

Tulare County Regional Transit Agency

Request for Proposals No. 2026-02

Transit Operations Services



February 2nd, 2026

The Tulare County Regional Transit Agency does not discriminate on the basis of race, gender, ethnicity, age, national origin, religion or disability in its employment opportunities, programs, services, contracting opportunities or activities. It is the Agency's policy to ensure compliance with the Title VI of the Civil Rights Act of 1964 in its contracting opportunities.

The project is funded in part by the Federal Transit Administration Catalog of Federal Domestic Assistance (CFDA) 20.500 and 20.507. The Agency reserves the right to reject any or all proposals.

Public Notice

Tulare County Regional Transit Agency (TCRTA)

Request for Proposals (RFP) for TCRTA Transit Operations Services

Notice is hereby given that the Tulare County Regional Transit Agency (TCRTA) has released Request for Proposals (RFP) No. 2026-02 for TCRTA Transit Operations Services.

TCRTA is seeking proposals from a qualified contractor to provide management, supervision, technical, personnel, operating, maintenance, and technology services necessary for the daily operation of TCRTA. The primary goal of TCRTA acquiring such services is to provide the region with the advantages of quality transit services that offer an alternative to driving in Tulare County.

The RFP can be obtained by visiting <https://gotcrta.org/public-information/procurement/>

TCRTA is not liable for any costs incurred by Proposers in responding to this RFP. Proposers are hereby notified that Proposals become public record. Proposers are to clearly identify any information that is confidential and/or proprietary and submit a redacted copy of their proposal with the confidential and/or proprietary information. In the event of a Public Records Act or Freedom of Information Act request, TCRTA will use the redacted copy submitted by the Proposer in response and the failure to provide a redacted copy may result in the disclosure of a Proposer's entire response. TCRTA is not responsible or liable for the disclosure of any information that is not clearly labeled as confidential and/or proprietary and provided in redacted form.

A virtual pre-proposal meeting will be held on Thursday, February 12, 2026, starting at 10:00 a.m. (Pacific Time). Interested attendees may attend the Microsoft Teams meeting using the information provided in the RFP.

Link to Microsoft Teams Meeting:

https://teams.microsoft.com/l/meetup-join/19%3ameeting_NWFIYmM5MzUtNTM1NC00YTE1LTljMDItYTdjMmU2MDY1Yzk3%40thread.v2/0?context=%7b%22Tid%22%3a%22e9ab118a-9355-41a6-aaad-633046c798b9%22%2c%22Oid%22%3a%223bce6ff8-c49c-4f4d-9d09-8442fda75c91%22%7d

Details of Microsoft Teams Meeting:

Meeting ID: 226 195 132 278 82

Passcode: Jk7eg6eQ

The deadline to submit questions regarding this RFP, and the proposal submission deadline, are as stated in the RFP. Proposals shall be delivered to:

Tulare County Regional Transit Agency
RFP 2026-02 Transit Operations Services

Tulare County Regional Transit Agency
Attn: Derek Winning, Executive Director
RFP No. 2026-02 -- TCRTA Transit Operations Services
200 E. Center Avenue
Visalia, California 93291

Inquiries and communications from Proposers shall be submitted in writing to Derek Winning, Executive Director, via email at procurement@gotcrta.org. Except as set forth herein, there shall be no other communication with any other TCRTA employees, Board members, or consultants with respect to the proposal documents or project.

The following Special Program(s) are applicable to this RFP:

Disadvantaged Business Enterprise (DBE) Program:

This solicitation and any resulting Agreement are financed in whole or in part with Federal funds and are therefore subject to Title 49, Code of Federal Regulations, Part 26 (49 CFR Part 26), entitled “Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs.”

TCRTA supports efforts to include Disadvantaged Business Enterprises (DBEs) in its contracts. However, in compliance with the Interim Final Rule published by the Federal Transit Administration (FTA) in the Federal Register on October 3, 2025, and the Letter to DBE Stakeholders issued by Caltrans on October 7, 2025, TCRTA is not establishing any DBE participation goals for this solicitation at the time of issuance. Accordingly, and unless and until DBE participation requirements become applicable under Federal or State guidance, DBE participation will not be monitored and will not be used as part of the evaluation or award process for this solicitation.

TCRTA maintains an overall DBE program in accordance with 49 CFR Part 26 for purposes of Federal compliance. The DBE requirements, participation goals, reporting, and monitoring practices applicable to other federally assisted contracts are not being applied to this solicitation, unless required by applicable Federal or State guidance.

Firms that are certified as DBEs through the California Unified Certification Program (CUCP) may participate in this solicitation. Proposers are responsible for verifying that any DBE firm proposed for participation is properly certified at the time of proposal submission. A list of DBEs certified through the CUCP is available at: <https://dot.ca.gov/programs/civil-rights/dbe-search>

Proposers are not required to submit DBE participation forms, DBE Information Forms, DBE Good Faith Efforts documentation, or other DBE-related certifications as part of this solicitation.

Failure to propose DBE participation or submit DBE-related documentation will not render a proposal non-responsive.

Consistent with 49 CFR §26.11(c), TCRTA may collect bidder and proposer information for DBE program recordkeeping and reporting purposes. Any such information collected is for overall DBE program administration only and is not used in the evaluation or award of this solicitation.

Should Federal or State DBE requirements or guidance applicable to this procurement change during the term of any resulting Agreement, the Contractor shall comply with such requirements as applicable, without penalty or offset to TCRTA.

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TCRTA generally operates a timed-transfer system with service headways that typically range from 30 to 60 minutes, depending on the route and time of day. **Schedule information is provided as an attachment to this RFP and reflects current or anticipated service patterns; it is provided for planning and informational purposes only.**

Final schedules applicable to contract performance will be issued or approved by TCRTA. The selected Proposer shall operate revenue service in accordance with schedules formally approved by TCRTA, and any deviations from an approved schedule shall require prior written approval by TCRTA.

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Definitions

Agreement – The agreement constitutes the entire contract between TCRTA and the selected Proposer. The term may be used interchangeably with **Contract**.

Authorized Representative – A person who has the legal authority to negotiate, enter into, and sign contracts on behalf of the organization.

Proposer – A person, partnership, firm, or corporation submitting a Proposal with the intention of obtaining a contract with TCRTA.

Closing Deadline – The last date and time by which Proposals must be received by TCRTA, as specified in this RFP. The term may be used interchangeably with **Proposal Submission Deadline**.

Contract – The contract constitutes the entire agreement between TCRTA and the selected Proposer. The term may be used interchangeably with **Agreement**.

Contractor – The Proposer awarded the Contract resulting from this RFP.

Evaluation/Selection Committee – A committee established to review and evaluate Proposals and to determine the Contract award. The committee may include representatives of TCRTA and its member agencies.

Start of Service – Following the transition period, the first day on which the new Contractor begins operating transit service independently under the Contract.

Subcontractor(s) – Any person, entity, or organization to which the Contractor has delegated any portion of its obligations under the Contract.

TCRTA – Tulare County Regional Transit Agency, a California Joint Powers Authority established under California Government Code Section 6500 et seq., and an affiliate agency of the Tulare County Association of Governments.

Section 1 – General Information

1. Purpose

The Tulare County Regional Transit Agency (hereinafter referred to as “TCRTA” or the “Agency”) is soliciting proposals through this Request for Proposals (RFP) to select a single contractor to operate the TCRTA transit system using a best-value procurement process in accordance with applicable Federal Transit Administration (FTA) requirements.

TCRTA is requesting proposals for the provision of local fixed-route service, commuter routes, ADA complementary paratransit service, on-demand services, customer service/ticket sales, fleet cleaning services, bus stop cleaning and maintenance services, transit center cleaning services, and innovative technology solutions, as further described in this RFP. Proposers shall also submit proposals for fleet maintenance services; however, award of fleet maintenance services is optional and may be made, deferred, or excluded at the sole discretion of TCRTA. This RFP also includes optional proposals related to automobile liability and physical damage insurance, as specified herein.

Proposers shall provide a clear and concise explanation of their capability to satisfy the requirements of this RFP. Proposals shall be submitted in the format requested and shall include all pertinent information, including but not limited to information relating to operational capability, experience, financial resources, management structure, organizational chart, and other information as specified in this RFP.

TCRTA is seeking a third-party contractor (hereinafter referred to as the “Proposer” or “Contractor”) that is interested in operating the TCRTA system in a spirit of partnership and cooperation on a turn-key basis. Staff of the successful Proposer will be expected to work cooperatively with TCRTA staff to perform in compliance with this RFP, any addenda issued, and as directed by the Executive Director or designee. The primary goal of TCRTA in acquiring such services is to provide the region with the advantages of high-quality transit services that offer an alternative to driving in Tulare County.

TCRTA intends to use the results of this RFP to award **one (1) contract** to the most responsive and responsible Proposer, as determined in accordance with **Section 3 – Evaluation and Selection Process** of this RFP.

The successful Proposer will be required to enter into a Contract with a base term of five (5) years, with up to three (3) optional one-year extension periods, exercisable at the sole discretion of TCRTA, as further described in this RFP and the draft Agreement. Proposers shall submit pricing proposals for each of the five (5) base years and each of the three (3) optional extension periods identified in this RFP.

2. Agency Information

The Tulare County Regional Transit Agency (TCRTA) was established pursuant to a Joint Powers Agreement dated August 11, 2020, by and among the County of Tulare and the Cities of Exeter, Farmersville, Lindsay, Tulare, Woodlake, Dinuba, and the Tule Indian

River Tribe of California (each a “Member Agency”), in accordance with Section 6500 et seq. of the California Government Code.

The purpose of the Joint Powers Agreement is to empower the Member Agencies to exercise their common powers through the formation and operation of a Joint Powers Authority, hereinafter referred to as TCRTA, with full power and authority to own, operate, and administer a public transportation system within the jurisdictions of the Member Agencies. TCRTA is a public agency separate and apart from its Member Agencies.

TCRTA is one of three public transit providers serving Tulare County, along with Visalia Transit and the City of Porterville. TCRTA’s service area encompasses the unincorporated areas of Tulare County and includes authority to serve portions of the City of Reedley in Fresno County, the City of Kingsburg in Fresno and Tulare Counties, and the City of Delano in Kern County.

TCRTA’s mission is to increase transit ridership by providing high-quality mobility options. To support this mission, TCRTA provides local fixed-route service, commuter routes, ADA complementary paratransit service, on-demand services, and associated customer service and support functions. These services are delivered through a combination of contracted operations and agency oversight, as further described in this RFP.

TCRTA retains responsibility for determining how and by whom fleet maintenance services are performed for its vehicle fleet. As part of this procurement, TCRTA is requesting proposals for the provision of fleet maintenance services at the centralized maintenance facility and may award such services to the selected Proposer under the Contract.

TCRTA is also considering participation in the California Transit Indemnity Pool (CalTIP) for liability. TCRTA is requesting optional proposals related to liability coverage, vehicle physical damage, and risk control services, as described in this RFP.

A summary of current services provided within each jurisdiction is included in the table that follows.

	Fixed Route	ADA Paratransit	On Demand	LOOP Service	Vehicle Maintenance
County of Tulare	X	X	X	X	X
City of Dinuba	X	X	X		X
City of Lindsay	X	X	X		X
City of Tulare	X	X	X		X
City of Woodlake		X	X		X
Tule River Tribe	X	X			X

The primary responsibility of the Agency is:

- Policy making
- Planning, including routes and fares
- Grants management
- Revenue acquisition
- Capital acquisition and management, including specification preparation and compliance
- Accounting, including required annual auditing
- Human resources management and oversight
- NTD reporting
- FTA and CALTRANS reporting and compliance
- Budgeting
- Community relations
- Contractor oversight
- Marketing
- Legal oversight
- Drug & alcohol testing oversight and compliance
- Safety & Training oversight and compliance
- Warranty management
- Facility maintenance
- Utilities
- Fleet maintenance (required to be proposed separately by all Proposers; award is optional and at the Agency's discretion)

The selected contractor may be asked to assist the Agency with the above responsibilities, but ultimate accountability for these items is solely that of the Agency.

Section 2 – Bid Instructions and Requirements

1. RFP Timeline

To the extent achievable, the following schedule shall be used for the procurement process. TCRTA reserves the right to modify the dates below as necessary.

ACTIVITY	DATE
Request for Proposals Release	February 2 nd , 2026
Mandatory Pre-Proposal Conference	February 12 th , 2026
Deadline for Submission of Written Questions	February 20, 2026 – 5:00 p.m. (PT)
Issuance of Responses to Questions / Addenda (if any)	February 27, 2026
Request for Proposals Due	March 20, 2026 – 5:00 p.m. (PT)
Evaluation of Proposals	March 23 – April 3, 2026
Interviews with Selected Proposers (if required)	April 8–9, 2026
Best and Final Offer (BAFO) Period (if required)	April 13 – April 20, 2026
Notice to Intent to Award	April 24, 2026
Negotiations with Selected Operator(s)	April 24 – May 1, 2026
Board Approval Of Contract	May 11, 2026
Contract Execution	May 15 – May 22, 2026
Mobilization	June 1 – June 30, 2026
Commencement of Services	July 1, 2026

2. Virtual Pre-Proposal Conference

A virtual pre-proposal conference will be held on **Thursday, February 12, 2026**, starting at **10:00 a.m. (Pacific Time)**. Interested attendees may attend the **Microsoft Teams** meeting using the following link]:

Link to Microsoft Teams Meeting:

https://teams.microsoft.com/l/meetup-join/19%3ameeting_NWFIYmM5MzUtNTM1NC00YTE1LTljMDItYTdjMmU2MDY1Yzk3%40thread.v2/0?context=%7b%22Tid%22%3a%22e9ab118a-9355-41a6-aaad-633046c798b9%22%2c%22Oid%22%3a%223bce6ff8-c49c-4f4d-9d09-8442fda75c91%22%7d

Meeting ID and Passcode for Microsoft Teams Meeting:

Meeting ID: 226 195 132 278 82

Passcode: Jk7eg6eQ

3. Proposer Communications and Requests

All correspondence, communication, and/or contact regarding any aspect of this solicitation or any proposal submitted in response to this RFP shall be directed to the **Executive Director or his designee**, as identified in this RFP. Responses to this RFP may be referred to as Proposals or offers. Proposers and Proposer representatives **shall not communicate with or attempt to communicate with any other TCRTA Board members, employees, or consultants** regarding any aspect of this solicitation or proposal.

At any time during this procurement, up to the deadline specified in the RFP Schedule, a Proposer may submit to the Executive Director or his designee a written request for clarification or interpretation of any aspect of this RFP, or a request for a change to any requirement of this RFP or any addendum thereto. Requests shall be submitted in the form and manner specified in this RFP, including the required form titled "Request for Pre-Offer Change."

Requests for changes to any requirement of this RFP must be fully supported by pertinent information demonstrating that the requested change will result in either:

1. condition equal to or better than that required by the RFP without a substantial increase in cost or time requirements; or
2. condition that supports TCRTA's interest in innovative concepts or investments that enhance efficiency and/or service delivery.

If it should appear to a prospective Proposer that the performance of the expected work, or any of the matters relating thereto, is not sufficiently described, or explained in the RFP, or that any conflict or discrepancy exists between different parts thereof or with any federal, state, local or TCRTA regulation, or other standard or requirement, then the Proposer shall e-mail a written request for clarification to TCRTA prior to the due date for offers.

4. RFP Acknowledgements

1. Addenda to Request for Proposal

TCRTA reserves the right to amend this RFP at any time. Any amendments to, or interpretations of, this RFP shall be issued in the form of written addenda. Proposers are responsible for monitoring the procurement website and obtaining all addenda issued prior to submitting their proposals.

Failure of any prospective Proposer to acknowledge receipt of addenda shall not relieve the Proposer from any obligation under its proposal or under this RFP, as clarified, interpreted, or modified by such addenda. All addenda issued by TCRTA shall become a part of this RFP.

Prospective Proposers shall acknowledge receipt of each individual addendum and all prior addenda in their proposals. Failure to acknowledge receipt of addenda may, at TCRTA's sole discretion, result in the proposal being deemed non-responsive.

If TCRTA determines that an addendum requires significant changes in the preparation of proposals, the proposal submission deadline may be extended for a period of time determined by TCRTA to allow Proposers sufficient time to revise their proposals. Any revised proposal submission deadline shall be identified in the applicable addendum.

2. Conditions, Exception, Reservations or Understandings.

Proposals stating conditions, exceptions, reservations or understanding (hereinafter "deviations") relating to the RFP may be rejected. Proposers may submit an alternate proposal that states deviations so long as a basic proposal not containing deviations is submitted in the same package. Any alternate proposal shall include a price proposal in accordance with "Price Proposal Requirements".

All deviations must be explicitly, fully, and separately stated in the proposal by completing form(s) provided titled, "Form for Proposal Deviation" setting forth at a minimum the specific reason for each deviation so that it can be fully considered and, if appropriate, evaluated by the TCRTA. Deviations found by TCRTA to be unacceptable will not be evaluated in accordance with the appropriate evaluation criteria and procedures.

5. RFP Packing and Submission Instructions

Proposers shall submit one (1) complete Proposal in accordance with the requirements set forth in this RFP. Proposals shall be received by TCRTA no later than the Closing Deadline as set forth in the RFP Schedule (Section 2.1). Late Proposals will not be accepted.

Proposals shall be submitted electronically in PDF format, including a separately prepared redacted version of the Proposal identifying any information the Proposer claims is confidential or proprietary. Instructions for electronic submission are provided in this RFP. Proposers are solely responsible for ensuring that their Proposal is successfully received by TCRTA by the Closing Deadline.

TCRTA will not accept Proposals submitted by facsimile (fax) or by any method other than those expressly permitted in this RFP. Receipt of a Proposal by an email system, file transfer system, or other delivery method does not constitute receipt by TCRTA unless the Proposal is submitted in full compliance with the instructions set forth herein. Each Proposal submission shall clearly identify the following on the cover page or file name:

Tulare County Regional Transit Agency
RFP 2026-02 Transit Operations Services

- 1) Proposer's Name and Address
- 2) RFP 2026-02 - TCRTA Transit Operations Services

TCRTA is subject to the California Public Records Act. However, any information considered proprietary or confidential, such as salary information clearly marked as confidential, may be, such as actual salary information that is clearly marked as confidential, can be considered exempt from public disclosure under the California Public Records Act.

All labor, equipment, and materials shall be furnished in strict accordance with the terms, conditions, and schedule of the Contract Documents. Proposals and any subsequent offers shall remain valid for a period of one hundred twenty (120) days from the Proposal Due Date.

The submission package should be organized as follows:

6. Submission Package Outline

1. Transmittal Letter
2. Qualifications and Ability to Provide Services Statement
3. Required Forms
 - a. Price List Sheets
 - b. Request for Pre-Offer Change
 - c. Acknowledgement of Addenda
 - d. Completed Lobbying Certification
 - e. Completed Non-Collusion Affidavit
 - f. Completed Debarment and Suspension Certificate
 - g. DBE and Good Faith Efforts
 - h. Completed Form for Proposal Deviation, (if any)
 - i. Transit Employee Protective Agreements (TCRTA does not have a form please use Proposer agreements)
4. Plans and Schedules
 - a. Price List Narrative
 - b. Staffing Plan
 - c. Management Plan
 - d. Operations Plan
 - e. Maintenance Plan
 - f. Mobilization/Start-Up Plan
 - g. Safety Program and Coronavirus Management Plan
 - h. Training Program
 - i. Drug and Alcohol Program

7. Transmittal Letter

A one (1) page transmittal letter shall be submitted with the Proposal. The transmittal letter shall include the Proposer's contact information and identify the Authorized Representative who is empowered to negotiate and enter into a contract with TCRTA.

The transmittal letter shall include, at a minimum, the following information:

1. Identification of the Proposer, including legal name, address, email address, and telephone number
2. Identification of any proposed subcontractors and the proposed working relationship (e.g., prime/sub), if applicable
3. Name, title, address, email address, and telephone number of the primary contact person during the proposal evaluation period
4. A statement affirming that the Proposal shall remain valid for a period of not less than one hundred twenty (120) days from the Proposal Due Date
5. The signature of a person authorized to bind the Proposer to the terms of the Proposal

8. Qualifications and Ability to Provide Services Statement

Proposers shall provide a clear and concise explanation of their capability to satisfy the requirements of this RFP and the Contract for Transit Operations Services. Information provided shall include, but not be limited to, demonstrated competence and experience, financial resources, organizational structure, and overall business strength and stability, as specified in this RFP.

- Proposers shall provide a brief profile of the organization, including:
 - Principal line of business
 - Year founded
 - Form of organization (corporation, partnership, sole proprietorship, etc.)
 - Number and location of offices
 - Licenses held
 - Number of employees
 - General description of financial condition

Proposers shall describe their experience providing services similar to those solicited in this RFP and identify key personnel proposed for assignment to the project. If subcontractors are proposed, Proposers shall identify each subcontractor by company name, address, contact person, telephone number, and proposed project role. Proposers shall also describe prior experience working with each subcontractor, if applicable.

For each reference cited, Proposers shall provide the current name, title, address, email address, and telephone number of the individual most knowledgeable about the work performed. Proposers may also submit references from other related work not cited in this

section. Reference descriptions shall include a summary of the work performed for each client.

9. Required Forms

Proposers shall complete and submit all required forms identified in the Attachments to this RFP. All required forms shall be included as part of the Proposal submission package. Proposers shall submit the Transit Employee Protective Agreement(s), if applicable, in this section of the Proposal submission package. Failure to submit all required forms may result in the Proposal being deemed non-responsive.

10. Plans

Proposers shall submit the Plans identified in the Attachments to this RFP and provide narrative responses describing how the requirements set forth in Section 6 – Scope of Work – Transit Operations Services will be met.

Responses shall be provided in sufficient detail to enable evaluators to understand the Proposer’s approach at each stage of service delivery and to assess the likelihood of successful performance.

At a minimum, the Plans shall include the following:

1. **Pricing Narrative:** Provide a general description of the completed multi-year price list templates submitted as part of the required forms. The narrative shall describe key assumptions, considerations, and justifications and shall supplement the price list templates by providing insight into the Proposer’s financial and resource allocation strategies. This narrative is for explanatory purposes only and does not replace the required pricing forms.
2. **Staffing Plan and Narrative:** Provide a general description of the staffing strategy and provide as many details, considerations, and/or justifications as possible. Confirm that the proposal meets the minimum staffing requirements:
 - A. General Manager (1) *
 - B. Assistant General Manager (1) *
 - C. Safety and Training Manager (1) *
 - D. Road Supervisor (4)
 - E. Fixed, Circulatory, and Commuter Route Dispatcher (1)
 - F. ADA Complementary Paratransit/On-Demand Dispatcher (1)
 - G. Customer Service Agents (3)
 - H. Trainer (1)

- I. Utility Worker – Fleet Cleaning (4)
- J. Utility Worker – Bus Stop Cleaning and Maintenance (2)
- K. Utility Worker – Transit Center Janitorial (2)

*Positions solely dedicated to TCRTA (cannot be shared with another agency)

1. Proposer shall submit one-page resumes for all key management and essential operational positions identified in the staffing plan. Each resume must clearly demonstrate the candidate's:
 - A. Minimum required qualifications, licenses, and certifications
 - B. Relevant transit or public-sector experience
 - C. Supervisory and leadership capabilities
 - D. History of compliance with safety, regulatory, and performance standards

Resumes that do not demonstrate that the individual meets the stated minimum qualifications may be grounds for deeming the proposal non-responsive.

2. The proposer must submit a comprehensive organizational chart that illustrates the complete staffing structure, including reporting relationships and all positions, both supervisory and non-supervisory, that will support TCRTA services. The staffing plan should also include position descriptions, minimum qualifications, and any required certifications for each role.
3. All employees assigned under this contract must meet TCRTA's minimum qualifications, licensing requirements, and performance standards at the time of hiring and throughout the term of the contract. TCRTA reserves the right, at its sole discretion, to:
 - A. Approve or reject any individual proposed for a key or safety-sensitive role;
 - B. Require removal or replacement of any employee for failure to meet qualifications, poor performance, safety violations, or conduct inconsistent with TCRTA standards; and
 - C. Require documentation or verification of any resume, certification, or credential submitted.

Failure to provide properly qualified personnel may constitute a breach of contract. TCRTA reserves the right to have any employee of Proposer removed from employment and TCRTA property at any time and for any reason.

4. The Proposer is required to hire and maintain all permanent positions listed in the organizational chart and staffing plan submitted with its proposal. If the Proposer seeks to fill any position on a temporary or interim basis, they must:
 - A. Obtain written approval in advance from the TCRTA Executive Director or designee;
 - B. Provide TCRTA with the resume and qualifications of the proposed temporary employee; and
 - C. Allow TCRTA the right to interview and approve any temporary personnel prior to assignment.

For purposes of this RFP, any individual providing services to TCRTA who is not included in the approved organizational chart and staffing plan shall be considered temporary staff and subject to the approval requirements above

The Proposer must ensure that all personnel, including temporary staff, subcontractors, and any replacement workers, meet or exceed the minimum qualifications, training standards, and performance expectations set by TCRTA. TCRTA reserves the right to audit personnel files at any time to verify compliance.

5. **Proposed hiring and retention of employees.** Describe hiring strategy, anticipated turnover rate, incentive plans, retention strategies, and other assumptions regarding hiring plans to meet start-up requirements. This description should include the following:
 - A. Advertising time frame and location of advertising.
 - B. Proposers' selection criteria shall meet or exceed TCRTA's selection requirements for all employees that will operate a commercial vehicle on public rights-of-way.
 - C. Provide a sample or process for screening that will be used to ensure that all operators hired can understand and converse with dispatch, TCRTA, and customers. The process must also ensure that any candidates can complete any required forms or documentation.
 - D. Proposers' understanding and compliance with California Labor Code Sections 1070 – 1074.
 - E. Proposers' selection criteria and screening process for all positions beyond the bus operator position.

- F. Proposers’ plan and process for hiring part-time or temporary employees versus full-time employees. Proposer shall clearly explain which positions and responsibilities will be filled by part-time and/or temporary employees and how filling positions with part-time and/or temporary employees will not compromise organizational or workplace stability and viability, contribute to high turn-over, interrupt service reliability, and impact the quality and level of service expected by TCRTA.

 - G. **Bilingual Preference.** Given the demographics of TCRTA’s service area, hiring bilingual bus operators and customer service agents is of great value to the Agency. Describe the plan for recruiting and retaining bilingual employees who are fluent in foreign languages, especially Spanish, which is commonly spoken in Tulare County.

 - H. All employees must demonstrate the proper qualification for obtaining and maintaining employment under the TCRTA contract with Proposer, and TCRTA reserves the right to have any employee of Proposer removed from employment and TCRTA property at any time and for any reason.
3. **Management Plan** – Proposer shall provide a description of the Management Plan for this project, including a detailed description of the Proposers understanding of the work to be performed. The Proposer shall also include:
- A. An action plan to achieve the start date. The action plan should include personnel recruitment and training.

 - B. A graph/chart showing the phases or timeline of implementation of work.

 - C. An overall organization chart showing the level of staffing required for meeting the requirements of the proposal for start-up and ongoing operations for the service package proposed. The organizational chart shall start at the corporate level and continue down to the lowest reporting level. The chart shall indicate the number of each type of employee, job title, and wage. This chart shall identify the minimum staffing requirements (i.e., operators, dispatchers, road supervisors, etc.) by part-time and full-time status for the service package proposed.

 - D. Specific information as to what each Supervisor’s job duties will entail, how much control they will have over the operation at the local level, when they will be available, and how much their time will be dedicated to the contract during the start-up tasks. Resumes for each of these key personnel shall be

provided after the contract has been awarded and 30 days prior to the contract start date.

- E. The identities of other employees (i.e., individuals, functions/responsibilities, and start dates) that are exclusively start-up only and not permanent ongoing staffing.
- F. TCRTA expects that each key management position will have prior public transportation industry experience and will have a valid Class B license, unless waived by TCRTA. As stated in other areas of this RFP, TCRTA reserves the right to interview and/or approve each person being submitted for the key positions.

4. **Operations Plan** – The Proposer shall describe the strategy for implementing service that meets TCRTA requirements, including procedures to ensure quality service delivery, road supervision, and emergency and incidents procedures that will be utilized by the Proposer. The following should be the minimum included in the plan, as applicable according to the service (local fixed route, commuter routes, ADA complementary paratransit, on-demand service) on which Proposer is proposing, along with other elements that Proposer deems significant for meeting the service requirements and expectation of TCRTA:

- A. Describe the methodology that Proposer will use to ensure quality control of the on-street operation. The described methodology shall include, but not be exclusive of, proposals for maintaining on-time performance, ensuring the provision of excellent customer service, addressing customer complaints received by TCRTA, preventing and addressing vehicle and passenger accidents, acceptable vehicle appearance, effective management of extra-boarding staffing, maintaining employee morale and sense of teamwork, and resolution of on-street issues.
- B. Provide the number of, as well as a work schedule, for dispatchers and road supervisors required to ensure coverage during all hours of revenue service. **At a minimum, Proposer shall have 1 dedicated dispatcher for each service (bus service, ADA complementary paratransit, and on-demand), and 4 dedicated road supervisors during every hour of revenue service.**
- C. Describe procedures as to how Proposer will handle accident/incident investigations and reports.
- D. Provide a sample, comprehensive “Drivers Manual” that would address the following in detail: 1) Driver Qualifications; 2) Driver Duties; 3) General

Rules and Policies; 4) Vehicle Operations. **One copy of the sample Drivers Manual must be included with the Proposers' proposal as an attachment. Proposer shall ensure that the TCRTA has one copy of the most current "Drivers Manual" at all times.**

- E. Proposer will be responsible for providing TCRTA with operational statistics including but not limited to the number of passengers, revenue hours, revenue miles, total hours, total miles, on-time performance, passenger by fare category, vehicle mileage by time period, missed trips, pull out times, accidents, and other reports requested by TCRTA as required for annual reports to the National Transit Database (NTD).
- F. Performance standards are specified in this RFP for all services. Please provide a table that 1) demonstrates your awareness and understanding of the standards, 2) strategies for meeting the standards, and 3) measures you would use to gauge your progress towards meeting the standards. TCRTA will require that Proposer provide monthly progress reports on how performance standards are being addressed or pursued, and TCRTA reserves the right to meet with Proposer as necessary to ensure compliance with adopted performance standards and Proposers steps and schedule to correct deficiencies.
- G. List all technologies Proposer would use for delivering service and managing operations, and describe how the specified technology would:
 - 1) Contribute to the efficiency and effectiveness of the system,
 - 2) Minimize operating costs,
 - 3) Improve performance reporting to TCRTA,
 - 4) Enhance the customer experience,
 - 5) Maximize employee productivity,
 - 6) Interface with existing TCRTA technologies.

Proposer shall also provide information on useful life and replacement schedule(s) for any technology proposed and/or purchased, including frequency of software updates.

NOTE: Technology equipment paid for directly by TCRTA shall become the property of TCRTA. Further, all (electronic and tangible) data collected, stored, and produced by such technology shall become the property of TCRTA, and TCRTA shall dictate to Proposer how such data shall be provided to TCRTA upon its request Proposer shall further retain such data for an amount of time specified by TCRTA.

Describe how administrative and customer service functions will be performed at TCRTA Transit Center's. The customer service provided by Proposers employees will be subject to performance standards and measures as required by TCRTA.

5. **Maintenance Plan** – Proposers shall provide a detailed description of the Maintenance Plan to be utilized under the contract. Submission of a Maintenance Plan is required; however, TCRTA reserves the sole right, at its discretion, to include or exclude maintenance services from the final contract award. The Maintenance Plan shall meet or exceed TCRTA's requirements as stated in this RFP. The following should be included at a minimum:

A. The Maintenance Plan shall detail how the following areas will be addressed:

- Preventive Maintenance Inspections
- Vehicle delivery, post-delivery, and pre-revenue inspections, including documentation of deficiencies and coordination with the Agency on warranty and corrective actions
- Proposed schedule for routine maintenance by vehicle type
- General repair
- Wheelchair lift or ramp maintenance
- Parts inventory
 - Component rebuild or replacement, including expected expenses.
- Special repairs, i.e., HVAC, destination signs, video security systems
- Federal Transit Administration and CALTRANS compliance
- Bus maintenance facility maintenance efforts.

B. Provide maintenance procedures for responding to on-street mechanical failures, with minimum adverse effect on revenue service.

C. Provide the goals and objectives of the maintenance program such as reducing the frequency of road calls and tracking maintenance cost compared to operating cost. The plan should define how such goals and objectives will be achieved and how progress towards meeting them will be tracked and reported to TCRTA.

D. Provide the number and type of personnel proposed for each type of maintenance function, including service, cleaning, general repair, preventive maintenance, parts, etc. In addition, convert these numbers to the mechanic-to-bus ratio.

- E. Submit the procedures that Proposer will use to ensure internal maintenance quality control and follow up, and indicate the individual(s) responsible for this quality control.
 - F. Indicate how maintenance reporting requirements will be met. All maintenance must meet TCRTA, FTA, and California DOT regulations and requirements. Additionally, Proposer will be required to submit necessary financial and performance reports in such a manner that will allow TCRTA to finance maintenance expenses with federal grant funds. Proposer must provide all reports in electronic or written format as required by TCRTA.
 - G. Describe how supporting documentation for actual maintenance expenses include, but not be exclusive of vendor invoices, proof of vendor(s) payment(s) of maintenance expenses, applicable payroll records, applicable pay stubs, will be tracked and reported to TCRTA monthly.
 - H. Describe how maintenance facility will be maintained. TCRTA will require Proposer to submit a cleaning schedule detailing how and when the facility will be maintained for the upcoming month in a calendar format.
6. **Mobilizations/Start-Up Plan** – The Proposer shall provide a comprehensive, detailed plan of how all transition and start-up tasks shall be completed. This plan shall address the activities and procedures that will be followed to ensure the smooth transition and start-up of service. The plan should document recruitment and training schedules, acquisition of necessary software, hardware, equipment, licenses, and all other activities necessary to implement a successful transit service program. This plan shall include a detailed chronology/calendar and explanation of all items listed. **The end date of the start-up plan shall be the service start date.**
7. **Safety Program Management Plan** – Safety is one of the most important objectives of TCRTA. All vehicle operators shall comply with all applicable federal, state, and local laws and regulations governing the operation of commercial vehicles transporting passengers within the State of California. The Proposer’s safety record and program shall be evaluated based on the following:
- A. Provide the Proposer’s overall company safety record in public transportation services, including fixed route, complementary paratransit, and on-demand services. Include the accident rate expressed as accidents per 100,000 miles for the organization overall.
 - B. Provide a list of any insurance claims valued over \$25,000 within the past five (5) years that were paid by the Proposer. Claims shall include the year,

settlement amount, jury awards, and other legal awards for accidents for which the Proposer was liable.

- C. Provide a summary copy of the Proposer's Safety Program. Safety Programs may include, but are not limited to, customer relations, defensive driving, refresher training, safety meetings, safety incentives, and similar measures.
 - D. Provide a summary copy of the Proposer's emergency response plan, including procedures related to hazardous materials for operational facility sites and on-street incidents.
 - E. Describe the safety approach and verify how that a team approach for maximizing operational safety is in place. Explain your approach for maintaining safe bus facilities and amenities, including bus stops, bus shelters, transit centers and other facilities and amenities maintained by Proposer.
8. **Training Program** – The Proposer shall provide a detailed description of all training that will be provided to each operator, utility worker, and administrative personnel throughout the contract term.
- A. Submit a calendar of classes showing how Proposer will meet the minimum hours of operator training requirement. This calendar must show how Proposer will meet the minimum number of operators for start-up.
 - B. Submit a sample of the classroom training program content and the behind-the-wheel program content in outline form. Provide sample documentation of course material currently used for operator instruction. Submit an outline, or current procedure, used for on-going/refresher training for operators.
 - C. Indicate the number of operator instructors that will be required to complete start-up and ongoing training, both classroom and behind-the-wheel instruction. Indicate which of the Proposers' instructors are local and familiar with the TCRTA service area.
 - D. Indicate all other training requirements that Proposer anticipates for start-up, i.e., dispatchers, road supervisors, support staff, etc.
 - E. The Proposer shall provide documentation of their training program designed to meet the FTA Security Awareness Training.

11. Modifications or Withdrawal of Proposals

A modification of a proposal previously submitted will be accepted by the TCRTA only if the modification is received prior to the Proposal Due Date, or is specifically requested by the TCRTA, or is made with a requested Best and Final Offer (BAFO). All modifications shall be made in writing and executed and submitted in the same form and manner as the original proposal.

A Proposer may withdraw a proposal previously submitted prior to the Proposal Due Date by submitting, in the same manner as the original proposal, to the TCRTA a written request for withdrawal executed by the Proposers authorized representative. After the proposal Due Date, a proposal may be withdrawn only if the TCRTA fails to award the Contract within the proposal validity period prescribed in "Due Date" or any agreed upon extension thereof. The withdrawal of a proposal does not prejudice the right of a Proposer to submit another proposal within the time set for receipt of proposals.

This provision for modification and withdrawal of proposals may not be utilized by a Proposer to submit a late proposal and, as such, will not alter TCRTA's right to reject a proposal.

Section 3 – Evaluation and Selection Process

1. Overview

Proposals must conform to the service specifications described in the RFP and Contract documents. Proposals that do not comply with these instructions and do not include the required information may be rejected as non-responsive or as not within the competitive range. TCRTA reserves the right to, but is not obligated to, request a Proposer to provide any missing information and to make corrections. Submittal of a proposal will signify that the Proposer has accepted all the contract documents and the whole package of contract requirements, except such conditions, exceptions, reservations or understanding explicitly, fully, and separately stated on the forms and according to the instructions of “Form for Proposal Deviation”. Any such conditions, exceptions, reservations, or understandings, which do not result in the rejection of the entire proposal, are subject to evaluation under the “Proposal Evaluation Criteria”. Incomplete submissions may be disqualified from consideration.

The primary desire of TCRTA for this procurement is to ensure an award will be made based on the highest quality of service proposed that best matches TCRTA’s requirements using the Federal Transit Administration’s (FTA) approved Third-Party Contracting Guidance (FTA C 4220.1F) “Best Value” methodology. Per FTA’s Third-Party Contracting Guidance, Best Practices Procurement Manual, “Best Value” is defined as follows:

“Best Value” is a selection process in which proposals contain both price and qualitative components, and award is based upon a combination of price and qualitative considerations. Qualitative considerations may include experience of the management team, creativity of proposal, quality and comprehensiveness of required Plans. The award selection is based upon consideration of a combination of technical and price factors to determine the offer deemed most advantageous and the greatest value of the TCRTA.”

TCRTA reserves the right to reject any or all proposals for any reason, to undertake discussions with one or more Proposers, and to accept that proposal or modified proposal which, in its judgment, will be most advantageous to TCRTA regarding price and other criteria considered.

TCRTA reserves the right to consider any specific proposal which is conditional or not prepared in accordance with the instructions and requirements of this RFP to be noncompetitive. TCRTA may reject a proposal that includes unacceptable deviations as provided in “Conditions, Exceptions, Reservations or Understandings”. The TCRTA reserves the right to waive any defects, or minor informalities or irregularities in any proposal which do not materially affect the proposal or prejudice other Proposers.

If there is any evidence indicating that two or more Proposers are in collusion to restrict competition or otherwise engage in anti-competitive practices, the proposals of all such

Proposer(s) shall be rejected and such evidence may be a cause for disqualification of the participants in any future solicitations undertaken by the TCRTA.

The Evaluation Committee will make a recommendation to award to the Board of Directors, based upon the Evaluation Committee's determination of the responsible Proposer whose proposal is most advantageous to TCRTA. TCRTA may award this contract on a combination of technical and price factors. Accordingly, the Evaluation Committee may not necessarily make a recommendation to award to the Proposer with the highest ranking or make a recommendation to award to the Proposer with the lowest Price Proposal, if doing so would not be in the overall best interest of TCRTA.

Proposals will be evaluated, negotiated, selected and any award made in accordance with the criteria and procedures describe below. The approach and procedures are those which are applicable to a competitive, negotiated procurement whereby proposals are evaluated to determine which proposals are within a competitive range. Discussions and negotiations may be carried out with Proposers within the competitive range, after which Best and Final Offers (BAFOs) may be requested. However, TCRTA may select a proposal for award without any discussions or negotiations or request for any BAFO(s). Subject to the TCRTA's right to reject any or all proposals, the Proposer whose proposal is found to be most advantageous to the TCRTA, will be selected.

Selection for Award will be based on the following process:

- Determine responsiveness of Proposers
- Determine responsible Proposers
- Determine ranking based on evaluation matrix points rated by the evaluation committee.
- Identify the proposals that fall within the competitive range, which would be those proposals that are responsive, responsible, and whose total points from the evaluation matrix are clear leaders amongst the proposers.
- Conduct interviews with the Proposers within the competitive range.
- Request Best and Final Offers, as necessary, of those within the competitive range.
- Recommend an award on Best Value of those within the competitive range.

If a proposal, which has been included in the competitive range contains conditions, exceptions, reservations, or understandings to any Contract requirements as Provided in "Form for Proposal Deviation", said conditions, exceptions, reservations or understandings may be negotiated.

Proposers will not be told of their rankings among the other Proposers.

This procurement is subject to the availability of funding. TCRTA's obligation hereunder is contingent upon the availability of appropriated funds from which payment for the Contract purposes can be made. No legal liability on the part of TCRTA for any payment shall arise until funds are made available for this Contract.

Any award of Contract hereunder will be conditioned upon said continued availability of funds for the Contract. TCRTA also reserves the right to cancel the procurement for any reason whatsoever, at any time, before the Contract is fully executed and approved.

2. Opening of Proposals and Confidentiality of Proposals

Proposals will not be publicly opened. All proposals and evaluations will be kept strictly confidential throughout the evaluation, negotiation, and selection process. Only the members of the Selection Committee and Evaluation Team and other TCRTA officials, employees and agents having a legitimate interest will be provided access to the proposals and evaluation results during this period.

Access to public records is governed by the California Public Records Act (Government Code section 6250 et seq.). Except as otherwise required by law, the TCRTA will exempt from disclosure proprietary information, trade secrets and confidential commercial and financial information submitted in the proposal. Any such proprietary information, trade secrets or confidential commercial and financial information which a Proposer believes should be exempted from disclosure shall be specifically identified and marked as such. Blanket-type identification by designating whole pages or sections containing proprietary information, trade secrets or confidential commercial and financial information will not ensure confidentiality. The specific proprietary information, trade secrets or confidential commercial and financial information must be clearly identified as such. TCRTA shall have the right to reject all such conditions and/or exceptions and instruct the Proposer to amend its proposal and remove said conditions and/or exceptions; and any Proposer failing to do so may cause the TCRTA to find such proposal to be outside the competitive range. No information, financial or otherwise, will be provided to any Proposer about any of the proposals from other Proposers. Proposers will not be given a specific price or specific financial requirements they must meet to gain further consideration, except those proposed prices may be too high with respect to the marketplace or unacceptable.

The Proposer may submit proprietary information, trade secrets or confidential commercial and financial information, which a Proposer believes should be exempted from disclosure, in a separate volume specifically identified and marked as such as an appendix to the proposal.

TCRTA shall employ sound business practices no less diligent than those used by TCRTA for its own confidential information to protect the confidence of all licensed technology, software, documentation, drawings, schematics, manuals, data and other information and material provided by Proposers pursuant to the Contract which contain confidential commercial or financial information, trade secrets or proprietary information as defined in or pursuant to the laws of the State of California against disclosure of such information and material to third parties except as permitted by the Contract. The Proposer shall be responsible for ensuring that confidential commercial

or financial information, trade secrets or proprietary information, with such determinations to be made by the TCRTA in its sole discretion, bears appropriate notices relating to its confidential character.

3. Evaluation Committee

An Evaluation Committee will be established. The Committee will make all decisions regarding the evaluations, determination of responsible Proposers and the competitive range, negotiations, and the selection of the Proposer, if any, that may be awarded the Contract. The Evaluation Committee will include no less than the officers, employees, and agents of TCRTA and may include other qualified transit professionals internal and/or external to the Agency. The Evaluation Committee will carry out detailed evaluations and report all its findings to the Executive Director for final approval. The Executive Director will not be a member of the Evaluation Committee, but will participate in interviews, presentations, negotiations, and the selection of the Proposer.

4. Proposal Selection Process

The following describes the process by which proposals will be evaluated and a selection made for a potential award. Selection of a proposal from a responsive and responsible Proposer shall be made through the consideration of the following: “Determination of Responsiveness”, “Determination of Responsible Proposers”, and “Proposal Evaluation Criteria”. An award, if made, will be to the proposer responsible for a proposal which is found to be in the TCRTA’s best interest and best value.

5. Determination of Responsiveness

TCRTA will consider all the Proposers materials to determine whether the Proposers proposal is in compliance with the terms and conditions set forth in this RFP. Proposers must submit all required information in the manner described, unless otherwise waived by TCRTA, for the proposal to be considered responsive.

6. Determination of Responsible Proposers

This section contains proposal evaluation criteria, listed by their respective degree of importance, by which proposals from responsible Proposers will be evaluated and ranked for the purpose of determining any competitive range and to make any selection of a proposal for a potential award. Any exceptions, conditions, reservations, or understandings explicitly, fully, and separately stated on the “Form for Proposal Deviation”, which do not cause the TCRTA to consider a proposal to be outside the competitive range, will be evaluated according to the respective evaluation criteria and/or sub-criteria which they affect.

The criteria are listed numerically by their relative order of importance. However, certain criteria may have sub-criteria that are listed by their relative order of importance within the specific criterion they comprise. Also, certain sub-criteria may have sub-criteria that are listed by their relative degree of importance within the specific sub-criterion they comprise. Non-price factors when combined are more significant than the price alone.

1. (Pass/Fail) Affordability

The price proposals, which are expected to be in line with pricing paid by agencies comparable to TCRTA and delivering similar services, will be assessed for affordability as defined by TCRTA’s available financial resources and budget for operations. TCRTA will not make an award for any proposal which proposes prices that would render the procurement unfeasible.

2. (Pass/Fail) Unacceptable Exceptions, Conditions, Reservations and Understandings.

Any exceptions, conditions, reservations, or understandings that are explicitly stated on the required form “Form for Proposal Deviation” will be evaluated for their acceptability. Each exception and/or condition made in a proposal will be evaluated and the TCRTA will determine their individual acceptability. An unacceptable exception, condition, reservation or understanding, if not withdrawn by the Proposer upon the request by TCRTA, would be cause for the proposal to be rejected. For the purposes of determining the competitive range, a proposal containing unacceptable exceptions, conditions, reservations, or understandings may be included on the basis that the proposal is capable of being made acceptable provided that the Proposer withdraw or modify the unacceptable exceptions, conditions, reservations, or understandings. Any exceptions, conditions, reservations, or understandings which do not cause TCRTA to consider the proposal to be outside the competitive range, will be evaluated according to the respective evaluation criteria and/or sub-criteria which they affect.

3. (Pass/Fail) Integrity and Satisfactory Performance

Evidence of satisfactory performance, a spirit of cooperation, integrity, and ethical business practices on similar contracts is required. The Proposer must have a satisfactory performance record demonstrated by positive, constructive feedback from references from past and current contracting agencies delivering services like that of TCRTA.

4. (Pass/Fail) Sufficient Financial Strength

Evaluation of the Proposer's financial resources and capability to finance the work to be performed and complete the Contract in a satisfactory manner. The following must be received and will be considered in evaluating financial strength:

- a. Compliance with financial requirements: Ability to obtain required insurance (and bonding) with coverage values that meet minimum requirements, evidenced by a letter from an underwriter confirming that the Proposer can be insured for the required amount.
- b. Certified Public Accountant (CPA) prepared financial statements for the past three years.

5. (Pass/Fail) Compliance with Federal Requirements of this RFP

Required certifications, specified in this RFP, must be received and proposal must demonstrate current compliance or ability to comply if Proposer becomes the eventual successful Proposer.

Proposals will be evaluated against the pass/fail criteria numbers 1 through 5 above, and if Proposer passes these criteria, it will be deemed to be responsible. However, any proposal which fails one or more of these criteria but is susceptible of being made to meet such failed criteria will also be considered responsible. Under any other circumstances, a proposal may not be responsible.

7. Proposal Evaluation Criteria (By Total Points)

This is a "Best Value" procurement. It is **NOT** a low-bid procurement and price is only a consideration in the evaluation process. The following criteria will be used to further evaluate proposals. This set of criteria must be addressed and are not listed by any order of importance. The Proposer of any proposal that the Evaluation Committee finds not to have addressed the criteria, may be determined by the Evaluation Committee as not qualified and its proposal rejected. The criteria are as follows:

- **Background and Experience (40 Points)**

The following will be considered:

- Breadth of company's industry experience with similar transit contracts,

- Level of prior public transportation experience and expertise of the management team,
- Sufficiency of staffing and other resources (i.e., training, mentorship, etc.) for demonstrating the ability to perform per the contract and service delivery terms,
- Safety record,
- Reference from other governmental agencies with transit operations.

- **Qualifications and Approach (40 points)**

Each of the required plans must demonstrate the Proposers understanding of the RFP and describe how Proposer will work with TCRTA in delivering the services. The combination of these plans should demonstrate a Proposer who desires to work for TCRTA and provide high quality services.

- **Creative/Innovative Solutions for Maximizing Service and Efficiency (20 points)**

TCRTA is seeking creative and innovative solutions (CRM, etc.) to minimize operating costs while maximizing quality of service. Proposed pricing for transit services will be considered in conjunction with creative/innovative methods and/or technology for achieving cost-efficiency while delivering high quality and potentially enhanced services.

- **Interview (100 Points)**

The interview will provide the Evaluation Committee with an opportunity to further assess the Proposer’s understanding of the RFP, proposed approach, key personnel, and ability to work collaboratively with TCRTA. Interview responses will be considered as part of the overall evaluation and best-value determination.

8. Award Process

1. Best and Final Offers (BAFO)

After all interviews have been completed, each of the Proposers in the competitive range may be afforded the opportunity to amend its proposal and make its BAFO. The request for BAFOs shall include:

Notice that discussions/negotiations are concluded:

Tulare County Regional Transit Agency
RFP 2026-02 Transit Operations Services

- Notice that this is the opportunity for submission of a BAFO.
- A common date and time for submission of written BAFOs, allowing a reasonable opportunity for preparation of the written BAFOs.
- Notice that if any modification to a BAFO is submitted, it must be received by the date and time specified for the receipt of BAFOs and is subject to the late submissions, modifications, and withdrawals of proposals provision of the RFP.
- Notice that if Proposers do not submit a BAFO or a notice of withdrawal, their immediate previous Offer will be construed as their BAFO.
- Any modifications to the initial proposals made by a Proposer in its BAFO shall be identified in its BAFO. BAFOs will be evaluated by TCRTA according to the same requirements and criteria as the initial proposals “Proposed Selection Process”. The TCRTA will make appropriate adjustments to the initial scores for any sub-criteria and criteria which have been affected by any proposal modifications made by a BAFO.
- TCRTA will choose that proposal which it finds to be most advantageous and best value. The results of the evaluations and the selection of a proposal for any award will be documented in a report.
- TCRTA reserves the right to make an award to any Proposer whose proposal it judges to be most advantageous and best value, without conducting any written or oral discussions with any Proposers or solicitation of any BAFO.

2. Award to Other Than Evaluation Committee Recommended Vendor

This transit services contract will be partially funded through FTA financial assistance. As such, TCRTA must maintain compliance with FTA procurement requirements as detailed within FTA Procurement Circular 4220.1F. Each member of the Board making an award, with FTA financial assistance, to a Proposer other than that recommended by the Evaluation Committee, becomes the defector “procurement evaluation committee” and will be required to submit a signed Declaration Concerning Conflict of Interest and Confidential Information to be retained within the procurement files. In the event the TCRTA Board elects to award a federally financially assisted contract to other than the vendor recommended through the predefined and executed selection committee process, FTA Circular 4220.1F, Chapter III, 3, D. (1) (c), requires that “government recipients must state its reasons for Proposer selection or rejection”.

To maintain compliance with FTA Circular 4220.1F, Chapter III, 3, d. (1) (c), the Board is required to submit a Selection Decision Memorandum setting forth the reason for making the selection. This written Selection Decision Memorandum must be based on the evaluation criteria as set forth in this RFP; there cannot be an introduction of new selection criteria.

3. Single Proposal Response

If only one proposal is received in response to this RFP and it is found by the TCRTA to be acceptable, a detailed price/cost analysis, or both, possibly including an audit, may be performed by or for TCRTA of the detailed price/cost proposal to determine if the price is fair and reasonable. The Proposer has agreed to such analysis by submitting a response to this RFP.

A price analysis is an evaluation of a proposed price that does not involve an in-depth evaluation of all the separate cost elements and the profit factors that comprise a Proposer's price proposal. It should be recognized that a price analysis through comparison to other similar procurements must be based on an established or competitive price of the elements used in the comparison. The comparison must be made to a purchase of similar services, involving similar specifications and in a similar time frame.

Where a difference exists, a detailed must be made of this difference and costs attached thereto. Where it is impossible to obtain a valid cost price analysis, it may be necessary to conduct a cost analysis of the proposed price. A cost analysis is a more detailed evaluation of the cost elements in the Proposer's Offer to perform. It is conducted to form an opinion as to the degree to which the proposed costs represent what the Proposers performance should cost. A cost analysis is generally conducted to determine whether the Proposer is applying effort and whether costs are allowable, allocable, and reasonable. Any such analysis and the results therefrom shall not obligate TCRTA to accept a single proposal; and TCRTA may reject such proposal at its sole discretion.

4. Appeals and Appeal Procedures

All protests shall refer to the name of the project or procurement in question and the contract, bid or proposal reference number. Failure to comply with the time requirements specified below shall constitute grounds for TCRTA to deny the protest without further consideration. TCRTA has no obligation to delay or

otherwise postpone an award of a contract based on a protest. Bids or proposals shall remain confidential until after the Notice of Intent to Award is issued.

TCRTA Pre-Award Protest Procedures

Any bidder or proposer who has submitted a bid or proposal to TCRTA may file a protest of TCRTA's intent to award a contract provided that:

- 1) The bid or proposal protest is in writing,
- 2) The bid or proposal protest is signed by the protestor or an individual legally entitled to act on his or her behalf,
- 3) The bid or proposal protest is received by TCRTA Executive Director not more than five (5) business days following the date of issuance of TCRTA's Intent to Award the Contract, and
- 4) The bid or proposal protest sets forth, in detail, a statement of the reason(s) for the protest, all facts and documentation supporting the protest, and legal authorities and argument in support of the grounds for the protest. Any grounds for protest not identified in the pre-award protest are waived.

Protests of TCRTA's Intent to Award must be personally delivered or sent by U.S. mail, postage prepaid, to:

**Tulare County Regional Transit Agency
Attn: Derek Winning, Executive Director
200 E Center Ave.
Visalia, CA 93291**

Any protest not conforming with the foregoing shall be rejected by TCRTA as invalid. Provided that the protest is filed in strict conformity with the foregoing, TCRTA's Executive Director shall review and evaluate the basis for the bid or proposal protest. The TCRTA Executive Director shall provide the protestor with a written statement concurring with or denying the protest. The written decision will then be provided to the protestor.

Use of the above procedures shall be a condition precedent to use of the post-award protest procedures detailed below and/or the institution of any legal or equitable proceedings relative to the bid or proposal. In the event that any such legal or equitable proceedings are instituted and TCRTA is named as a party thereto, the prevailing party(ies) shall be entitled to recover all attorney's fees and costs incurred in connection with the proceeding.

TCRTA Post-Award Protest Procedures

Within five (5) business days of the contract being awarded, a bidder or proposer who has complied with the pre-award protest procedures detailed above may file a post-award protest. The post-award protest must:

1. Be in writing,
2. Be signed and dated by the bidder/proposer or someone legally entitled to act on his or her behalf, and
3. Include a detailed statement of the reason for the post-award protest and all facts and documentation supporting the bidder or proposer's position, including any legal authorities or argument.

Post-award protests must be personally delivered or sent by U.S. mail, postage prepaid, to:

**Tulare County Regional Transit Agency
Attn: Derek Winning, Executive Director
200 E Center Ave
Visalia, CA 93291**

Failure to file a request for a pre-award protest shall constitute grounds for TCRTA to deny the protest without further consideration of the grounds stated therein. Any grounds for protest that could have been, but were not, identified in the pre-award protest are deemed waived and will not be considered.

Provided that the protest is filed in strict conformity with the foregoing, TCRTA's Executive Director or his or her designee shall review and evaluate the basis for the bid or proposal protest. TCRTA's Executive Director or his or her designee shall issue a written statement concurring with or denying the protest. The decision of TCRTA's Executive Director shall be final and not subject to appeal or reconsideration.

Use of the above procedures shall be a condition precedent to the institution of any legal or equitable proceedings relative to the bid or proposal. If any such legal or equitable proceedings are instituted and TCRTA is named as a party thereto, the prevailing party(ies) shall be entitled to recover all attorney's fees and costs incurred in connection with the proceeding.

Appeal of TCRTA's Decision to CALTRANS

Under limited circumstances, after an interested party has exhausted its administrative remedies at TCRTA's level, the interested party may appeal TCRTA's decision to the California Department of Transportation (Caltrans). The deadline for pre-award protest appeals to Caltrans is within five (5) days of TCRTA's response to the interested parties' pre-award protest. The deadline for post-award protest appeals to Caltrans is within five (5) days of TCRTA's response to the interested parties' post-award protest.

Caltrans limits review of appeals to:

- 1) TCRTA's procedural failures (such as a failure to have protest procedures, failure to comply with protest procedures, or a failure to review a protest),
- 2) Violations of Federal law or regulations,
- 3) Violations of State or local law or regulations,

The appeal to Caltrans shall:

- 1) State the name and address of the interested party,
- 2) Identify TCRTA as the party responsible for the RFP process,
- 3) State the grounds for appeal, with supporting documentation,
- 4) Include a copy of the protest filed with TCRTA and a copy of TCRTA's decision, and
- 5) State the relief sought from Caltrans.

Appeals to Caltrans shall be sent by mail to:

**California Department of Transportation
Division of Rail & Mass Transportation, MS 39
PO Box 942874
Sacramento, CA 94274-0001**

With copies to:

**Tulare County Regional Transit Agency
Attn: Derek Winning, Executive Director
200 E Center Avenue,
Visalia, CA 93291**

Section 4 – General Contractual Provisions

1. Independent Contractor

Proposer's relationship to TCRTA in its performance of this Agreement is that of an independent contractor. Proposer agrees that it is not and will not become an employee, partner, agent, or principal of TCRTA while this Agreement is in effect. Proposer may, at Proposer's own expense, use employees or subcontractors as Proposer deems necessary to perform the services required by Proposer under this Agreement. The personnel performing services under this Agreement shall always be under Proposer's exclusive direction and control and shall be employees of Proposer and not employees of TCRTA. TCRTA shall not control, direct or supervise Proposer's employees or subcontractors in the performance of those services. In particular, TCRTA will not:

1. Withhold FICA (Social Security) from Proposer's payments.
2. Make state or federal unemployment insurance contributions on Proposer's behalf.
3. Withhold state or federal income tax from payments to Proposer.
4. Make disability insurance contributions on behalf of Proposer.
5. Obtain unemployment compensation insurance on behalf of Proposer.

Proposer shall pay all wages, salaries, and other amounts due its employees in connection with the performance of this Agreement and shall be responsible for all reports and obligations respecting them, such as social security, income tax withholding, unemployment compensation, workers compensation insurance, and similar matters. The personnel performing services under this Agreement shall not be entitled to the rights or benefits afforded to TCRTA employees, including disability or unemployment insurance, workers' compensation, medical insurance, sick leave, or any other TCRTA employment benefit. Proposer shall provide its employees with written notice that any and all obligations in connection with their employment are obligations of Proposer and not the TCRTA.

The relationship between TCRTA and Proposer ACTOR is non-exclusive. Proposer may perform services for, and contract with as many other clients, persons, or companies as Proposer, in its sole discretion, sees fit.

2. Indemnification

Proposer shall hold harmless, defend and indemnify TCRTA, its agents, officers and employees from and against any liability, claims, actions, costs, damages or

losses of any kind, including death or injury to any person and/or damage to property, including TCRTA property, arising from, or in connection with, the performance by Proposer, or its agents, officers and employees under this Agreement. This indemnification specifically includes any claims that may be made against TCRTA by any taxing authority asserting that an employer-employee relationship exists by reason of this Agreement, and any claims made against TCRTA alleging civil rights violations by Proposer under Government Code sections 12920 et seq. (California Fair Employment and Housing Act), and any fines or penalties imposed on TCRTA for Proposer's failure to provide form DE-542, when applicable. This indemnification obligation shall continue beyond the term of this Agreement as to any acts or omissions occurring under this Agreement or any extension of this Agreement.

It is the intent of the parties that Proposer will indemnify, defend and hold harmless TCRTA and its officers, agents, employees and assigns, from any and all claims, demands, costs, suits or actions as set forth above, regardless of the existence or degree of fault or negligence, whether active or passive, sole or concurrent, on the part of the TCRTA or of anyone acting under its direction or control or on its behalf.

This indemnity and hold harmless provision, insofar as it may be adjudged to be against public policy, shall be void and unenforceable only to the minimum extent necessary so that the remaining terms of this indemnity and hold harmless provision may be within public policy and enforceable.

3. Termination

Right to Termination

- a. **Termination for Convenience (General Provision)** The TCRTA may terminate this contract, in whole or in part, at any time by written notice to the Proposer when it is in the TCRTA's best interest. The Proposer shall be paid costs, including profit on work performed up to the time of termination. TCRTA shall not pay lost anticipated profits or other economic losses. The Proposer shall promptly submit its termination claim to TCRTA to be paid the Proposer. If the Proposer has any property in its possession belonging to the TCRTA, the Proposer will account for the same, and dispose of it in the manner the TCRTA directs.
- b. **Termination for Default [Breach or Cause] (General Provision)** If the Proposer does not deliver supplies in accordance with the contract delivery schedule, or, if the contract is for services, the Proposer fails to perform in the manner called for in the contract, or if the Proposer fails to comply with any other provisions of the contract, the TCRTA may terminate this contract for default. Termination shall be effected by serving a notice of termination

on the Proposer setting forth the manner in which the Proposer is in default. The Proposer will only be paid the contract price for supplies delivered and accepted, or services performed in accordance with the manner of performance set forth in the contract.

If it is later determined by the TCRTA that the Proposer had an excusable reason for not performing, such as a strike, fire, or flood, events which are not the fault of or are beyond the control of the Proposer, the TCRTA, after setting up a new delivery of performance schedule, may allow the Proposer to continue work, or treat the termination as a termination for convenience.

- c. **Opportunity to Cure (General Provision)** The TCRTA in its sole discretion may, in the case of a termination for breach or default, allow the Proposer thirty (30) days in which to cure the defect. In such case, the notice of termination will state the time period in which cure is permitted and other appropriate conditions.

If Proposer fails to remedy to TCRTA's satisfaction the breach or default of any of the terms, covenants, or conditions of this Contract within ten (10) days after receipt by Proposer of written notice from TCRTA setting forth the nature of said breach or default, TCRTA shall have the right to terminate the Contract without any further obligation to Proposer. Any such termination for default shall not in any way operate to preclude TCRTA from also pursuing all available remedies against Proposer and its sureties for said breach or default.

- d. **Waiver of Remedies for any Breach** In the event that TCRTA elects to waive its remedies for any breach by Proposer of any covenant, term or condition of this Contract, such waiver by TCRTA shall not limit TCRTA's remedies for any succeeding breach of that or of any other term, covenant, or condition of this Contract.

4. **Bonding**

The Proposer, at its own expense, will be required to include, and keep in effect at all times during the term of the Contract, a bond, or other financial instrument acceptable to TCRTA, in the amount of Five Hundred Thousand Dollars (\$500,000) to secure performance.

5. **Property, Casualty, and Liability Insurance**

The insurance requirements specified in this section shall cover Proposers own liability and any liability arising out of work or services performed under this scope by any sub-Proposers, sub-consultants, suppliers, temporary workers, independent

Proposers, leased employees, or any other persons, firms, or corporations (hereinafter collectively referred to as “Agents”) that Proposer authorizes to work. Proposer and all Agents are required to procure and maintain at their sole cost and expense the insurance coverages subject to all of the requirements set forth below. Such insurance shall remain in full force and effect throughout the term of this Contract.

Proposer is also required to assess the risks associated with work to be performed by Agents under subcontract and to include in every subcontract the requirement that the Agent maintain adequate insurance coverages with appropriate limits and endorsements to cover such risks; the limit for the Commercial General Liability insurance in each subcontract shall not be less than \$5 million per incident. To the extent that any Agent does not procure and maintain such insurance coverage, the Proposer shall be responsible for said coverage and assume all costs and expenses that may be incurred in securing said coverage or in fulfilling Proposers’ indemnity obligations as to itself or any of its Agents in the absence of coverage.

In the event Proposer or its Agents procure excess or umbrella coverage to maintain certain requirements outlined below, these policies shall also satisfy all specified endorsements and stipulations, including provisions that the Proposers insurance be primary without any right of contribution from TCRTA. Prior to beginning work under this Contract, Proposer shall provide TCRTA with satisfactory evidence of compliance with the insurance requirements of this Section.

1. Workers’ Compensation Insurance

Proposer will provide workers’ compensation insurance as required by law during the term of this Contract, Proposer shall provide workers’ compensation insurance for the performance of any of the Proposers duties under this Contract; including but not limited to, coverage for workers’ compensation and employer’s liability and a waiver of subrogation and shall provide TCRTA with certification of all such coverages upon request by TCRTA’s Risk Manager.

2. Liability Insurance (Proposer)

Proposer shall obtain and maintain in full force and effect during the term of this Contract the following Proposer’s liability insurance coverage’s, issued by a company licensed (admitted) to transact business in the State of California and/or having a A.M. Best rating of A VII or better:

- **General Liability**

Commercial general liability (CGL) insurance coverage (personal injury and property damage) of not less than \$5,000,000 combined single limit per incident, covering liability or claims for any personal

injury, including death, to any person and/or damage to the property of any person arising from the acts or omissions of Proposer or any officer, agent, or employee of Proposer under this Contract.

- **Comprehensive Automobile Liability Insurance**

Comprehensive automobile liability insurance (Bodily Injury and Property Damage) on Proposer’s owned, hired, leased and non-owned vehicles used in conjunction with Proposer’s business of not less than \$5,000,000 combined single limit per incident.

3. Liability, Physical Damage, Risk Control (TCRTA) “Optional”

TCRTA is considering submitting membership to the California Transit Indemnity Pool for liability, physical damage, and risk control insurance and services.

Proposer shall provide optional pricing to obtain and maintain in full force and effect during the term of this Contract the following liability and vehicle physical damage insurance coverage’s, issued by a company licensed (admitted) to transact business in the State of California and/or having a A.M. Best rating of A VII or better:

- **Commercial General Liability**

Commercial General Liability insurance with a combined single limit of not less than twenty million dollars (\$20,000,000) per occurrence. Such insurance shall include products/completed operations liability, owner’s and contractor’s protective, blanket contractual liability, broad form property damage coverage, and explosion, collapse and underground hazard coverage. Such insurance shall 2) name TCRTA, its appointed and elected officials, agents, officers, employees and volunteers as additional insureds; b) be primary with respect to any insurance or self-insurance programs maintained by the TCRTA; and c) contain standard cross liability provisions.

- **Commercial Automobile Liability**

Commercial Automobile Liability insurance with a combined single limit of not less than twenty million dollars (\$20,000,000) per occurrence. Such insurance shall a) include coverage for owned, hired and non-owned automobiles; b) name TCRTA, its elected and appointed officials, agents, officers, employees and volunteers as additional insureds; c) be primary for all purposes; and d) contain standard cross liability provisions.

- **Collision and Comprehensive Coverage**

Automobile collision and comprehensive coverage for the actual cash value of the vehicles (based upon straight-line depreciation, the original purchase price and service life expectancy) as stated in the attached Fleet Schedule. Such insurance shall a) contain deductibles of not more than ten thousand dollars (\$10,000), and b) name TCRTA as loss payee

- **Garagekeeper's Legal Liability**

Garagekeeper's Legal Liability insurance with a limit of not less than one million dollars (\$1,000,000) per occurrence.

4. Certificates

All insurance coverage's referenced above, shall be evidenced by one or more certificates of coverage or, with the consent of TCRTA's Risk Manager, demonstrated by other evidence of coverage acceptable to TCRTA's Risk Manager, which shall be filed by Proposer with TCRTA's Executive Director prior to commencement of performance of any of Proposer's duties; shall be kept current during the term of this Contract; shall provide that TCRTA shall be given no less than thirty days prior written notice of any non-renewal, cancellation, other termination, or material change, except that only ten days prior written notice shall be required where the cause of non-renewal or cancellation is non-payment of premium; and shall provide that the inclusion of more than one insured shall not operate to impair the rights of one insured against another insured, the coverage afforded applying as though separate policies had been issued to each insured, but the inclusion of more than one insured shall not operate to increase the limits of the company's liability.

For the commercial general liability insurance coverage referenced above and, where the vehicles are covered by a commercial policy rather than a personal policy, for the comprehensive automobile liability insurance coverage referenced above, Proposer shall also file with the evidence of coverage an endorsement form the insurance provided naming TCRTA, its officers, employees, agents and volunteers as additional insureds and waiving subrogation, and the certificate or other evidence of coverage shall provide that if the same policy applies to activities of Proposer not covered by this Contract then the limits in the applicable certificate relating to the additional insured coverage of TCRTA shall pertain only to liability for activities of Proposer under this Contract, and that the insurance provided is primary coverage to TCRTA with respect to any insurance or self-insurance programs maintained by TCRTA.

5. Deductibles/Retentions

Any deductibles or self-insured retentions shall be declared to, and be subject to approval by, TCRTA's Risk Manager, which approval shall not be denied unless the TCRTA's Risk Manager determines that the deductibles or self-insured retentions are unreasonably large in relation to compensation payable under this Contract and the risks of liability associated with the activities required of Proposer by this Contract. At the option of and upon request by TCRTA's Risk Manager if it is determined that such deductibles or retentions are unreasonably high, either the insurer shall reduce or eliminate such deductibles or self-insurance retentions as respects TCRTA, its officers, employees, agents and volunteers or Proposer shall procure a bond guaranteeing payment of losses and related investigations claims administration and defense expenses.

- **Property Insurance**

Property insurance with Special Form coverage including theft, but excluding earthquake, with limits at least equal to the replacement cost of Proposer's business personal property and equipment to be used in the performance of this Contract.

- **Employee Theft/Crime Insurance**

Proposer shall provide an employee theft/crime insurance policy covering Proposer's employees or outsiders for loss of or damage to money, securities or other property resulting from theft. The following limits of liability should apply:

Employee Dishonesty - \$250,000
Client Property Blanket Bond - \$250,000
Computer Fraud - \$250,000
Inside or Outside Premises - \$50,000
Depositors Forgery - \$250,000

Proposer shall reimburse TCRTA for all losses within the deductible and for insured losses, the cost to prove the loss, accountant's fees, defense costs including attorneys and any other fees associated with a claim.

6. Compliance with Federal Laws and Regulations

The Contract is financed in part with funding received under FTA Section 5307 and 5311 of the Federal Transit Act. All services performed by Proposer pursuant to this Agreement shall be performed in accordance and full compliance with all

applicable federal laws and requirements including, but not limited the Federal Terms provided in Attachment H and I.

7. Conflict of Interest

Proposer covenants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of service required to be performed under this Agreement. Proposer further covenants that in the performance of this Agreement, no person having such interest shall be employed by Proposer.

8. Conflict of Transportation Interests

Proposer shall not divert any revenues, passengers, or other business from TCRTA to any taxi or other transportation operation of Proposer.

9. Conflicting Use

Proposer shall not use any vehicle, equipment, personnel, or other facilities which are dedicated to TCRTA for performing services under this Agreement for any use whatsoever other than provided for in this Agreement without the prior approval of TCRTA.

10. Audit; Retention of Records

Proposer shall allow the authorized representatives of TCRTA, the U.S. Department of Transportation, and the Comptroller General of the United States and the California State Controller's Office to inspect and audit all data and records of the Proposer relating to performance under this Agreement. Such audit shall be allowed upon reasonable notice of any aforementioned agency. Further, Proposer shall maintain all required records for three years after final payment under this Agreement and until all other pending matters are closed.

11. Compliance with Laws, Rules, Regulations

All services performed by Proposer pursuant to this Agreement shall be performed in accordance and full compliance with all applicable federal, state, or local statutes, and any rules or regulations promulgated thereunder.

Proposer shall pay all taxes required to be paid by it by any applicable federal, state, or local statute, including the Business License Tax levied by Tulare County. Further, Proposer shall secure, on its own behalf, or on behalf of TCRTA if requested, any and all licenses and permits required by law. Proposer shall assure that all of its employees operating TCRTA vehicles possess a valid, current Class

B California Driver's License with appropriate endorsements. Proposer shall not be required to secure a Federal Communications Commission License for the TCRTA radio system. Such license shall be secured by TCRTA and provided to Proposer.

12. Changes in Laws

In the event any federal, State, or local law, rule, regulation or ordinance becomes operative during the term of this Agreement that has the effect of increasing Proposer's operating costs, to include, but not limited to, laws, rule, regulations, or ordinances pertaining to environmental protection or climate change, such as carbon credits, or new taxes imposed based on energy consumption; changes in the Americans with Disabilities Act; or government mandated increases to employee wages and/or benefits, to include health care benefits, TCRTA and Proposer shall meet and confer regarding the potential impact of these unanticipated additional costs and may negotiate an equitable adjustment to Proposer's rates to compensate Proposer for the unanticipated increase in costs.

13. Sale, Transfer, Delegation, and Subletting

Proposer agrees that it will not sell, assign or transfer in whole or in part any right, title or interest it possesses by reason of this Agreement nor delegate or sublet its duties to any other person or entity without first obtaining the written consent of the TCRTA to such sale, assignment, or transfer delegation or subletting. In the event of any violation of this Section, TCRTA may immediately terminate this Agreement.

14. Severability

In the event any provision of the contract is declared or determined to be unlawful, invalid, or unconstitutional, such declaration shall not affect, in any manner, the legality of the remaining provisions of the contract and each provision of the contract will be and is deemed to be separate and severable from each other provision.

15. Jurisdiction/Venue/Waiver of Removal

This Agreement shall be administered and interpreted under the laws of the State of California. Jurisdiction of litigation arising from this Agreement shall be in that State. Any action brought to interpret or enforce this Agreement, or any of the terms or conditions hereof, shall be brought in Tulare County, California. The Proposer hereby expressly waives any right to remove any action to a county other

than Tulare County as permitted pursuant to Section 394 of the California Code of Civil Procedure.

16. Dispute Resolution - Mediation

If a dispute arises out of or relates to this Agreement, or the breach thereof, and if said dispute cannot be settled through negotiation, the parties agree first to try in good faith to settle the dispute by non-binding mediation before resorting to litigation or some other dispute resolution procedure, unless the parties mutually agree otherwise. The mediator shall be mutually selected by the parties, but in case of disagreement, the mediator shall be selected by lot from among two nominations provided by each party. All costs and fees required by the mediator shall be split equally by the parties; otherwise each party shall bear its own costs of mediation. If mediation fails to resolve the dispute within thirty (30) days, either party may pursue litigation to resolve the dispute.

17. Waivers

The waiver by either party of any breach or violation of any term, covenant, provision or condition of this Agreement or of any ordinance, regulation or law shall not be deemed to be a future waiver of such term, covenant, provision, condition, ordinance, regulation, or law or a waiver of any other term, covenant, provision, condition, ordinance, regulation, or law. The subsequent payment by TCRTA of any compensation or other money which may become due hereunder shall not be deemed a waiver of any preceding breach or violation by Proposer of any term, covenant, condition, or provision of this Agreement or of any applicable ordinance, regulation or law.

18. Construction

This Agreement reflects the contributions of both parties and accordingly the provisions of Civil Code section 1654 shall not apply to address and interpret any uncertainty.

19. Conflict with Laws or Regulations/Severability

This Agreement is subject to all applicable laws and regulations. If any provision of this Agreement is found by any court or other legal authority, or is agreed by the parties, to be in conflict with any code or regulation governing its subject, the conflicting provision shall be considered null and void. The remainder of the Agreement shall continue in full force and effect.

20. No Third-Party Beneficiaries

Unless specifically set forth, the parties to this Agreement do not intend to provide any other party with any benefit or enforceable legal or equitable right or remedy.

Section 5 – Scope of Work

1. General

General Scope of Work

Proposer shall provide management, supervision, technical, personnel and operating services, complete employee training, and other services necessary for the daily operation of TCRTA transit services described in this Scope of Work. The primary goal of TCRTA services is to provide the region with quality transit services that offer a high-quality alternative to driving in Tulare County. The objectives in meeting that primary goal in the daily operation of TCRTA are to:

1. Supply properly trained and certified transit vehicle operators.
2. Provide all support staff including dispatchers, clerical, training and safety personnel, management personnel, supervisory personnel, and fleet, bus stop, and transit center cleaning personnel.
3. Supply daily supervision.
4. Provide transit service according to the routes, time, and schedules as defined herein and as may be modified.
5. Customer relations management (CRM) software and equipment.

2. Projected Revenue Hours and Miles

TCRTA's projected annual revenue hours by service type and member jurisdiction are presented in the table below. Revenue hours are provided by service type and location for planning and estimating purposes only.

Although revenue hours are presented separately by service type, ADA Paratransit and On-Demand services are currently operationally comingled and may be provided using shared vehicles and operators. The projected revenue hours shown are estimates only and do not represent a contractual guarantee. Proposers shall be compensated based on actual revenue hours performed, not the projected estimates.

Actual revenue hours may vary by up to twenty percent (20%). Proposers shall hold proposed hourly, mileage, and fixed rates constant within this fluctuation throughout the base contract term and any optional extension periods. TCRTA will provide reasonable advance notice, generally at least sixty (60) days of service revisions or changes.

If changes to overall service levels exceed twenty percent (20%) in total (excluding changes resulting from force majeure events), the Proposer may request a contract amendment. Any such request shall be submitted in writing at least thirty (30) days prior to the proposed service change.

Note: TCRTA is in the process of finalizing service adjustments and may issue an addendum to this RFP with updated projected revenue hours, if applicable.

Projected Revenue Hours Table

FY 2026/27 – FY 2030/31					
Location	Commuter Route Service Hours	Local Route Service Hours	ADA Paratransit Service Hours	On Demand Service Hours	LOOP Service Hours
Dinuba	2,800	8,200	700	2,300	N/A
Exeter	N/A	N/A	N/A	50	N/A
Farmersville	N/A	N/A	N/A	500	N/A
Lindsay	N/A	N/A	450	900	N/A
Tulare	4,700	25,300	2,600	4,600	N/A
Woodlake	N/A	N/A	1,500	600	N/A
County	32,400	N/A	850	2,600	840
Tule River Tribe	2,400	N/A	N/A	N/A	N/A
Total	42,300	33,500	5,950	11,550	2,400

Projected Revenue Miles Table

FY 2026/27 – FY 2030/31					
Location	Commuter Route Service Miles	Local Route Service Miles	ADA Paratransit Service Miles	On Demand Service Miles	LOOP Service Miles
Dinuba	50,300	90,800	6,400	26,600	N/A
Exeter	N/A	N/A	N/A	350	N/A
Farmersville	N/A	N/A	N/A	7,600	N/A
Lindsay	N/A	N/A	2,000	14,600	N/A
Tulare	N/A	299,000	29,000	75,600	N/A
Woodlake	N/A	N/A	4,174	1,881	N/A
County	1,030,000	N/A	15,000	114,000	8,400
Tule River Tribe	44,600	N/A	N/A	N/A	N/A
Total	1,124,900	389,800	56,574	240,631	8,400

3. Description of TCRTA Services

Information in this section provides various requirements that TCRTA is looking for as part of a comprehensive proposal. Submitted content must address requirements herein. There are other specific requirements based on the transit service type in the subsequent sections.

TCRTA will only accept proposals for all transportation operation services which include fixed route, complementary ADA paratransit, and On-Demand services, general management, supervision, dispatching, training, vehicle operators, customer service agents, fleet cleaning, bus stop cleaning and maintenance, and transit center cleaning.

SERVICE	AREA COVERED
Local Fixed Routes	Tulare T1, T2, T3, T4, T5, T6 Dinuba D1, D2, D3, D4, DL
Commuter Fixed Routes	Tulare County C10, C20, C30, C40, C70, C80, C90 Dinuba DC
Express Fixed Routes	Tulare County 11X
Complementary ADA Paratransit	Complementary ADA Paratransit are provided in the same cities that provide local fixed routes.
General Paratransit	<p>General paratransit service is a demand-responsive service operating within the Cities of Dinuba, Lindsay, Tulare, and Woodlake, with service to and from the Cities of Porterville and Visalia, and communities throughout Tulare County.</p> <p>This service is distinct from On-Demand service based on eligibility and trip purpose but may be operationally comingled with other on-demand services.</p>
On-Demand	<p>On-Demand service is a general public, demand-responsive service operating within the Cities of Dinuba, Exeter, Farmersville, Lindsay, Tulare, and Woodlake, with service to and from the Cities of Porterville and Visalia, and communities throughout Tulare County.</p> <p>On-Demand service may be operationally comingled with General Paratransit service.</p>

Customer Service (Ticket Sales)	Dinuba Transit Center and Tulare Transit Center.
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Additional information regarding TCRTA services is available on the TCRTA website at the following link: <https://gotcrta.org/>

TCRTA uses web based on-time arrival and trip planning technologies (e.g., Google Transit Real-Time) which reduces the burden of TCRTA Customer Service Agents who are responsible for providing general transit information.

TCRTA’s video security systems, not in all vehicles, assist Proposer in addressing safety, security, and customer service issues. As funding becomes available, TCRTA will seek to install video security systems in all revenue vehicles and at transit centers.

TCRTA is seeking Proposers to propose a comprehensive Customer Relationship Management (CRM) software solution and associated equipment with features that support customer contact management, trip reservation intake, service requests, customer communications, complaint tracking, and reporting.

TCRTA will assume responsibility for managing the basic information technology infrastructure (cellular data, modem/routers, fareboxes).

Proposer is responsible for supplying and maintaining any systems they propose and any system they may require for records, payroll, time reporting, etc.

4. Service Hours and Days

Most TCRTA services operate seven days per week; some routes and on-demand zones do not operate on weekends.

Generally, fixed route Service is between the hours of 7:00 am to 7:34 pm, Monday through Saturday, and limited service on Sundays from 8:00 am to 5:00 pm.

Paratransit Service and On-Demand Service have varying service hours depending on the service zone. The service hours range from 7:00 am to 10:00 pm on weekdays. On the weekends, the Service ranges between the hours of 7:00 am and 8:00 pm.

TCRTA services do not operate on the following holidays: New Year’s Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day.

TCRTA services operate on a “Sunday” schedule for the following days: Martin Luther King Day, Presidents Day, Veterans Day, Day after Thanksgiving, Christmas Eve, New Year’s Eve.

5. Local Fixed Route Service

TCRTA generally operates a timed-transfer system with service headways that typically range from 30 to 60 minutes, depending on the route and time of day. Schedule information is provided as an attachment to this RFP and reflects current or anticipated service patterns; it is provided for planning and informational purposes only.

Final schedules applicable to contract performance will be issued or approved by TCRTA. The selected Proposer shall operate revenue service in accordance with schedules formally approved by TCRTA, and any deviations from an approved schedule shall require prior written approval by TCRTA.

List of Local Fixed Routes

City of Dinuba (Local Fixed Routes) – D1, D2, D3, D4, DL

City of Tulare (Local Fixed Routes) – T1, T2, T3, T4, T5, T6

6. Commuter Routes

TCRTA generally operates commuter routes that connect communities throughout the county, with service headways that typically range from 30 to 120 minutes depending on the route and time of day. The commuter bus schedules included in this attachment reflect current or anticipated service patterns and are provided for planning and informational purposes only.

Final commuter bus schedules applicable to contract performance will be issued or approved by TCRTA. The selected Proposer shall operate revenue service in accordance with schedules formally approved by TCRTA, and any deviations from an approved schedule shall require prior written approval by TCRTA.

List of Commuter Routes

County of Tulare – C10, C20, C30, C40, C70, C80, C90

City of Dinuba – DC

7. On-Demand Services



The On-Demand service provides a shared-ride, origin-to-destination transportation option within designated service zones in Tulare County. The service is open to the general public, and no application or eligibility determination is required to use the service.

On-Demand service is operationally comingled with ADA complementary paratransit service and may be provided as part of a comingled operation. ADA-specific requirements and performance standards are addressed separately below.

Service Area and Zones

The On-Demand service operates across five (5) designated service zones within Tulare County. Collectively, these zones serve the following incorporated cities and unincorporated communities:

- **Cities:** Dinuba, Exeter, Farmersville, Lindsay, Tulare, and Woodlake
- **Unincorporated Communities:** Goshen, Ivanhoe, Tipton, Strathmore, Pixley, Earlimart, and Allensworth

Each on-demand service zone operates independently and may have unique service parameters, including hours of operation. Zone boundaries and service hours are provided as an attachment to this RFP for planning and informational purposes only and are subject to change. Final zone configurations and service hours applicable to contract performance will be issued or approved by TCRTA.

Hours of Operation

Generally, on-demand services operate during early morning through evening hours (approximately 7:00 a.m. to 8:00 p.m.), with variations by service zone. Some zones may operate extended hours or offer limited Sunday service. Service hours by zone are provided as an attachment to this RFP for planning and informational purposes only and are subject to

change. Final service hours applicable to contract performance will be issued or approved by TCRTA.

Trip Reservations and Booking

Trips are primarily booked through the Via Transportation mobile application. Youth, Senior, and ADA trips may be booked either through the mobile application or by calling the TCRTA Central Call Center (Customer Service).

Phone reservations are accepted and processed by TCRTA Central Call Center. The Proposer is responsible for dispatching vehicles and completing all assigned trips.

ADA and Paratransit Service

The On-Demand service accommodates ADA-eligible riders. When an ADA-eligible trip request cannot be reasonably accommodated through the On-Demand service, the rider will be placed on complementary ADA paratransit service in accordance with ADA requirements.

Drivers shall assist ADA passengers from the curb of the origin to the curb of the destination whenever possible and shall provide assistance that meets, at a minimum, all ADA requirements. Drivers shall park as close and as safely as possible to passenger pick-up and drop-off locations, including within parking lots when necessary.

Vehicle Arrival and No-Show Policy

Drivers are expected to arrive at pick-up locations in a timely manner. Upon arrival, drivers shall notify passengers of their presence.

Passengers must be ready at the curb at the scheduled pick-up time. Drivers will not enter residences, assisted living facilities, or medical facilities. If a passenger does not appear within five (5) minutes of vehicle arrival, the trip shall be recorded as a no-show, and the driver shall resume service and proceed to the next scheduled trip.

Service Expansion

If service demand warrants the addition of vehicles, revenue hours, or service zones, the Proposer will be provided with a minimum of sixty (60) days' notice prior to implementation.

8. Complementary ADA Paratransit Service

TCRTA provides complementary ADA paratransit service to qualified, certified individuals with disabilities who are unable to independently use available public transportation services due to a disability, in accordance with the Americans with Disabilities Act (ADA).

Complementary ADA paratransit service is operationally coordinated with the On-Demand service and may be provided as part of a comingled operation. The service operates on the same days and during the same hours as the On-Demand service and is provided within the

ADA-required service area, generally within three-quarters ($\frac{3}{4}$) of a mile of applicable public transit service.

The Agency is currently responsible for administering ADA paratransit eligibility determinations, including application intake, evaluations, recertifications, and all related processes in compliance with applicable federal ADA requirements and timelines. The Agency may, at its discretion, assign this responsibility to the Proposer at any time during the contract term. The Proposer shall, at all times, be fully knowledgeable of ADA eligibility criteria, evaluation procedures, and federal timelines and shall be capable of assuming this responsibility immediately upon assignment while maintaining full compliance.

Proposers shall arrive at the appointed passenger pick-up time but under no circumstances no more than 15 minutes after the appointed pick-up time. If the Proposer arrives early, they shall wait until the designated pick-up time, if contact is made with the passenger in this time frame no requirement shall be made by the Proposer for the passenger to leave before their scheduled pick-up time. If the Proposer arrives early and the passengers wishes to leave early the Proposer shall accommodate the passenger if it is reasonable.

Passengers picked up later than 15 minutes will be considered “late”, and Proposer will be subject to an assessed deduction. Proposer shall notify passengers by telephone whenever possible if the vehicle scheduled to pick them up is expected to arrive at the appointed pick-up location more than 15 minutes later than the appointed time.

Upon arrival at the passenger’s pick-up point, the driver shall notify the passenger of their presence by a honk of the horn. Passengers who reside in an assisted living facility or are to be picked-up at a medical facility must be at the curb. Drivers will not go into facilities. The driver shall wait no more than 5 minutes to pick-up a passenger after their scheduled pickup time.

Should the passenger not appear during the time frame (5 minutes) and no contact has been made with the passenger, the driver shall note the trip as a no-show, resume service and proceed to the next scheduled reservation. The missed pick-up shall be considered a “no-show” and the procedures for no-show shall be followed. In the case of large facilities with multiple exits and entrances, TCRTA shall confirm with passengers where they wish to be dropped-off and picked-up. In the case that a driver will not be performing the return trip for a passenger they shall relay the exact pick-up location to dispatch to forward to the next driver.

NOTE: Complementary ADA Paratransit trip reservations are completed by the TCRTA Central Call Center (Customer Service). Proposer is responsible for dispatching and performing the trips.

9. LOOP Bus Service

The LOOP Bus provides at-risk youth with free transportation to free activities that connect them to mentoring and gang prevention programs throughout Tulare County. The program is

funded by Measure R and the Tulare County Board of Supervisors. **This service, while part of a TCRTA services, shall be priced separately on the pricing form and invoiced separately.**

Note: Proposer will provide charter services, for the LOOP Bus Service, upon request by TCRTA consistent with FTA Charter Service Regulations in effect at the time of this Agreement (49 CFR Part 604 which implement 49 U.S.C. 5323 (d)). These charter regulations allow for limited exceptions of when the TCRTA may provide charter service, including:

- Official government business.
- Qualified Human Service Organizations (elderly, persons with disabilities, and low-income individuals).
- When no registered charter provider responds to a notice sent by TCRTA.
- By agreement with all registered charter providers.
- Petitions to the Administrator – Events of regional or national significance or hardship.

Note: Drivers of the Loop Bus Service shall possess a SPAB (School Pupil Activity Bus) certificate. Drivers shall meet all applicable requirements as established by the California Highway Patrol.

10. Other Services or Special Assignments

TCRTA may elect to add additional service hours to support special events or temporary transportation needs. Such service may include, but is not limited to, events sponsored by public agencies, community or non-profit organizations, elected officials, or seasonal and holiday activities. The Proposer shall furnish the necessary drivers and staff to provide such service when requested by TCRTA.

11. Emergency Response and Mutual Aid

TCRTA may be called upon for emergency operation services in the event of a disaster. Also, TCRTA is a part of the Tulare County Mutual Aid Agreement. TCRTA could be called upon to provide vehicles, drivers, and other manner of support to the areas affected within the County. The Proposer should be able to furnish staff and capital needs to affected areas as directed by the TCRTA and Tulare County's Emergency Operations personnel.

12. Vehicle Maintenance

Vehicle maintenance is under the authority and oversight of TCRTA. While maintenance services are not currently performed directly by TCRTA, TCRTA determines how and by whom vehicle maintenance services are provided.

As part of this RFP, Proposers shall submit a Maintenance Plan and associated pricing for vehicle maintenance services. Submission of this information is required for evaluation purposes only and does not obligate TCRTA to award vehicle maintenance services.

TCRTA reserves the right, at its sole discretion, to determine whether vehicle maintenance services will be included in the final contract.

The following represents TCRTA maintenance and fueling facilities.

North County Yard (Dinuba)	Central County Yard (County)
Fueling: CNG/Gasoline/Diesel	Fueling: CNG
Fleet: TCRTA Vehicles	Fleet: TCRTA Vehicles
Vehicle Maintenance: N/A	Vehicle Maintenance: Performed under TCRTA direction

Note: TCRTA is requesting pricing for fleet maintenance services at the Central County Yard for evaluation purposes only; award of such services, if any, shall be at TCRTA’s sole discretion.

13. Central Call Center

The Proposer shall be responsible for the management, supervision, and staffing of the TCRTA Central Call Center. The Agency retains sole authority over all policies, procedures, eligibility standards, and service rules related to Central Call Center functions.

All Central Call Center activities shall be performed in full compliance with applicable federal ADA requirements, including required timelines for eligibility determinations, trip reservations, and customer communications.

The Proposer shall staff the Central Call Center at levels sufficient to meet Agency-established performance standards and service requirements.

The Agency reserves the right to monitor, audit, and review Central Call Center operations, records, and performance at any time to ensure compliance with Agency requirements and applicable federal and state regulations.

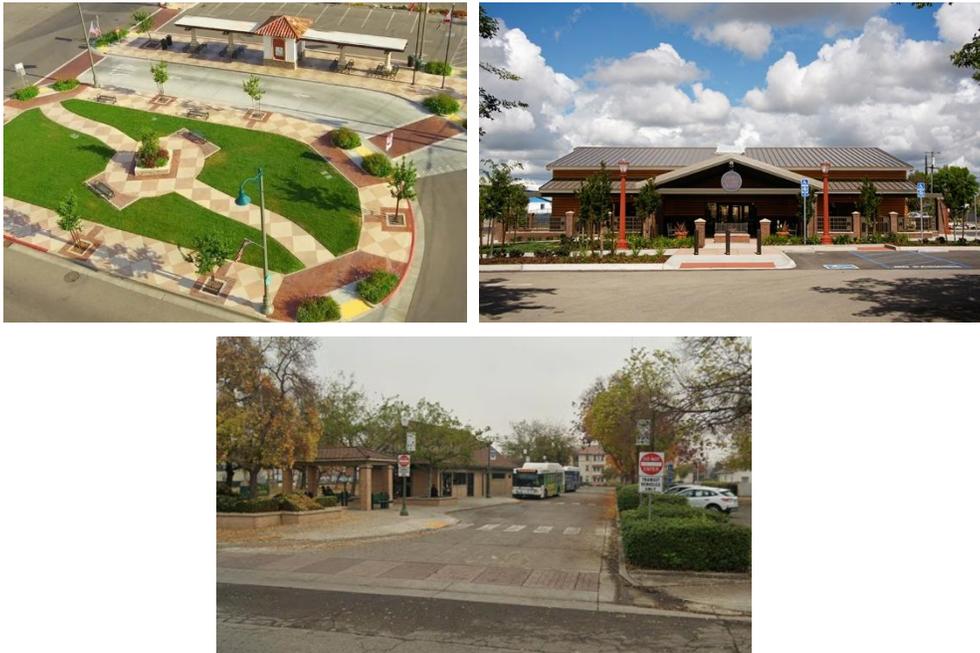
All data generated or maintained through Central Call Center operations, including customer information, trip data, and reports, shall remain the property of the Agency and shall be made accessible to the Agency upon request.

TCRTA Central Call Center will be based out of the Central County Yard. This facility is located 25430 Road 140, Tulare, CA 93274.

Note: TCRTA currently utilizes computer-aided dispatching (CAD) and automatic vehicle location (AVL) systems for transit operations. CAD/AVL services for fixed-route operations are provided by Peak Transit, and CAD/AVL services for on-demand and ADA paratransit operations are provided by Via Transportation. These systems are already in place and are not part of this procurement.

TCRTA is seeking Proposers to provide and support a Customer Relationship Management (CRM) system only to support Central Call Center operations, including customer communications, service requests, complaint tracking, and administration of complementary ADA paratransit trip reservations.

14. TCRTA Transit Centers



TCRTA operates two fully functioning transit centers in the Cities of Dinuba and Tulare. TCRTA also maintains a transit center in the City of Woodlake, which is used on a limited basis.

The City of Farmersville has a Transit center, but it is not yet fully operating. TCRTA is planning to design and construct Transit Centers in the Cities of Exeter and Lindsay. Construction of these new transit centers is dependent on securing funding.

The Transit Centers in Dinuba and Tulare each have a ticket office area, a driver break room, and limited offices for Proposer’s dispatch and supervisory staff.

Proposer is responsible for staffing customer service agents (Ticket Sales) at the Transit Centers located in the Cities of Dinuba and Tulare. The City of Woodlake Transit Center does not have a ticket office. The Proposer is responsible for general cleaning and janitorial services to maintain cleanliness, safety, and a respectable appearance, including pressure washing when needed. The Proposer shall provide all cleaning supplies and equipment required to perform these services.

Note: TCRTA is responsible for facility maintenance, landscape, and utilities.

15. Bus Stops



Proposer is responsible for providing bus stop trash removal, bus shelter and bus stop maintenance throughout TCRTA's service area. **This service, while part of a maintenance function, shall be priced separately on the pricing form.** This shall include:

- General cleaning including, but not limited to, trash removal, graffiti removal, glass and bench cleaning, removal of foreign substances, and sweeping shelter interior and sidewalk adjacent to the shelter.
- Proposer shall provide daily cleaning (trash removal, removal of foreign substances, graffiti removal, and sweeping) to all TCRTA bus stops with benches and shelters.
- Proposer shall provide complete monthly detailing to all TCRTA bus stops with benches and shelters for maintaining cleanliness, safety, and a respectable image (pressure washed when needed).
- Perform other minor repairs as required.
- Dismantle, move, and erect bus stop poles, signs, and shelters as needed.

- Proposer shall provide all supplies and equipment required. TCRTA shall provide materials including bus stop signs, shelters or shelter parts, other items to the Proposer to fulfill the stop and shelter maintenance obligation.

16. Responsibility of TCRTA

TCRTA is responsible for the tasks, assets, and services included in this section:

A. Management/Administration Oversight

- Marketing and public outreach.
- Development and printing of schedules and informational materials.
- Development and printing of fare media.
- Development and printing of TCRTA logos/decals/signage.
- Advertising and marketing materials on buses and facilities.
- ADA Paratransit eligibility (currently administered by the Agency; the Agency reserves the right to assign this responsibility to the Proposer at its discretion during the contract term)
- Fare policies

B. Planning

- Service planning and route design.
- Long- and short-range operating and capital planning.

C. Maintenance and Equipment

- Responsible for vehicle and equipment maintenance, including determining whether maintenance is performed by TCRTA or through contracted services.
- Facility and landscape maintenance.
- Farebox and video security equipment.
- Fuel for TCRTA vehicles.
- Bus stop and shelter equipment.
- Transit Center office furniture and some equipment.

D. Technology

- ITS infrastructure.
- Cellular data and modems/routers.
- Facility and onboard security systems and technology.
- Radio communications, including dispatch equipment.
- Point of sale system.

E. Amenities

- Passenger amenities, signage, and related components.

F. Transit Center Utilities

- Water, Sewer, Trash, Gas, Electric, Phone, and Internet.

17. Responsibility of Proposer

A. Equal Opportunity Employer

Proposers shall not discriminate based on race, color, religion, national origin, ancestry, sex, physical disability, or other protected class.

B. Equal Opportunity Employer

Proposers declare that they, as the successful Proposer, will agree to retain qualified, non-management employees of the current Contractor(s) for a period of at least 90 days, in accordance with California Labor Code Section 1072.

C. Uniforms

Proposer shall provide uniforms, approved by TCRTA, for all employees and shall wear TCRTA-approved uniforms while on duty. Uniforms shall be clean and neat. Agency-approved TCRTA branding shall be displayed prominently on uniforms. Proposer logos may be displayed; however, any Proposer branding shall be secondary in size and placement to Agency branding.

Employees shall wear name tags that clearly display their names while performing their duties. Footwear must either be black or brown and weather and terrain appropriate (Ex: non-slip shoes, boots, hiking shoes), that are professional in appearance. Tennis shoes are not allowed. Employees shall always be neatly groomed and dressed in uniform while on duty except during special theme-oriented days designated by Proposer and approved by TCRTA.

Note: Proposer logo placement shall be approved by TCRTA. Uniform non-compliance will result in a penalty.

D. Fare Collection

Proposer shall collect a valid fare from all persons riding TCRTA services provided under this Contract in accordance with the fare structure established by TCRTA. TCRTA reserves the right to amend the fare structure. Any changes to the fare structure shall be communicated to the Proposer in writing at least 30 days in advance of it taking effect.

Proposer shall not deny access to any person paying a valid fare without specific permission by TCRTA. Proposer shall honor valid TCRTA employee passes. Proposer will not issue free passes or any other passes without prior approval of TCRTA.

TCRTA will notify the Proposer of any promotion TCRTA is conducting on a route. All Free Ride/Discount promotions shall be honored by the Proposer. The operator shall have the responsibility to verify that the Free Ride/Discount promotion presented is valid and has not expired. Instructions will be provided for the counting of riders. Since operators will be asked about TCRTA activities, the information shall be posted in a prominent location and/or circulated among the operators. Proposer will be further required to print, post, and remove any outdated postings of any information or promotional materials on buses and/or facilities, unless otherwise directed by TCRTA.

All fares collected by Proposer shall be collected in fareboxes provided by TCRTA. At the conclusion of each service day, Proposer shall be responsible for probing the farebox, exchanging the cashbox, and storing the used cashboxes in a secure vault. On the following day, TCRTA is responsible for collecting the used cashboxes, counting, reconciliation, and depositing the revenues.

Proposer shall ensure the appropriate security systems and procedures are in place to safeguard the fares and fare collection process. Security systems and procedures may include monitoring the probing of the farebox, transfer of cashboxes, and storage of the cashboxes in the Proposers vault. TCRTA shall have the right to accept, reject, or require changes to the security systems or procedures outlined by Proposer.

Note: Deductions may be assessed for discrepancies.

E. Bus Operators (Drivers and Supervisors)

Proposer shall be entirely responsible for the employment and supervision of operators necessary to perform system operations. Such responsibilities shall include, although not necessarily limited to:

- Operator recruitment
- Onboarding
- Screening
- Selection
- Training
- Supervision
- Proper licensing
- Employee relations
- Discipline
- Retraining
- Evaluation
- Termination

Minimum Qualifications

As a part of operator recruitment, operator must:

- Be at least 21 years of age.
- Have a minimum of three years licensed driving experience.
- Have no more than three moving violations or accidents within the immediately preceding three-year period.
- Have no convictions for misdemeanor or felony driving under the influence or no failures to appear.
- Have never been convicted of a violent crime, or a crime of moral turpitude.
- Must be eligible to work in the United States.
- Have a high school diploma or equivalent.
- Proposer shall procure background checks before hiring any operator. The contents and source of the background check must be approved in advance by TCRTA.
- Each operator must hold, and always maintain, the proper valid licenses and certifications required by the DMV, CHP, State and Federal regulating agencies to operate a transit vehicle in revenue and non-revenue service. Licenses and certifications shall include, but not limited to the following: a valid Class B, endorsed for air brakes and passengers, driver's license issued by State of California, a DMV Medical Examiner's Certificate, and Verified Transit Training (VTT). Proposer shall screen the California DMV record of each prospective operator.
- Proposer shall conduct background checks in accordance with applicable law, including California Labor Code 432.7, and shall review the criminal history of each application for the position of operator and shall reject any applicant with any felony conviction. Exceptions may be submitted in writing to TCRTA for approval. Criminal checks must include all places of residence noted on the application.
- All operators must be able to read and speak the English language sufficiently to converse with the public, provide instructions in the event of an emergency, understand highway traffic signs and signals, understand street signs, understand routes and schedules, respond to dispatch, fill out incident and accident reports, fill out pre- and post-trip inspection reports, and any other document or report requested or required by law.

F. Road Supervision

The Proposer shall have a minimum of 4 road supervisors in the field during the span of service. At a minimum, Proposer shall have 1 Road Supervisor for the Complementary ADA Paratransit service and 1 Road Supervisor for On-Demand Service. Road Supervisors shall be in numbers sufficient to respond to any incident/accident within a maximum of 20 minutes of the call during the span of service.

Road Supervisors are responsible for managing and directing the activities of the vehicle operators including on-time performance, lift problems, fare issues, farebox problems, accident investigation, assistance in disputes/incidents, determining and working with detours, operator ride-a-longs, operator semi-annual evaluations. Proposer shall provide Road Supervisors with a separate, independent radio communication system. Cell phones are permissible.

G. Emergency Operations

Tulare County Regional Transit Agency
RFP 2026-02 Transit Operations Services

Proposer shall be aware and make its employees aware that TCRTA is an agency that participates in emergency response actions. Although TCRTA expects all reasonable cooperation during any emergencies or emergency response operations, Proposer employees are not considered Disaster Service Workers under California Law. During all hours of operation, the Proposer shall have one manager or other supervisory employee on duty and designated as having immediate authority over all current operations. The identity of that employee must be communicated to all other on-duty employees for that shift, and to TCRTA.

H. Liability Insurance for TCRTA Vehicles

- Liability Insurance of TCRTA vehicles will be the responsibility of the Proposer.

I. Fleet Maintenance (Optional)

The responsibilities described in this section apply only if fleet maintenance services are awarded to the Proposer under this Contract. Proposers are required to submit pricing for fleet maintenance services as part of a complete and responsive proposal; however, award of fleet maintenance services is optional and may be made, deferred, or not made at all, at the sole discretion of TCRTA.

In the event fleet maintenance services are not awarded, responsibility for vehicle and equipment maintenance shall remain with TCRTA or its designee and shall not be the responsibility of the Proposer.

If awarded fleet maintenance services, the Proposer shall, at its sole expense, maintain all buses and sub-components of the TCRTA fleet in first-class condition. The Proposer shall strictly adhere to the vehicle manufacturer's recommended maintenance practices or TCRTA's established maintenance standards, whichever is more stringent. A list of the TCRTA fleet is provided as an attachment to this RFP.

A state of good repair preventative maintenance program of all revenue service equipment, which meets or exceeds TCRTA's Preventative Maintenance Program, is required under this contract. The Proposer shall also perform monthly safety inspections and record all defects found and the date the defects were corrected.

Note: Deferring bus maintenance is strictly prohibited and is grounds for contract termination.

In addition, the Proposer shall perform such procedures on buses as required by Title 13, California Administrative Code, as such provisions currently exist, or hereafter amended or superseded. The Proposer shall comply with all California Highway Patrol Motor Carrier Safety Regulations pertaining to inspections. The Proposer shall notify TCRTA's designee

prior to or at first knowledge of all inspections performed by the CHP, or any other inspections performed by any other governmental agencies and transmit results of said inspections to TCRTA.

Note: The Proposer shall ensure that all applicable certifications are displayed on all buses.

The Proposer shall be responsible for completing all repairs to all vehicles, assigned to the Central County Yard, required to keep them in proper working condition. The Proposers obligation to repair will include, but not be limited to, all work on and/or replacement of body and paint, power train, undercarriage, interior, seats, HVAC, wheelchair lift/ramp, farebox, etc.

Note: Work shall occur prior to placing vehicle back in service. Proposer may be assessed a deduction for not taking corrective action in a timely manner.

The Proposer is expected to adhere to the vehicle manufacturers' recommendations in providing these services. A Vehicle Maintenance Plan will be developed documenting the manufacturers' recommendations in the form of Preventative Maintenance Inspection sheets.

- Fixed Route vehicles operate approximately 1,575,000 total miles annually.
- ADA Paratransit and On-Demand vehicles operate approximately 500,000 total miles annually.

The Proposer is responsible for assuring the quick and complete repair of all vehicles and for maintaining a 20% spare ratio of active fleets to the number of vehicles required for peak service demands.

All preventive maintenance (PM) shall be performed at regularly scheduled intervals using state of good repair principles as included in the preventive maintenance program intervals. All preventive maintenance must be performed within 10% of TCRTA's indicated interval, or lacking a TCRTA interval, the manufacturer's recommended interval.

Note: Lack of required preventive maintenance by the Proposer may result in assessed deductions and/or further contractual action.

It shall be the responsibility of the Proposer to maintain change out records for all components. This includes warranty repairs/replacements. These records are the responsibility of the Proposer whether work is performed internally or through outside vendors.

Proposer shall be required to comply with the California Air Resources Board (CARB) Fleet Rule, Federal, State, and Local exhaust emission requirements.

Proposer shall ensure that maintenance staff are completely trained, familiar with all repairs, servicing and maintenance needs associated with the fleet provided by TCRTA.

- Maintenance Mechanic – Position requires high school diploma or GED equivalent and heavy-duty bus maintenance experience, a good driving record with a class B driver’s license or the ability to obtain one; experience and education should be equivalent to five years; must have the ability to obtain 608 – 609 A/C certification; must have strong ability to analyze wiring problems using schematics; knowledge of wedge and s-cam brake systems.
- Maintenance Utility Worker – Position requires a good driving record; education achievement equivalent to the completion of high school; prior demonstrated experience in janitorial, bus facility service and cleanup; knowledge of general janitorial and or bus facility servicing/cleanup procedures; working familiarity with basic cleaning and routine mechanical maintenance of transit vehicles.

Proposer, at its sole cost and expense, shall provide all lubricants, hand tools, repairs, cleaning, parts, supplies, labor, maintenance and component rebuilding and/or replacement as required for the safe and reliable operation of all equipment pursuant to this contract. Proposer shall be fully responsible for the safe and efficient maintenance of all vehicles, including servicing of emission/exhaust systems, to be used to perform this contract in strict conformity to requirements of the OEM, emissions/exhaust systems manufacturers, the California Highway Patrol Out of Service Criteria and applicable local, state, and federal regulations and requirements.

The Proposer is responsible for assuring that the maintenance personnel receive training in all aspects of the servicing and repair of the buses, including any evolving vehicle/equipment technologies acquired by TCRTA, including information on service updates and technical bulletins. Proposer shall be responsible for maintaining complete records of all training given to each employee. These records may be inspected by TCRTA personnel at any time.

All parts supplied by Proposer shall be new and meet Original Equipment Manufacturer (OEM) or TCRTA approved standards. The Proposer shall not use parts from one bus to another unless expressly approved by TCRTA.

Proposer shall establish and maintain an ongoing spare parts inventory sufficient to meet peak hour vehicle requirements. The Proposer shall submit a monthly report for any parts used showing the part, part number, part price, vehicle, and work order number. Parts over \$500 or have a useful life of at least one year must be itemized in a monthly report to accompany the monthly invoice.

All fuels, lubricants, and parts shall be maintained, used, and disposed of properly in compliance with all relevant state and federal regulations.

All wheelchair lifts/ramps, tie-downs, and related equipment shall meet ADA requirements. Operator pre-trip inspections shall be utilized to check lift/ramp operation before pull-out from the garage. If the lift/ramp is inoperable at the time of pull-out, the

vehicle shall be repaired or traded before pull-out. No vehicle shall be operated in revenue service without functioning ADA equipment. Doing so may be grounds for contract termination.

TCRTA vehicles are equipped with various tire sizes. Proposer shall replace tires on vehicles using the size and load capacity specified by the specific vehicle manufacturers. As a general standard the tires shall be steel belted 16 ply radial tires with a load range of H and shall be suited for highway speeds.

Note: Expenses associated with the purchase and/or leasing of tires and wheels shall be the responsibility of TCRTA. TCRTA reserves the right to contract with outside vendors for the purchase and/or leasing of tires and wheels. TCRTA will strive to have sufficient tires and wheel at the facility to expedite the availability of revenue vehicles.

The Proposer must assure all equipment and tools are available to the employees to perform all repairs to the vehicles, including all hand tools and special tools such as torque wrenches, impact guns, electronic readers, engine and transmission readers, electronic sign programmers, opacity meter, etc.

The vehicles may be equipped with a variety of technologies, including electronic fareboxes and destination signs. The Proposers shall maintain each of these systems per the manufacturer's and TCRTA's recommended guidelines.

Proposer shall be responsible for all costs for towing vehicles. Towing must be performed properly to assure against damages to the vehicles. Any damage resulting from improper towing procedures shall be the responsibility of the Proposer.

The Proposer may utilize outside services to perform such repairs as power train rebuilds, paint and body, etc. The Proposer shall provide TCRTA with a list of vendors that will be used. TCRTA must approve the list of vendors prior to the Proposer utilizing any vendor. Work performed by outside services shall be the responsibility of the Proposer. All work done shall be of first grade quality by factory authorized and certified technicians and/or repair shops. Warranties must be provided for work performed.

All outside engine repairs/rebuilds must be performed by a factory authorized repair technician and certified shop. All parts used in the repair of the engines must be genuine OEM parts.

All outside transmission repairs/rebuilds must be performed by a factory authorized repair technician shop. All parts used in the repair of the transmissions must be genuine OEM parts.

The Proposer, or an approved subProposers, is responsible for performing road calls, when necessary, in an expedient manner. The Proposer must take every step possible to assure the least inconvenience and discomfort to the passengers. In order to meet this requirement, the replacement bus must leave the yard within 15 minutes of the call to maintenance. All

road calls that result in a delay of service shall be reported immediately to the Executive Director or his/her designee.

The Proposer is responsible for maintaining proper records and maintenance on the vehicles and their sub-components as per applicable warranty requirements. The Proposer will work with TCRTA in assuming all requirements are met, and that paperwork for warranty repairs are processed on a timely basis. Additionally, Proposer shall be responsible for ensuring that employees are properly trained to perform warranty work as required by TCRTA. Any warranty reimbursements from vendors shall go to TCRTA.

Note: TCRTA reserves the right to purchase and maintain the maintenance software, at any time.

Maintenance personnel shall wear TCRTA-approved uniform shirts and pants while on duty. The Proposer is responsible for ensuring that maintenance personnel have the proper work clothes, shoes, goggles, safety glasses, etc. to assure the safety and professionalism of its employees. Attire shall be clean and neat. The TCRTA logo shall be displayed prominently on the uniform. Proposer logos are allowed on the uniform. However, Proposer logo shall be displayed secondarily to TCRTA logos in respect to size and area. Proposer logo placement shall be approved by TCRTA.

Note: The TCRTA fleet inventory is included as an attachment to this RFP.

J. Fueling

The Proposer shall be responsible for ensuring that all TCRTA vehicles are properly fueled and/or charged in accordance with Agency requirements.

K. Fleet Cleaning

Proposer is required to maintain the inside and outside appearance of TCRTA vehicles in a neat, safe, and operable condition. Such cleaning will include removal of all dirt, debris, and graffiti. Proposer will promptly notify TCRTA of any repair, broken, cut, worn, torn, or vandalized components of the vehicles to eliminate hazards and unsightliness, and to minimize passenger discomfort.

Daily, all TCRTA vehicles utilized in revenue service shall be cleaned, including washing and scrubbing of the full exterior, wheels, inside of all windows, scrubbing of oil or other excessive residue off the rear end, dusting or vacuuming of all seats, dashboard, stanchions and exposed services, and sweeping or vacuuming of all floor areas, including the removal of gum, grease, oil, etc.

Bus exteriors must always be maintained, specifically paint and body, for an aesthetically pleasing appearance. The Proposer is responsible for using only quality grade soaps and

cleaning solvents that will not damage the exterior or interior surfaces of the buses including advertisements. These solvents should also be environmentally friendly.

All graffiti, interior and exterior, that is cleanable shall be removed as soon as practicable, preferably before vehicle is placed back in service. If the graffiti is obscene, or gang related, it shall be removed immediately, or the vehicle shall not be used in revenue service until corrected.

All windows and/or inserts that are scratched/etched/fogged to the point of becoming opaque/distorted/seriously damaged causing possible safety issues shall be immediately reported to TCRTA. All windows that are scratched/etched and hamper clear vision shall be reported to TCRTA. Scratched/etched and hampered vision shall be defined to include bus wash abrasion, graffiti, and damage that exceeds 50% of the window or contains obscene or gang-related etching.

Seats shall be maintained in proper operating condition. All tears, cuts, gum, graffiti, and other damage shall be reported to be repaired by TCRTA. TCRTA will replace cushion materials that are worn or cannot be professionally repaired. Proposer is responsible for steam cleaning and properly disinfecting, as soon as possible, if bodily fluids or solids are deposited on any seats and if seat cushion materials cannot be replaced.

All seats shall be free of excessive dust. Cushioned seats must be vacuumed, keeping dust to a minimum. Each revenue vehicle shall have the seats, stanchions, ceilings, side walls, and floors scrubbed, washed, or shampooed monthly. All seats and surfaces must be completely dry before being placed in revenue service.

Proposer will perform additional cleaning as directed by TCRTA using approved cleaning agents in response to emergency or public health conditions.

Proposer shall provide all cleaning supplies and equipment to perform interior and exterior cleaning. Bus wash racks located at the Dinuba Yard may be used if operable. Proposer shall be responsible for all water containment and collection at TCRTA or City facilities if wash rack is not available or inoperable. **Proposer is not relieved of cleaning the vehicles if a bus wash rack is not available or inoperable.**

This service, while part of a maintenance function, shall be priced separately on the pricing form.

L. ADA Equipment

All wheelchair lifts/ramps, tie-downs, and related equipment shall meet ADA requirements. Operator pre-trip inspections shall be utilized to check lift/ramp operation

before pull-out. If the lift/ramp is inoperable at the time of pull-out, the vehicle shall be repaired or traded before pull-out. No vehicle shall be operated in revenue service without a functioning ADA equipment. Doing so may be grounds for contract termination.

M. Onboard Technologies

Some TCRTA vehicles are equipped with a variety of technologies, including passenger Wi-Fi, security camera systems, electronic fare boxes, digital destination signs, automatic voice annunciators (AVA), automatic passenger counters (APC), and infotainment systems. Operator pre-trip inspections shall be utilized to verify operation of onboard technologies before pull-out. Proposer will report any onboard technology equipment not functioning properly to TCRTA.

N. Advertisement on Vehicles

Proposer shall make vehicles available for decaling and/or installation of advertisements. The advertising contractor will make every attempt to provide Proposer with at least 24 hours of notice. Most of the decaling and installation of advertisements shall take place on the weekends or after revenue service hours.

The Proposer shall be responsible for the cost of damages to the advertisements due to accident damage, abuse, or negligence on the Proposer's part. The Proposer shall work with TCRTA's advertising contractor to reach mutual settlement for such damages.

O. Use of Vehicles and Equipment

Proposer understands that vehicles and equipment provided by TCRTA under this Contract shall be used only to provide TCRTA services unless preapproved by the Executive Director or by his/her designee. Other stipulations include:

- The Proposer's right to use the vehicles and equipment is merely a license that is terminable at will by TCRTA with reasonable notice, and such vehicles may not be assigned to the Proposer.
- Operation of vehicles utilized by Proposer in the performance of this Contract shall comply with all applicable federal, state, and local laws and regulations governing vehicles used for public transportation.
- Proposer agrees that any equipment and/or technology purchased by Proposer through this RFP immediately becomes the property of TCRTA. TCRTA will also retain the right to dictate the location of any equipment placed on TCRTA vehicles and/or facilities, and TCRTA equipment shall have priority consideration with regards to its placement. No modifications to TCRTA vehicles, equipment or facilities will be permitted without prior written approval from the Executive Director or by his/her designee.

- TCRTA reserves the right to dictate what vehicle type may be used on a specific route or service (local fixed route, commuter, ADA paratransit, on-demand, LOOP). Furthermore, TCRTA reserves the right to dictate to Proposer how many vehicles may be used for revenue service and/or on a TCRTA route, and any additional vehicles beyond the permitted number for any service must be approved by TCRTA in writing prior to their use.
- The use of any TCRTA vehicles and equipment on other transit properties is strictly prohibited.

P. Training and Trainers

All training shall be administered by a qualified trainer. Trainers shall meet the following minimum requirements:

- Must have at least three years of experience as an instructor.
- Must possess a valid Class A or B California License, with air brakes, passenger endorsement, VTT, and current Medical Card.
- All new trainers must be observed instructing and be approved by TCRTA before being used as an instructor.

Q. Initial Operator Training

Initial Operator training shall include “Verified Transit Training” (VTT) with a minimum of sixty hours of classroom, which includes the following topics:

- Pre- and Post-trip inspection.
- Map and Schedule reading.
- Farebox, including logging on procedures, fares, transfers, passes, etc.
- Onboard technologies, including logging on procedures.
- Recording NTD information including Bus Number, Route, Run, Trip, Service and Revenue Odometer Readings.
- On-time Performance procedures.
- Bike rack usage.
- Emergency accident and incident procedures and reporting.
- Defensive driving.
- Layover and relief procedures.
- Passenger relations, including dealing with difficult passengers.
- Specialized elderly and disabled instructions, including ADA regulations, lift/ramp operating procedures, and sensitivity training.
- Blood borne pathogens exposure control plan.

A minimum of twenty hours of individual behind the wheel initial training shall also be provided by a qualified trainer. Individual behind the wheel instruction is defined as the number of hours the student is behind the wheel with a trainer instructing one on one.

Proposer employees shall treat all passengers in a courteous and respectful manner consistent with good business practices. If TCRTA determines that a pattern of indefensible customer complaints is established, Proposer shall upgrade its customer relations training program to TCRTA's satisfaction and retain its personnel as necessary to reduce complaints.

Proposer shall provide, for TCRTA comment and approval, customer service standards that Proposer expects their employees to uphold while on duty. Proposer shall further describe how employees will be trained and held to these standards during the course of employment.

R. Refresher Operator Training

On an annual basis, Proposer shall conduct an eight-hour refresher training course for its operators as required by the DMV in order to maintain VTT. This refresher course will include farebox and onboard technology retraining.

S. Special Retraining

Proposer shall provide special retraining for operators who have been involved in a preventable accident, who fail to follow proper procedures, who have become lost on route, or who fail to use equipment correctly. Special training shall be made available for operators who may require it due to a change in bid selection or extended leave of absence.

Note: Operators who fail to maintain an unclassified revenue rate of less than 5% shall be retrained on the farebox operations. Operators who are unable or unwilling to maintain an unclassified revenue rate of less than 5% for three consecutive months following the retraining will be replaced. Operator who has 3 verified occurrences (in a single month) for passing up a passenger waiting at a bus stop shall receive retraining.

T. Employee Performance

The Proposer shall be responsible for the performance and conduct of its employees and shall take appropriate measures to ensure employees perform their duties in a courteous, professional, and competent manner. Such measures may include ride checks, review of onboard video, and other reasonable monitoring practices.

Note: Upon written notice from TCRTA, the Proposer shall promptly remove from service any employee whom TCRTA determines to be unsuitable for assignment. The Proposer

shall provide a qualified replacement within a reasonable timeframe, not to exceed twenty-four (24) hours, unless otherwise approved by the Agency.

U. Dispatch

The Proposer shall have a Dispatcher on duty during all revenue service hours. At a minimum, Proposer shall have two Dispatchers, one for local and commuter routes and one for ADA paratransit and On-Demand service, for every shift or as many as are required to perform all necessary functions at a level of performance acceptable to TCRTA. Dispatchers are responsible for coordination and communication with the operators and customers.

Dispatchers shall have a working knowledge of the policies and procedures associated with TCRTA services and shall be able to communicate service-related information effectively. The Proposer shall make reasonable and good-faith efforts to provide bilingual (English/Spanish) dispatch coverage. The Proposer shall require retraining if TCRTA determines that there is an unacceptable pattern or practice affecting service quality or compliance.

Note: Office space at the Central Yard will be dedicated for Dispatch personnel. TCRTA will be responsible for installing Dispatch 2-way radio equipment at the Proposers administration office.

V. Runcutting

TCRTA will retain primary responsibility for route planning and schedule design. The Proposer shall cooperate fully with the Agency in the development and refinement of routes, schedules, and service plans, including the provision of operational input and technical support as requested.

The Proposer shall be responsible for vehicle blocking and run cutting, based on Agency-approved routes and schedules, using industry-standard scheduling and run-cutting software appropriate for fixed-route and demand-responsive transit services. All vehicle blocking and run cuts shall be subject to TCRTA review and approval.

W. Dispatch Log

The dispatchers will be required to keep a daily dispatch log for each service mode, which shall include, but not limited to:

- Vehicle assignment.
- Operator assignment.

- Pull-out and pull-in.
- Untimely pick-ups
- Late and missed trips.
- Excessively long trips.
- Road calls.
- All other incidents or dispatch calls that vary from normal or expected system operation.
- Accidents and incidents will be immediately reported to TCRTA.
- Dispatch logs shall be submitted to TCRTA daily on the following business day.

X. Ticket Office

The Proposer shall provide sufficient staffing at the ticket counters located at the Dinuba and Tulare Transit Centers during hours of operation established by TCRTA. Ticket office hours are currently anticipated to be 7:00 a.m. to 7:00 p.m., Monday through Saturday, and 8:00 a.m. to 5:00 p.m. on Sunday; however, TCRTA reserves the right to modify ticket office hours at any time based on operational needs.

The Proposer shall be responsible for the sale of TCRTA fare media and for the secure handling and accounting of all cash and point-of-sale transactions conducted at the ticket offices.

Note: The Proposer shall reconcile ticket office revenue on a weekly basis and shall be responsible for securely transporting such revenue from the ticket office(s) to the designated vault room. Upon placement of the funds in the vault room, TCRTA shall be responsible for counting, reconciliation verification, and deposit of all ticket office revenue.

Y. Comments and Complaints

Comments and complaints are critical for maintaining high quality service standards and good relationships with partners and members of the public. It is in the best interest of both parties to minimize complaints regarding TCRTA services. Proposer shall direct all comments and complaints to the TCRTA Central Call Center, which will be logged and investigated.

Note: Proposers shall propose a Customer Relations Management (CRM) software that the TCRTA Central Call Center will utilize to document all TCRTA comments and complaints.

Z. Federal/State Compliance

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The Proposer shall be present and responsive during audits, Federal Triennial Reviews, FTA Drug and Alcohol Compliance Reviews, or as otherwise requested by TCRTA, including for reporting related to ADA policies, practices, activities, and financial records associated with TCRTA services. The Proposer shall be readily available upon request for such events. Additionally, the Proposer shall provide any records, documentation, or reports requested by TCRTA, including financial, operational, and compliance-related records, for purposes of responding to or closing out any issues or findings.

AA. Federal/State Reporting

TCRTA requires specific data to meet federal and state reporting requirements. Data shall be provided by the Proposer to TCRTA on a scheduled and as needed basis. Operational data will primarily be used to meet National Transit Database (NTD) reporting requirements. Proposer is required to submit NTD data monthly.

The format in which this data is presented shall be determined by TCRTA and provided to Proposer upon award of the contract. The data required for monthly reporting shall be provided to TCRTA not later than 7 days after the end of the month. Data required for annual reporting shall be provided to TCRTA no later than 14 days after the end of the fiscal year. Data should be separately reported by service mode (fixed route, commuter, ADA paratransit, and on-demand), and shall include the following:

- Scheduled Revenue Hours
- Revenue Hours
- Scheduled Revenue Miles
- Revenue Miles
- Total Passengers
- Max number of vehicles in service per day of the week.

Proposer shall submit monthly and annual reports on the information collected in complying with FTA Alcohol and Drug Testing regulations. A copy shall be submitted to TCRTA as part of the monthly reporting and invoicing package. Proposer shall comply with all applicable federal and state laws and requirements including but not limited to the FTA Drug and Alcohol Testing Programs. The Proposer shall be required to furnish a Drug Screening Program. Proposer shall pay for all drug screens for Proposers employees.

Proposer shall submit reports on the information collected in complying with the Safety and Security regulations. A copy shall be submitted to TCRTA as part of the monthly reporting and invoicing package.

Proposer shall submit all reports required by the Federal Transit Administration (FTA), including reports related to Subproposers and the work performed by them, as necessary

to (1) maintain eligibility for Federal and State funding and (2) support the financing of operations using such funds.

BB. General Reporting

TCRTA reserves the right to reject any reports that do not meet requirements. TCRTA may at its discretion remove or add a report(s) from the requirements or refine report requirements as needed to monitor TCRTA services. Proposer shall ensure that employees are computer fluent to a level that any reports required by TCRTA can be completed and submitted in a timely manner.

CC. Daily Reporting

The Proposer will report all vehicular collisions, accidents, and incidents involving any TCRTA vehicles immediately to TCRTA, including passenger falls. In addition, Proposer will notify TCRTA in writing of the accident/incident within 24 hours of its occurrence. Proposer shall report passenger complaints and complaints related to safety or serious operational deficiencies immediately. Proposer will investigate all accidents and grade as to whether this event was preventable or non-preventable using industry standards. Failure to report such accidents/incidents in the manner and within the time frames specified herein will subject the Proposer to assessments.

Proposer shall provide daily reports to TCRTA reporting the following in a manner dictated by TCRTA:

- Missed Trips
- Any Supplemental Service/Trippers
- Road Calls
- Bus Swaps

DD. Other Monthly Reporting

Other Monthly reporting should include, but is not limited to the following items:

- On-time Performance Report
- Bus Stop and Shelter Cleaning and Maintenance Report
- Fleet Cleaning Report
- Unless otherwise waived, Proposer shall submit a Monthly Employee Staffing Report with its monthly invoice, due by the 10th calendar day of each month, that reports any position vacancies, turnover rate since the start of the current fiscal year, number of regular and overtime hours performed by non-salaried staff (by position category), and monthly salaries and benefits paid (by position category). This report

shall further include the names of each employee, seniority, status (part-time, temporary, full-time), and healthy workforce. Proposer shall provide additional staffing details as required by TCRTA.

- Proposer shall submit a report and supporting documentation for any Bus Stop and Shelter maintenance expenses including proof of vendor payment and invoices.

EE. Paratransit and On-Demand Reporting

In addition to the basic operational data required by the NTD for paratransit and on-demand services, the Proposer shall provide the following information:

- Total booked trips.
- Total cancellations (defined as a trip that is booked then cancelled by the passenger any time before the trip is completed).
- Total no-shows.
- Total personal care attendants.
- Total lift assisted trips.
- On-time performance.

FF. Access to Records and Facilities

Proposer shall permit authorized representatives of TCRTA to examine all data and records related to TCRTA services on request. Proposer will maintain all reports and records pertaining to TCRTA services and will make them available for review or inspection by TCRTA for a period of 3 years from the Contract Termination Date. Any and all data collected, and any work produced by Proposer, for an on behalf of TCRTA shall be property of TCRTA. TCRTA reserves the right to request this data or work from Proposer, as well as dictate the form in which Proposer shall provide the data or work.

GG. Service Reliability

Proposer shall provide timely and reliable transit services. This includes maintaining trip completion levels and on-time performance operating levels within the specified arrival and departure times as established by TCRTA's performance objectives. On-time performance will be closely monitored by TCRTA and will be computed on a monthly basis by the Proposer. TCRTA shall not be obligated to pay Proposer for missed trips. Deductions may be assessed by TCRTA for trips missed and other areas of non-performance in accordance with the provisions included in this document. Any additional service, beyond scheduled, must be preapproved by TCRTA.

HH. Disadvantaged Business Enterprise (DBE) Goal

TCRTA supports efforts to include Disadvantaged Business Enterprises (DBEs) in its contracts. However, in compliance with the Interim Final Rule published by the Federal Transit Administration (FTA) in the Federal Register on October 3, 2025, as well as the Letter to DBE Stakeholders issued by Caltrans on October 7, 2025, TCRTA is not establishing a DBE participation goal for this RFP at the time of issuance.

Accordingly, for this procurement and unless and until DBE participation requirements become applicable under Federal or State guidance:

- TCRTA will not set a DBE participation goal;
- TCRTA will not monitor DBE participation;
- DBE participation will not be used as part of the evaluation or award process.

Should Federal or State guidance regarding DBE requirements change during the term of any resulting contract such that DBE participation requirements become applicable, the Proposer shall comply with such requirements as applicable, without penalty or offset to TCRTA.

II. Committee and Management Meetings

Proposer's management team are required to attend all Committee and Management meetings scheduled by TCRTA. There will be times when the services operated by the Proposer are the topic of discussion (Paratransit Coordinating Council, TCRTA Board Meetings, Social Service Technical Advisory Committee, etc.). Whenever possible, TCRTA will notify the Proposer in advance of concerns that might be raised. Should comments be directed to Proposer's operational issues, the Proposer shall submit to TCRTA within 7 days a plan to address the issues discussed.

JJ. Transit Workers Focus Group

Proposer will allow TCRTA to coordinate an internal committee of Proposer's non-management employees to identify internal service issues, public-facing service issues, and engage with non-management employees. This committee will be made up of 10 random Proposer's non-management staff with a mix of job classifications. Key TCRTA staff will be present at the meetings.

KK. Technology

The Proposer shall support innovative efforts and investments, including technology not currently owned or operated by TCRTA, and operational approaches that enhance service quality, customer experience, and overall system efficiency, while supporting ridership growth, service coverage, and operational effectiveness.

TCRTA is seeking a third-party contractor that demonstrates a spirit of partnership and cooperation and is capable of supporting customer-facing technology solutions, including a Customer Relationship Management (CRM) system, to assist with Central Call Center functions such as trip reservations, customer inquiries, service requests, complaint tracking, customer communications, and performance monitoring.

The Proposer shall provide, support, and utilize CRM software and any associated equipment required for use by TCRTA and the Proposer. CRM solutions are subject to TCRTA approval.

The Proposer shall serve as a collaborative partner in exploring and supporting future technology enhancements and systems as directed by TCRTA.

Section 7 – Incentives and Deductions

1. Incentives

Purpose of Incentives

To foster excellence in service delivery, encourage innovation, and reward outstanding performance, TCRTA will offer monthly performance incentives to the Proposer for meeting or surpassing key operational metrics. These incentives aim to enhance customer experience, improve system efficiency, ensure safety, and maintain strong financial controls.

All incentives will be based on verified and documented performance data submitted by the Proposer and confirmed by TCRTA.

Incentive Assessment Process

- Performance Review: TCRTA will review monthly performance data to determine whether incentive metrics were met.
- Verification: Incentives will only be awarded when TCRTA has validated results through CAD/AVL data, farebox data, customer feedback, operational reports, or staff inspections.
- Monthly Award: Earned incentives will be reflected as credits on the Proposer’s monthly invoice.
- Limitation:
 - Incentives will not be awarded when data is incomplete, inconsistent, or unverifiable.
 - Incentives cannot be earned in months when deductions exceed \$2,500
 - Incentives are capped at \$4,500 per month

Incentive Category	Definition / Requirement	Incentive Amount
Customer Satisfaction – Clean Vehicles	A verified positive customer comment specifically praising vehicle cleanliness. (Not to exceed \$1,000 per month.)	\$100 per positive comment
Zero Customer Complaints	Month in which TCRTA receives zero valid customer complaints across all modes.	\$500 per month
ADA Paratransit Productivity	Productivity exceeds 4 passengers per revenue hour for the month.	\$1,000 per month
On-Demand Productivity	Productivity exceeds 4 passengers per revenue hour for the month.	\$1,000 per month

Unclassified Revenue Control	Unclassified revenue rate remains below 1.0% for the month.	\$1,000 per month
On-Time Performance Excellence	Verified on-time performance reaches 98% or higher for the month.	\$1,000 per month

2. Deductions

Purpose of Deductions

Due to the nature of transit operations and the critical importance of safety, reliability, and customer service, TCRTA and the Proposer acknowledge that actual damages resulting from performance failures are difficult to precisely quantify. Therefore, TCRTA will apply the following performance deductions as a reasonable estimate of the administrative and operational impact caused by non-compliance.

These deductions represent competitive, industry-standard rates used across public transit operations to ensure accountability and consistent service delivery.

Deduction Assessment Process

- **Notification:** When a potential deduction occurs, TCRTA will transmit written notice to the Proposer, along with supporting documentation.
- **Contractor Response:** The Proposer shall have 15 calendar days to provide written explanation, evidence, or corrective actions for consideration.
- **Determination:** TCRTA’s Executive Director or designee will review all information and determine whether the deduction is warranted.
 - Lack of response within 15 days will result in automatic deduction.
 - TCRTA may use information from any reliable source, including contractor data, staff reports, customer reports, AVL/CAD/GFI data, or field observations.
- **Application of Deductions:** Approved deductions will be applied to the monthly invoice. TCRTA reserves the right to request additional corrective action if deficiencies are recurring.

Type of Non-Compliance	Description	Deduction Rate
Required Reporting	Failure to submit required TCRTA reports (daily, weekly, monthly, safety, incident, etc.).	\$100 per occurrence

System Login Compliance	Driver fails to properly log in to GFI, CAD/AVL, or onboard systems prior to beginning service.	\$100 per occurrence
Vehicle Cleanliness – Exterior	Vehicle exterior not cleaned or prepared for pull-out.	\$500 per occurrence
Vehicle Cleanliness – Interior	Vehicle interior not cleaned or prepared for pull-out.	\$500 per occurrence
Transit Center Cleanliness – Interior/Exterior	Failure to maintain cleanliness standards at transit centers.	\$500 per occurrence
Transit Center Bathrooms	Failure to maintain bathroom cleanliness as required.	\$500 per occurrence
Bus Stop / Shelter Cleanliness	Bus stops, shelters, or platforms not maintained to standard.	\$100 per occurrence
ADA Paratransit/On-Demand – Early Departure	Leaving scheduled ADA/On-Demand pickup before required 5-minute wait window.	\$100 per occurrence
Missed ADA/On-Demand Trip	Failure to perform a scheduled ADA or On-Demand trip.	\$500 per occurrence
Service Denial	Verified denial of service to any eligible passenger.	\$500 per occurrence
Passenger Pass-Ups	Verified instance of a driver passing up a waiting passenger.	\$100 per occurrence
Unclassified Revenue Rate	Failure to maintain unclassified revenue rate below 10%. (Measured monthly.)	\$500 per month
On-Time Performance	Failure to maintain 90% or greater per system requirements.	\$1,000 per month
Valid Preventable Complaints	Five (5) or more valid and preventable complaints within a month.	\$500 per month
Mobility Device Securement	Operator fails to secure a mobility device properly.	\$1,000 per occurrence
Lift/Ramp Cycling	Failure to cycle the wheelchair lift/ramp during required pre-trip inspection.	\$100 per occurrence
Pre-Trip/Post-Trip Inspections	Failure to complete a required pre-trip or post-trip inspection.	\$500 per occurrence

Uniform Compliance	Employee not in required uniform or failing to meet appearance standards.	\$100 per occurrence
Vehicle Preventative Maintenance	Vehicle in revenue service has not been serviced in accordance with preventative maintenance schedules	\$250 per day
Vehicle Original Equipment Manufacturer Maintenance	Vehicles in revenue service has not been serviced per original equipment manufacturer standards and guidelines and warranty requirements	\$250 per day
TCRTA Fuel Card Usage	Any unauthorized, improper, or misuse of a TCRTA-issued fuel card, including but not limited to non-agency vehicles, non-agency purposes, unapproved purchases, or failure to follow Agency fuel card policies	\$250 per incident
Failure to Maintain Staff Levels	Failure to maintain the staff levels per the requirements of this CONTRACT including a dedicated General Manager, Assistant General Manager, Maintenance Manager, maintenance and support staff	\$250 per day

Attachment A – Multi-Year Price List Templates

**1. Multi-Year Price Plan
(Routes, ADA Paratransit, On-Demand)
Cost per Revenue Hour**

Proposer: _____

Date Submitted: _____

Prepared By: _____

Cost Elements	Base Years (5 Years)					Optional Years		
	Year 1 FY 2026-2027	Year 2 FY 2027-2028	Year 3 FY 2028-2029	Year 4 FY 2029-2030	Year 5 FY 2030-2031	Year 6 FY 2031-2032	Year 7 FY 2032-2033	Year 8 FY 2033-2034
Driver Wages								
Payroll Taxes								
Workers' Compensation								
Sick/Vacation/Holiday								
Health Insurance								
Uniforms								
Training								
Drug Testing and Physicals								
Total Cost	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Estimated Revenue Hours								
Cost per Revenue Hour	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

**2. Multi-Year Price Plan
(LOOP Bus Service)
Cost per Revenue Hour**

Proposer: _____

Date Submitted: _____

Prepared By: _____

Cost Elements	Base Years (5 Years)					Optional Years		
	Year 1 FY 2026-2027	Year 2 FY 2027-2028	Year 3 FY 2028-2029	Year 4 FY 2029-2030	Year 5 FY 2030-2031	Year 6 FY 2031-2032	Year 7 FY 2032-2033	Year 8 FY 2033-2034
LOOP Driver Wages								
Payroll Taxes								
Workers' Compensation								
Sick/Vacation/Holiday								
Health Insurance								
Uniforms								
Training								
Drug Testing and Physicals								
Total Cost	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Estimated Revenue Hours	2,400	2,400	2,400	2,400	2,400	2,400	2,400	2,400
Cost per Revenue Hour	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

**3. Multi-Year Price Plan
(Fixed Operational Costs)
Cost per Month**

Proposer: _____

Date Submitted: _____

Prepared By: _____

Cost Elements	Base Years (5 Years)					Optional Years		
	Year 1 FY 2026-2027	Year 2 FY 2027-2028	Year 3 FY 2028-2029	Year 4 FY 2029-2030	Year 5 FY 2030-2031	Year 6 FY 2031-2032	Year 7 FY 2032-2033	Year 8 FY 2033-2034
General Manager								
Wages								
Payroll Taxes								
Workers' Compensation								
Sick/Vacation/Holiday								
Health Insurance								
Uniforms								
Training								
Drug Testing and Physicals								
Employee Incentives								
Assistant General Manager								
Wages								
Payroll Taxes								
Workers' Compensation								
Sick/Vacation/Holiday								
Health Insurance								
Uniforms								
Training								
Drug Testing and Physicals								
Employee Incentives								
Safety & Training Manager								
Wages								
Payroll Taxes								
Workers' Compensation								

Sick/Vacation/Holiday								
Health Insurance								
Uniforms								
Training								
Drug Testing and Physicals								
Employee Incentives								
Road Supervisor (# of Positions)								
Wages								
Payroll Taxes								
Workers' Compensation								
Sick/Vacation/Holiday								
Health Insurance								
Uniforms								
Training								
Drug Testing and Physicals								
Employee Incentives								
Dispatcher (# of Positions)								
Wages								
Payroll Taxes								
Workers' Compensation								
Sick/Vacation/Holiday								
Health Insurance								
Uniforms								
Training								
Drug Testing and Physicals								
Employee Incentives								
Customer Service Agent (# of Positions)								
Wages								
Payroll Taxes								
Workers' Compensation								
Sick/Vacation/Holiday								
Health Insurance								
Uniforms								
Training								
Drug Testing and Physicals								
Employee Incentives								
Trainer (# of Positions)								
Wages								
Payroll Taxes								
Workers' Compensation								
Sick/Vacation/Holiday								

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Health Insurance								
Uniforms								
Training								
Drug Testing and Physicals								
Employee Incentives								
Insurance								
General Liability								
Automobile Liability								
Employee Dishonesty								
Client Property								
Computer Fraud								
Inside & Outside Premises								
Depositors Forgery								
Performance Bond								
Office Supplies								
Other Equipment – Business								
Computers/Supplies								
Customer Relations Management (CRM) Software								
Software Licensing								
Mobilization/Start-Up Costs								
Profit								
Total Fixed Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Fixed Costs per Month	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

**4. Multi-Year Price Plan
(Bus Stop Cleaning/Maintenance)
Cost Per Month**

Proposer: _____

Date Submitted: _____

Prepared By: _____

Cost Elements	Base Years (5 Years)					Optional Years		
	Year 1 FY 2026-2027	Year 2 FY 2027-2028	Year 3 FY 2028-2029	Year 4 FY 2029-2030	Year 5 FY 2030-2031	Year 6 FY 2031-2032	Year 7 FY 2032-20233	Year 8 FY 2033-2034
Utility Worker – Bus Stop (# of Positions)								
Wages								
Payroll Taxes								
Workers’ Compensation								
Sick/Vacation/Holiday								
Health Insurance								
Uniforms								
Training								
Drug Testing and Physicals								
Employee Incentives								
Bus Stop Cleaning Supplies								
Total Fixed Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Fixed Costs per Month	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

**5. Multi-Year Price Plan
(Fleet Cleaning)
Cost Per Month**

Proposer: _____

Date Submitted: _____

Prepared By: _____

Cost Elements	Base Years (5 Years)					Optional Years		
	Year 1 FY 2026-2027	Year 2 FY 2027-2028	Year 3 FY 2028-2029	Year 4 FY 2029-2030	Year 5 FY 2030-2031	Year 6 FY 2031-2032	Year 7 FY 2032-2033	Year 8 FY 2033-2034
Utility Worker – Fleet Cleaning (# of Positions)								
Wages								
Payroll Taxes								
Workers’ Compensation								
Sick/Vacation/Holiday								
Health Insurance								
Uniforms								
Training								
Drug Testing and Physicals								
Employee Incentives								
Fleet Cleaning Supplies								
Total Fixed Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Fixed Costs per Month	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

**6. Multi-Year Price Plan
(Transit Center Cleaning)
Cost Per Month**

Proposer: _____

Date Submitted: _____

Prepared By: _____

Cost Elements	Base Years (5 Years)					Optional Years		
	Year 1 FY 2026-2027	Year 2 FY 2027-2028	Year 3 FY 2028-2029	Year 4 FY 2029-2030	Year 5 FY 2030-2031	Year 6 FY 2031-2032	Year 7 FY 2032-2033	Year 8 FY 2033-2034
Utility Worker – Transit Center (# of Positions)								
Wages								
Payroll Taxes								
Workers’ Compensation								
Sick/Vacation/Holiday								
Health Insurance								
Uniforms								
Training								
Drug Testing and Physicals								
Employee Incentives								
Transit Center Cleaning Supplies								
Total Fixed Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Cost per Month	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

**7. Optional Multi-Year Price Plan
(Liability, Physical Damage, Risk Control)**

Proposer: _____

Date Submitted: _____

Prepared By: _____

Cost Elements	Base Years (5 Years)					Optional Years		
	Year 1 FY 2026-2027	Year 2 FY 2027-2028	Year 3 FY 2028-2029	Year 4 FY 2029-2030	Year 5 FY 2030-2031	Year 6 FY 2031-2032	Year 7 FY 2032-2033	Year 8 FY 2033-2034
Commercial General Liability								
Commercial Automobile Liability								
Collison and Comprehensive Coverage								
Employee Theft/Crime								
Total Cost	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Cost per Month	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

**8. Optional Multi-Year Price Plan
(TCRTA Fleet Maintenance)**

Proposer: _____

Date Submitted: _____

Prepared By: _____

Cost Elements	Base Years (5 Years)					Optional Years		
	Year 1 FY 2026-2027	Year 2 FY 2027-2028	Year 3 FY 2028-2029	Year 4 FY 2029-2030	Year 5 FY 2030-2031	Year 6 FY 2031-2032	Year 7 FY 2032-2033	Year 8 FY 2033-2034
Maintenance Manager								
Wages								
Payroll Taxes								
Workers' Compensation								
Sick/Vacation/Holiday								
Health Insurance								
Uniforms								
Training								
Mechanics – Technician A (# of Positions)								
Wages								
Payroll Taxes								
Workers' Compensation								
Sick/Vacation/Holiday								
Health Insurance								
Uniforms								
Training								
Drug Testing and Physicals								
Employee Incentives								
Mechanics – Technician B (# of Positions)								
Wages								
Payroll Taxes								
Workers' Compensation								
Sick/Vacation/Holiday								
Health Insurance								

Uniforms								
Training								
Drug Testing and Physicals								
Employee Incentives								
Mechanics – Technician C (# of Positions)								
Wages								
Payroll Taxes								
Workers’ Compensation								
Sick/Vacation/Holiday								
Health Insurance								
Uniforms								
Training								
Drug Testing and Physicals								
Employee Incentives								
Vehicle Lubricants (excluding fuel)								
Other Maintenance Costs (excluding labor)								
Other Operating Costs (please specify)								
Personnel Costs (excluding mechanics)								
Safety Expenses								
Training Expenses								
Insurance/Liability								
Corporate Overhead								
Other (please specify)								
Total Cost	\$0							
Total Estimated Revenue Miles								
Cost per Revenue Mile	\$0							

Tulare County Regional Transit Agency
RFP 2026-02 Transit Operations Services

Attachment B – Request for Pre-Offer Change

Request for Pre-Offer Change

Proposer:		
Solicitation Ref:	Page:	Section:
Questions/Clarifications:		
TCRTA Response:		

Attachment C – Acknowledgement of Addenda

Acknowledgement of Addenda

The undersigned acknowledges receipt of the following addenda to the RFP documents:

Addendum No. _____ Dated _____

Proposer Name: _____

Name of Authorized Signer: _____

Title: _____

Signature of Authorized Signer: _____

Date: _____

Attachment D – Lobbying Certificate

LOBBYING CERTIFICATION

This form is to be submitted with an offer exceeding \$100,000.

The Proposer or Bidder certifies, to the best of its knowledge and belief, that:

- 1) No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of a federal department or agency, a member of the U.S. Congress, an officer or employee of the U.S. Congress, or an employee of a member of the U.S. Congress in connection with the awarding of any federal Contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification thereof.
- 2) If any funds other than federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with this federal Contract, grant, loan or cooperative agreement, the undersigned shall complete and submit Standard Form LLL, "Disclosure Form to Report Lobbying," in accordance with its instruction, as amended by "Government-wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96). *
- 3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants and contracts under grants, loans and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, USC § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

THE PROPOSER OR BIDDER, _____, CERTIFIES OR AFFIRMS THE TRUTHFULNESS AND ACCURACY OF EACH STATEMENT OF ITS CERTIFICATION AND DISCLOSURE, IF ANY. IN ADDITION, THE PROPOSER OR BIDDER UNDERSTANDS AND AGREES THAT THE PROVISIONS OF 31 USC §§ 3801 ET SEQ. APPLY TO THIS CERTIFICATION AND DISCLOSURE, IF ANY.

Signature of Authorized Representative: _____ Date: _____

Name/Title: _____

Name of Organization/Business: _____

*** NOTE: Per paragraph 2 of the included form Lobbying Certification, add Standard Form-LLL, "Disclosure Form to Report Lobbying," if applicable.**

Attachment E – Non-Collusion Affidavit

Non-Collusion Affidavit

This affidavit is to be filled out and executed by the Proposer; if a corporation makes the bid, then by its properly executed agent. The name of the individual swearing to the affidavit should appear on the line marked "Name of Affiant." The affiant's capacity, when a partner or officer of a corporation, should be inserted on the line marked "Capacity." The representative of the Proposer should sign his or her individual name at the end, not a partnership or corporation name, and swear to this affidavit before a notary public, who must attach his or her seal.

State of _____, County of _____

I, _____, being first duly sworn, do hereby state that
(Name of Affiant)

I am _____ of _____
(Capacity) (Name of Firm, Partnership or Corporation)

Whose business is _____

and who resides at _____

and that _____
(Give names of all persons, firms, or corporations interested in the bid)

Is/are the only person(s) with me in the profits of the herein contained Contract; that the Contract is made without any connection or interest in the profits thereof with any persons making any bid or Proposal for said Work; that the said Contract is on my part, in all respects, fair and without collusion or fraud, and also that no members of the Board of Directors, head of any department or bureau, or employee therein, or any employee of the Agency, is directly or indirectly interested therein.

Signature of Affiant

Sworn to before me on this _____ day of _____, 20____.	
_____ Notary Public	_____ My commission expires

Attachment F – Debarment and Suspension Certificate

Debarment and Suspension Certification

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions

Instructions for Certification

- 1) The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
- 2) The prospective lower tier participant shall provide immediate written notice to the person to whom this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.
- 3) The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
- 4) The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
- 5) The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

(CONTINUED ON NEXT PAGE)

Debarment and Suspension Certification (CONTINUED)

- 6) A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.
- 7) Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
- 8) Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

Certification

1. The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
2. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Signature of Authorized Representative: _____ Date: _____

Name/Title: _____

Name of Organization/Business: _____

Attachment G – DBE Program Bidders List Form

DBE PROGRAM BIDDERS LIST FORM

The Tulare County Regional Transit Agency (TCRTA), as a designated recipient of U.S. Department of Transportation (DOT) Federal financial assistance, is required under Title 49, Code of Federal Regulations (CFR), Part 26.11(c), to create and maintain a comprehensive DBE Bidders List and to monitor subrecipient compliance with applicable DBE program requirements.

The DBE Bidders List Form is used to collect information on firms that submit bids, proposals, quotes, or otherwise participate in contracting opportunities advertised by TCRTA or its subrecipients. This includes bidders, proposers, subcontractors, manufacturers, and suppliers of materials and services.

Information collected through the DBE Bidders List is used for overall DBE program administration purposes, including assessing the relative availability of DBE and non-DBE firms and supporting the development of TCRTA's federally required triennial DBE goal. The Bidders List is informational in nature and is not used as part of the evaluation or award process for this solicitation.

Certified DBE's must be verifiable and currently listed on the following website to be considered a certified DBE:

<https://ucp.dot.ca.gov/licenseForm.htm>

Providing the information is mandatory regardless of DBE status:

PART A: BUSINESS DATA

1. Business Name: _____

2. Business Address: _____
Street City State Zip

3. County Business is located in: _____

4. Name of Contact Person: _____

5. Phone: () _____ Email address: _____

6. Is this business a certified Disadvantaged Business Enterprise (DBE) Yes* No
*If "Yes", TCRTA will verify via the following website: <https://ucp.dot.ca.gov/licenseForm.htm>

7. Business Annual Gross Receipts:

<input type="checkbox"/>	Less than \$500,000	<input type="checkbox"/>	\$500,000 to \$1,000,000	<input type="checkbox"/>	\$1,000,000 to \$2,000,000
<input type="checkbox"/>	\$2,000,000 to \$5,000,000	<input type="checkbox"/>	Over \$5,000,000		

8. Age of Business: _____ Years _____ Months

DBE PROGRAM BIDDERS LIST FORM (CONTINUED)
PART B: PROJECT AND WORK DESCRIPTION

9. RFQ, RFP, OR IFB#: _____

10. Project Name: _____

11. Provide a brief description of scope of work, services, and/or materials to be performed/furnished:

12. Will you subcontract any of your work? Yes No

*If "Yes", subcontractor(s) also required to complete the mandatory Bidders List Form, regardless of DBE Status.

PART C: SIGNATURE

Signature of Authorized Representative: _____ Date: _____

Name/Title: _____

Name of Organization/Business: _____

Attachment H – Form of Proposal Deviation

Attachment I – Federal Clauses

FEDERAL CONTRACT CLAUSES

Federal Transit Administration and California Department of Transportation Required Provisions Parties referenced in the following clauses are defined as:

“Awarding Agency” is the subrecipient of the State of California Department of Transportation.

“PROJECT” is the Awarding Agency’s federally supported project.

“CONTRACTOR” is the third-party vendor who has entered into this third-party contract with the Awarding Agency to provide goods or services directly to the Awarding Agency for the accomplishment of the PROJECT.

“Subagreements” are agreements made between the CONTRACTOR and any subcontractors to facilitate the accomplishment of this third-party contract.

For All Third-Party Contract Awards Excluding Micro-Purchases, Except Construction Contracts Exceeding \$2,000.00

No Obligation to Third Parties by use of a Disclaimer

- A. No Federal Government Obligation to Third Parties. The CONTRACTOR agrees that, absent of the Federal Government’s express written consent, the Federal Government shall not be subject to any obligations or liabilities to any contractor, any third-party contractor, or any other person not a party to the Grant Agreement in connection with the performance of the PROJECT. Notwithstanding any concurrence provided by the Federal Government in or approval of any solicitation, or third-party agreement, the Federal Government continues to have no obligation or liabilities to any party, including the CONTRACTOR or third-party contractor.
- B. Third-Party Contracts and Subagreements Affected. To the extent applicable, federal requirements extend to third-party contractors and their contracts at every tier, and to the subagreements of third-party contractors and the subagreements at every tier. Accordingly, the CONTRACTOR agrees to include, and to require its third-party contractors to include appropriate clauses in each third-party contract and each subagreement financed in whole or in part with financial assistance provided by the FTA.
- C. No Relationship between the California Department of Transportation and Third-Party Contractors. Nothing contained in this Contract or otherwise, shall create any contractual relationship, obligation or liability between the California Department of Transportation and any third-party contractors, and no third-party contract shall relieve the CONTRACTOR of his responsibilities and obligations hereunder. The CONTRACTOR agrees to be fully responsible to the Awarding Agency for the acts and omissions of its third-party contractors and of persons either directly or indirectly employed by any of them as it is for the acts and omissions of persons directly employed by the CONTRACTOR. The CONTRACTOR’S obligation to pay its third-party contractors is an independent obligation from the Awarding Agency’s obligation to make payments to the CONTRACTOR. As a result, the California Department of Transportation shall have no obligation to pay or to enforce the payment of any moneys to any third-party contractor.

- D. Obligations on Behalf of the California Department of Transportation. The CONTRACTOR shall have no authority to contract for or on behalf of, or incur obligations on behalf of the California Department of Transportation.
- E. Awarding Agency Approval of Subagreements. The Awarding Agency shall approve in writing all proposed Subagreements, Memorandums of Understanding (MOU), or similar documents relating to the performance of the Contract prior to implementation. The CONTRACTOR agrees that it will not enter into any Subagreements unless the same are approved in writing by the Awarding Agency. Any proposed amendments or modifications to such Subagreements must be approved by the Awarding Agency prior to implementation.

Program Fraud and False or Fraudulent Statements or Related Acts

- A. The CONTRACTOR acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. Section 3801 et seq. and US Department of Transportation regulations, "Program Fraud Civil Remedies," 49 CFR Part 31, apply to its actions pertaining to this PROJECT. Upon execution of an underlying contract, the CONTRACTOR certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, and pertaining to the underlying contract or the federally assisted PROJECT for which this contracted work is being performed. In addition to other penalties that may be applicable, the CONTRACTOR further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 in the CONTRACTOR to the extent the Federal Government deems appropriate.
- B. The CONTRACTOR also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a PROJECT that is financed in whole or in part with federal assistance originally awarded by the FTA under the authority of 49 U.S.C. Section 5307, the Government reserves the right to impose the penalties of 18 U.S.C. Section 1001 and 49 U.S.C. Section 5307(n)(1) on the CONTRACTOR, to the extent the Federal Government deems appropriate.
- C. The CONTRACTOR agrees to include the above two clauses in each subagreement financed in whole or in part with Federal Assistance provided by the California Department of Transportation. It is further agreed that these clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

Access to Records

The Awarding Agency, the California Department of Transportation, the State Auditor General, and any duly authorized representative of the Federal government shall have access to any books, records, and documents of the CONTRACTOR and its subcontractors that are pertinent to this Contract of audits, examinations, excerpts, and transactions, and copies thereof shall be furnished if requested. The CONTRACTOR shall include a clause to this effect in every subagreement entered into relative to the PROJECT.

Record Keeping

The CONTRACTOR and all subcontractors shall maintain all books, documents, papers, accounting records, and other evidence pertaining to the performance of this Contract. All parties shall make such materials available at their respective offices at all reasonable times during the performance and for three (3) years from the date of final payment under this Contract and all subagreements.

Accounting Records

The CONTRACTOR shall establish and maintain separate accounting records and reporting procedures specified for the fiscal activities of the PROJECT. The CONTRACTOR'S accounting system shall conform to generally accepted accounting principles (GAAP) and uniform standards that may be established by California Department of Transportation. All records shall provide a breakdown of total costs charged to the PROJECT including properly executed payrolls, time records, invoices, and vouchers.

Federal Changes, Amendments to State, and Local Laws, Regulations, and Directives

The terms of the most recent amendments to any federal, State, or local laws, regulations, FTA directives, and amendments to the grant or cooperative contract that may be subsequently adopted, are applicable to the PROJECT to the maximum extent feasible, unless the California Department of Transportation provides otherwise in writing.

Civil Rights (Title VI, EEO, & ADA)

During the performance of this Contract, the CONTRACTOR its assignees and successors in interest, agree to comply with all federal statutes and regulations applicable to grantee subrecipients under the Federal Transit Act, including, but not limited to the following:

- A. Race, Color, Creed, National Origin, Sex. In accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. Section 2000e, and federal transit law at 49 U.S.C. Section 5332, the CONTRACTOR Agrees to comply with all applicable equal employment opportunity (EEO) requirements of the U.S. Department of Labor (U.S. DOL) regulations, "Office of Labor," 41 CFR Parts 60 et seq., (which implement Executive Order No. 11246, "Equal Employment Opportunity," as amended by Executive Order No. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," 42 U.S.C. Section 2000e note), and with any applicable federal statutes, executive orders, regulations, and federal policies that may in the future affect construction activities undertaken in the course of the PROJECT. The CONTRACTOR agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation; and selection from training, including apprenticeship. In addition, the CONTRACTOR agrees to comply with any implementing requirements the California Department of Transportation any issue.
- B. Nondiscrimination. The CONTRACTOR, with regard to the work performed by it during the contract term shall act in accordance with Title VI. Specifically, the CONTRACTOR shall not discriminate on the basis of race, color, national origin, religion, sex, age, or disability in

the selection and retention of subcontractors, including procurement of materials and leases of equipment. The CONTRACTOR shall not participate either directly or indirectly in the discrimination prohibited by Section 21.5 of the U.S. Department of Transportation's Regulations, including employment practices when the Contract covers a program whose goal is employment. Further, in accordance with Section 102 of the Americans with Disabilities Act (ADA), as amended, 42 U.S.C. Section 12112, the CONTRACTOR agrees that it will comply with the requirements of U.S. Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 CFR Part 1630, pertaining to employment of persons with disabilities. In addition, the CONTRACTOR agrees to comply with any implementing requirements the California Department of Transportation may issue.

- C. Solicitations for Subcontractors Including Procurements of Materials and Equipment. In all solicitations, either by competitive bidding or negotiation by the CONTRACTOR for work performed under a subagreement, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the CONTRACTOR of the subcontractor's obligations under this Contract and the Regulations relative to nondiscrimination on the grounds of race, color, or national origin.
- D. Information and Reports. The CONTRACTOR shall provide all information and reports required by the Regulations, or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information and its facilities as may be determined by the Awarding Agency or the California Department of Transportation to be pertinent to ascertain compliance with such Regulations or directives. Where any information required of a CONTRACTOR is in the exclusive possession of another who fails or refuses to furnish the information, the CONTRACTOR shall certify to the Awarding Agency of the California Department of Transportation as appropriate and shall set forth what efforts it has made to obtain the information.
- E. Sanctions for Noncompliance. In the event of the CONTRACTOR'S noncompliance with the nondiscrimination provisions of the Contract, the Awarding Agency shall:
 - 1. Withholding of payment to the CONTRACTOR under the Contract until the CONTRACTOR complies, and/or
 - 2. Cancellation, termination, or suspension of the Contract, in whole or in part.
- F. Incorporation of Provisions. The CONTRACTOR shall include the provisions of these paragraphs A through F in every subagreement, including procurements of materials and leases of equipment, unless exempt by the Regulations or directives issued pursuant thereto. The CONTRACTOR will take such action with respect to any subcontractor or procurement as the Awarding Agency or the California Department of Transportation may direct as a means of enforcing such provisions including sanctions for noncompliance; provided, however, that in the event a CONTRACTOR becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such directions, the CONTRACTOR may request the Awarding Agency to enter into such litigation to protect the interest of the Awarding Agency, and, in addition, the CONTRACTOR may request the California Department of Transportation to enter into such litigation to protect the interests of the California Department of Transportation.
- G. Section 504 and Americans with Disabilities Act Program Requirements

The CONTRACTOR will comply with 49 CFR Parts 27, 37, and 38, implementing and Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. Section 794, as amended.

Incorporation of FTA Terms

Incorporation of Federal Transit Administration (FTA) Terms - The preceding provisions include, in part, certain Standard Terms and Conditions required by DOT, whether or not expressly set forth in the preceding contract provisions. All contractual provisions required by DOT, as set forth in FTA Circular 4220.1F are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Agreement. The CONTRACTOR shall not perform any act, fail to perform any act, or refuse to comply with any California Department of Transportation requests which would cause the California Department of Transportation to be in violation of the FTA terms and conditions. The CONTRACTOR shall not perform any act, fail to perform any act, or refuse to comply with any Awarding Agency requests which would cause the Awarding Agency to be in violation of the FTA terms and conditions.

Energy Conservation

The CONTRACTOR agrees to comply with the mandatory energy efficiency standards and policies within the applicable California Department of Transportation energy conservation plans issued in compliance with the Energy Policy and Conservation Act, 42, U.S.C. Section 6321 et seq.

Awards Exceeding \$10,000.00

Additional Termination Provisions

- A. Termination for Convenience (General Provision). When it is in the Awarding Agency's best interest, the Awarding Agency reserves the right to terminate this Contract, in whole or in part, at any time by providing a TEN (10) DAY WRITTEN NOTICE to the CONTRACTOR. The CONTRACTOR shall be paid its costs, including contract closeout costs, and profit on work performed up to the time of termination. The CONTRACTOR shall promptly submit its termination claim to the Awarding Agency. If the CONTRACTOR has any property in its possession belonging to the Awarding Agency, the CONTRACTOR will account for the same, and dispose of it in the manner the Awarding Agency directs.
- B. Termination for Default (General Provision). If the CONTRACTOR does not deliver supplies in accordance with the contract delivery schedule, or, if the contract is for services, the CONTRACTOR fails to perform in the manner called for in the contract, or if the CONTRACTOR fails to comply with any other provisions of the contract, the Awarding Agency may terminate this contract for default. Termination shall be effected by serving a notice of termination on the CONTRACTOR setting forth the manner in which the CONTRACTOR is in default. The CONTRACTOR will only be paid the contract price for supplies delivered and accepted, or services performed in accordance with the manner of performance set forth in the contract. If it is later determined by the Awarding Agency that the CONTRACTOR had an excusable reason for not performing, such as a strike, fire, or flood, events which are not the fault of or are beyond the control of the CONTRACTOR, the Awarding Agency, after setting up a new delivery of performance schedule, may allow

the CONTRACTOR to continue work, or treat the termination as a termination for convenience.

- C. Mutual Termination. The PROJECT may also be terminated if the Awarding Agency and the CONTRACTOR agree that its continuation would not produce beneficial results commensurate with the further expenditure of funds or if there are inadequate funds to operate the PROJECT equipment or otherwise complete the PROJECT.

Awards Exceeding \$25,000.00

Debarment and Suspension

- A. The CONTRACTOR agrees to comply with the requirements of Executive Order Nos. 12549 and 12689, "Debarment and Suspension," 31 U.S.C. Section 6101 note; and U.S. DEPARTMENT OF TRANSPORTATION regulations on Debarment and Suspension and 49 CFR Part 29.
- B. Unless otherwise permitted by the California Department of Transportation, the CONTRACTOR agrees to refrain from awarding any third-party contract of any amount to or entering into any sub-contract of any amount with a party included in the "U.S. General Services Administration's (U.S. GSA) List of Parties Excluded from Federal procurement and Non-procurement Program," implementing Executive Order Nos. 12549 and 12689, "Debarment and Suspension" and 49 CFR Part 29. The list also include the names of parties debarred, suspended, or otherwise excluded by agencies, and contractors declared ineligible for contract award under statutory or regulatory authority other than Executive Order Nos. 12546 and 12689.
- C. Before entering into any subagreements with any subcontractor, the CONTRACTOR agrees to obtain a debarment and suspension certification from each prospective recipient containing information about the debarment and suspension status and other specific information of that awarding agency and its "principals," as defined at 49 CFR Part 29.
- D. Before entering into any third-party contract exceeding \$25,000.00, the CONTRACTOR agrees to obtain a debarment and suspension certification from each third-party contractor containing information about the debarment and suspension status of that third-party contractor and its "principals," as defined at 49 CFR 29.105(p). The CONTRACTOR also agrees to require each third-party contractor to refrain from awarding any subagreements of any amount, at any tier, to a debarred or suspended subcontractor, and to obtain a similar certification for any third-party subcontractor, at any tier, seeking a contract exceeding \$25,000.00.

Awards Exceeding \$100,000.00

Provisions for Resolution of Disputes, Breaches, or Other Litigation

The Awarding Agency and the CONTRACTOR shall deal in good faith and attempt to resolve potential disputes informally. If the dispute persists, the CONTRACTOR shall submit to the Awarding Agency Representative for this Contract or designee a written demand for a decision regarding the disposition of any dispute arising under this Contract. The Awarding Agency

Tulare County Regional Transit Agency
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Representative shall make a written decision regarding the dispute and will provide it to the CONTRACTOR. The CONTRACTOR shall have the opportunity to challenge in writing within ten (10) working days to the Awarding Agency's Executive Director or his/her designee. If the CONTRACTOR'S challenge is not made within the ten (10) day period, the Awarding Agency Representative's decision shall become the final decision of the Awarding Agency. The Awarding Agency and the CONTRACTOR shall submit written, factual information and supporting data in support of their respective positions. The decision of the Awarding Agency shall be final, conclusive, and binding regarding the dispute, unless the CONTRACTOR commences an action in court of competent jurisdiction to contest the decision in accordance with Division 3.6 of the California Government Code.

Lobbying

- A. The CONTRACTOR agrees that it will not use federal assistance funds to support lobbying. In accordance with 31 U.S.C. and U.S. Department of Transportation Regulations, "New Restrictions on Lobbying." 49 CFR Part 20, if the bid is for an award for \$100,000.00 or more the Awarding Agency will not make any federal assistance available to the CONTRACTOR until the Awarding Agency has received the CONTRACTOR'S certification that the CONTRACTOR has not and will not use federal appropriated funds to pay any person or organization to influence or attempt to influence an officer or employee of any federal agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal grant, cooperative agreement, or any other federal award from which funding for the PROJECT is originally derived, consistent with 31 U.S.C. Section 1352, and;
- B. If applicable, if any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an office or employee of any federal agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress, in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with the form instructions.
- C. The CONTRACTOR shall require that the language of the above two clauses be included in the award documents for all sub-awards at all tiers (including subagreements, sub-grants, and contracts under grants, loans, and cooperative agreements) which exceed \$100,000.00 and that all awarding agencies shall certify and disclose accordingly. This Contract is a material representation of facts upon which reliance was placed when the Contract was made or entered into. These provisions are a prerequisite for making or entering into a Contract imposed by Section 1352, Title 31, U.S. Code. Any person who fails to comply with these provisions shall be subject to a civil penalty of not less than \$10,000.00 and not more than \$100,000.00 for each failure.

Clean Air

- A. The CONTRACTOR agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. Section 7401 et seq. The CONTRACTOR agrees to report each violation to the Awarding Agency and understands

and agrees that the Awarding Agency will, in turn, report each violation as required to assure notification to FTA and the appropriate EPA Regional Office.

- B. B. The CONTRACTOR also agrees to include these requirements in each subagreement exceeding \$100,000 financed in whole or in part with Federal assistance provided by FTA.

Clean Water

- A. The CONTRACTOR agrees to comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq. The CONTRACTOR agrees to report each violation to the Awarding Agency and understands and agrees that the Awarding Agency will, in turn, report each violation as required to assure notification to FTA and the appropriate EPA Regional Office.
- B. The CONTRACTOR also agrees to include these requirements in each subagreement exceeding \$100,000 financed in whole or in part with Federal assistance provided by FTA.

Awards Exceeding \$150,000.00

Buy America

The CONTRACTOR shall comply with the Buy-America requirements of 49 U.S.C. 5323(j) and 49 CFR Part 661 for all procurements of steel, iron, and manufactured products used in PROJECT. Buy-America requirements apply to all purchases, including materials and supplies funded as operating costs, if the purchase equals or exceeds \$150,000.00. Separate requirements for rolling stock are set out at 49 U.S.C. 5323(j)(2)(c) and 49 CFR 661.11. Rolling stock must be assembled in the United States and have a 60 percent domestic content.

Awards with Transport of Property or Persons

U.S. Flag Requirements (Cargo Preferences)(Fly America)

- A. Shipments by Air Carrier. For third-party contracts that may involve shipments of federally assisted property by air carrier, the CONTRACTOR and subagreements must comply with the “Fly America” Act and 49 U.S.C. Section 40118, “Use of United States of America Flag Carriers,” and 41 CFR Section 301-10.131 through 301-10.143.
- B. Project Travel. In accordance with Section 5 of the International Air Transportation Fair Competitive Practices Act of 1973, as amended, (“Fly America” Act), 49 U.S.C. 40118 and 41 CFR Part 301-10, the CONTRACTOR and all subcontractors are required to use U.S. Flag air carriers for U.S. Government-financed international air travel and transportation, to the extent such service is available or applicable.

Awards with Transit Operations

Transit Employee Protective Arrangements (Transit Operation Only)

The CONTRACTOR agrees to comply with applicable transit employee protective requirements, as follows:

- A. The CONTRACTOR agrees to carry out the transit operations work on the underlying contract in compliance with terms and conditions determined by the U.S. Secretary of Labor to be fair and equitable to protect the interests of employees employed under this

Contact and to meet the employee protective requirements of 49 U.S.C. 5333(b), and U.S.DOL guidelines at 29 CFR Part 215, and any amendments there to.

- B. The CONTRACTOR also agrees to include the applicable requirements in each subagreement involving transit operations financed in whole or in part with federal assistance provided by the FTA.

Charter Service Operations

(Transit Operation and Rolling Stock Only) The CONTRACTOR agrees to comply with 49 U.S.C. Section 5323(d) and 49 CFR Part 604, which provides that recipients and awarding agencies of the FTA assistance are prohibited from providing charter service using federally funded equipment or facilities if there is at least one private charter operator willing and able to provide the service, except under one of the exceptions listed at 49 CFR-Subpart B. Any charter service provided under one of the exceptions must be “incidental,” i.e., it must not interfere with or detract from the provision of mass transportation. The CONTRACTOR assures and certifies that the revenues generated by its incidental charter bus operations (if any) are, and shall remain, equal to or greater than the cost (including depreciation on federally assisted equipment) of providing the service. The CONTRACTOR understands that the requirements of 49 CFR Part 604 will apply to any charter service provided, the definitions in 49 CFR part 604 apply to this contract, and any violation of this contract may require corrective measures and the imposition of penalties, including debarment from the receipt of further federal assistance for transportation.

School Bus Operations

(Transit Operation and Rolling Stock Only) Pursuant to 49 U.S.C. 5323(F) and 49 CFR Part 605, the CONTRACTOR agrees that it and all its subcontractors will: (1) engage in school transportation operations in competition with private school transportation operators only to the extent permitted by an exception provided by 49 U.S.C. 5323(F) and implementing regulations, and (2) comply with requirements of 49 CFR Part 605 before providing any school transportation using equipment of facilities acquired with federal assistance awarded by the FTA and authorized by 49 U.S.C. Chapter 53 or Title 23 U.S.C. for transportation projects. The CONTRACTOR understands that the requirements of 49 CFR Part 605 will apply to any school transportation it provides, that the definitions of 49 CFR Part 605 apply to any school transportation agreement, and a violation of the contract may require corrective measures and the imposition of penalties, including debarment from the receipt of further federal assistance for transportation.

Vehicle Operator Licensing

The CONTRACTOR is required to comply with all applicable requirements of the Federal Motor Carrier Safety Administration regulations and the California Vehicle Code including, but not limited to, the requirement that all vehicle operators have a valid State of California driver’s license, including any special operator license that may be necessary for the type of vehicle operated.

Drug-Free Workplace (FTA Section 5307 & 5311 Awards)

Tulare County Regional Transit Agency
RFP 2026-02 Transit Operations Services

The CONTRACTOR certifies by signing a Contract with the Awarding Agency that it will provide a drug-free workplace, and shall establish policy prohibiting activities involving controlled substances in compliance with Government Code Section 8355, et seq. The CONTRACTOR is required to include the language of this paragraph in award documents for all sub-awards at all tiers (including subagreements, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all awarding agencies shall disclose accordingly. To the extent the CONTRACTOR, any third-party contractor at any tier, any awarding agency at any tier, or their employees, perform a safety sensitive function under the PROJECT, the CONTRACTOR agrees to comply with, and assure the compliance of each affected third-party contractor at any tier, each affected awarding agency at any tier, and their employees with 49 U.S.C. Section 5331, and the FTA regulations, "Prevention of Alcohol Misuse and Prohibited Drug use in Transit Operations," 49 CFR Part 655.

The CONTRACTOR agrees to establish and implement a drug and alcohol testing program that complies with 49 CFR Part 655, produce any documentation necessary to establish its compliance with Part 655, and permit any authorized representative of the United States Department of Transportation or its operating administrations, the California Department of Transportation, or the Awarding Agency to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 CFR Part 655 and review the testing process. The CONTRACTOR agrees further to certify annually its compliance with Part 655 before May 1 and to submit the Management Information System (MIS) reports before May 1 to TCRTA Transit Manager or Designee. To certify compliance the CONTRACTOR shall use the "Substance Abuse Certifications" in the "Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements," which is published annually in the Federal Register.

Miscellaneous Special Requirements

Intelligent Transportation Systems (ITS) National Architecture

To the extent applicable, the CONTRACTOR agrees to conform to the National Intelligent Transportation System (ITS) Architecture and Standards as required by 23 U.S.C. Section 517(d), 23 U.S.C. Section 512 note, and 23 CFR Part 655 and 940, and follow the provisions of the FTA Notice, "FTA National ITS Architecture Policy on Transit projects," 66 Fed. Reg. 1455 et seq., January 8, 2001, and any other implementing directives the FTA may issue at a later date, except to the extent the FTA determines otherwise in writing.

DBE Contract Assurance

The CONTRACTOR, or SUBCONTRACTOR shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The CONTRACTOR or SUBCONTRACTOR shall carry out applicable requirement of 49 CFR Part 26 in the award and administration of [Federal] DOT-assisted contracts. Failure by the CONTRACTOR or SUBCONTRACTOR to carry out these requirements is a material breach of this contract, which may result in the termination of the Standard Agreement between the STATE and the Awarding Agency, the termination of this contract by the Awarding Agency, or such other remedy the STATE or Awarding Agency deems appropriate, which may include, but is not limited to:

Tulare County Regional Transit Agency
RFP 2026-02 Transit Operations Services

1. Withholding monthly progress payments;
2. Assessing sanctions;
3. Liquidated damages; and/or
4. Disqualifying the CONTRACTOR from future bidding as non-responsive.

Awarding Agency shall notify the CALTRANS DBELO in the event the Awarding Agency finds the CONTRACTOR or SUBCONTRACTOR is in violation of 49 CFR Part 26 within five (5) business days the finding is made.

The following Special Program(s) are applicable to this RFP.

DBE Participation Goal

Informational Notice:

TCRTA supports efforts to include Disadvantaged Business Enterprises (DBEs) in its contracts. However, in compliance with the Interim Final Rule published by the Federal Transit Administration (FTA) in the Federal Register on October 3, 2025, and the Letter to DBE Stakeholders issued by Caltrans on October 7, 2025, TCRTA is not establishing any DBE participation goals for this RFP. DBE participation will not be monitored and will not be used as part of the evaluation or award process for this RFP.

No DBE contract participation percentage has been established for this solicitation at the time of issuance. If Federal or State guidance requires the establishment of a DBE contract goal during the procurement process or during the term of any resulting Agreement, TCRTA will establish such goal by written addendum or contract modification, as applicable. Any such DBE contract goal may differ from prior procurements and shall apply only as required under applicable guidance.

Accordingly, the DBE contract goal, documentation, Good Faith Efforts, substitution, and enforcement requirements set forth below are included for informational purposes only and are not applicable to this solicitation at this time.

Should Federal or State DBE requirements or guidance change during the life of any resulting Agreement, the Contractor shall comply with such requirements as applicable, without penalty or offset to TCRTA.

DBE Participation Goal:

This contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs. The contract goal for participation of Disadvantaged Business Enterprises (DBE) for this contract is 2% (subject to change).

Offerors are required to document sufficient DBE participation to meet the contract goals or, alternatively, document adequate good faith efforts to do so, as provided for in 49 CFR 26.53 (3)(i)(A). Award of this contract is conditioned on submission of the following:

1. If the offer meets the DBE contract goal the offeror must include with the offer a completed ADM-0227F form.
2. If the offer cannot meet the DBE contract goal the offeror must include with the offer a completed ADM-0312F form that documents the offeror's good faith efforts (GFE) and ADM-0227F form. The Awarding Agency must document concurrence with the offeror's GFE and provide a copy of the GFE to Caltrans DRMT Compliance Liaison for additional concurrence prior to contract award.

The CONTRACTOR shall not terminate the DBE subcontractors listed on ADM-0227f without the Awarding Agency's prior written consent and concurrence from the CALTRANS DBELO. The Awarding Agency may provide such written consent only if the CONTRACTOR has good cause to terminate the DBE firm. Before transmitting a request to terminate, the CONTRACTOR shall give notice in writing to the DBE SUBCONTRACTOR of its intent to terminate and the reason for the request.

The CONTRACTOR shall give the DBE five (5) days to respond to the notice and advise of the reasons why it objects to the proposed termination. When a DBE subcontractor is terminated or fails to complete its work on the contract for any reason, the CONTRACTOR shall make good faith efforts (GFE) to find another DBE subcontractor to substitute for the original DBE and immediately notify the Awarding Agency in writing of its efforts to replace the original DBE. These good faith efforts shall be directed at finding another DBE to perform at least the same amount of work under the Contract as the DBE that was terminated, to the extent needed to meet the Contract goal established for this procurement.

Continued Compliance

The DBE monitoring and reporting requirements described below shall apply only if and to the extent that DBE participation requirements are established for this contract or otherwise become applicable under Federal or State guidance.

The Awarding Agency shall monitor the CONTRACTOR'S DBE compliance during the life of this contract and submit to the STATE a completed ADM-3069 form in each their request for reimbursement (RFR) packet.

Prompt Payment and Return of Retainage

- A. The Awarding Agency shall comply with 49 CFR Part 26.29 and ensure the CONTRACTOR pay its subcontractors performing work satisfactorily completed related to this contract no later than thirty (30) days after the CONTRACTOR's receipt of payment for that work from the Awarding Agency.

- B. Unless the approved project is for Construction, the CONTRACTOR shall not hold retainage (withhold retention) from any subcontractor. The STATE shall not hold retainage (i.e., withhold retention) from any CONTRACTOR.
- C. If a dispute arises regarding Construction projects only, the CONTRACTOR may exercise its rights under California Public Contract Code (PCC) Sections 10262 and 10262.5 or California Business and Professions Code (BPC) Section 7108.5, as applicable.
- D. The CONTRACTOR is required to pay its subcontractors for satisfactory performance of work related to this Agreement no later than 30 days after the CONTRACTOR's receipt of payment for that work from the Awarding Agency. In addition, the CONTRACTOR is required to return any retainage (retention) payment to any subcontractor within 30 days after the subcontractor's work related to this Agreement is satisfactorily completed.

Recycled Products

The CONTRACTOR agrees to comply with all the requirements of Section 6002 of the Resource Conservation and Recovery Act (RCRA), as amended (42 U.S.C. 6962), including but not limited to the regulatory provisions of 40 CFR Part 247, and Executive Order 12873, as they apply to the procurement of the items designated in Subpart B of 40 CFR Part 247.

FTA Master Agreement 27 Required DBE Clause under Civil Rights – Section 12(e): To the extent authorized by applicable federal laws, regulations, or requirements, the Recipient agrees to facilitate, and assures that each Third Party Participant will facilitate, participation by small business concerns owned and controlled by socially and economically disadvantaged individuals, also referred to as “Disadvantaged Business Enterprises” (DBEs), in the Underlying Agreement as follows: (1) Statutory and Regulatory Requirements. The Recipient agrees to comply with: (i) Section 1101(b) of the FAST Act, 23 U.S.C. § 101 note; (ii) U.S. DOT regulations, “Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs,” 49 CFR Part 26; and (iii) Federal transit law, specifically 49 U.S.C. § 5332, as provided in section 12 of this Master Agreement. (2) DBE Program Requirements. A Recipient that receives planning, capital and/or operating assistance and that will award prime third party contracts exceeding \$250,000 in a federal fiscal year must have a DBE program that is approved by FTA and meets the requirements of 49 CFR Part 26. (3) Special Requirements for a Transit Vehicle Manufacturer (TVM). The Recipient agrees that: (i) TVM Certification. Each TVM, as a condition of being authorized to bid or propose on FTA-assisted transit vehicle procurements, must certify that it has complied with the requirements of 49 CFR Part 26; and (ii) Reporting TVM Awards. Within 30 days of any third party contract award for a vehicle purchase, the Recipient must submit to FTA the name of the TVM contractor and the total dollar value of the third party contract, and notify FTA that this information has been attached in TrAMS. The Recipient must also submit additional notifications if options are exercised in subsequent years to ensure that the TVM is still in good standing. (4) Assurance. As required by 49 C.F.R. § 26.13(a): (i) Recipient Assurance. The Recipient agrees and assures that: (A) It must not discriminate based on race, color, national origin, or sex in the award and performance of any FTA or U.S. DOT-assisted contract, or in the administration of its DBE program or the requirements of 49 CFR Part 26; (B) It must take all necessary and reasonable steps under 49 CFR Part 26 to ensure nondiscrimination in the award and administration of U.S. DOT-assisted contracts; (C) Its DBE program, as required

under 49 CFR Part 26 and as approved by U.S. DOT, is incorporated by reference and made part of the Underlying Agreement; and (D) Implementation of its DBE program approved by U.S. DOT is a legal obligation and failure to carry out its terms shall be treated as a violation of this Master Agreement. (ii) Subrecipient/Third Party Contractor/Third Party Subcontractor Assurance. The Recipient agrees and assures that it will include the following assurance in each subagreement and third party contract it signs with a Subrecipient or Third Party Contractor and agrees to obtain the agreement of each of its Subrecipients, Third Party Contractors, and Third Party Subcontractors to include the following assurance in every subagreement and third party contract it signs: (A) The Subrecipient, each Third Party Contractor, and each Third Party Subcontractor must not discriminate based on race, color, national origin, or sex in the award and performance of any FTA or U.S. DOT-assisted subagreement, third party contract, and third party subcontract, as applicable, and the administration of its DBE program or the requirements of 49 CFR Part 26; (B) The Subrecipient, each Third Party Contractor, and each Third Party Subcontractor must take all necessary and reasonable steps under 49 CFR Part 26 to ensure nondiscrimination in the award and administration of U.S. DOT-assisted subagreements, third party contracts, and third party subcontracts, as applicable; (C) Failure by the Subrecipient and any of its Third Party Contractors or Third Party Subcontractors to carry out the requirements of this subparagraph 12.e(4)(b) is a material breach of this subagreement, third party contract, or third party subcontract, as applicable; and (D) The following remedies, or such other remedy as the Recipient deems appropriate, include, but are not limited to, withholding monthly progress payments, assessing sanctions, liquidated damages, and/or disqualifying the Subrecipient, Third Party Contractor, or Third Party Subcontractor from future bidding as non-responsible. (5) Remedies. Upon notification to the Recipient of its failure to carry out its approved program, FTA or U.S. DOT may impose sanctions as provided for under 49 CFR Part 26, and, in appropriate cases, refer the matter for enforcement under either or both 18 U.S.C. § 1001, and/or the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801, et seq.

2 CFR Part 200.216 Prohibition on certain telecommunications and video surveillance services or equipment.

- a) Recipients and subrecipients are prohibited from obligating or expending loan or grant funds to:
 - 1. Procure or obtain;
 - 2. Extend or renew a contract to procure or obtain; or
 - 3. Enter into a contract (or extend or renew a contract) to procure or obtain equipment, services, or systems that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. As described in Public Law 115-232, section 889, covered telecommunications equipment is telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities).
- i. For the purpose of public safety, security of government facilities, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications

- Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities).
- ii. Telecommunications or video surveillance services provided by such entities or using such equipment.
 - iii. Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of the National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country.
- b) In implementing the prohibition under Public Law 115-232, section 889, subsection (f), paragraph (1), heads of executive agencies administering loan, grant, or subsidy programs shall prioritize available funding and technical support to assist affected businesses, institutions and organizations as is reasonably necessary for those affected entities to transition from covered communications equipment and services, to procure replacement equipment and services, and to ensure that communications service to users and customers is sustained.
 - c) See Public Law 115-232, section 889 for additional information.

Attachment J – Federal Clause Matrix

FEDERALLY REQUIRED CONTRACT CLAUSES

Updated 01/2020

The successful contractor is expected to be familiar with and meet all stated or otherwise applicable federal clauses and standards.

Listed below is the matrix of FTA required contract clauses and federal certifications.

Applicability of Third Party Contract Provisions (Excluding micro-purchases, except for construction contracts over \$2,000)

CLAUSE	TYPE OF PROCUREMENT				
	Professional Services/A&E	Operations/ Management/ Recipients	Revenue Rolling Stock	Construction	Materials & Supplies
<i>No Federal government obligations to third-parties by use of a disclaimer</i>	All	All	All	All	All
<i>Program fraud and false or fraudulent statements and related acts</i>	All	All	All	All	All
<i>Access to Records</i>	All	All	All	All	All
<i>Federal changes</i>	All	All	All	All	All
<i>Civil Rights (EEO, Title VI & ADA)</i>	All	All	All	All	All
<i>Incorporation of FTA Terms</i>	All	All	All	All	All
<i>Energy Conservation</i>	All	All	All	All	All
<i>Termination Provisions (not required of states)</i>	>\$10,000	>\$10,000	>\$10,000	>\$10,000	>\$10,000
<i>Debarment and Suspension</i>	>\$25,000	>\$25,000	>\$25,000	>\$25,000	>\$25,000
<i>Buy America</i>			>\$150,000	>\$150,000	>\$150,000 (for steel, iron, manufactured products)
<i>Provisions for resolution of disputes, breaches or other litigation</i>	>\$250,000	>\$250,000	>\$250,000	>\$250,000	>\$250,000
<i>Lobbying</i>	>\$100,000	>\$100,000	>\$100,000	>\$100,000	>\$100,000
<i>Clean Air</i>	>\$150,000	>\$150,000	>\$150,000	>\$150,000	>\$150,000

CLAUSE	TYPE OF PROCUREMENT				
	Professional Services/A&E	Operations/ Management/ Recipients	Revenue Rolling Stock	Construction	Materials & Supplies
Clean Water	>\$150,000	>\$150,000	>\$150,000	>\$150,000	>\$150,000
Cargo Preference			Involving property that may be transported by ocean vessel	Involving property that may be transported by ocean vessel	Involving property that may be transported by ocean vessel
Fly America	Involving foreign transport or travel by air	Involving foreign transport or travel by air	Involving foreign transport or travel by air	Involving foreign transport or travel by air	Involving foreign transport or travel by air
Davis Bacon Act				>\$2,000 (including ferry vessels)	
Copeland Anti-Kickback Act				Section 1: All Section 2: >\$2,000 (including ferry vessels)	
Contract Work Hours & Safety Standards Act		>\$100,000	>\$100,000	>\$100,000 (including ferry vessels)	
Bonding (not required of states)				>\$250,000 (including ferry vessels)	
Seismic Safety	A&E for new Buildings & additions			New buildings & additions	
Transit Employee Protective Arrangements		Transit operations funded with Section 5307, 5309, 5311 or 5316 funds			
Charter Service Operations		All			
School Bus Operations		All			
Drug and Alcohol Testing		Transit operations funded with Section 5307, 5309 or 5311 funds			
Patent Rights	Research & development				
Rights in Data and Copyrights requirements	Research & development				
Disadvantaged Business Enterprises (DBEs)	All	All	All	All	All

CLAUSE	TYPE OF PROCUREMENT				
	Professional Services/A&E	Operations/Management/Recipients	Revenue Rolling Stock	Construction	Materials & Supplies
Prompt Payment	All non TVM purchases if threshold for DBE program met	All non TVM purchases if threshold for DBE program met	All non TVM purchases if threshold for DBE program met	All non TVM purchases if threshold for DBE program met	All non TVM purchases if threshold for DBE program met
Recycled Products		Contracts for items designated by EPA, when procuring \$10,000 or more per year		Contracts for items designated by EPA, when procuring \$10,000 or more per year	Contracts for items designated by EPA, when procuring \$10,000 or more per year
ADA Access	A&E	All	All	All	
Veterans Employment				All	
Special Notification Requirements for States	Limited to states	Limited to states	Limited to states	Limited to states	Limited to states
Privacy Act	Contracts with personal identifier files	Contracts with personal identifier files	Contracts with personal identifier files	Contracts with personal identifier files	Contracts with personal identifier files
Bus Testing			All		

REQUIRED CERTIFICATIONS, REPORTS, AND FORMS
(excluding micro-purchases, except for construction contracts over \$2,000)

REQUIREMENT	COMMENTS	MASTER AGREEMENT REFERENCE***
Bus Testing Certification and Report	Procurements of buses and modified mass produced vans	§17.p(4)
Transit Vehicle Manufacturer Certification	Procurements of buses and modified mass produced vans	§13.d(3)
Buy America Certification	Projects >\$150,000 that contain steel, iron or manufactured products (see note)	§16.a
Pre-Award Audit	Rolling stock procurements	§17.p(3)
Pre-Award Buy America Certification	Rolling stock procurements>\$150,000(see note)	§17.p(3)
Pre-Award Purchaser's Requirement Certification	Rolling stock procurements	§17.p(3)
Post-Delivery Audit	Rolling stock procurements	§17.p(3)
Post-Delivery Buy America Certification	Rolling stock procurements >\$150,000 (see note)	§17.p(3)
Post-Delivery Purchaser's Requirement Certification	Rolling stock procurements	§17.p(3)
On-Site Inspector's Report	Rolling stock procurements for more than 10 vehicles for areas >200,000 in population and 20 for areas <200,000 in population	§17.p(3)

Federal Motor Vehicles Safety Standards Pre-Award and Post-Delivery Certification	Non-rail rolling stock procurements	§17.p(3)
Excluded Parties Listing System search	Procurements > \$25,000	§3.b
Lobbying Certification	Procurements > \$250,000	§3.d
Standard Form LLL and Quarterly Updates (when required)	Procurements > \$250,000 where contractor engages in lobbying activities	§3.d

Attachment K – CAD/AVL/CRM Specifications

CAD/AVL/CRM Specifications

Description and Background

TCRTA currently utilizes computer-assisted dispatch (CAD) and automatic vehicle location (AVL) systems to support transit operations. CAD/AVL services for fixed-route operations are provided by Peak Transit, while CAD/AVL services for ADA paratransit and microtransit operations are provided by Via Transportation. These systems are already owned, operated, and maintained through existing agreements and are not part of this procurement.

TCRTA does not currently own or operate a Customer Relationship Management (CRM) system for Central Call Center or customer service functions. Through this RFP, TCRTA is seeking a Proposer capable of providing and supporting a CRM solution to enhance customer communications, service tracking, and call center operations.

Scope of Work

The Proposer shall provide, implement, and support a Customer Relationship Management (CRM) system to support TCRTA Central Call Center and customer service functions. The CRM system shall support, at a minimum, the following capabilities:

- Convert customer service requests received via email, phone, chat, social media, and website submissions into organized and trackable tickets
- Classify inbound tickets into predefined categories (e.g., fixed-route complaints, bus stop issues, driver complaints, service inquiries)
- Create and manage custom ticket queues based on priority, issue type, or responsibility
- Provide management, performance, and productivity reporting related to customer service activities

The CRM solution are subject to TCRTA approval.

The Proposer shall be willing to utilize Agency-approved technology and systems and shall ensure that all applicable staff participate in required training and maintain proficiency throughout the contract term.

Attachment L – TCRTA Fleet

TCRTA Fleet

Vehicle ID	Year	Make	Model	Type	Length (ft)	Capacity	Wheelchair	Fuel Type
3	2017	Ford	AeroTech	Cutaway	25	15	2	CNG
7	2011	Ford	AeroTech	Cutaway	25	14	2	CNG
9	2012	Ford	AeroElite	Cutaway	33	20	2	CNG
10	2014	Ford	AeroTech	Cutaway	25	14	2	Gas
12	2016	Ford	AeroTech	Cutaway	25	14	2	CNG
14	2019	Ford	AeroTech	Cutaway	25	14	2	CNG
15	2012	Ford	Entourage	Cutaway	32	20	2	CNG
61	2006	Ford	StarTrans	Cutaway	25	14	2	Gas
62	2002	Ford	StarTrans	Cutaway	25	14	2	Gas
63	2011	Ford	StarTrans	Cutaway	25	14	2	Gas
2010	2007	Ford	E450	Cutaway	25	14	2	Gas
2028	2015	Gillig	Low Floor	Bus	35	28	2	CNG
2029	2015	Gillig	Low Floor	Bus	35	28	2	CNG
2030	2015	Gillig	Low Floor	Bus	35	28	2	CNG
2031	2015	Gillig	Low Floor	Bus	35	28	2	CNG
2032	2009	Ford	E350	Cutaway	25	14	2	Gas
2033	2017	Ford	E450	Cutaway	25	14	2	Gas
2034	2017	Ford	E450	Cutaway	25	14	2	Gas
2036	2014	Ford	Allstar	Cutaway	25	14	2	CNG
2037	2019	Gillig	Low Floor	Bus	35	28	2	CNG
2038	2019	Gillig	Low Floor	Bus	35	28	2	CNG
2039	2017	Dodge	Caravan	Minivan	10	5	1	Gas
2040	2017	Dodge	Caravan	Minivan	10	5	1	Gas
2041	2023	Gillig	Low Floor	Bus	35	28	2	CNG
2042	2023	Gillig	Low Floor	Bus	35	28	2	CNG
2043	2023	Gillig	Low Floor	Bus	35	28	2	CNG

2044	2023	Gillig	Low Floor	Bus	35	28	2	CNG
7105	2011	Ford	F550	Cutaway	32	29	2	Gas
7106	2011	Ford	F550	Cutaway	32	29	2	Gas
7109	2009	Chevrolet	C5500	Cutaway	32	29	2	Gas
7122	2009	GMC	C5500	Cutaway	32	29	2	CNG
7123	2009	GMC	C5500	Cutaway	32	29	2	CNG
7125	2008	GMC	C5500	Cutaway	35	30	2	Gas
7126	2008	GMC	C5500	Cutaway	35	30	2	Gas
7129	2011	Ford	E450	Cutaway	25	14	2	CNG
7131	2011	Ford	E450	Cutaway	25	14	2	CNG
7132	2011	Chevrolet	4500	Cutaway	25	14	2	CNG
7133	2012	Ford	F550	Cutaway	32	29	2	CNG
7134	2012	Ford	F550	Cutaway	32	29	2	CNG
7135	2012	Ford	F550	Cutaway	32	29	2	CNG
7138	2014	Ford	F550	Cutaway	32	29	2	CNG
7139	2018	Ford	F550	Cutaway	32	29	2	CNG
7140	2018	Ford	F550	Cutaway	32	29	2	CNG
7141	2021	El Dorado	Axess	Bus	32	29	2	CNG
7142	2021	El Dorado	Axess	Bus	32	29	2	CNG
7143	2021	El Dorado	Axess	Bus	32	29	2	CNG
7144	2024	Ford	F550	Cutaway	32	29	2	CNG
7145	2024	Ford	F550	Cutaway	32	29	2	CNG
7146	2024	Ford	F550	Cutaway	32	29	2	CNG
7147	2024	Ford	F550	Cutaway	32	29	2	CNG
9001	2022	Chrysler	Voyager	Minivan	16	5	2	Gas
9002	2022	Chrysler	Voyager	Minivan	16	5	2	Gas
9003	2022	Chrysler	Voyager	Minivan	16	5	2	Gas
9004	2022	Ford	ETransit	Van	25	4	2	Electric
9005	2022	Ford	ETransit	Van	25	4	2	Electric
9006	2022	Ford	ETransit	Van	25	4	2	Electric
9007	2022	Ford	ETransit	Van	25	4	2	Electric
9008	2022	Ford	ETransit	Van	25	4	2	Electric

9009	2022	Ford	ETransit	Van	25	4	2	Electric
9010	2022	Ford	ETransit	Van	25	4	2	Electric
9011	2022	Ford	ETransit	Van	25	4	2	Electric
9012	2022	Ford	ETransit	Van	25	4	2	Electric
9013	2022	Ford	ETransit	Van	25	4	2	Electric
TS 1	2017	Ford	E350	Cutaway	25	14	2	Gas
TS 2	2019	Dodge	Caravan	Minivan	16	5	1	Gas

Attachment M – Fixed Route Schedules and On-Demand Service Zones

This attachment provides preliminary fixed route schedules and on-demand service zone information for planning and informational purposes only. The schedules, service zones, headways, and hours of operation reflected herein represent current or anticipated service patterns and are subject to change.

Final fixed route schedules and on-demand service zone configurations applicable to contract performance will be issued or approved by TCRTA.

C10 Route/Ruta C10 Commuter Route



Service to - Visalia, Patterson Tract, Yettem, Seville, Cutler, East Orosi, Orosi, Sultana, Dinuba



Northbound

WEEKDAY/Horarios de entre semana

VISALIA Transit Center	VISALIA Justice Complex	SEVILLE Rd 156 & Ave 384	CUTLER Rd 128 & School Ave	E. OROSI Ave 416 & lone Rd	OROSI R-N Market	OROSI Orsi Mart & Deli	SULTANA Ave 416 & Rd 104	DINUBA Mercantile Row	DINUBA Transit Center
6:15	6:34	-	6:44	-	6:48	6:50	6:54	6:57	7:04
7:15	7:34	-	7:44	-	7:49	7:51	7:55	7:58	8:05
8:20	8:39	-	8:49	8:54	8:58	9:00	9:04	9:07	9:14
9:10	9:29	9:40	9:49	-	9:53	9:55	9:59	10:02	10:09
10:15	10:34	-	10:44	10:51	10:55	10:57	11:01	11:04	11:11
11:15	11:34	-	11:44	-	11:48	11:50	11:54	11:57	12:05
1:15	1:34	-	1:44	-	1:48	1:50	1:54	1:57	2:04
2:10	2:29	2:40	2:49	-	2:53	2:55	2:59	3:02	3:09
3:15	3:34	-	3:44	-	3:48	3:50	3:54	3:57	4:04
4:15	4:34	-	4:44	-	4:48	4:50	4:54	4:57	5:04
5:15	-	-	5:40	-	5:44	5:46	5:50	5:53	6:00
6:15	-	6:36	6:45	-	6:49	6:51	6:55	6:58	7:05

WEEKEND/Horarios de sábado y domingo

10:20	10:39	-	10:49	-	10:53	10:55	10:59	11:02	11:09
1:09	1:28	-	1:38	-	1:42	1:44	1:48	1:51	1:58
3:03	3:22	-	3:32	-	3:36	3:38	3:42	3:45	3:52
4:47	5:06	5:17	5:27	-	5:31	5:33	5:37	5:40	5:47

Southbound

WEEKDAY/Horarios de entre semana

DINUBA Transit Center	DINUBA Mercantile Row	SULTANA Ave 416 & Rd 104	OROSI Orsi Mart & Deli	OROSI R-N Market	E. OROSI Ave 416 & lone Rd	CUTLER Rd 128 & School Ave	SEVILLE Rd 156 & Ave 384	VISALIA Justice Complex	VISALIA Transit Center
6:15	6:21	6:24	6:28	6:30	-	6:34	-	6:45	7:05
7:10	7:17	7:20	7:24	7:26	-	7:30	7:40	7:51	8:10
8:15	8:21	8:24	8:28	8:30	-	8:34	-	8:45	9:05
9:15	9:21	9:24	9:28	9:30	-	9:34	-	9:45	10:05
10:15	10:21	10:24	10:28	10:30	-	10:34	-	10:45	11:05
11:15	11:21	11:24	11:28	11:30	-	11:34	-	11:45	12:05
1:00	1:05	1:08	1:12	1:14	1:18	1:25	-	1:36	1:56
2:15	2:21	2:24	2:28	2:30	-	2:34	-	2:45	3:05
3:15	3:21	3:24	3:28	3:30	3:34	3:41	-	3:52	4:12
4:15	4:21	4:24	4:28	4:30	-	4:34	-	4:45	5:05
5:15	5:21	5:24	5:28	5:30	-	5:34	5:47	-	6:10
6:15	6:21	6:24	6:28	6:30	6:34	6:41	-	-	7:05

WEEKEND/Horarios de sábado y domingo

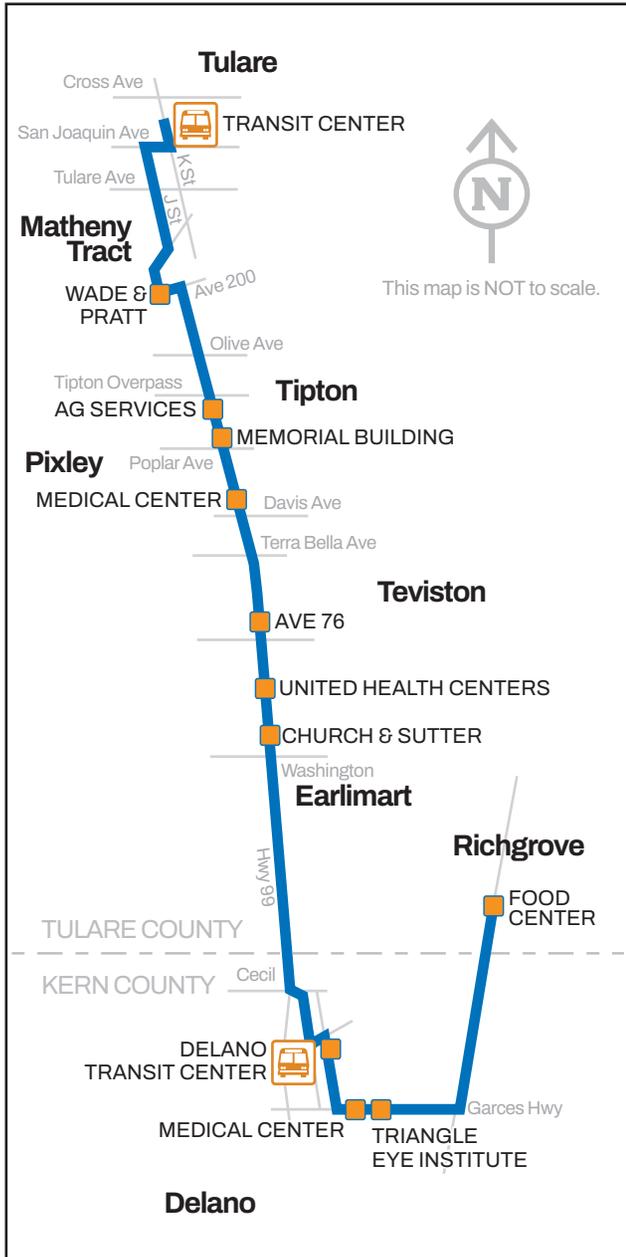
9:20	9:26	9:29	9:33	9:35	-	9:39	9:50	10:00	10:20
11:19	11:25	11:28	11:32	11:34	-	11:38	-	11:49	12:09
2:03	2:09	2:12	2:16	2:18	-	2:22	-	2:33	2:53
3:52	3:58	4:01	4:05	4:07	-	4:11	-	4:22	4:42

Light Type=AM / Bold Type=PM

C20 Route/Ruta C20 Commuter Route



Service to - Richgrove, Delano, Earlimart, Teviston, Pixley, Tipton, Matheny Tract, Tulare



Northbound

WEEKDAY/Horarios de entre semana

RICH-GROVE Food Center	DELANO Triangle Eye Institute	DELANO Vallarta Market	DELANO Transit Center	EARLIMART Church & Sutter	EARLIMART United Health Ctrs	TEVISTON Ave 76	PIXLEY Medical Center	TIPTON Ag Services	TIPTON Memorial Building	MATHENY TRACT Wade & Pratt	TULARE Transit Center
-	-	-	-	-	6:35	6:41	6:46	6:56	6:58	7:12	7:22
-	-	-	7:53	8:09	8:12	8:18	8:23	8:33	8:35	8:49	8:59
-	-	-	8:40	8:56	8:59	9:05	9:10	9:20	9:22	9:36	9:46
-	-	-	10:52	11:08	11:11	11:17	11:22	11:32	11:34	11:49	11:58
12:12	12:27	12:32	12:35	12:48	12:51	12:57	1:02	1:12	1:14	1:28	1:38
-	-	-	1:26	1:42	1:45	1:51	1:56	2:06	2:08	2:22	2:32
3:24	3:39	3:44	3:47	4:00	4:03	-	-	-	-	-	4:33
-	-	-	3:55	4:11	4:14	4:20	4:25	4:35	4:37	4:51	5:01
-	-	-	6:01	6:17	6:20	6:26	6:31	6:41	6:43	6:57	7:07
-	-	-	7:08	7:24	7:27	7:33	7:38	7:48	7:50	8:04	8:14
WEEKEND/Horarios de sábado y domingo											
-	-	-	9:48	10:03	10:06	10:12	10:17	10:22	10:29	10:43	10:53
-	-	-	12:01	12:16	12:19	12:25	12:30	12:40	12:42	12:56	1:06
-	-	-	3:14	3:29	3:32	3:38	3:43	3:53	3:55	4:09	4:19
-	-	-	5:37	5:52	5:55	6:01	6:06	6:16	6:18	6:32	6:42

Southbound

WEEKDAY/Horarios de entre semana

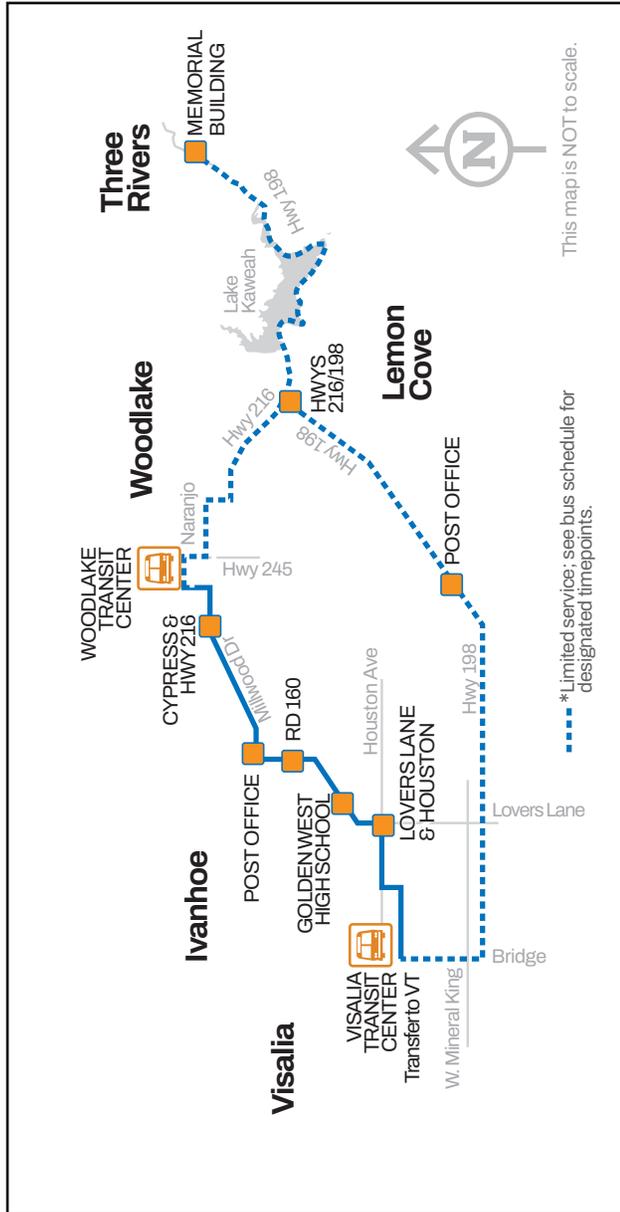
TULARE Transit Center	MATHENY TRACT Wade & Pratt	TIPTON Ag Services	TIPTON Memorial Building	PIXLEY Medical Center	TEVISTON Ave 76	EARLIMART Church & Sutter	EARLIMART United Health Ctrs	DELANO Transit Center	DELANO Vallarta Market	DELANO Medical Center	RICH-GROVE Food Center
5:45	5:56	6:09	6:11	6:21	6:26	6:32	6:35	-	-	-	-
6:45	6:56	7:09	7:11	7:21	7:26	7:32	7:35	7:53	7:56	-	-
7:32	7:42	7:56	7:58	8:08	8:13	8:19	8:22	8:40	8:43	-	-
9:44	9:55	10:08	10:10	10:20	10:25	10:31	10:34	10:52	10:55	-	-
10:31	10:42	10:55	10:57	11:07	11:12	11:18	11:21	11:30	11:42	11:47	12:02
12:08	12:19	12:32	12:34	12:44	12:49	12:55	12:58	1:16	1:29	-	-
1:43	1:54	2:07	2:09	2:19	2:24	2:30	2:33	2:51	2:54	2:59	3:14
2:37	2:48	3:01	3:03	3:13	3:18	3:24	3:27	3:45	3:58	-	-
4:53	5:04	5:17	5:19	5:29	5:34	5:40	5:43	6:01	6:04	-	-
5:51	6:02	6:15	6:17	6:27	6:32	6:38	6:41	6:59	7:02	-	-
WEEKEND/Horarios de sábado y domingo											
8:30	8:40	8:54	8:56	9:06	9:11	9:17	9:20	9:38	9:41	-	-
10:53	11:03	11:17	11:19	11:29	11:34	11:40	11:43	12:01	12:04	-	-
2:06	2:16	2:30	2:32	2:42	2:47	2:53	2:56	3:14	3:17	-	-
4:29	4:39	4:53	4:55	5:05	5:10	5:16	5:19	5:37	5:40	-	-

Light Type=AM / Bold Type=PM

C30 Route/Ruta C30 Commuter Route



Service to - Visalia, Ivanhoe, Woodlake, Lemon Cove, Three Rivers



This map is NOT to scale.
* Limited service; see bus schedule for designated timepoints.

Eastbound WEEKDAY/Horarios de entre semana

VISALIA Transit Center	VISALIA Lovers Lane & Houston	VISALIA Golden West High School	IVANHOE Rd 160	IVANHOE Post Office	WOOD-LAKE Cypress & Hwy 216	WOOD-LAKE Transit Center	*LEMON COVE Hwys 216/198	*THREE RIVERS Memorial Building	*LEMON COVE Hwys 216/198	*LEMON COVE Post Office	VISALIA Transit Center
7:10	7:17	7:18	7:24	7:27	7:37	7:40	-	-	-	-	-
7:40	7:47	7:48	7:54	7:57	8:07	8:10	-	-	-	-	-
8:15	8:22	8:23	8:29	8:32	8:42	8:45	-	-	-	-	-
8:50	8:57	8:58	9:04	9:07	9:17	9:20	9:30	9:50	10:10	-	-
9:30	9:37	9:38	9:44	9:47	9:57	10:00	-	-	-	-	-
10:55	11:02	11:03	11:09	11:12	11:22	11:25	-	-	-	-	-
11:30	11:37	11:38	11:44	11:47	11:57	12:00	-	-	-	-	-
12:40	12:47	12:48	12:54	12:57	1:07	1:10	-	-	-	-	-
1:00	1:07	1:08	1:14	1:17	1:27	1:30	-	-	-	-	-
1:50	1:57	1:58	2:04	2:07	2:17	2:20	-	-	-	-	-
2:10	2:17	2:18	2:24	2:27	2:37	2:40	2:50	3:10	3:30	-	-
3:35	3:42	3:43	3:49	3:52	4:02	4:05	-	-	-	-	-
4:20	4:27	4:28	4:34	4:37	4:47	4:50	-	-	-	-	-
4:45	4:52	4:53	4:59	5:02	5:12	5:20	-	-	-	-	-
5:25	5:32	5:33	5:39	5:42	5:52	5:55	-	-	-	-	-
6:00	6:07	6:08	6:14	6:17	6:27	6:30	-	-	-	-	-
6:35	6:42	6:43	6:49	6:52	7:02	7:05	7:15	7:35	-	7:55	8:15
7:10	7:17	7:18	7:24	7:27	7:37	7:40	-	-	-	-	-
WEEKEND/Horarios de sábado y domingo											
10:20	10:27	10:28	10:34	10:37	10:47	10:50	-	-	-	-	-
12:20	12:27	12:28	12:34	12:37	12:47	12:50	-	-	-	-	-
1:35	1:42	1:43	1:49	1:52	2:02	2:05	-	-	-	-	-
2:40	2:47	2:48	2:54	2:57	3:07	3:10	-	-	-	-	-
3:55	4:02	4:03	4:09	4:12	4:22	4:25	-	-	-	-	-
5:00	5:07	5:08	5:14	5:17	5:27	5:30	5:40	6:00	-	6:20	-

Westbound WEEKDAY/Horarios de entre semana

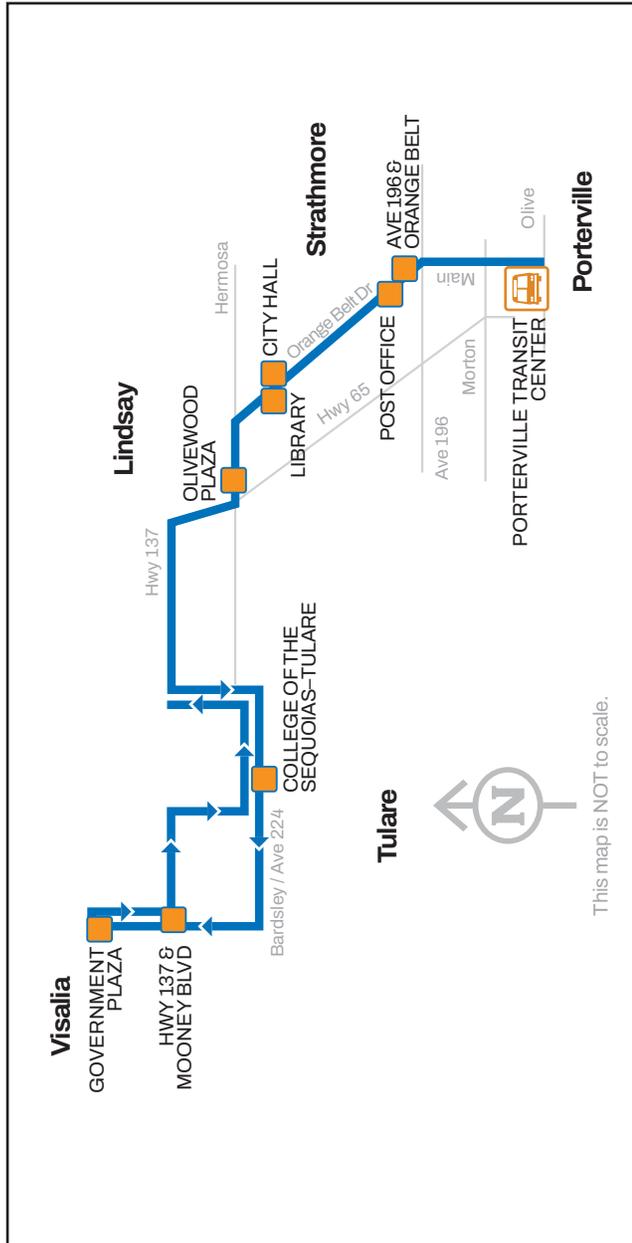
VISALIA Transit Center	*LEMON COVE Post Office	*LEMON COVE Hwys 216/198	*THREE RIVERS Memorial Building	*LEMON COVE Hwys 216/198	*LEMON COVE Post Office	WOOD-LAKE Transit Center	WOOD-LAKE Cypress & Hwy 216	IVANHOE Post Office	IVANHOE Rd 160	VISALIA Golden West High School	VISALIA Lovers Lane & Houston	VISALIA Transit Center
5:15	5:40	-	6:00	6:20	-	6:30	6:33	6:43	6:45	6:50	6:52	7:00
-	-	-	-	-	-	7:05	7:08	7:18	7:20	7:25	7:27	7:35
-	-	-	-	-	-	7:40	7:43	7:53	7:55	8:00	8:02	8:10
-	-	-	-	-	-	8:10	8:13	8:23	8:25	8:30	8:32	8:40
-	-	-	-	-	-	8:50	8:53	9:03	9:05	9:10	9:12	9:20
-	-	-	-	-	-	10:00	10:03	10:13	10:15	10:20	10:22	10:30
-	-	9:30	9:50	10:10	-	10:20	10:23	10:33	10:35	10:40	10:42	10:50
-	-	-	-	-	-	11:30	11:33	11:43	11:45	11:50	11:52	12:00
-	-	-	-	-	-	12:00	12:03	12:13	12:15	12:20	12:22	12:30
-	-	-	-	-	-	1:15	1:18	1:28	1:30	1:35	1:37	1:45
-	-	-	-	-	-	1:35	1:38	1:48	1:50	1:55	1:57	2:05
-	-	-	-	-	-	2:25	2:28	2:38	2:40	2:45	2:47	2:55
-	-	2:50	3:10	3:30	-	3:40	3:43	3:53	3:55	4:00	4:02	4:10
-	-	-	-	-	-	4:10	4:13	4:23	4:25	4:30	4:32	4:40
-	-	-	-	-	-	4:50	4:53	5:03	5:05	5:10	5:12	5:20
-	-	-	-	-	-	5:30	5:33	5:43	5:45	5:50	5:52	6:00
-	-	-	-	-	-	5:55	5:58	6:08	6:10	6:15	6:17	6:25
-	-	-	-	-	-	6:35	6:38	6:48	6:50	6:55	6:57	7:05
-	-	7:15	7:35	-	7:55	-	-	-	-	-	-	8:15
WEEKEND/Horarios de sábado y domingo												
-	8:50	-	9:10	9:25	-	9:40	9:43	9:53	9:55	10:00	10:02	10:10
-	-	-	-	-	-	10:50	10:53	11:03	11:05	11:10	11:12	11:20
-	-	-	-	-	-	12:55	12:58	1:08	1:10	1:15	1:17	1:25
-	-	-	-	-	-	2:05	2:08	2:18	2:20	2:25	2:27	2:35
-	-	-	-	-	-	3:15	3:18	3:28	3:30	3:35	3:37	3:45
-	-	-	-	-	-	4:25	4:28	4:38	4:40	4:45	4:47	4:55

Light Type=AM / Bold Type=PM

C40 Route/Ruta C40 Commuter Route



Service to - Porterville, Strathmore,
Lindsay, Tulare, Visalia



Northbound

WEEKDAY/Horarios de entre semana

PORTERVILLE Transit Center	STRATHMORE Post Office	LINDSAY City Hall	LINDSAY Olivewood Plaza	TULARE College of the Sequoias	TULARE Hwy 137 & Mooney Blvd	VISALIA Government Plaza
5:25	5:38	5:46	5:51	6:10	6:15	6:25
6:30	6:43	6:51	6:56	7:15	7:21	7:30
7:40	7:53	8:01	8:06	8:25	8:31	8:40
8:40	8:53	9:01	9:06	9:25	9:31	9:40
10:10	10:23	10:31	10:36	10:55	11:01	11:10
11:15	11:28	11:36	11:41	12:00	12:06	12:15
1:10	1:23	1:31	1:36	1:55	2:01	2:10
2:20	2:33	2:41	2:46	3:05	3:11	3:20
3:20	3:33	3:41	3:46	4:05	4:11	4:20
4:35	4:48	4:56	5:01	5:20	5:26	5:35
5:40	5:53	6:01	6:06	6:25	6:31	6:40
6:45	6:58	7:06	7:11	7:30	7:36	7:45
WEEKEND/Horarios de sábado y domingo						
9:45	9:57	10:05	10:09	10:27	10:32	10:40
11:45	11:57	12:05	12:09	12:27	12:32	12:40
2:45	2:57	3:05	3:09	3:27	3:32	3:40
4:50	5:02	5:10	5:14	5:32	5:37	5:45

Southbound

WEEKDAY/Horarios de entre semana

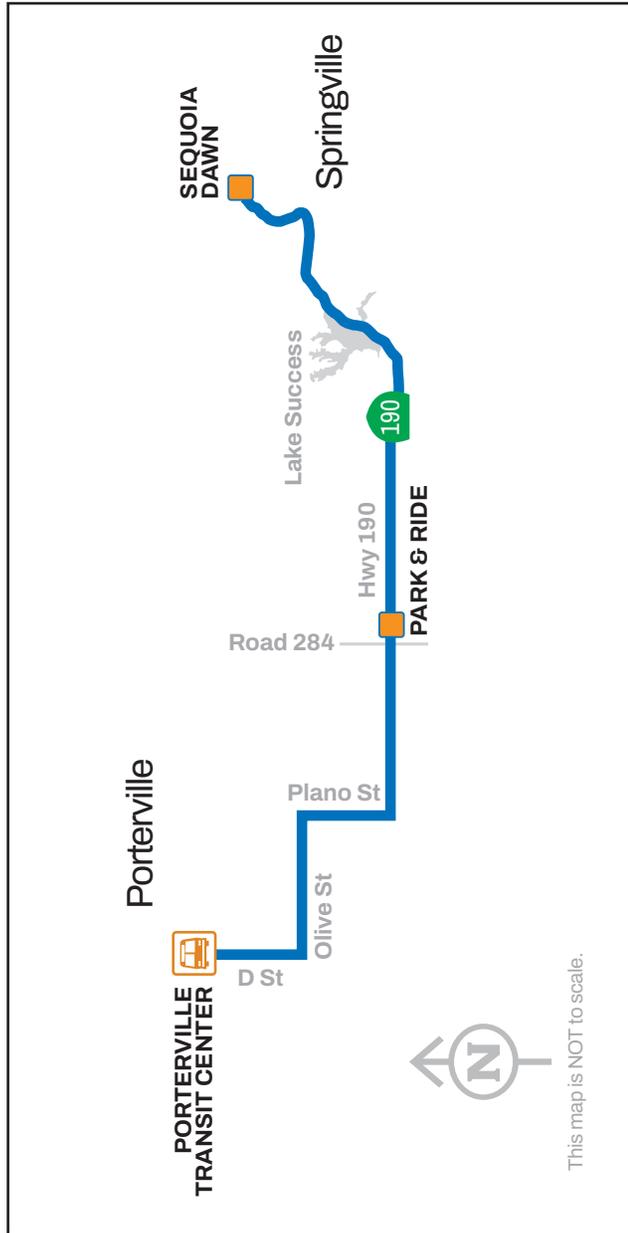
VISALIA Government Plaza	TULARE Hwy 137 & Mooney Blvd	TULARE College of the Sequoias	LINDSAY Olivewood Plaza	LINDSAY Library	STRATHMORE Ave 196 & Orange Belt	PORTERVILLE Transit Center
5:25	5:34	5:40	5:59	6:04	6:12	6:25
6:30	6:39	6:45	7:04	7:09	7:17	7:30
7:40	7:49	7:55	8:14	8:19	8:27	8:40
8:40	8:49	8:55	9:14	9:19	9:27	9:40
10:10	10:19	10:25	10:44	10:49	10:57	11:10
11:15	11:24	11:30	11:49	11:54	12:02	12:15
1:10	1:19	1:25	1:44	1:49	1:57	2:10
2:10	2:19	2:25	2:44	2:49	2:57	3:10
3:20	3:29	3:35	3:54	3:59	4:07	4:20
4:35	4:44	4:50	5:09	5:14	5:22	5:35
5:40	5:49	5:55	6:14	6:19	6:27	6:40
6:53	7:03	7:08	7:27	7:32	7:40	7:53
WEEKEND/Horarios de sábado y domingo						
10:40	10:47	10:53	11:11	11:15	11:23	11:35
1:45	1:52	1:58	2:16	2:20	2:28	2:40
3:45	3:52	3:58	4:16	4:20	4:28	4:40
5:45	5:52	5:58	6:16	6:20	6:28	6:40

Light Type=AM / Bold Type=PM

C70 Route/Ruta C70 Commuter Route



Service to - Porterville and Springville



Eastbound WEEKDAY/*Horarios de entre semana*

PORTERVILLE Transit Center	PORTERVILLE Park and Ride (Rd 284 & Hwy 190)	SPRINGVILLE Sequoia Dawn
8:43	9:01	9:13
2:33	2:52	3:04

Westbound WEEKDAY/*Horarios de entre semana*

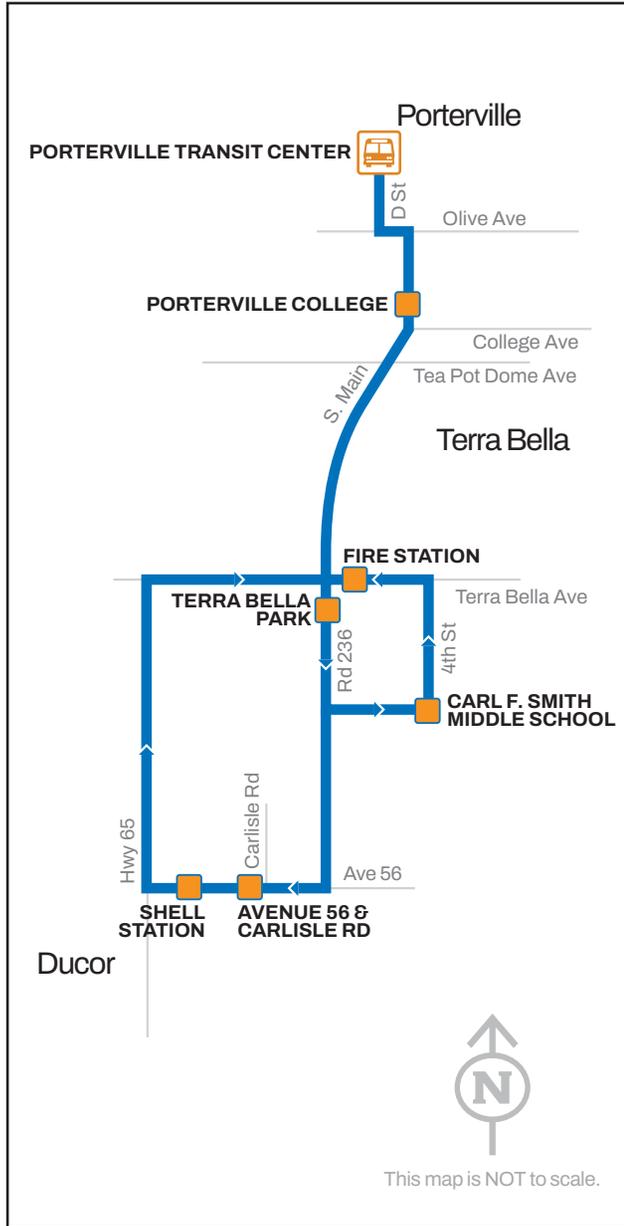
SPRINGVILLE Sequoia Dawn	PORTERVILLE Park and Ride (Rd 284 & Hwy 190)	PORTERVILLE Transit Center
9:18	9:40	9:48
3:09	3:27	3:35

Light Type=AM / **Bold Type=PM**

C80 Route/Ruta C80 Commuter Route



Service to - Porterville, Terra Bella and Ducor



Southbound WEEKDAY/*Horarios de entre semana*

PORTERVILLE Transit Center	PORTERVILLE Porterville College	TERRA BELLA Terra Bella Park	DUCOR Ave 56 & Carlisle Rd	DUCOR Shell Station
9:53	9:59	10:08	10:15	10:16
3:40	3:46	3:55	4:02	4:04

Northbound WEEKDAY/*Horarios de entre semana*

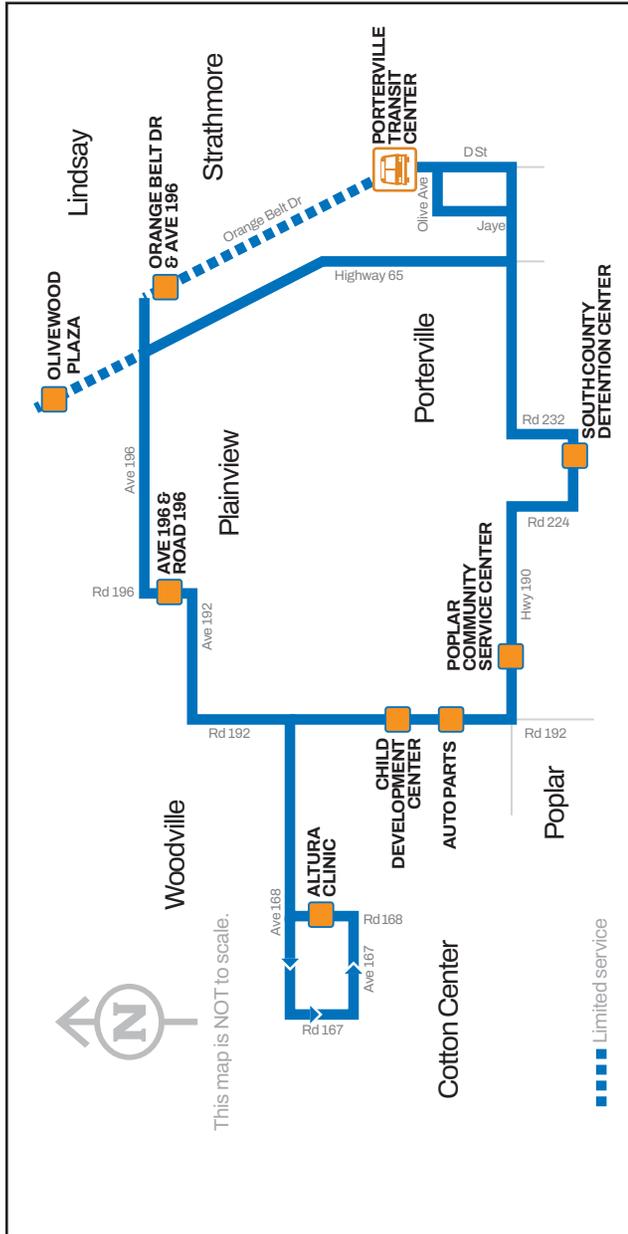
DUCOR Shell Station	TERRA BELLA Terra Bella Park	TERRA BELLA Carl F. Smith Middle School	TERRA BELLA Fire Station	PORTERVILLE Porterville College	PORTERVILLE Transit Center
10:16	10:23	10:26	10:29	10:39	10:45
4:04	4:10	4:13	4:16	4:26	4:32

Light Type=AM / **Bold Type=PM**

C90 Route/Ruta C90 Commuter Route



Service to - Porterville, Poplar, Cotton Center, Woodville, Strathmore, Plainview, Lindsay



Northbound WEEKDAY/*Horarios de entre semana*

PORTER-VILLE Transit Center	PORTER-VILLE South County Detention Center	POPLAR Community Service Center	COTTON CENTER Auto Parts	WOODVILLE Child Development Center	WOODVILLE Altura Clinic	PLAINVIEW Ave 196 & Rd 196	STRATH- MORE Orange Belt & Ave 196	LINDSAY Olivewood Plaza
7:20	-	-	-	-	-	-	7:33	7:41
11:50	12:05	12:15	12:18	12:21	12:26	12:36	-	12:52
1:23	1:35	1:44	1:47	1:52	1:55	2:05	-	-
4:42	4:54	5:03	5:06	5:11	5:14	5:24	-	-

Southbound WEEKDAY/*Horarios de entre semana*

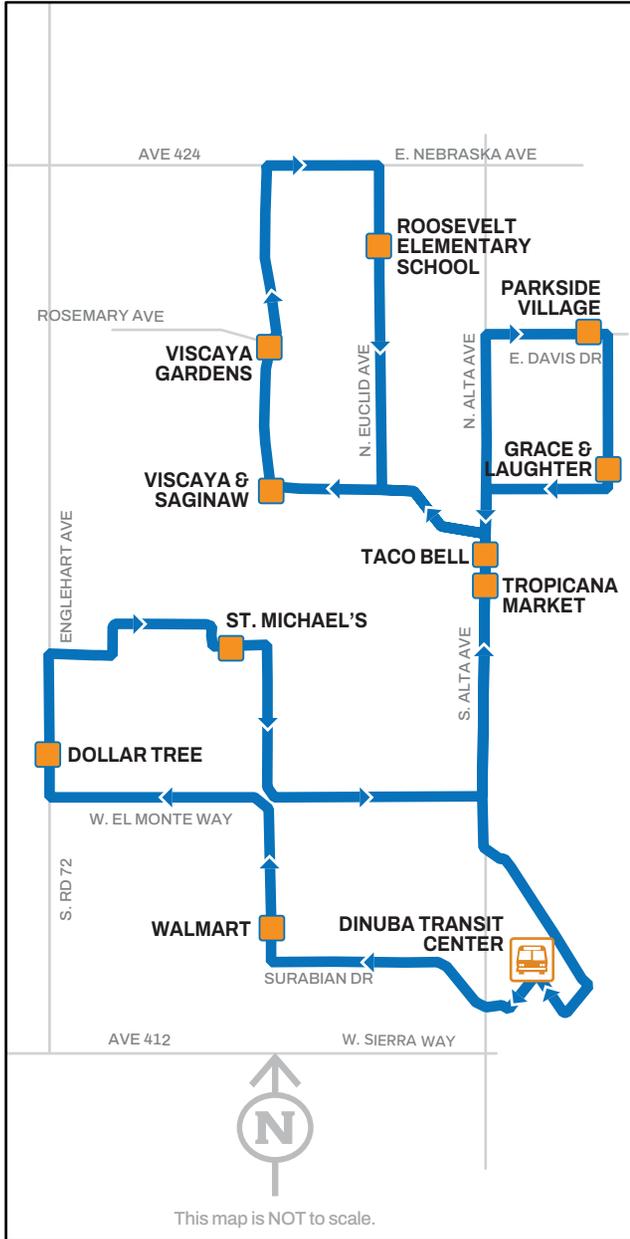
LINDSAY Olivewood Plaza	STRATH- MORE Orange Belt & Ave 196	PLAINVIEW Ave 196 & Rd 196	WOODVILLE Altura Clinic	WOODVILLE Child Development Center	COTTON CENTER Auto Parts	POPLAR Community Service Center	PORTER- VILLE South County Detention Center	PORTER- VILLE Transit Center
-	-	6:20	6:30	6:37	6:40	6:43	6:55	7:10
7:41	-	7:57	8:07	8:10	8:13	8:16	8:28	8:38
12:52	1:00	-	-	-	-	-	-	1:13
-	-	2:05	-	-	-	-	-	2:33
-	-	5:24	-	-	-	-	-	5:44

Light Type=AM / Bold Type=PM

D1 Route/Ruta D1 Local Route



North Dinuba - Roosevelt Elementary School and Walmart



Monday–Saturday/*lunes a sábado*

Dinuba Transit Center	Walmart	Dollar Tree	St. Michael's	Tropicana Market	Parkside Village	Grace & Laughter	Viscaya & Saginaw	Viscaya Gardens	Roosevelt Elementary School	Taco Bell	Dinuba Transit Center
7:00	7:03	7:07	7:10	7:15	7:16	7:17	7:21	7:23	7:25	7:27	7:30
8:00	8:03	8:07	8:10	8:15	8:16	8:17	8:21	8:23	8:25	8:27	8:30
9:10	9:13	9:17	9:20	9:25	9:26	9:27	9:31	9:33	9:35	9:37	9:40
10:10	10:13	10:17	10:20	10:25	10:26	10:27	10:31	10:33	10:35	10:37	10:40
11:10	11:13	11:17	11:20	11:25	11:26	11:27	11:28	11:33	11:35	11:37	11:40
12:20	12:23	12:27	12:30	12:35	12:36	12:37	12:41	12:43	12:45	12:47	12:50
1:20	1:23	1:27	1:30	1:35	1:36	1:37	1:41	1:43	1:45	1:47	1:50
2:20	2:23	2:27	2:30	2:35	2:36	2:37	2:41	2:43	2:45	2:47	2:50
3:30	3:33	3:37	3:40	3:45	3:46	3:47	3:51	3:53	3:55	3:57	4:00
4:30	4:33	4:37	4:40	4:45	4:46	4:47	4:51	4:53	4:55	4:57	5:00
5:30	5:33	5:37	5:40	5:45	5:46	5:47	5:51	5:53	5:55	5:57	6:00
6:40	6:43	6:47	6:50	6:55	6:56	6:57	7:01	7:03	7:05	7:07	7:10

Sunday/*domingo*

8:00	8:03	8:07	8:10	8:15	8:16	8:17	8:21	8:23	8:25	8:27	8:30
9:00	9:03	9:07	9:10	9:15	9:16	9:17	9:21	9:23	9:25	9:27	9:30
10:00	10:03	10:07	10:10	10:15	10:16	10:17	10:21	10:23	10:25	10:27	10:30
11:10	11:13	11:17	11:20	11:25	11:26	11:27	11:31	11:33	11:35	11:37	11:40
12:10	12:13	12:17	12:20	12:25	12:26	12:27	12:31	12:33	12:35	12:37	12:40
1:10	1:13	1:17	1:20	1:25	1:26	1:27	1:31	1:33	1:35	1:37	1:40
2:10	2:13	2:17	2:20	2:25	2:26	2:27	2:31	2:33	2:35	2:37	2:40
3:20	3:23	3:27	3:30	3:35	3:36	3:37	3:41	3:43	3:45	3:47	3:50
4:20	4:23	4:27	4:30	4:35	4:36	4:37	4:41	4:43	4:45	4:47	4:50

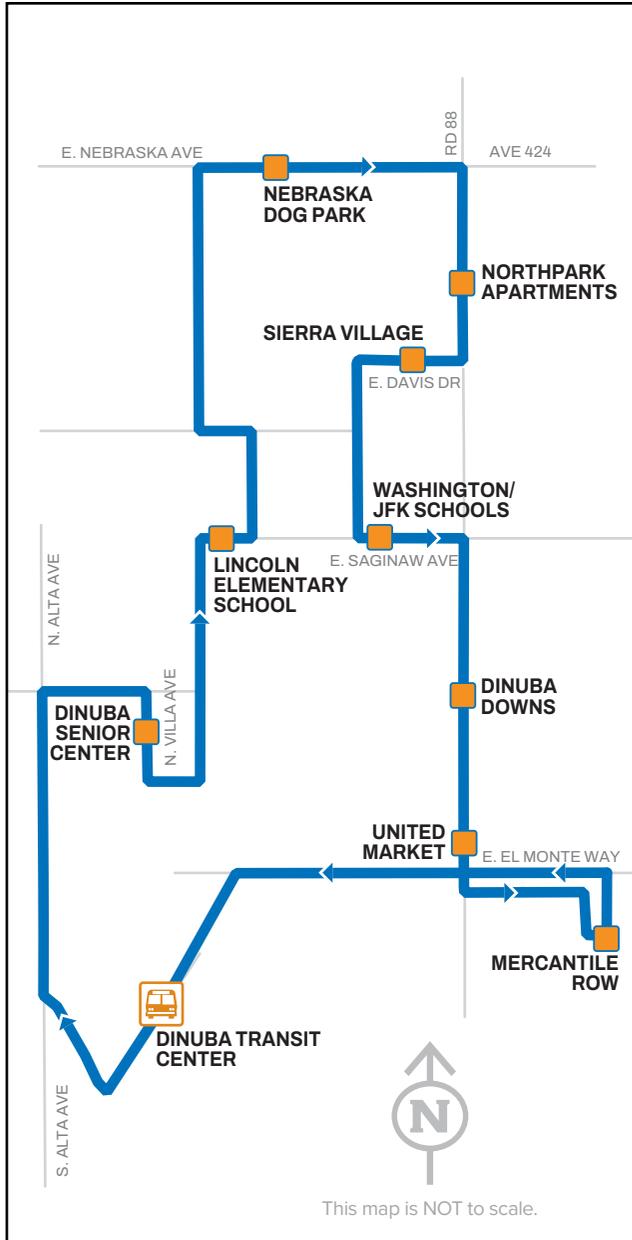
Light Type=AM / Bold Type=PM



Route/Ruta D2 Local Route



Central Dinuba - Washington/JFK Schools
and Senior Center



Monday–Saturday/*lunes a sábado*

Dinuba Transit Center	Dinuba Senior Ctr	Lincoln Elementary School	Nebraska Dog Park	Northpark Apartments	Sierra Village	Washington/ JFK Schools	Dinuba Downs	United Market	Mercantile Row	Dinuba Transit Center
7:00	7:03	7:06	7:10	7:11	7:13	7:17	7:19	7:20	7:23	7:30
8:00	8:03	8:06	8:10	8:11	8:13	8:17	8:19	8:20	8:23	8:30
9:10	9:13	9:16	9:20	9:21	9:23	9:27	9:29	9:30	9:33	9:40
10:10	10:13	10:16	10:20	10:21	10:23	10:27	10:29	10:30	10:33	10:40
11:10	11:13	11:16	11:20	11:21	11:23	11:27	11:29	11:30	11:33	11:40
12:20	12:23	12:26	12:30	12:31	12:33	12:37	12:39	12:40	12:43	12:50
1:20	1:23	1:26	1:30	1:31	1:33	1:37	1:39	1:40	1:43	1:50
2:20	2:23	2:26	2:30	2:31	2:33	2:37	2:39	2:40	2:43	2:50
3:30	3:33	3:36	3:40	3:41	3:43	3:47	3:49	3:50	3:53	4:00
4:30	4:33	4:36	4:40	4:41	4:43	4:47	4:49	4:50	4:53	5:00
5:30	5:33	5:36	5:40	5:41	5:43	5:47	5:49	5:50	5:53	6:00
6:40	6:43	6:46	6:50	6:51	6:53	6:57	6:59	7:00	7:03	7:10

Sunday/*domingo*

8:00	8:03	8:06	8:10	8:11	8:13	8:17	8:19	8:20	8:23	8:30
9:00	9:03	9:06	9:10	9:11	9:13	9:17	9:19	9:20	9:23	9:30
10:00	10:03	10:06	10:10	10:11	10:13	10:17	10:19	10:20	10:23	10:30
11:10	11:13	11:16	11:20	11:21	11:23	11:27	11:29	11:30	11:33	11:40
12:10	12:13	12:16	12:20	12:21	12:23	12:27	12:29	12:30	12:33	12:40
1:10	1:13	1:16	1:20	1:21	1:23	1:27	1:29	1:30	1:33	1:40
2:10	2:13	2:16	2:20	2:21	2:23	2:27	2:29	2:30	2:33	2:40
3:20	3:23	3:26	3:30	3:31	3:33	3:37	3:39	3:40	3:43	3:50
4:20	4:23	4:26	4:30	4:31	4:33	4:37	4:39	4:40	4:43	4:50

Light Type=AM / Bold Type=PM

D3 Route/Ruta D3 Local Route



South Dinuba - Theater and Jefferson Elementary School



Monday–Saturday/*lunes a sábado*

Dinuba Transit Center	Olive Way	Jefferson Elementary School	Rancho Vista	Dept of Public Works	Platinum Theaters	Rabobank	Dinuba Transit Center
7:33	7:39	7:41	7:44	7:47	7:51	7:53	7:55
8:33	8:39	8:41	8:44	8:47	8:51	8:53	8:55
9:43	9:49	9:51	9:54	9:57	10:01	10:03	10:05
10:43	10:49	10:51	10:54	10:57	11:01	11:03	11:05
11:43	11:49	11:51	11:54	11:57	12:01	12:03	12:05
12:53	12:59	1:01	1:04	1:07	1:11	1:13	1:15
1:53	1:59	2:01	2:04	2:07	2:11	2:13	2:15
2:53	2:59	3:01	3:04	3:07	3:11	3:13	3:15
4:03	4:09	4:11	4:14	4:17	4:21	4:23	4:25
5:03	5:09	5:11	5:14	5:17	5:21	5:23	5:25
6:13	6:19	6:21	6:24	6:27	6:31	6:33	6:35
7:13	7:19	7:21	7:24	7:27	7:31	7:33	7:35

Sunday/*domingo*

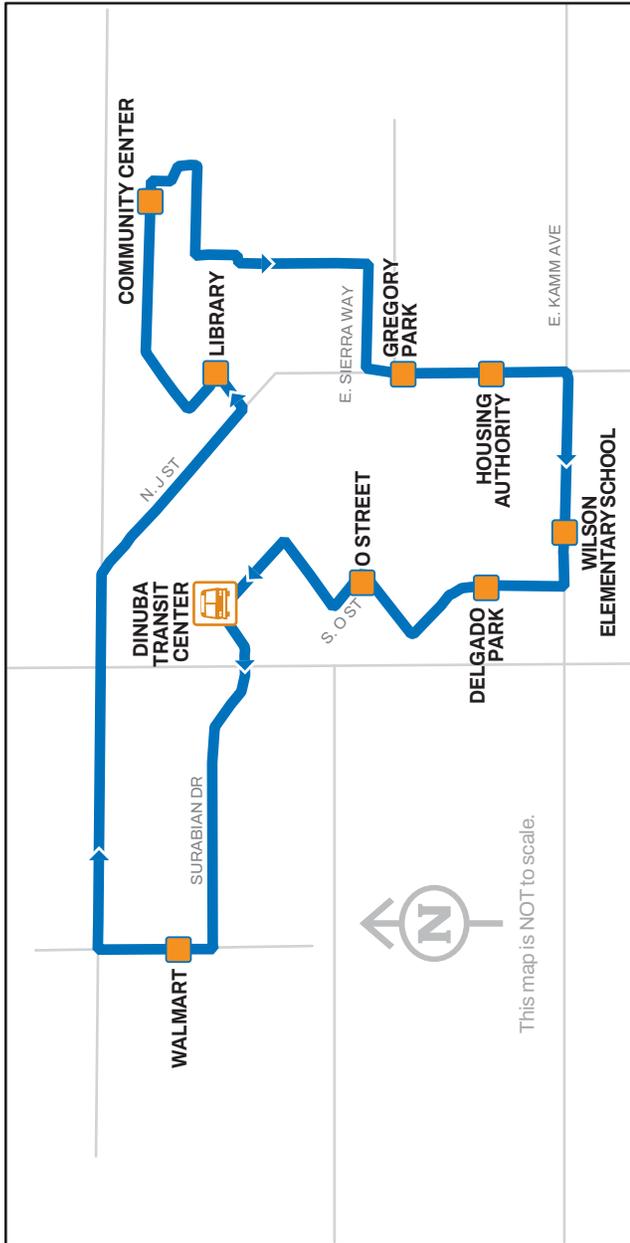
8:33	8:39	8:41	8:44	8:47	8:51	8:53	8:55
9:33	9:39	9:41	9:44	9:47	9:51	9:53	9:55
10:43	10:49	10:51	10:54	10:57	11:01	11:03	11:05
11:43	11:49	11:51	11:54	11:57	12:01	12:03	12:05
12:43	12:49	12:51	12:54	12:57	1:01	1:03	1:05
1:43	1:49	1:51	1:54	1:57	2:01	2:03	2:05
2:43	2:49	2:51	2:54	2:57	3:01	3:03	3:05
3:53	3:59	4:01	4:04	4:07	4:11	4:13	4:15
4:53	4:59	5:01	5:04	5:07	5:11	5:13	5:15

Light Type=AM / Bold Type=PM

D4 Route/Ruta D4 Local Route



Central Dinuba - Wilson Elementary School and Walmart



Monday–Saturday/*lunes a sábado*

Dinuba Transit Center	Walmart	Library	Community Center	Gregory Park	Housing Authority	Wilson Elementary School	Delgado Park	O Street	Dinuba Transit Center
7:33	7:36	7:43	7:46	7:50	7:51	7:52	7:53	7:54	7:56
8:33	8:36	8:43	8:46	8:50	8:51	8:52	8:53	8:54	8:56
9:43	9:46	9:53	9:56	10:00	10:01	10:02	10:03	10:04	10:06
10:43	10:46	10:53	10:56	11:00	11:01	11:02	11:03	11:04	11:06
11:43	11:46	11:53	11:56	12:00	12:01	12:02	12:03	12:04	12:06
12:53	12:56	1:03	1:06	1:10	1:11	1:12	1:13	1:14	1:16
1:53	1:56	2:03	2:06	2:10	2:11	2:12	2:13	2:14	2:16
2:53	2:56	3:03	3:06	3:10	3:11	3:12	3:13	3:14	3:16
4:03	4:06	4:13	4:16	4:20	4:21	4:22	4:23	4:24	4:26
5:03	5:06	5:13	5:16	5:20	5:21	5:22	5:23	5:24	5:26
6:13	6:16	6:23	6:26	6:30	6:31	6:32	6:33	6:34	6:36
7:13	7:16	7:23	7:26	7:30	7:31	7:32	7:33	7:34	7:36

Sunday/*domingo*

8:33	8:36	8:43	8:46	8:50	8:51	8:52	8:53	8:54	8:56
9:33	9:36	9:43	9:46	9:50	9:51	9:52	9:53	9:54	9:56
10:43	10:46	10:53	10:56	11:00	11:01	11:02	11:03	11:04	11:06
11:43	11:46	11:53	11:56	12:00	12:01	12:02	12:03	12:04	12:06
12:43	12:46	12:53	12:56	1:00	1:01	1:02	1:03	1:04	1:06
1:43	1:46	1:53	1:56	2:00	2:01	2:02	2:03	2:04	2:06
2:43	2:46	2:53	2:56	3:00	3:01	3:02	3:03	3:04	3:06
3:53	3:56	4:03	4:06	4:10	4:11	4:12	4:13	4:14	4:16
4:53	4:56	5:03	5:06	5:10	5:11	5:12	5:13	5:14	5:16

Light Type=AM / Bold Type=PM



DL - Dinuba Loop

 Alerts

Days:

Wednesday
Monday, Tuesday, Thursday, Friday,

Directions:

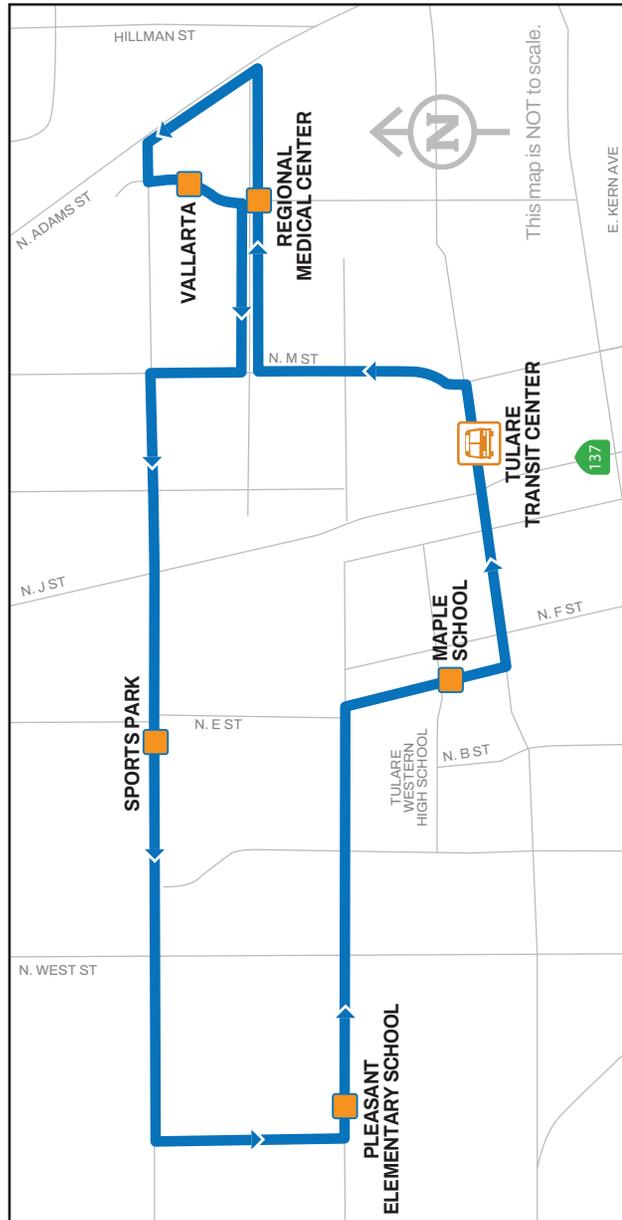
Loop

DINUBA HIGH SCHOOL	KAMM AVE	DELGADO PARK	ST. MICHAEL'S	SAGINAW AND VISCAYA PKWY	VISCAYA GARDENS	NEBRASKA DOG PARK	NORTH PARK APARTMENTS	LINCOLN ELEMENTARY SCHOOL	WASHINGTON / JFK SCHOOLS	OLIVE WAY	JEFFERSON SCHOOL	RANCHO VISTA	WILSON ELEMENTARY SCHOOL	DELGADO PARK	DINUBA HIGH SCHOOL
—	—	—	7:38am	7:48am	7:51am	7:56am	7:59am	8:05am	8:09am	8:14am	8:16am	8:20am	8:24am	8:27am	8:30am
3:15pm	3:28pm	3:30pm	3:36pm	3:43pm	3:46pm	3:50pm	3:53pm	3:58pm	4:00pm	4:07pm	4:09pm	4:12pm	—	—	—

T1 Route/Ruta T1 Local Route



North Tulare - Pleasant Elementary School and Tulare Western High School



Monday–Saturday//lunes a sábado

Tulare Transit Center	Regional Medical Center	Vallarta	Sports Park	Pleasant Elementary School	Maple School	Tulare Transit Center
7:00	7:05	7:11	7:20	7:25	7:29	7:34
7:40	7:45	7:51	8:00	8:05	8:09	8:14
8:20	8:25	8:31	8:40	8:45	8:49	8:54
9:10	9:15	9:21	9:30	9:35	9:39	9:44
9:50	9:55	10:01	10:10	10:15	10:19	10:24
10:30	10:35	10:41	10:50	10:55	10:59	11:04
11:10	11:15	11:21	11:30	11:35	11:39	11:44
12:00	12:05	12:11	12:20	12:25	12:29	12:34
12:40	12:45	12:51	1:00	1:05	1:09	1:14
1:20	1:25	1:31	1:40	1:45	1:49	1:54
2:00	2:05	2:11	2:20	2:25	2:29	2:34
2:40	2:45	2:51	3:00	3:05	3:09	3:14
3:30	3:35	3:41	3:50	3:55	3:59	4:04
4:10	4:15	4:21	4:30	4:35	4:39	4:44
4:50	4:55	5:01	5:10	5:15	5:19	5:24
5:30	5:35	5:41	5:50	5:55	5:59	6:04
6:20	6:25	6:31	6:40	6:45	6:49	6:54
7:00	7:05	7:11	7:20	7:25	7:29	7:34

Sunday/domingo

8:00	8:05	8:11	8:20	8:25	8:29	8:34
8:40	8:45	8:51	9:00	9:05	9:09	9:14
9:20	9:25	9:31	9:40	9:45	9:49	9:54
10:00	10:05	10:11	10:20	10:25	10:29	10:34
10:50	10:55	11:01	11:10	11:15	11:19	11:24
11:30	11:35	11:41	11:50	11:55	11:59	12:04
12:10	12:15	12:21	12:30	12:35	12:39	12:44
12:50	12:55	1:01	1:10	1:15	1:19	1:24
1:30	1:35	1:41	1:50	1:55	1:59	2:04
2:10	2:15	2:21	2:30	2:35	2:39	2:44
2:50	2:55	3:01	3:10	3:15	3:19	3:24
3:40	3:45	3:51	4:00	4:05	4:09	4:14
4:20	4:25	4:31	4:40	4:45	4:49	4:54
5:00	5:05	5:11	5:20	5:25	5:29	5:34

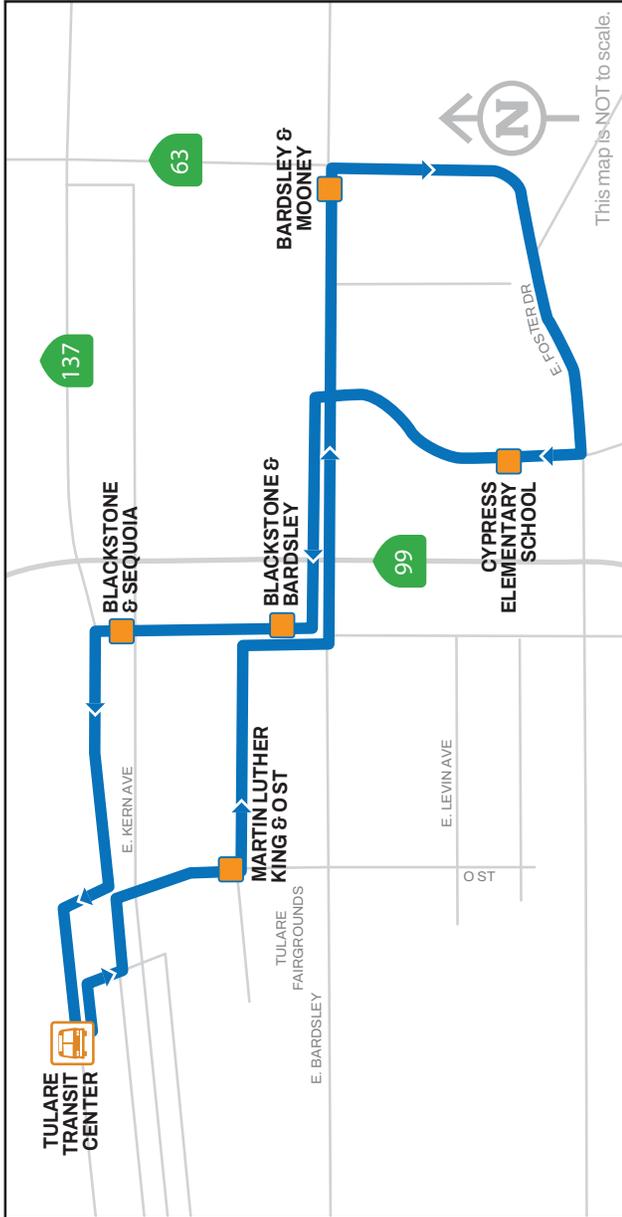
Light Type=AM / Bold Type=PM

T2

**Route/Ruta T2
Local Route**



**Southeast Tulare - Fairgrounds and
Cypress Elementary School**



Monday–Saturday/lunes a sábado

Tulare Transit Center	Martin Luther King & O St	Bardsley & Mooney	Cypress Elementary School	Blackstone & Bardsley	Blackstone & Sequoia	Tulare Transit Center
7:00	7:05	7:12	7:19	7:24	7:28	7:34
7:40	7:45	7:52	7:59	8:04	8:08	8:14
8:20	8:25	8:32	8:39	8:44	8:48	8:54
9:10	9:15	9:22	9:29	9:34	9:38	9:44
9:50	9:55	10:02	10:09	10:14	10:18	10:24
10:30	10:35	10:42	10:49	10:54	10:58	11:04
11:10	11:15	11:22	11:29	11:34	11:38	11:44
12:00	12:05	12:12	12:19	12:24	12:28	12:34
12:40	12:45	12:52	12:59	1:04	1:08	1:14
1:20	1:25	1:32	1:39	1:44	1:48	1:54
2:00	2:05	2:12	2:19	2:24	2:28	2:34
2:40	2:45	2:52	2:59	3:04	3:08	3:14
3:30	3:35	3:42	3:49	3:54	3:58	4:04
4:10	4:15	4:22	4:29	4:34	4:38	4:44
4:50	4:55	5:02	5:09	5:14	5:18	5:24
5:30	5:35	5:42	5:49	5:54	5:58	6:04
6:20	6:25	6:32	6:39	6:44	6:48	6:54
7:00	7:05	7:12	7:19	7:24	7:28	7:34

Sunday/domingo

8:00	8:05	8:12	8:19	8:24	8:28	8:34
8:40	8:45	8:52	8:59	9:04	9:08	9:14
9:20	9:25	9:32	9:39	9:44	9:48	9:54
10:00	10:05	10:12	10:19	10:24	10:28	10:34
10:50	10:55	11:02	11:09	11:14	11:18	11:24
11:30	11:35	11:42	11:49	11:54	11:58	12:04
12:10	12:15	12:22	12:29	12:34	12:38	12:44
12:50	12:55	1:02	1:09	1:14	1:18	1:24
1:30	1:35	1:42	1:49	1:54	1:58	2:04
2:10	2:15	2:22	2:29	2:34	2:38	2:44
2:50	2:55	3:02	3:09	3:14	3:18	3:24
3:40	3:45	3:52	3:59	4:04	4:08	4:14
4:20	4:25	4:32	4:39	4:44	4:48	4:54
5:00	5:05	5:12	5:19	5:24	5:28	5:34

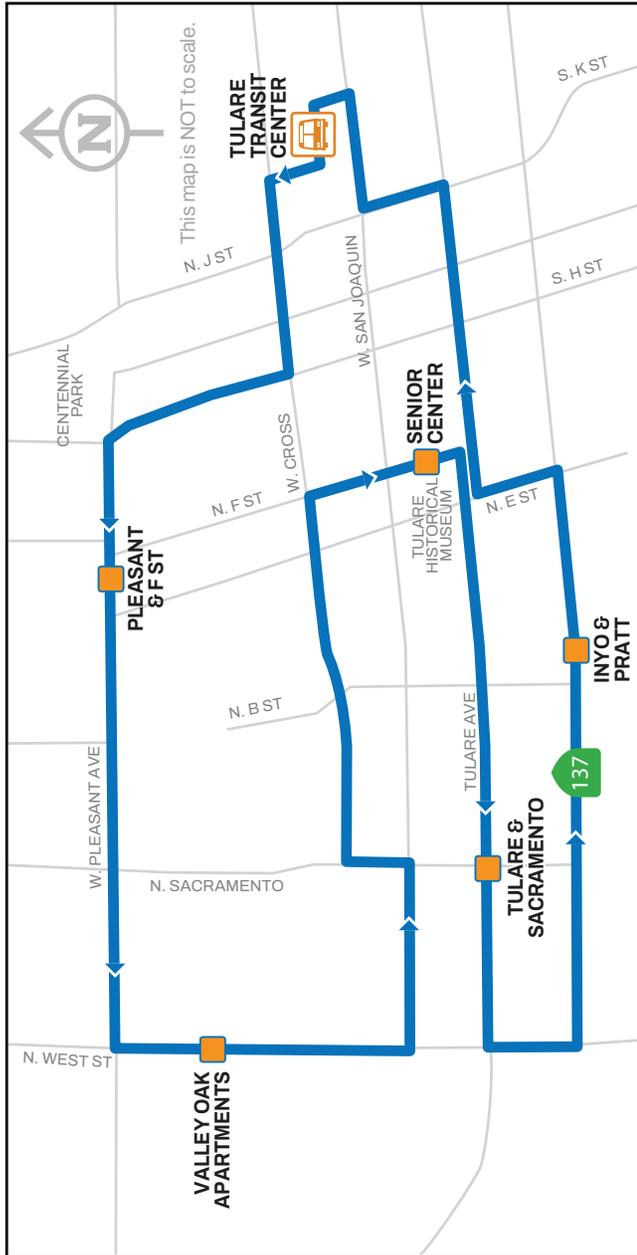
Light Type=AM / Bold Type=PM

T3

**Route/Ruta T3
Local Route**



West Tulare - Centennial Park and Museum



Monday–Saturday/lunes a sábado

Tulare Transit Center	Pleasant & F St	Valley Oak Apartments	Senior Center	Tulare & Sacramento	Inyo & D St	Tulare Transit Center
7:00	7:05	7:13	7:18	7:23	7:28	7:34
7:40	7:45	7:53	7:58	8:03	8:08	8:14
8:20	8:25	8:33	8:38	8:43	8:48	8:54
9:10	9:15	9:23	9:28	9:33	9:38	9:44
9:50	9:55	10:03	10:08	10:13	10:18	10:24
10:30	10:35	10:43	10:48	10:53	10:58	11:04
11:10	11:15	11:23	11:28	11:33	11:38	11:44
12:00	12:05	12:13	12:18	12:23	12:28	12:34
12:40	12:45	12:53	12:58	1:03	1:08	1:14
1:20	1:25	1:33	1:38	1:43	1:48	1:54
2:00	2:05	2:13	2:18	2:23	2:28	2:34
2:40	2:45	2:53	2:58	3:03	3:08	3:14
3:30	3:35	3:43	3:48	3:53	3:58	4:04
4:10	4:15	4:23	4:28	4:33	4:38	4:44
4:50	4:55	5:03	5:08	5:13	5:18	5:24
5:30	5:35	5:43	5:48	5:53	5:58	6:04
6:20	6:25	6:33	6:38	6:43	6:48	6:54
7:00	7:05	7:13	7:18	7:23	7:28	7:34

Sunday/domingo

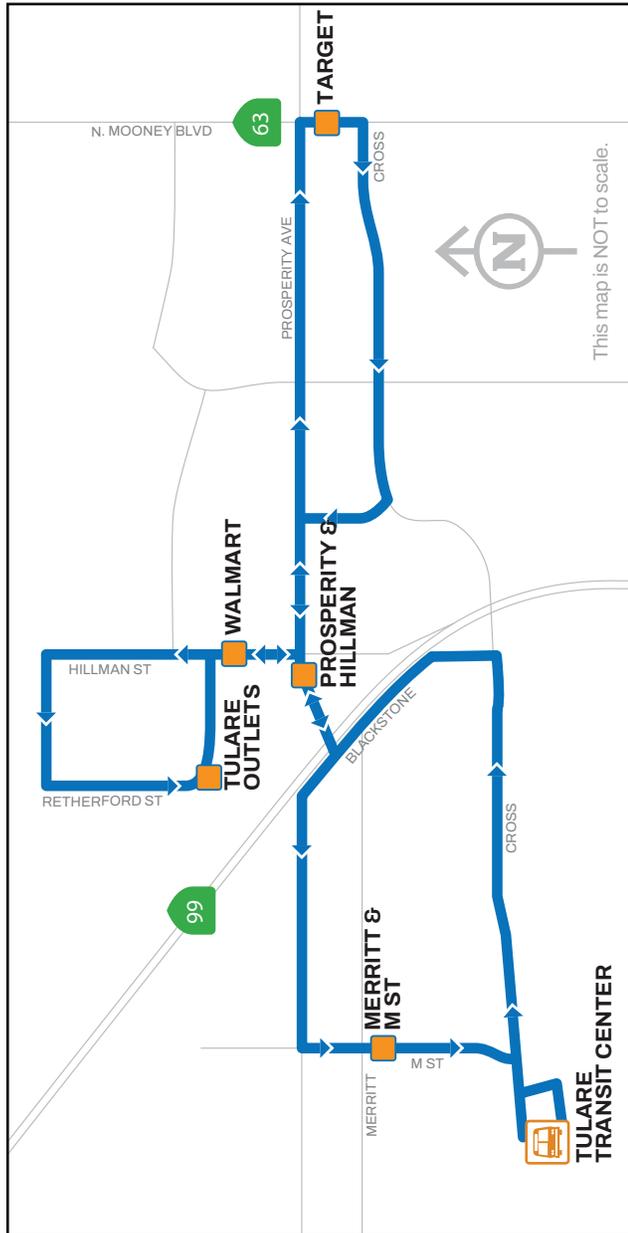
8:00	8:05	8:13	8:18	8:23	8:28	8:34
8:40	8:45	8:53	8:58	9:03	9:08	9:14
9:20	9:25	9:33	9:38	9:43	9:48	9:54
10:00	10:05	10:13	10:18	10:23	10:28	10:34
10:50	10:55	11:03	11:08	11:13	11:18	11:24
11:30	11:35	11:43	11:48	11:53	11:58	12:04
12:10	12:15	12:23	12:28	12:33	12:38	12:44
12:50	12:55	1:03	1:08	1:13	1:18	1:24
1:30	1:35	1:43	1:48	1:53	1:58	2:04
2:10	2:15	2:23	2:28	2:33	2:38	2:44
2:50	2:55	3:03	3:08	3:13	3:18	3:24
3:40	3:45	3:53	3:58	4:03	4:08	4:14
4:20	4:25	4:33	4:38	4:43	4:48	4:54
5:00	5:05	5:13	5:18	5:23	5:28	5:34

Light Type=AM / Bold Type=PM

T4 Route/Ruta T4 Local Route



Northeast Tulare - Walmart and Tulare Outlets



Monday–Saturday/lunes a sábado

Tulare Transit Center	Prosperity & Hillman	Target	Walmart	Tulare Outlets	Merritt & M St	Tulare Transit Center
7:00	7:07	7:11	7:18	7:24	7:31	7:34
7:40	7:47	7:51	7:58	8:04	8:11	8:14
8:20	8:27	8:31	8:38	8:44	8:51	8:54
9:10	9:17	9:21	9:28	9:34	9:41	9:44
9:50	9:57	10:01	10:08	10:14	10:21	10:24
10:30	10:37	10:41	10:48	10:54	11:01	11:04
11:10	11:17	11:21	11:28	11:34	11:41	11:44
12:00	12:07	12:11	12:18	12:24	12:31	12:34
12:40	12:47	12:51	12:58	1:04	1:11	1:14
1:20	1:27	1:31	1:38	1:44	1:51	1:54
2:00	2:07	2:11	2:18	2:24	2:31	2:34
2:40	2:47	2:51	2:58	3:04	3:11	3:14
3:30	3:37	3:41	3:48	3:54	4:01	4:04
4:10	4:17	4:21	4:28	4:34	4:41	4:44
4:50	4:57	5:01	5:08	5:14	5:21	5:24
5:30	5:37	5:41	5:48	5:54	6:01	6:04
6:20	6:27	6:31	6:38	6:44	6:51	6:54
7:00	7:07	7:11	7:18	7:24	7:31	7:34

Sunday/domingo

8:00	8:07	8:11	8:18	8:24	8:31	8:34
8:40	8:47	8:51	8:58	9:04	9:11	9:14
9:20	9:27	9:31	9:38	9:44	9:51	9:54
10:00	10:07	10:11	10:18	10:24	10:31	10:34
10:50	10:57	11:01	11:08	11:14	11:21	11:24
11:30	11:37	11:41	11:48	11:54	12:01	12:04
12:10	12:17	12:21	12:28	12:34	12:41	12:44
12:50	12:57	1:01	1:08	1:14	1:21	1:24
1:30	1:37	1:41	1:48	1:54	2:01	2:04
2:10	2:17	2:21	2:28	2:34	2:41	2:44
2:50	2:57	3:01	3:08	3:14	3:21	3:24
3:40	3:47	3:51	3:58	4:04	4:11	4:14
4:20	4:27	4:31	4:38	4:44	4:51	4:54
5:00	5:07	5:11	5:18	5:24	5:31	5:34

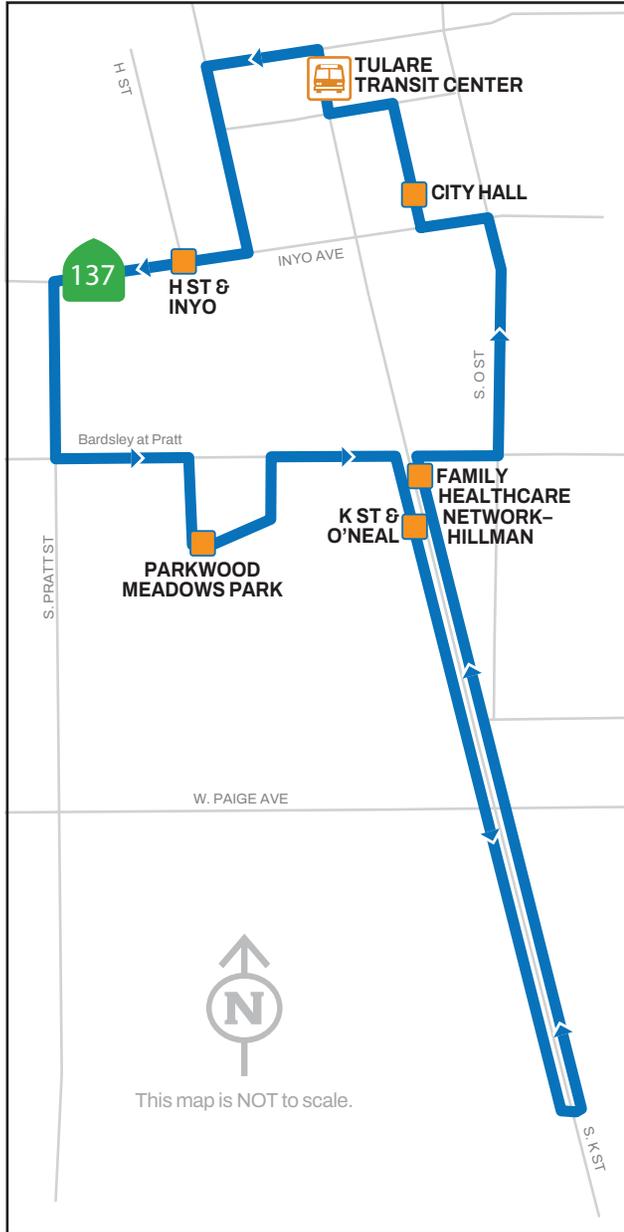
Light Type=AM / Bold Type=PM

T5

Route/Ruta T5
Local Route



Southwest Tulare - Family HealthCare Network



Monday–Saturday/*lunes a sábado*

Tulare Transit Center	H St & Inyo	Parkwood Meadows Park	K St & O'Neal	Family HealthCare Network – Hillman	City Hall	Tulare Transit Center
7:00	7:06	7:12	7:16	7:27	7:34	7:37
7:40	7:46	7:52	7:56	8:07	8:14	8:17
8:20	8:26	8:32	8:36	8:47	8:54	8:57
9:10	9:16	9:22	9:26	9:37	9:44	9:47
9:50	9:56	10:02	10:06	10:17	10:24	10:27
10:30	10:36	10:42	10:46	10:57	11:04	11:07
11:10	11:16	11:22	11:26	11:37	11:44	11:47
12:00	12:06	12:12	12:16	12:27	12:34	12:37
12:40	12:46	12:52	12:56	1:07	1:14	1:17
1:20	1:26	1:32	1:36	1:47	1:54	1:57
2:00	2:06	2:12	2:16	2:27	2:34	2:37
2:40	2:46	2:52	2:56	3:07	3:14	3:17
3:30	3:36	3:42	3:46	3:57	4:04	4:07
4:10	4:16	4:22	4:26	4:37	4:44	4:47
4:50	4:56	5:02	5:06	5:17	5:24	5:27
5:30	5:36	5:42	5:46	5:57	6:04	6:07
6:20	6:26	6:32	6:36	6:47	6:54	6:57
7:00	7:06	7:12	7:16	7:27	7:34	7:37

Sunday/*domingo*

8:00	8:06	8:12	8:16	8:27	8:34	8:37
8:40	8:46	8:52	8:56	9:07	9:14	9:17
9:20	9:26	9:32	9:36	9:47	9:54	9:57
10:00	10:06	10:12	10:16	10:27	10:34	10:37
10:50	10:56	11:02	11:06	11:17	11:24	11:27
11:30	11:36	11:42	11:46	11:57	12:04	12:07
12:10	12:16	12:22	12:26	12:37	12:44	12:47
12:50	12:56	1:02	1:06	1:17	1:24	1:27
1:30	1:36	1:42	1:46	1:57	2:04	2:07
2:10	2:16	2:22	2:26	2:37	2:44	2:47
2:50	2:56	3:02	3:06	3:17	3:24	3:27
3:40	3:46	3:52	3:56	4:07	4:14	4:17
4:20	4:26	4:32	4:36	4:47	4:54	4:57
5:00	5:06	5:12	5:16	5:27	5:34	5:37

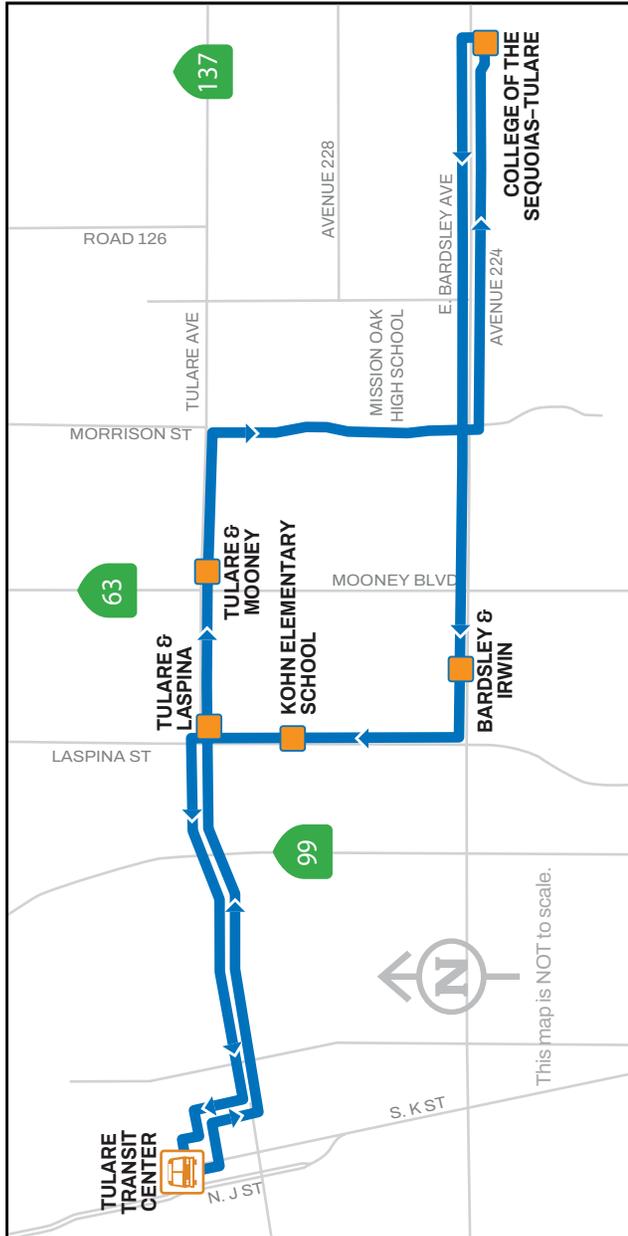
Light Type=AM / Bold Type=PM

T6

**Route/Ruta T6
Local Route**



**East Tulare - COS, Mission Oak High School,
and Kohn Elementary School**



Monday–Saturday//lunes a sábado

Tulare Transit Center	Tulare & Laspina	Tulare & Mooney	College of the Sequoias–Tulare	Bardsley & Irwin	Kohn Elementary School	Tulare Transit Center
7:00	7:06	7:10	7:18	7:24	7:27	7:35
7:40	7:46	7:50	7:58	8:04	8:07	8:15
8:20	8:26	8:30	8:38	8:44	8:47	8:55
9:10	9:16	9:20	9:28	9:34	9:37	9:45
9:50	9:56	10:00	10:08	10:14	10:17	10:25
10:30	10:36	10:40	10:48	10:54	10:57	11:05
11:10	11:16	11:20	11:28	11:34	11:37	11:45
12:00	12:06	12:10	12:18	12:24	12:27	12:35
12:40	12:46	12:50	12:58	1:04	1:07	1:15
1:20	1:26	1:30	1:38	1:44	1:47	1:55
2:00	2:06	2:10	2:18	2:24	2:27	2:35
2:40	2:46	2:50	2:58	3:04	3:07	3:15
3:30	3:36	3:40	3:48	3:54	3:57	4:05
4:10	4:16	4:20	4:28	4:34	4:37	4:45
4:50	4:56	5:00	5:08	5:14	5:17	5:25
5:30	5:36	5:40	5:48	5:54	5:57	6:05
6:20	6:26	6:30	6:38	6:44	6:47	6:55
7:00	7:06	7:10	7:18	7:24	7:27	7:35

Sunday//domingo

8:00	8:06	8:10	8:18	8:24	8:27	8:35
8:40	8:46	8:50	8:58	9:04	9:07	9:15
9:20	9:26	9:30	9:38	9:44	9:47	9:55
10:00	10:06	10:10	10:18	10:24	10:27	10:35
10:50	10:56	11:00	11:08	11:14	11:17	11:25
11:30	11:36	11:40	11:48	11:54	11:57	12:05
12:10	12:16	12:20	12:28	12:34	12:37	12:45
12:50	12:56	1:00	1:08	1:14	1:17	1:25
1:30	1:36	1:40	1:48	1:54	1:57	2:05
2:10	2:16	2:20	2:28	2:34	2:37	2:45
2:50	2:56	3:00	3:08	3:14	3:17	3:25
3:40	3:46	3:50	3:58	4:04	4:07	4:15
4:20	4:26	4:30	4:38	4:44	4:47	4:55
5:00	5:06	5:10	5:18	5:24	5:27	5:35

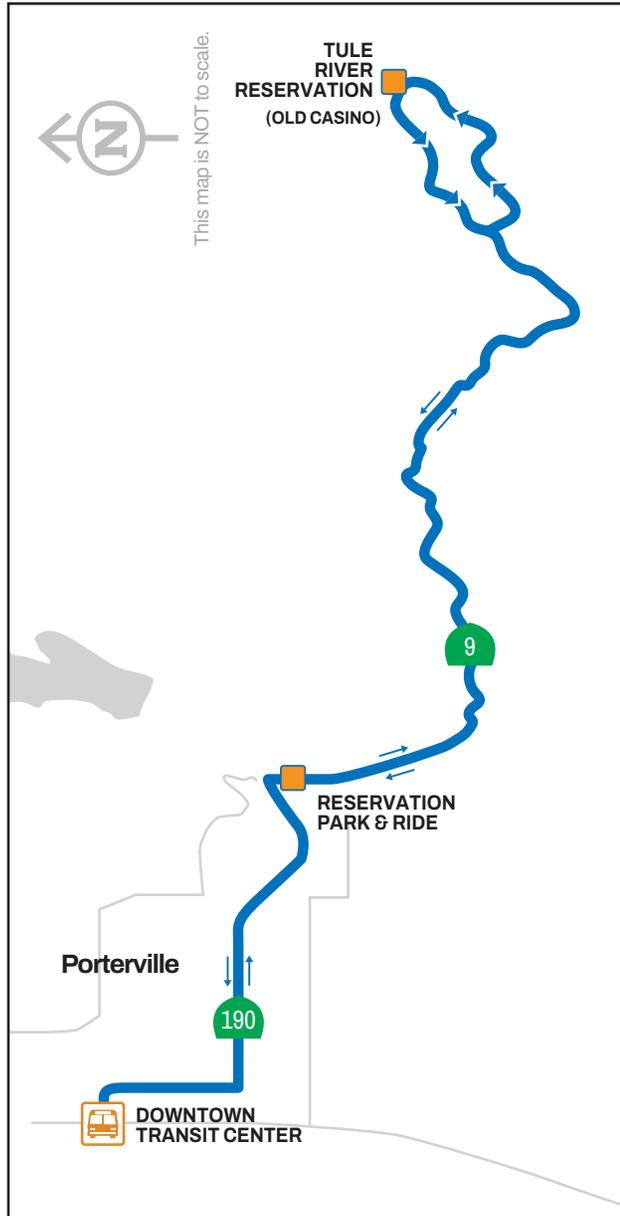
Light Type=AM / Bold Type=PM



Route/Ruta TR
Tule River
Commuter Route



Service to Tule River Reservation



MONDAY-FRIDAY / lunes a viernes

PORTERVILLE TRANSIT CENTER	RESERVATION PARK & RIDE	TULE RIVER RESERVATION (Old Casino)	RESERVATION PARK & RIDE	PORTERVILLE TRANSIT CENTER
7:00	7:13	8:00	8:30	8:49
9:00	9:13	10:00	10:30	10:49
11:00	11:13	12:00	12:30	12:49
1:00	1:13	2:00	2:30	2:49
3:00	3:13	4:00	4:30	4:49

Light Type=AM / **Bold Type=PM**



Your ride, your way

English Version
Versión En Español



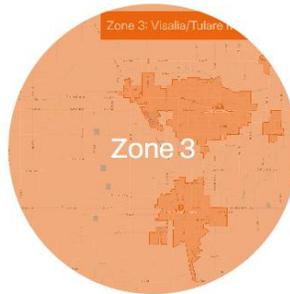
Dinuba / North County

Monday-Saturday 7am-7pm
Sunday 8am-5pm



Woodlake

Monday-Friday 7:30am-3:30pm
No Service on Weekends



Visalia / Tulare Metro Area

Monday-Friday 6am-9:30pm
Saturday & Sunday 8am-6:30pm



Tulare / South County

Monday-Saturday 7am-7pm
Sunday 8am-5pm



Lindsay / Strathmore / Poplar-Cotton Center

Monday-Saturday 6am-10pm
Sunday 8am-8pm



