

RESPONSES TO RFP QUESTIONS FOR RFP#2025-09

SECTION 2 – BACKGROUND (PAGE 3): ADA ELIGIBILITY PROGRAM FISCAL YEAR COMPARISON: TOTAL APPLICANTS PROCESSED.

Question 1:

In the graphs provided, it appears that the total of applicants processed has decreased significantly between fiscal years 2018/19 through 2025/26. With the 2025-2026 fiscal year having 4 months remaining, it appears at the end of this fiscal year, there may be another decrease in total Applicants processed.

Please clarify: Is there any clear explanation of what is causing this drop in processed Applications? Does STA believe that the numbers will continue to decrease in upcoming years?

STA recognizes that the number of applicants processed has decreased over the fiscal years shown. This change is not believed to represent a decline in need for ADA paratransit services but rather reflects how the program has evolved.

A few factors help explain the trend:

- **Program Stabilization - In earlier years of the countywide eligibility program, there was a higher volume of initial applications as the in-person assessment process was being established. Over time, application levels naturally stabilized.**

- **Improved Certification Practices - As evaluation procedures and functional assessments have become more consistent, applicants are being placed into appropriate eligibility categories (i.e.: Auto-Renewal) with greater accuracy. This reduces unnecessary short-term certifications and repeat applications.**

- **Recertification Cycles - Applicant totals can vary from year to year depending on when recertifications occur. These cycles can create temporary increases or decreases that are not indicative of long-term demand changes.**

- **Normal Year-to-Year Variation - STA expects applicant volumes to fluctuate within a normal range influenced by demographics, program participation, and referral patterns.**

Overall, STA does not view the recent reductions as a loss of program relevance or need.

Question 2:

There are 179 Denials listed in FY 25-26 and the total listed at the bottom of that column appears to be incorrect.

Please confirm: Is the number of denials correct and if so, is there an explanation for the steep rise in denials in this particular FY?

Thank you for identifying the inconsistency in the ADA Eligibility Program Fiscal Year Comparison table.

During preparation of the RFP materials, a formatting error occurred in the graphical summary table for FY 25-26. Specifically, values were inadvertently shifted between categories when the chart layout was modified. This caused the “Denied” row in the visual comparison table to display 179, which is incorrect.

The correct FY 25-26 figures are reflected in the source data table below:

- Unrestricted: 224
- Conditional: 36
- Trip-by-trip: 0
- Temporary: 3
- Denied: 9
- Total Applicants Processed: 272
- The number of denials for FY 25-26 is 9, not 179.

The error did not originate from program activity, policy changes, or an increase in denials, but rather from a simple row-alignment issue in the chart. No underlying eligibility determinations or program outcomes were affected.

STA has verified the historical dataset and confirms that denial rates remain consistent with prior fiscal years. See table below.

ADA Eligibility Program FY25-26 Comparison								
	FY18-19	FY19-20	FY20-21	FY21-22	FY22-23	FY23-24	FY 24-25	FY 25-26**
Unrestricted	877	590	516	619	576	389	354	224
Conditional	76	53	47	35	56	45	74	36
Trip-by-trip	2	11	6	1	4	0	0	0
Temporary	56	19	13	19	31	12	12	3

Denied	13	6	7	0	1	37	14	9
Totals	1024	679	589	674	668	483	454	272

SECTION 2 – BACKGROUND (Page 4):

First paragraph below the Table ‘Missed Appointment Breakdown’. Sentence referring to assessments held in Multiple cities. “Site Arrangements and costs are covered by STA”

Question 1: Please clarify that the in-person interview sites are chosen/arranged by STA, not the Contractor. And, if there are costs involved in the sites chosen, STA is responsible for all costs incurred (rent, etc.)

STA will identify and secure interview locations in coordination with participating jurisdictions. The contractor will not be responsible for procuring sites.

Any facility-related costs associated with approved interview locations (rent, utilities, etc.) will be covered by STA. The contractor is responsible only for staffing and equipment necessary to conduct assessments at those locations.

Question 2:

“The contractor provides all necessary staff to take calls, mail brochures and information, set up reminder calls, conduct in-person eligibility assessments, send out eligibility determination notices, etc.”

Please clarify:

- **Current Staffing numbers and specific positions (org chart)**

STA does not prescribe a required organizational structure or staffing model for proposers. Proposers are responsible for identifying a staffing approach that adequately supports all services described in the RFP.

- **Current salaries of all ADA staff**

A table of the current ADA staff salaries is at the end of this document

- **Number of current staff who are bilingual (and in what languages)**

STA staff is unaware if current contractor has bilingual staff. The contractor is responsible for ensuring appropriate language access for applicants when needed. This may be accomplished through bilingual staff or other translation resources. The primary languages typically encountered in Solano County are Spanish and Tagalog.

- **Are there incumbent staff available? If so, in which positions?**

STA does not guarantee the availability of incumbent staff. Proposers should assume they are proposing a fully contractor-staffed model.

- **Any office space available at interview sites?**

Interview and assessment space is available at the designated evaluation locations for purposes of conducting scheduled interviews and assessments.

- **Any office space available for support staff and if so, is there a cost involved?**

STA does not provide dedicated office space for contractor support staff. No facility usage costs apply to approved evaluation sites during scheduled assessment periods.

- **Are all staff currently working remotely and if not, where do they work from?**

STA staff operate under a hybrid work schedule. Staff is unaware of the current contractor's work model, but believe they have dedicated office space. However, the eligibility interview and assessment process is conducted in person.

- **Can support staff be located in another city/county?**

Yes. Contractor administrative and support staff may be located remotely or outside Solano County, provided all performance, coordination, and responsiveness requirements are met.

SECTION 3 – FINAL PRODUCT (Page 4):

“The contractor will develop, implement, and operate a Countywide In-Person ADA Eligibility Assessment and Certification program for Solano County for three years with two option years starting July 2023 through June 2026. Option years starting July 2026 through June 2027.”

Question: Please confirm the contract and option years for this RFP. It appears the dates for the contract years/option years are incorrectly listed.

Thank you for noting the date inconsistency.

The contract term referenced in Section 3 reflects a typographical error. The anticipated performance period for this solicitation is July 1, 2026 through June 30, 2029, with option year(s) as identified in the final agreement.

The dates will be corrected in the final RFP documents.

SECTION 4: DISADVANTAGED VETERAN BUSINESS ENTERPRISE (DVBE) GOAL (Page 5):

Question: Please confirm: Is there any flexibility with having DBE, WBE, or SBE participation instead of DVBE participation?

STA has not established a DBE, WBE, or SBE participation goal for this RFP, and those certifications cannot replace DVBE participation.

If a certified DVBE firm cannot be identified, the proposer may submit documentation describing their good faith efforts to locate DVBE participation, consistent with the requirements of the RFP.

Question: Please confirm: If the Contractor utilizes a non-local DVBE, is there any application that DVBE has to submit in order to be considered?

Consistent with the RFP language, and due to the use of TDA funds, the participation goal applies specifically to DVBE-certified firms. Other certifications cannot be substituted for DVBE participation.

Proposers are encouraged to review and comply with the DVBE provisions outlined in the solicitation.

Any firm with a valid State of California DVBE certification is eligible. No separate STA approval process is required.

SECTION 5: LOCAL PREFERENCE POLICY (PAGE 5):

The hyperlink provided at the end of the section includes a table of local firms but not the Local Preference Policy.

Question: Please provide a link to the Local Preference Policy.

<https://sta.ca.gov/wp-content/uploads/STA/Jobs%20and%20RFPs/Local%20Preference%20Policy/STA%20local%20preference%20policy%20rev%2010-12-11.pdf>

SECTION 6: SCOPE OF SERVICE TASKS (page 7):

TASK 2.2: *Inform STA of any outreach opportunities to create awareness about this and other relevant mobility programs.”*

Question: Please clarify if the contractor is responsible for generating outreach opportunities and attending outreach events?

The contractor is not responsible for creating standalone outreach efforts.

From time to time, outreach or awareness opportunities may arise as part of normal program activities. In those instances, the contractor will make STA aware for purposes of STA’s participation.

TASK 3: Schedule and arrange for In-Person Interviews and Assessments in each City throughout Solano County using a “Circuit Rider” Approach (page 7):

Task 3.1: “Contractor will work with STA to determine available locations in each of the jurisdictions...”

Question: Please confirm: Section 2, Page 4 indicated that site arrangements are covered by STA- can you please clarify if during the new contract period, STA will be utilizing current interview sites or if the contractor will have to locate new sites.

STA intends to continue utilizing the existing interview and assessment locations throughout Solano County. Site arrangements remain the responsibility of STA. Locations may be adjusted during the contract period based on facility availability or operational needs.

Question: Please confirm: What are the existing interview sites in each city and will any or all of these be changing.

Existing interview locations are Vacaville City Hall, Benicia Senior Center, Dixon Senior Center, FAST Transportation Offices, STA Conference Room and Florence Douglas Senior Center. These will be coordinated with the selected contractor. While STA anticipates maintaining general continuity, specific sites are not guaranteed for the duration of the agreement. A sample calendar is attached for your reference.

Sunday	Monday	Tuesday	Wednesday	Thursday	
3	4 FAST (Fairfield) 10:00 AM – 4:00 PM	5 FAST (Fairfield) 10:00 AM – 4:00 PM	6 STA 9:00 AM – 2:00 PM	7 Florence Douglas 9:30 AM – 1:00 PM	
10	11 FAST (Fairfield) 10:00 AM – 4:00 PM	12 Vacaville 9:00 AM – 3:00 PM	13 STA 9:00 AM – 2:00 PM	14 Florence Douglas 9:30 AM – 1:00 PM	

17	18	19 Vacaville 9:00 AM – 3:00 PM	20 STA 9:00 AM – 2:00 PM	21 Florence Douglas 9:30 AM – 1:00 PM	
24	25 Memorial Day	26 Vacaville 9:00 AM – 3:00 PM	27 STA 9:00 AM – 2:00 PM	28 Florence Douglas 9:30 AM – 1:00 PM	Be 9:00
31					

Question: Please confirm the volume of interviews at each site and how many(which) days per month are scheduled at each site.

Volumes fluctuate at each location on a weekly/monthly basis. Please refer to the Eligibility by Jurisdiction chart for the annual volume:

Eligibility By Jurisdiction							
	Dixon	FAS T	Rio Vista	SolTran s	Suisun City	Vacaville	Totals
Unconditional	10	51	2	100	9	52	224
Conditional	1	12	0	14	3	6	36
Temporarily Eligible	1	0	0	0	1	1	3
Not Eligible	0	3	0	3	1	2	9
Totals	12	66	2	117	14	61	272

Question: Please confirm: What is the current wait time for interviews, if any, at each site?

Wait times for interviews may also vary depending on demand and scheduling considerations. STA’s objective is to maintain reasonable access and timely processing consistent with program requirements.

Task 3.3: Work with Applicants and transit operators to coordinate transportation to and from the in-person interview site if needed.

Question: Please clarify: Is the contractor responsible for scheduling the paratransit rides for applicants should they indicate they need the ride to and from the ADA interview?

Yes, the contractor is required to coordinate with transit operators and ensure that applicants requiring complimentary rides/pick up are provided such.

TASK 4: CONDUCT IN-PERSON INTERVIEWS AND FUNCTIONAL ASSESSMENTS FOR APPLICANTS TO DETERMINE ADA PARATRANSIT ELIGIBILITY (PAGE 8).

Task 4.1: “Propose what situations or conditions, if any, warrant an alternative eligibility process....”

Question: Please confirm that STA is interested in an alternative eligibility process only for Functional Assessments.

STA is open to recommendations regarding alternative approaches specifically related to functional assessments, provided all ADA compliance requirements are maintained.

Question: Please clarify if STA would also be interested in alternative processes for determining if an in-person interview is required, even for new certifications?

STA is not currently seeking alternatives to the requirement for in-person interviews for new applicants or certifications.

Task 4.3: “Select Functional Assessments to determine the applicant’s physical and/or cognitive abilities to access and use transit.”

Question: Please confirm what Assessments are currently being utilized and if/why they are being changed.

The TSA and Tinetti are currently being utilized by contractor. Contractors may propose industry-accepted functional assessment methodologies consistent with ADA eligibility guidance.

Question: Please clarify if all current interview sites have the same features in order to be able to offer the same Assessments at each interview site.

Assessment site characteristics may vary by location. Contractors should propose evaluation approaches that are adaptable to differing site conditions.

Task 4.5: “Incorporate the use of a Medical Verification process...”

Question: Please clarify: In Task 4.5, it mentions “completing follow-up with a treating professional”. However, on page 7 under Task 3.4, it states that “applicants will be required to submit the application form and the professional verification form prior to the scheduling of the in-person assessment.” If applicants are providing Professional Verification prior to the interview, is a follow-up call to the treating professional still required after the interview?

Thank you for noting this item. The term “Professional Verification Form” was not the correct description. The form is a Release of Information authorization, intended to allow the contractor to follow up with the applicant’s physician or treating professional if clarification is needed.

Providing the form does not mean follow-up is required in all cases. Communication with the treating professional occurs only when necessary.

Task 4: Item#6: (from the Box at top of page 9 titled ‘Task 4 Deliverable’)

Question: Please clarify if the contractor is responsible for providing the ID printing machine and supplies to print ID cards.

Yes, the contractor is responsible for issuance of the ID cards when providing the determination of eligibility letters.

Task 8: Accommodate Applicants in languages other than English, including Sign Language, during In-person Interviews and Assessments upon request (page 11).

Question: Please clarify which languages are most frequently requested and in what volumes, including frequency of Sign Language.

Spanish is the most frequently requested. Volumes are unknown, however, the number of calls received by the Call Center requiring translation services is approximately 4 per month. To STA’s knowledge, there have been no requests for Sign Language.

SECTION 7: RFP SUBMITTAL REQUIREMENTS Item#12 (page15):

“STA is requesting a per-evaluation pricing contract”

Question: Would STA be willing to review other alternative pricing models?

Yes, STA would be willing to review other alternative pricing models.

CONSULTANT SERVICES AGREEMENT:ARTICLE III: CONSULTANT’S REPORTS OR MEETINGS: Item B (page 2 of 24).

“CONSULTANT’S Project Manager shall meet with STA’s Project Manager...”

Question: Please clarify if all meetings are in person, virtually or a combination of both.

An in-person kick-off meeting is preferred, however, virtual or combination meetings are acceptable.

CONSULTANT SERVICES AGREEMENT: Article XXVI: INSURANCE AND INDEMNIFICATION; Item A: Minimum Limits of Insurance: #2 (page 15 of 24)

#2: Automobile Liability: \$2,000,000 per accident for bodily injury and property damage, combined single limit.

Question: Please confirm: is there any flexibility in carrying less than the requirement of \$2,000,000 per accident?

This can be negotiated during contract terms.

GENERAL QUESTIONS:

Question 1: Is STA providing an allowance for Start-up costs for the selected Contractor?

Start-up costs should be factored into proposal.

On your website it describes the eligibility process as a two-step process as filling out the application and then calling to schedule a phone interview (it does not state this is for Recertifications only). In the RFP, it states that Applicants will be required to submit the application form and professional verification form prior to scheduling their in-person interview/assessment.

Question 2: Please confirm if STA is currently utilizing a hybrid process with the option of phone vs. in-person interview.

Potential applicants are required to fill out an application available online on our website. Paper copies can be provided to those without internet. Once STA staff receives the application, it is forwarded to the contractor for review for completeness, who then calls the applicant to schedule the in-person interview.

SECTION 2 BACKGROUND – QUESTION 2 (continued):

ADA Staff and Salary Costs

Labor Cost

Employee	Hours	Wage Rate	Labor Cost
Mobility Coordinator	104	\$29.83	\$3,102.32
Mobility Coordinator	104	\$20.22	\$2,102.88
Admin Assistant	87	\$22.40	\$1,941.33
Manager	35	\$52.94	\$1,835.25
Total	329		\$8,981.79

Indirect Cost

Item	50% Fringe	5% Overhead	5% Gen & Admin	Indirect Cost
Mobility Coordinator	\$1,551.16	\$155.12	\$155.12	\$1,861.39
Mobility Coordinator	\$1,051.44	\$105.14	\$105.14	\$1,261.73
Admin Assistant	\$970.67	\$97.07	\$97.07	\$1,164.80
Manager	\$917.63	\$91.76	\$91.76	\$1,101.15
Total	\$4,490.89	\$449.09	\$449.09	\$5,389.07

Other Direct Costs

Item	Units	Unit Cost	Total
Interpretation	1	\$88.42	\$88.42
Cell Phone Service	2	\$38.17	\$76.34
iPad Service	2	\$38.17	\$76.34
Vehicle Maintenance	2	\$859.17	\$1,718.34
Vehicle Fuel	2	\$261.75	\$523.50
Total			\$2482.94