



ADDENDUM NO. 2

RFP #26-013 Fixed-Route Management Services

April 16, 2026

RFP #26-013 Fixed-Route Management Services issued on March 3, 2026. 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.

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

INQUIRY #1: What is the current annual operating budget for fixed-route services?

RESPONSE: \$47 million. This includes the incumbent contractor's management fee.

INQUIRY #2: Can PVTA provide detailed cost breakdown of current contractor (DGR)?

RESPONSE: This is a fixed-fee with no breakdown.

INQUIRY #3: What are the key performance issues or gaps with the incumbent contractor?

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

INQUIRY #4: What level of service changes are anticipated post-award?

RESPONSE: Addition of service is dependent on continued support in the state budget as well as the impacts of increased operating costs. Until the budget is finalized it is difficult to respond with specific information on service changes at this time.

INQUIRY #5: Can PVTA share current Collective Bargaining Agreements (CBAs) and wage scales?

RESPONSE: Current Union Contracts/MOAs AND Pension Plan information are available to any prospective proposer upon request. Requests must be made via email to LZak@pvta.com With a request, the proposer must send a signed copy of the Confidential Information Agreement located in Exhibit B of the RFP.

INQUIRY #6: What is the expected approach to workforce transition (mandatory retention vs flexibility)?

RESPONSE: Please refer to the RFP.

INQUIRY #7: Are there any known labor disputes or negotiations upcoming?

RESPONSE: No labor disputes. Contract for SATCo is up 6/30/2027, VATCo 12/31/2028.

INQUIRY #8: What are the benefit obligations (pension, healthcare, etc.)?

RESPONSE: Please refer to the RFP.

INQUIRY #9: What is the average age and condition of fleet (Exhibit L details confirmation)?

RESPONSE: Please refer to Exhibit L.

INQUIRY #10: Are there planned fleet replacements or electrification initiatives?

RESPONSE: The PVTa replaces vehicles on an annual basis as funding permits. The PVTa is in the process of upgrading charging capacity at the Springfield Operations and Maintenance facility, and in the design for renovations at the VATCo facility, and is in the process of transitioning some of the paratransit fleet to EVs.

INQUIRY #11: Who bears cost for major overhauls vs routine maintenance?

RESPONSE: The PVTa covers these costs.

INQUIRY #12: Can PVTa clarify utility cost responsibilities (contractor vs PVTa)?

RESPONSE: The PVTa covers these costs.

INQUIRY #13: Are there any pending capital improvements or facility upgrades?

RESPONSE: The Springfield Operations and Maintenance Facility is currently being significantly upgraded to include additional electrical charging capacity, and expanded maintenance capability on site. The Northampton Facility is identified for expansion and upgrades—currently in the design for renovations.

INQUIRY #14: What is the current annual cost for facility maintenance contracts?

RESPONSE: This information is not readily available.

INQUIRY #15: What existing ITS systems (CAD/AVL, scheduling, dispatch, APC, fare systems) are in use?

RESPONSE: CAD/AVL - Avail ETMS; Scheduling and Dispatch – Hastus; APC – InfoDev; Fare System - Genfare mix of Odyssey and FastFare Fareboxes.

INQUIRY #16: Is PVTa open to technology upgrades or replacement proposals?

RESPONSE: No.

INQUIRY #17: Are there any integration requirements with UMass Transit / MV Transportation systems?

RESPONSE: We are reviewing a possible integration with UMass Transit for Trapeze EAM. MV Vehicle maintenance is performed by the fixed-route provider, and all activities are tracked in fixed-route Trapeze EAM. MV and the fixed-route provider share facility access control at 2840 Main Street.

INQUIRY #18: What are the data reporting formats (NTD, GTFS, real-time feeds)?

RESPONSE: The PVRTA is using the following: Swiftly for GTFS-RT, Hastus for GTFS static, Avail ETMS and Swiftly for vehicle positioning and next bus information, NTD data from Hastus, Avail, and paratransit systems as well as PVRTA FMS.

INQUIRY #19: What is the expected pricing format (fully burdened vs line-item vs cost-plus)?

RESPONSE: Firm-fixed price management fee that covers the proposer's proposed staff salary and benefits, insurance, overhead, profit, etc.

INQUIRY #20: Are there reimbursable vs fixed cost components?

RESPONSE: No.

INQUIRY #21: How are fuel, insurance, and inflation handled?

RESPONSE: The PVRTA pays for operating expenses (i.e., fuel is procured by SATCo but paid for by PVRTA). The Contractor is responsible for their own expenses (including their own insurance). If the Contractor needs to incorporate inflation increases in the management fee, that must be included in the cost proposal.

INQUIRY #22: Can PVRTA clarify penalty/incentive structure (Exhibit K)?

RESPONSE: Please provide clarification on this question.

INQUIRY #23: What are the baseline KPIs (on-time performance, complaints, etc.)?

RESPONSE: Please refer to the performance standards in the RFP.

INQUIRY #24: Are there liquidated damages thresholds?

RESPONSE: See the section on incentives and penalties.

INQUIRY #25: Are there any termination for convenience clauses?

RESPONSE: Please refer to the RFP.

INQUIRY #26: What are the insurance limits required?

RESPONSE: Please refer to the RFP.

INQUIRY #27: Is there any revenue risk sharing or subsidy guarantee?

RESPONSE: Please provide an explanation of what you are asking. Any revenue collected for transit is transferred to the Authority.

INQUIRY #28: What is PVRTA's long-term service expansion plan?

RESPONSE: Subject to funding PVRTA's long-term goals include increasing frequency on all routes to at least 60 minutes, expanding service to 7 days a week on nearly all routes (both of which are mostly achieved at this point). In addition, we are reviewing service levels to determine where we may need to extend service hours and have identified several routes for improved frequency from less than 30 minutes to 30 minutes or better.

INQUIRY #29: Are there plans for microtransit / on-demand integration?

RESPONSE: Not for this contract.

INQUIRY #30: How frequently are routes restructured or optimized?

RESPONSE: As often as needed.

INQUIRY #31: Given the complexity and scale of this procurement, would PVRTA consider an extension of the proposal due date beyond April 23, 2026?

RESPONSE: Not at this time.

INQUIRY #32: Will PVRTA approve of using their logo in the bid response?

RESPONSE: Yes.

INQUIRY #33: What is the current rate paid to the contractor for the existing service?

RESPONSE: \$23,577.33 per month.

INQUIRY #34: Please provide invoices for the last 3 months.

RESPONSE: Available at this link:

<https://pvtapioneertransit.sharefile.com/d-s777ad36676a44255be59f3aa5201e5f5>

INQUIRY #35: Please provide a listing of any liquidated damages charged or incentives earned over the past 12 months.

RESPONSE: Available on the invoices at the above link.

INQUIRY #36: Will the PVRTA accept electronic signatures?

RESPONSE: No. Signatures in ink are required on the original hardcopy.

INQUIRY #37: The RFP states: “All pages in the proposal must be numbered with signatures in ink.” Please clarify if Proposers need to sign every proposal page in ink or just the transmittal/cover letter.

RESPONSE: Not “every” page in the proposal needs a signature. The original hardcopy transmittal/cover letter on both the technical proposal and the price proposal must have signatures in ink. In addition, all Federal and State Certifications in the original hardcopy must each have a signature in ink.

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