



ADDENDUM NO. 2

RFP #26-006 Paratransit Operations and Management Services

December 2, 2025

RFP #26-006 Paratransit Operations and Management Services issued on November 3, 2025. This Addendum is being issued to clarify the RFP documents and shall supersede and supplement all portions of previously issued RFP documents with which it conflicts.

NOTE: Three (3) years of vehicle insurance loss runs have been uploaded to ShareFile, please use the following link for access:

<https://pvtapioneertransit.sharefile.com/d-sdd0db4c3a440409894f0d773afb6f50>

NOTE: One staff member was omitted from the seniority and pay rates list for all operators and staff issued with Addendum #1. The following staff member shall be added:

Position	Pay Rate	Adjusted Hire Date
Administrative Clerk	19.34	12/2/2025

NOTE: The average trip distance per trip as requested was 11.5 miles for the month of November.

This Addendum #2 provides a response to the following inquiries received for the subject RFP via email:

INQUIRY #1: What is the budget for this project in year one and subsequent years?

RESPONSE: Please see Addendum #1 for the current budget. Subsequent years budget cannot be determined at this time.

INQUIRY #2: What are the issues that PVTA is facing with the current contractor, if any?

RESPONSE: The PVTA cannot comment on this at this time.

INQUIRY #3: The PVTA references “Authority-provided software systems.” Which scheduling, dispatching, mobile data, and micro-transit platforms will be used (Adept or other)?

RESPONSE: The PVTA is currently using ADEPT and is in the process of looking into other options. No decision on alternatives has been made at this time.

INQUIRY #4: Will PVTA require the Contractor to exclusively use PVTA’s chosen platform, or can the vendor use its own software as an operational layer (e.g., optimization, reporting, ETA tools)?

RESPONSE: The Contractor must use PVRTA's platform.

INQUIRY #5: Will the Contractor have any configuration rights in Adept (routing parameters, optimization settings), or will PVRTA retain system-level administrative rights?

RESPONSE: Yes, by mutual agreement.

INQUIRY #6: For real-time micro-transit operations: Is PVRTA planning to use the same scheduling software (Adept) for both ADA and micro-transit? If so, will the Contractor be allowed to suggest enhancements?

RESPONSE: Yes, PVRTA is still looking into procuring this system, no determinations have been made.

INQUIRY #7: What APIs or data exchange formats are available to integrate PVRTA systems (e.g., real-time tracking, manifests, rider info, CAD/AVL)?

RESPONSE: This is to be determined with the new system.

INQUIRY #8: Are the PVRTA-provided tablets capable of supporting additional applications (Android/iOS)?

RESPONSE: This is typically not allowed, but it could be discussed with proposers at the later stage.

INQUIRY #9: Will the Contractor have access to GPS data feeds for real-time productivity monitoring and performance reporting?

RESPONSE: Yes.

INQUIRY #10: Are the call volumes projected for ADA, Dial-A-Ride, and micro-transit combined or separate?

RESPONSE: Call volume projections were not provided.

INQUIRY #11: Does PVRTA require that the call center be physically located within the Pioneer Valley, or is remote/onshore call center support acceptable?

RESPONSE: The call center must be locally located.

INQUIRY #12: What telephone system does PVRTA currently use, and does it integrate with scheduling software (call recording, phone logs, abandonment reports)?

RESPONSE: Mitel. It does not currently integrate with scheduling software.

INQUIRY #13: The PVRTA plans to co-mingle ADA/DAR riders with micro-transit riders. Will the pricing model differ for micro-transit and ADA/DAR trips?

RESPONSE: The requested pricing model is outlined in the RFP.

INQUIRY #14: What is the planned micro-transit service area and projected launch date?

RESPONSE: This is to be determined.

INQUIRY #15: Will dynamic routing and stop clustering parameters be set by PVRTA or jointly with the Contractor?

RESPONSE: This will be determined with the new system.

INQUIRY #16: How will “virtual stops” be managed and approved?

RESPONSE: To be determined with the new system.

INQUIRY #17: Will the authority accept electronic signatures with the bid response?

RESPONSE: The original hard copy submission must have signatures in ink.

INQUIRY #18: For fixed-route pilots operated with demand-response vans: Is the Contractor allowed to propose schedule improvements or routing adjustments based on ridership data?

RESPONSE: Yes. The PVRTA will review all proposed changes with the Contractor.

INQUIRY #19: Can PVRTA please provide templates or samples for monthly operating reports, fare reconciliation, employee counts, annual cost breakdowns, performance metrics (on-time performance, productivity, complaints, no-shows)?

RESPONSE: Please see Addendum #1.

INQUIRY #20: What is the expected reporting format? (Excel, CSV, direct API upload, etc.)?

RESPONSE: Excel.

INQUIRY #21: Are automated dashboards acceptable as part of monthly reporting?

RESPONSE: No.

INQUIRY #22: The PVRTA uses performance standards in Exhibit M. Will PVRTA allow system-generated evidence for OTP, productivity, wait times, etc.?

RESPONSE: As long as PVRTA has direct access to the evidence and can independently collect data and verify.

INQUIRY #23: For micro-transit, what are the performance targets (wait time, in-vehicle time, ride denial rate)?

RESPONSE: To be determined.

INQUIRY #24: Can PVRTA clarify expected staffing levels for the call center, dispatch, and scheduling, especially during peak periods?

RESPONSE: See Addendum #1 for current staffing. Proposed staffing is the proposer's responsibility.

INQUIRY #25: For training requirements (ADA, sensitivity, cyber, fraud prevention), will PVTA allow the contractor to provide digital training modules?

RESPONSE: Yes, subject to PVTA review and approval.

INQUIRY #26: Will PVTA require the Contractor to retain existing staff, and if so, in what roles?

RESPONSE: The PVTA strongly encourages the retention of all staff other than key management personnel. See the RFP for further information.

INQUIRY #27: The PVTA requires full transition before June 30, 2026. Can PVTA share anticipated data migration needs, e.g., eligibility lists, manifests, historical data, driver profiles?

RESPONSE: The awarded Contractor will be taking over the existing database. There is no migration need.

INQUIRY #28: How far in advance will PVTA grant access to facilities, IT systems, and historical trip data?

RESPONSE: At least one month.

INQUIRY #29: The Contractor is to provide monthly fare reconciliation. Will contractor digital fare validation tools be allowed to streamline this process?

RESPONSE: To be determined.

INQUIRY #30: Is PVTA considering electronic fare payments (contactless/app-based) in the near future?

RESPONSE: This is under consideration.

INQUIRY #31: Can PVTA clarify which specific frameworks apply (NIST, FTA IT standards, state requirements)?

RESPONSE: Please refer to the RFP, generally, FTA requirements apply.

INQUIRY #32: What is the expected incident reporting window for IT/security events?

RESPONSE: Immediately.

INQUIRY #33: Are there any bid or performance bond requirements with this project?

RESPONSE: See RFP.

INQUIRY #34: To allow bidders to prepare a more detailed and informed response, especially considering the upcoming holiday period, can PVTa please extend the proposal submission deadline to a date after the New Year?

RESPONSE: No. Such a prolonged extension will delay the procurement process.

INQUIRY #35: RFP Page 8, 2.1.1 Experience of Firm:

For item 2.1.1(c), please confirm that we may provide detailed client information only for those clients for which we are submitting the written verifications in items (a) and (b), rather than listing every client served in the past five years.

RESPONSE: A listing of all current and former (within the past five calendar years) client(s)/contracting entities for which the firm provided Paratransit Services must be provided.

INQUIRY #36: RFP Page 8 and 21 (2. Instructions to Respondents & Section 4. Evaluation Criteria): Section 2 provides a suggested Technical Proposal format, while Section 4 advises organizing proposals by Evaluation Criteria. Can you please clarify which format we should follow?

RESPONSE: Proposers must submit their response including all minimum qualifications and in separate sections that thoroughly address each of the evaluation criteria. There is no strict format requirement.

INQUIRY #37: Please confirm that ancillary materials and other attachments are excluded from the 50-page limit.

RESPONSE: Correct.

INQUIRY #38: RFP pages 10 and 11, 2.1.2 Experience of Proposed Management Personnel, 2.1.3 Experience in Safety and Training Programs, and 2.1.4 Experience in Reservations, Scheduling, and Dispatching:

For the affidavit requirements identified in multiple sections of the document, please confirm whether the Authority will provide a standard affidavit form for these requirements, or should proposers prepare and submit their own notarized affidavit statements. Alternatively, can bidders just submit a statement confirming we meet the requirements?

RESPONSE: Proposers may submit their own notarized affidavits.

INQUIRY #39: RFP page 6, 1.3 Questions and Requests for Clarification:

Will answers to submitted questions be released on a rolling basis as they are received, or will all responses be provided together in a single addendum?

RESPONSE: Questions are answered as received.

INQUIRY #40: RFP page 8, 2.1.1 Experience of Firm:

For items 2.1.1 a. and b., Please confirm whether a single client or contracting entity may be used to fulfill both requirements a. and requirements b., assuming the client's engagement falls within the respective five-year and two-year periods.

RESPONSE: Yes, one entity may be used to fulfill these requirements.

INQUIRY #41: For the Schedule One, Two, Three, Four, Five & Six requirements listed, please confirm whether the Authority will provide forms for these requirements, or if proposers should prepare and submit their own forms.

RESPONSE: Proposers shall use their own format.

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All other requirements of the RFP shall remain in full force and effect.