

Travel Training RFP 2026 06

Questions and Draft Answers

Training history and duration

1. How many multi-day trainings have occurred historically per year or month?

Answer: On average about 12 per year. Multi-day training consists of individuals who need additional training and to re-run the schedule and concept of using transit.

2. What was the breakdown of each travel training type (single day, multi-day) (Orientation, Intensive) per year or per month?

Answer: STA does not track the length of time taken for each training. Group or individual trainings are based on the trainees abilities (for individuals) or the location of the field trip (for Group). Group training should not exceed more than 6 hours in a day.

3. Do you expect to see similar training volumes, lengths, and type-proportions moving forward?

Answer: Yes

4. Please provide the average number of training days for multi-day trainings over the last three years.

Answer: 2 per month

5. Please confirm if there is a maximum number of days a trainer can train a trainee or is it based on need.

Answer: Duration depends on individual needs and may range from several hours to several days. The expectation is that someone must feel comfortable enough to ride the route/transportation alone.

Disability accommodations and languages

6. Please explain if the travel training program includes training individuals who are legally blind or blind. If so, is there an Orientation and Mobility Specialist made available to assist?

Answer: The RFP includes people with visual challenges. There are no requirements for an O&M Specialist to provide training to these individuals.

7. Please explain if individuals who are deaf request travel training, is the contractor responsible for providing an interpreter?

Answer: No

8. Please confirm if the travel training program is only offered in English.

Answer: English and Spanish

9. Will you expect the program to be offered in other languages besides English?

Answer: Yes

10. If so, what other language would you want the program to be offered?

Answer: Spanish

11. If there are other languages that are included, is the contractor responsible for providing interpretation services and translation services for offering written materials, presentations (PPT) and other required materials?

Answer: Solano Transportation Authority will provide materials in English and Spanish. If other languages are required, we will do our best to accommodate the request. It would be preferable if the contractor would be able to provide assistance for Spanish speakers.

12. If trainings have been completed in other languages, please provide the number of trainings including what language they were conducted in.

Answer: Spanish and 6-10 individual trainings per year

Transit passes

13. Please confirm that passes are available if trainings occur across county lines on field trips or other trainings.

Answer: A universal badge is accepted by all transit operators in Solano County. STA identifies when field-trip passes are needed and makes them available for pickup.

14. Is there a limit to how many passes can be provided in a year?

Answer: No

DVBE requirements

15. Please clarify if the DVBE listed in the RFP must be a local firm or registered as a DVBE in Solano County.

Answer: No. The RFP does not require the DVBE firm to be located in or registered specifically in Solano County. Local participation is encouraged but is not required.

16. Please also confirm whether STA has a required DVBE form or template that proposers must submit. If so, please provide.

Answer: No specific DVBE form or template is included in the RFP. Proposers should provide documentation demonstrating compliance with the 3% DVBE participation goal or their good faith efforts, as described in Section 4. Good-faith-effort guidelines are available from STA.

Staffing and work schedules

17. Please clarify whether the estimated 40-60 hours per week represents the combined total hours if there is more than one trainer, or whether STA anticipates one trainer working within this range.

Answer: The weekly estimate can be both combined staffing and or one trainer. The need for training fluctuates depending on demand by the public.

18. Would this be considered OT each week or does it include weekend or evening work such as outreach events or trainings on the weekend?

Answer: Nontraditional hours are anticipated based on trainee needs. This does not include overtime and may include weekends per trainees needs.

19. Are trainers required to work weekends and overtime on a consistent basis?

Answer: No recurring weekend or overtime schedule is specified.

20. Please provide the number of staff that are currently on this project, their roles and their FTE status.

Answer: One FTE providing oversight and management.

Billable hours outreach and referrals

21. Please clarify whether STA is guaranteeing a minimum number of billable hours per week, or whether the Contractor will only be compensated for actual STA-approved hours worked regardless of the requirement to maintain availability for at least 30 hours per week.

Answer: No minimum payment guarantee is stated. During slower periods, the contractor must remain available for at least 30 hours weekly but may invoice only for time spent performing STA-approved work.

22. To maintain full-time status for staff, will STA consider allowing selected Contractor to develop and/or introduce additional proven methods of travel training that may currently not be part of the program.

Answer: Proposers may describe their approach, and the scope includes instructional materials and video instruction where appropriate. Approval of additional methods to maintain staffing hours is not promised.

23. Please provide the number of outreach events per month/year in the last 3 years.

Answer: 225 outreach events occurred over the last 3 years. Approximately, one event per month on average.

24. Please clarify whether STA/Solano Mobility will serve as the primary source of participant referrals for individualized travel training, or whether the Contractor will be expected to independently generate a significant portion of referrals through outreach activities.

Answer: STA will make every effort to share referrals and outreach opportunities. The contractor must also actively pursue outreach and referral-generating activities.

25. Please clarify how many referrals have been generated by STA/Solano Mobility per year over the last three years.

Answer: 127

26. Please confirm if the ADA Eligibility Center generates any referrals into the travel training program and if so, how many per month.

Answer: Yes, but most referees do not follow through on training requests. There were 25 for the past 2 years.

27. Please provide the volume of individual travel-training referrals overall into the program in the last three years?

Answer: 55

28. Please provide the volume of individual travel trainings successfully completed per year in the last three years.

Answer: 36

Forms and recordkeeping

29. Will STA provide all required forms and reporting forms for the Contractor's use, or will the Contractor be responsible for developing these documents for STA review and approval?

Answer: STA will provide some required forms. STA will be open to contractor input and developed forms.

30. Will STA provide a database or case-management system for maintaining all client records, including the creation and storing of reports and other required documentation, or will the Contractor be responsible for developing and maintaining its own recordkeeping system?

Answer: No

Classroom training

31. Does STA anticipate a minimum or approximate number of classroom training sessions per month or year, or will these sessions be conducted solely as requested by STA or community partners?

Answer: Classroom training is required when requested. No minimum or estimated number is stated.

32. For classroom trainings, is there a limit to the number of attendees at one time.

Answer: No

Continued training

33. Please clarify what is meant by 'offer continued travel training'. Does this mean the training would be continued, rather than starting a second training? It seems that if an evaluation is occurring, the training and documentation is already completed.

Answer: Task 4.1 permits training to continue after evaluation, when necessary, with changes to goals and the plan.

34. Please clarify what would necessitate 'continued or additional travel training' as we expect not to end travel training until the trainer observes that training goals have been achieved.

Answer: Questions or topics that needed to be discussed or unanswered. Most classroom training courses are within a school setting, and we are limited to teachers scheduled time. Whether there are students who were absent or not scheduled on the day of training you may be asked to do a second visit.

35. If multiple trainings are allowed, how many times can a trainee be trained?

Answer: As many as are needed until they feel comfortable using the public transit system alone. On avg., no more than 3 have been needed by an individual.

36. Is there a specific list of acceptable reasons why trainees can have multiple trainings (not multiple days).

Answer: Someone with cognitive disorders or visual impairments who need more practice.

Evaluation and grievances

37. Please explain what the process of “coordination with Solano Mobility Staff to assess program quality, consistency, and outcomes” would look like? Is it a meeting between the Mobility Staff and Training Staff? In person, virtual or a combination of both?

Answer: Coordination may include meetings and ongoing communication between Solano Mobility staff and the Contractor’s training staff, as needed. Meetings may be in person, virtual, or a combination, depending on the purpose and scheduling needs. Evaluation may also include documentation review, participant feedback, and follow-up communications.

38. Is an evaluation required after every completed training?

Answer: Trainee evaluation is a required task, and trainees must receive a comment card at service completion.

39. Please clarify what the ‘grievance process’ consists of and who is involved (Item a)

Answer: The contractor must offer a grievance process and maintain a complaint log documenting resolution. Comment cards are returned directly to STA.

40. Please clarify whether the required post-training follow-up is expected to occur once during the 3-to-6-month period or at multiple intervals, and whether unsuccessful attempts to contact a former trainee will satisfy the follow-up requirement when documented.

Answer: Follow-up is required once after the 3–6 months training. Yes, unsuccessful attempts count.

Outreach expectations

The RFP states “Attendance Expectation: At least two events per month for every 20 hours employed; four events per month for every 40 hours employed.”

41. Please clarify what this means. Are these the required number of events per month based on how many hours a trainer works per week or per month or total authorized staffing/FTE level, or another measurement?

Answer: Total FTE. The RFP states at least two events monthly for every 20 hours employed and four for every 40 hours employed. It does not expressly define whether hours are weekly or whether the measure applies per trainer or to total staffing.

42. If STA authorizes staffing above 40 hours per week, does the outreach requirement increase proportionally beyond four events per month?

Answer: No

43. Please define “event”.

Answer: Examples include presentations, tabling, community events, senior roundtables, IHSS provider meetings, residential-community presentations, and engagements with nonprofit agencies. All proposed outreach requires prior STA approval.

Materials and field trips

44. Please confirm that STA will be responsible for the design and the cost of printing flyers for field trip and for the cost and time needed to place ads.

Answer: Yes

45. Will STA also be responsible for printing all other Travel Training materials that are needed to support the project, or will that be the responsibility of the Contractor.

Answer: STA supplies outreach promotional and some travel training materials. The contractor can develop instructional materials and presentations and would be responsible for printing and distributing once approved by STA.

46. Can the Contractor conduct more than two field trips per month if there is a demand for it?

Answer: Yes

47. If the Contractor provides more than 40 hours of service per week, please clarify whether the field-trip requirement increases proportionally beyond two field trips per month.

Answer: No. The field-trip requirement does not increase proportionally beyond two field trips per month. STA anticipates approximately 40 hours of service per week. Any hours above 40 must receive prior approval from STA.

48. Please clarify whether STA will provide all transit fares/passes required for Contractor staff and participants during approved field trips involving local buses, Solano Express, Capitol Corridor, and San Francisco Bay Ferry, or whether any transportation costs should be included in the Contractor's cost proposal.

Answer: The universal pass covers Solano County transit operators, and STA supplies certain field-trip passes, but every potential fare expense is not allocated.

49. Please clarify if STA would be able and willing to provide dedicated off-service vehicles and operators for Field Trips.

Answer: Yes, we can provide options for Uber/Lyft when an emergency presents itself during a training. We do not provide dedicated off service vehicles.

50. Please clarify the geographic limits for field trips and for individualized trainings outside Solano County. For example, may training include complete trips into neighboring counties when that represents the participant's actual destination or travel need?

Answer: Yes. Field trips and individualized training may include complete trips into neighboring counties when they reflect the participant's destination or travel need. Public transit service must be available for the planned trip, including any necessary transfers and return travel.

Cost proposal

51. Please clarify whether Travel Trainer travel time between approved assignments, participant meeting locations, outreach events, and field-trip locations is billable. Additionally, should mileage and other travel expenses be built into the proposed hourly rate, or should they be identified separately in the Cost Proposal.

Answer: Travel time between STA-approved assignments, participant meeting locations, outreach events, and field-trip locations is billable when directly related to STA-approved work. Mileage and other travel expenses must be included in the proposed hourly rate and will not be reimbursed separately.

52. Is there a cost proposal template that should be submitted. If so, can you please provide a copy.

Answer: STA is not providing a cost proposal template. The reference to a sample template in Section 9 was included in error and should be disregarded. Proposers may use their own format and must include the cost information requested in the RFP. The cost proposal must be submitted separately from the technical proposal.

Contract term

53. Please confirm that the anticipated initial contract term is two years and clarify whether STA anticipates any renewal or extension options beyond the initial term.

Answer: The anticipated initial contract term is two years. No specific renewal or extension options are established in this RFP. Any extension would be subject to mutual written agreement and available funding.

Contract budget

54. Please confirm whether the estimated \$100,000 per year is intended to cover all Contractor labor, management/administration, travel, materials, insurance, outreach, field trips, and other costs necessary to perform the Scope of Work.

Answer: Yes.

55. Is there any flexibility in the estimated \$100,00 budget per year.

Answer: The published estimate states not to exceed \$100,000 per year.

56. In Section 6, the RFP states that STA estimates travel trainers to work between 40 – 60 hours per week. That's a 50% variable range whose proportional equivalence to the total estimated cost should be \$100,000 - \$150,000 per year. Will the yearly equivalence of this range of expected weekly work be considered?

Answer: No proportional budget increase is provided for additional hours; the published estimate remains \$100,000 annually.

Actual Cost reimbursement

57. Please clarify what STA means by "Actual Cost" for this procurement. Specifically, will Contractor labor be reimbursed based on the hourly rates proposed in the Cost Proposal, or will invoices require documentation of underlying actual payroll and indirect costs?

Answer: Contractor labor will be reimbursed based on the hourly rates approved in the final contract and actual hours spent performing STA-approved work. Each invoice must include supporting documentation showing hours worked, the number of clients served, and the types of activities performed. Underlying payroll and indirect-cost records are not required with each invoice but must be maintained and made available for review as required by the contract.