this RFP shall be notified via the Authority's OpenGov Procurement portal. Such notification shall be made within three (3) business days of the date the contract is awarded.

Offerors who were not awarded the contract may obtain a debriefing concerning the strengths and weaknesses of their proposal. Unsuccessful Offerors, who wish to be debriefed, must request the debriefing in writing or electronic mail and the Authority must receive it within three (3) business days of notification of the contract award.