



REQUEST FOR PROPOSAL (RFP) # 26-004
Dial A Lift Paratransit Services

August 26, 2025

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ONLINE PROPOSAL SUBMITTAL ONLY THROUGH PLANET BIDS

NOTE: Updates, changes or addendums to the RFP are posted at:

<https://www.planetbids.com/portal/portal.cfm?CompanyID=28908>

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SECTION 1 - SCHEDULE OF EVENTS

Schedule of Events	Date	Time
RFP Issue Date	August 26, 2025	--
Written Questions Due	September 4, 2025	2:00 PM (PST)
Written Answers Due	September 11, 2025	5:00 PM (PST)
Proposal Due Date	September 22, 2025	2:00 PM (PST)

QUESTIONS WILL ONLY BE ACCEPTED IF SUBMITTED ON PLANET BIDS.

Responses to questions and addendums will be posted at:
<https://www.planetbids.com/portal/portal.cfm?CompanyID=28908>

PROPOSALS NOT RECEIVED BY THE DATE AND TIME SPECIFIED WILL BE REJECTED.

SECTION 2 – PROPOSAL INSTRUCTIONS

The following instructions and conditions apply when responding to this RFP:

2.0 DEFINITIONS

For the purpose of this RFP:

1. “LBT” shall mean Long Beach Transit (LBT), Purchaser, Owner, FTA Recipient, or Grantee.
2. “Proposer” shall mean Seller or Contractor.
3. SBE mean Small Business Enterprise

2.1 QUESTIONS REGARDING RFP AND POINT OF CONTACT

Any questions, interpretations, or clarifications, either administrative or technical, about this RFP must be requested in writing via Planet Bids no later than the date indicated in Section 1, Schedule of Events. All written questions will be answered in writing and conveyed to all proposers. Oral statements concerning the meaning or intent of the contents of this RFP by any person are not considered binding. The point of contact for this RFP shall be:

Majed Albokaei

Senior Buyer

562-599-8553

malbokaei@lbtransit.com

<https://www.planetbids.com/portal/portal.cfm?CompanyID=28908>

All communications regarding this solicitation shall be made directly with the designated Buyer. Any verbal or written communications between any potential or actual proposer, or its representatives and any LBT Board Member, staff member, committee member, or consultant regarding this procurement are strictly prohibited from the date of the RFP advertisement through the date of execution of the agreement. The only exception to this is communications at a publicly-noticed meeting of the LBT Board of Directors.

Any violation of the requirements set forth in this section shall constitute grounds for immediate and permanent disqualification of the Proposer from participation in this procurement.

2.2 PROPOSAL SUBMITTANCE

Proposals must be submitted in strict compliance with the Proposal Instructions as prescribed within this RFP, and must be received electronically through LBT’s online portal at: <https://www.planetbids.com/portal/portal.cfm?CompanyID=28908> no later than

2:00 PM on or before **09/22/2025**. Allow sufficient time to upload all the proposal documents.

PROPOSALS NOT RECEIVED BY THE DATE AND TIME SPECIFIED WILL BE DEEMED NON-RESPONSIVE AND NOT CONSIDERED FOR AWARD.

2.3 PROPOSAL VALIDITY

All Proposals submitted must be valid for a period of 120 days from the “Proposal Due Date”.

2.4 PROPOSAL FORM

Your Proposal must be submitted on the forms provided. Proposals submitted on any other forms may be considered non-responsive and may be rejected. Your Proposal shall include the properly completed and signed PRICE SUMMARY FORM.

2.5 PROPOSAL CHANGES

Any verbal modifications of the conditions or specifications documented herein shall be considered void and ineffective for Proposal preparation and evaluation purposes. Only changes issued in the form of written addendums to this RFP from Buyer’s Procurement Department shall be considered valid and binding.

2.6 PROPOSAL LIST

The Buyer reserves the right to remove from mailing lists for future Proposals, for an indeterminate period of time, the name of any Proposing Company for their failure to accept a contract, failure to respond to two (2) consecutive Requests for Proposal and unsatisfactory performance. Please note that a “No Proposal” is considered a response.

2.7 PROPOSAL FORM PROVISIONS

No form provisions, terms, conditions, requirements, and the like shall be considered as part of the Proposal, unless a statement is typed or written on the Proposal that such form provisions are intended to be part of the Proposal.

2.8 SAM.GOV REGISTRATION

Vendors are required to register in [SAM.gov](https://sam.gov) (system for award management) in order to be awarded contracts. Vendors are required to complete a one-time registration to provide basic information relevant to procurement and financial transactions. Vendors must update or renew their registration annually to maintain an active status.

Proposers shall submit a printout from sam.gov showing they are not debarred or excluded with their proposal.

2.9 WAGES – WORKER’S COMPENSATION

Proposing Companies are reminded that not less than minimum salaries and wages set forth by the Department of Industrial Relations; State of California must be paid on this project. Additionally, Proposing Companies must also be compliant with requirements relating to Worker’s Compensation and conditions of employment.

2.10 EQUAL OPPORTUNITY

The Buyer hereby notifies potential proposers that all firms will be afforded equal opportunity to submit proposals in response to this request and will not be discriminated against in consideration for award on the basis of race, religion, color, sex, creed, marital status, ancestry, physical or mental disability, medical condition, sexual orientation, national origin, age, or any other consideration made unlawful by federal, state or local laws.

2.11 QUESTION & APPEAL PROCEDURES

- (1) All requests for approved equals, clarifications of specifications, and protests of specifications must be received by the Buyer in writing in PlanetBids Q&A section no later than the date as specified on the “Written Questions Due” date on the Schedule of Events. Verbal inquiries will not be accepted. Any request for an approved equal or protest of the specifications must be fully supported with technical data, test results, or other pertinent information as evidence that the substitute offered is equal to or better than the specification requirements. The burden of proof as to the equality, substitutability, and compatibility of proposed alternates or equals shall be upon the Proposing Company, who shall furnish all necessary information at no cost to the Buyer. The Buyer shall be sole judge as to the equality, substitutability, and compatibility of proposed alternates or equals.
- (2) Buyer replies to requests under paragraph 2.12 (1) above will be dated no later than the “Written Answers Due” date as specified in the Schedule of Events. Any verbal replies are not to be considered valid.
- (3) Any requests for approved equals, clarifications of specifications, and protests of specifications must be clearly labeled “Not A Bid” and submitted on or before the Written Questions due date mentioned in Section 1. The Buyer is not responsible for failure to address an appeal that has not been labeled as such.

2.12 APPENDICES

Information considered by the Proposing Company to be pertinent to this RFP and which has not been specifically solicited in any of the aforementioned sections may be placed in a separate appendix section. Proposing Companies are cautioned, however, that this does not constitute an invitation to submit large amounts of extraneous material; appendices should be relevant and brief.

2.13 BRAND NAMES

It should be understood that specifying a brand name, components, and/or equipment in this RFP shall not relieve the Proposing Company from its responsibility to produce the product in accordance with any performance warranty and contractual requirements. The Proposing Company is responsible for notifying the Buyer of any inappropriate brand name, component, and/or equipment substitute for consideration by the Buyer.

2.14 NEW MATERIAL (IF APPLICABLE)

Except as to any supplies and components which this agreement specifically provides need not be new, the Proposing Company represents that the supplies and components to be provided under this agreement are new and of recent manufacture (not used or reconditioned, and not of such age or so deteriorated as to impair their usefulness or safety). If at any time during the performance of this agreement, the Proposing Company believes that the furnishing of supplies or components that are not new is necessary or desirable, Proposing Company shall notify the Buyer immediately, in writing, including the reasons therefore and proposing any consideration that may flow to the Buyer if authorization to use such supplies is granted.

2.15 TAXES

- The Buyer Is Exempt From The Payment Of Federal Excise And Transportation Taxes, So Such Taxes Must Not Be Included In Proposal Prices.
- This Proposal Is Subject To A State And Local Sales Tax, Which Shall Be Shown Separately, But Is A Part Of The Contract Price.

2.16 PRE-CONTRACTUAL EXPENSES

The Buyer will be under no obligation for payment of pre-contractual expenses. Pre-contractual expenses are defined as expenses incurred by Proposing Company for the following:

- A. Preparing the Proposal in response to this solicitation;
- B. Submitting that Proposal to the Buyer;
- C. Negotiating with the Buyer any matter related to this Proposal; and/or
- D. Other expenses incurred by Proposing Company prior to date of award.

2.17 JOINT OFFERS

Where two or more Proposing Companies desire to submit a single Proposal in response to this RFP, they should do so on a prime-subcontractor basis rather than a joint venture. The Buyer intends to contract with a single firm and not with multiple firms doing business as a joint venture.

2.18 PROPOSAL PROTEST PROCEDURES

The Buyer has on file a set of written protest procedures applicable to this solicitation that may be obtained by contacting the Buyer's representative responsible for this procurement. Any protest filed by a Proposing Company in connection with this solicitation must be submitted in accordance with Buyer's written procedures.

2.19 ADDENDA AND INTERPRETATIONS

- A. No interpretation of the meaning of any plans, specifications or other pre-proposal documents will be made to any Proposing Company orally. Every request for such interpretations shall be in writing addressed to the attention of the Buyer listed above. Such requests must be received at least fifteen (15) working days prior to the date fixed for the opening of general Proposals respectively. Any and all such interpretations and any supplemental instructions will be in the form of written addenda to the specifications and, if issued, will be posted on Planet Bids. It is the Proposing Company's responsibility to ensure all requests are received and answered by the Buyer in timely fashion.
- B. Failure of any Proposing Company to receive any such addendum or interpretation shall not relieve such Proposing Company from any obligation under his Proposal as submitted. All addenda so issued shall become part of the Contract Documents. Proposing Company shall assume full responsibility for making himself completely aware both of the existence and contents of all addenda. Each Proposing Company will be presumed to have inspected any relevant site, and to have read and be thoroughly familiar with any associated or referenced plans, specifications or other documentation (including all addenda) and referenced legal provisions. The failure or omission of any Proposing Company to examine any form, instrument, document or referenced applicable legal requirements shall in no way relieve any Proposing Company from any obligation with respect to the Proposal submitted.

2.20 EQUIVALENT MATERIALS

- A. All Proposals shall be in strict compliance with the requirements of the Technical Specifications provided, including the provisions herein regarding "approvals", "approved equals" and "deviation". Where a feature, component, or item is specified by brand name in these specifications, the words "or approved equal" will apply. Where the "approval" of the Buyer is specifically required by these specifications in connection with a particular feature, or if the Proposing Company proposes to submit a Proposal containing "approved equal" or "deviations" from specific requirements of these specifications, the Proposing Company shall submit written requests at least fifteen (15) working days prior to the date and hour of the Proposal Due Date. Requests received after this time will not be considered. Requests shall be accompanied by an itemized comparison of the proposed substitution with the products specified or named by Addenda. It is the Proposing Company's responsibility to ensure requests and received and acknowledged by the Buyer.
- B. Proposals shall contain copies of "approvals", "approved equals" or "deviations" as are specifically approved by the Buyer, confirmed in writing, prior to Proposal due date. Any unapproved deviations, exceptions, substitutions, alternates, or conditional qualifications contained in a Proposal may be cause for its rejection.

2.21 SUB-CONTRACTORS

A listing of all Sub-contractors and Material Suppliers performing work for the prime Contract in an amount, equal to or in excess of one-half (0.5%) percent of the total Proposal Amount, shall be submitted and received with the Proposal. This list of Sub-contractors and Material Suppliers is a part of the Proposal Package, and failure to submit said listing may constitute an incomplete Proposal. The list of Sub-contractors shall be included in attachment H-2 SBE - Participation Requirements.

2.22 PROPOSER'S LICENSING REQUIREMENTS

The successful Proposing Company and their (applicable) subcontractor(s) may be required to possess a business license from the City of Long Beach, California, along with any specialty licenses necessary for this project. It is the responsibility of the Proposing Company to determine what licenses are required.

Furthermore, the Proposing Company shall ensure that any and all sub-contractors fully comply with any other appropriate licensing requirements. The Proposing Company shall also certify that all information provided and representations made in the proposal are true and correct, and made under penalty of perjury. Proposing Companies shall provide this information on the certification presented in the RFP. Failure to provide the information requested on any certification forms or elsewhere as part of the Proposal may be cause for rejection of the Proposal.

2.23 PROPOSAL RESPONSIVENESS

Proposing Companies shall respond to this RFP with respect to any and all sections, terms, conditions, requirements, specifications and drawings and the like. Failure to submit a complete response will likely result in proposal rejection.

2.24 SPECIAL NOTE - CHANGE ORDERS AFTER AWARD

Upon award to the successful proposing company, no changes may be made to the General Requirements or Technical Specifications without written authorization from the Buyer. Any requests for changes from the Proposing Company (Seller) must be made using the Buyer's Request For Change Order (RFCO) process. The RFCO process consists of completing a request form, identifying any impact to cost or schedule, and obtaining written approval of the Buyer. Approved RFCO's will result in a revision to the original Purchase Order.

2.25 PROPOSAL FORMAT AND CONTENT

a. Presentation

Proposals should not include any unnecessarily elaborate or promotional material. The formats for the technical and cost proposals shall be as shown below. Proposing Companies are urged to be thorough in the presentation of their proposals. Material shall be presented in the order of the format below. All submittals are mandatory and considered part of the evaluation process. Failure to comply with this requirement may result in disqualification.

b. Letter of Transmittal

The Letter of Transmittal should identify the proposing company and demonstrate the firm's understanding of the project and services required and the anticipated outcomes. Specifically, the Letter of Transmittal shall be addressed to the Buyer as indicated in Section 1 of these instructions and must, at a minimum, contain the following:

1. Identification of the Proposing Company, including name, address and telephone.
2. Proposed working relationship between the Proposing Company and subcontractors, if applicable.
3. Acknowledgment of receipt of all RFP addenda, if any.
4. Name, title, address and telephone number of contact person during period of proposal evaluation.
5. A statement to the effect that the proposal shall remain valid for a period of not less than 120 days from the date of submittal.
6. Signature of a person authorized to bind the Proposing Company to the terms of the proposal.

c. Executive Summary

1. In addition to any introductory remarks in the Executive Summary, the Proposing Company shall state its understanding of the overall project objectives and the skill levels required to successfully accomplish the project objectives. Key points of the proposal should be summarized including: primary tasks or events, the approach to be employed, any innovative techniques or solutions, insights, resources, requirements and etc.
2. This summary shall also state whether the proposal does or does not fully comply with the requirements as defined in this RFP, noting any exceptions, and shall be signed by an authorized representative of the company.

d. Technical Proposal

1. Qualifications, Related Experience and References of the Proposing Company

This section of the proposal should establish the ability of the Proposing Company to satisfactorily perform the required work by reasons of: experience in performing work of a similar nature, demonstrated competence in the services to be provided, strength and stability of the firm, staffing capability, work load, record of meeting schedules on similar projects, and supportive client references.

The Proposing Company shall:

- i. Provide a brief profile of the firm including: the types of services offered, the year founded, form of the organization (corporation, partnership, sole proprietorship) number, size and location of offices, and number of employees.
- ii. Provide a general description of the firm's financial condition and identify any conditions (e.g., bankruptcy, pending litigation, planned office closures, impending merger) that may impede The Proposing Company's ability to complete the project.
- iii. Describe the firm's experience in performing work of a similar nature to that solicited in this RFP, and highlight the participation in such work by the key personnel proposed for assignment to this project. Describe experience in similar projects, particularly in the transit and public sector environments. The Proposing Company must demonstrate to the satisfaction of the Buyer that it has sufficient resources, capabilities and experience to meet the business needs as stated in this document. The Proposing Company shall state and identify its involvement with other clients for both past and present projects. The Proposing Company shall state the client's name, and references (See 5 below) for similar projects, particularly those conducted for public transit in particular and the public sector in general. Be specific with respect to past and current assignments elaborating on those projects of similar type, magnitude and complexity. The Proposing Company's involvement and responsibility should be defined for each project.
- iv. Identify any subcontractors by company name, address, contact person, and telephone number and project function.
- v. Provide as a minimum one reference for each project cited as related experience and furnish the name, title, address and telephone number of the person(s) at the client organization who is most knowledgeable about the work performed. The Proposing Company may also supply references from other work not cited in this section as related experience. Proposers must also submit Attachment D.
- vi. Briefly describe other projects currently in process and how those projects affect the company's current capacity and capacity during this proposed project. Identify any capacity or availability issues for any major subcontractors proposed.

2. Proposed Staffing and Project Organization

This section of the proposal should establish the method that will be used by the Proposing Company to manage the project as well as identify key personnel assigned. The Proposing Company shall:

- i. Indicate adequacy of labor resources utilizing a table projecting the labor-hour allocation to the project by individual task.
- ii. Include the name and roles of the Proposing Company's Project Manager and other key managerial and technical personnel to be assigned to the project in the specified tasks and include major areas of any subcontract work.
- iii. Include a statement certifying that the key personnel will be available to the extent proposed, for the duration of the project in the manner prescribed, acknowledging that no person designated as "key" to the project shall be removed or replaced without the prior written concurrence of the Buyer.
- iv. Include and thoroughly explain the project organization and control measures, including the proposed quality assurance plan.
- v. Include a statement signed by a duly authorized officer of the Proposing Company to the effect that all personnel offered in the proposal are either employed full-time by the firm or contractually obligated to the firm and available for the duration of the project at the person-hour level shown.

3. Resumes

Each proposal shall include a resume of not more than two pages, for each key staff member including: Project Manager, task and discipline leaders and key specialists. Resumes will include: title, years of experience, education, professional registrations, specific prior assignments with name of client, specific project role and responsibilities, and start and end dates for each assignment.

4. Work Plan

The Proposing Company shall provide a narrative, which addresses the Technical Specifications and shows The Proposing Company's understanding of the Buyer's needs and requirements.

The Proposing Company shall:

- i. Describe the approach to completing the tasks specified in the

Technical Specifications.

- ii. Outline sequentially the activities that would be undertaken in completing the tasks and specify who would perform them.
- iii. Furnish a schedule for completing the tasks in terms of elapsed weeks from the project commencement date.
- iv. Identify methods that the Proposing Company will use to ensure quality control as well as budget and schedule control for the project.

The Proposing Company may also propose procedural or technical enhancements/innovations to the General Requirements and Technical Specifications, which do not materially deviate from the objectives or required content of the project.

5. Exceptions/Deviations

State any exceptions to or deviations from the requirements of this RFP, segregating "technical" exceptions from "contractual" exceptions. Where the Proposing Company wishes to propose alternative approaches to meeting the Buyer's technical or contractual requirements, thorough explanations are required.

If no exceptions are requested or identified during the Q&A phase, Proposer(s) will be deemed to have accepted all requirements, including contractual terms and conditions, as set forth in the solicitation. Exceptions will not be considered after this phase of the solicitation.

e. Cost and Price Proposal

1. As part of the cost and price proposal, the Proposing Company shall submit proposed pricing for each item described in the Scope of Work.
2. The Proposing Company shall complete the "PRICE RESPONSE FORM," included with this RFP, and furnish any narrative required to explain the prices proposed. A "Firm-fixed-Price" proposal is the preferred method of pricing.

SECTION 3 – EVALUATION AND SELECTION CRITERIA

3.0 EVALUATION OF PROPOSALS

This RFP includes specific requirements that will be used for the evaluation of Proposals. In order to be considered a responsive Proposal, the Proposing Company will submit all items as required in the General Requirements, Scope of Work, and Technical Specifications. The Buyer will evaluate Proposals with respect to established evaluation criteria. As part of the evaluation process, the Buyer may request selected Proposing Companies appear for oral interviews after reviewing the written Proposals. Proposing Companies should be prepared to have key management personnel available for these interviews.

The Buyer will notify the Proposing Company of the date and time at which the interview will occur. The Buyer may also request additional information to clarify or assist in the evaluation.

3.1 EVALUATION PROCEDURE

An evaluation committee, in accordance with the criteria established, will evaluate all proposals received as specified. The evaluators, in applying the major criteria to the proposals, may consider additional sub-criteria beyond those listed. Proposing companies should be aware however, that award may be made without interviews or further discussion.

3.2 SCORING SCHEDULE

	Evaluation Criteria	Allocation
A	Qualifications of the Firm	10%
B	Qualifications of Proposed Staff	15%
C	Operating Methodology/Work Plan	30%
D	Past Performance	15%
E	Cost	30%
	Total Possible:	100%

3.3 EVALUATION CRITERIA

Award will be made to the Offeror whose proposal offers the best value to the Buyer. Proposals will be evaluated in accordance with the following criteria:

A. Qualifications of the Firm – 10%

Technical experience in performing work of a similar nature; projects similar in size and scope that have been completed by the firm in the last five years; Experience working with North American Public Transit Agencies; strength and stability of firm; strength, stability, experience and technical competence of key personnel, subcontractors, assessment by a minimum of three client references.

B. Qualifications of Proposed Staff – 15%

Qualifications and technical experience of project staff; particularly key personnel and especially the Project Manager; key personnel's level of involvement in performing related work cited in "Qualifications of the Firm" section; availability and commitment of key personnel; logic of project organization; adequacy of labor commitment; concurrence in the restrictions on changes in key personnel.

C. Operating Methodology/Work Plan – 30%

Depth of firm's understanding of requirements and quality of solution; logic, clarity and specificity of the product work plan; how the solution will meet the functional requirements; functionality of proposed solution; clarity and specificity of the project management approach including how coordination with LBT will be accomplished at various phases; appropriateness of resource allocation among the tasks; reasonableness of proposed schedule; utility of suggested technical or procedural innovations. All proposed equipment should be proven in transit service.

D. Past Performance – 15%

D. Price - 30%

This section will consider the full contract value to LBT. The maximum points is awarded to the lowest price and overall best deal. Points on proposals with higher prices shall be determined by dividing the lowest proposal price by the higher proposal price and multiplying by the maximum points. In the event a single Proposal is received, the Buyer will conduct a price or cost analysis. A price analysis is the process of examining the proposal and evaluating the separate cost elements. 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 quantity and involving similar provisions. Where a difference exists, a detailed analysis must be made of this difference and costs attached thereto.

3.4 AWARD

- A. The Buyer reserves the right to withdraw this request at any time without prior notice. Furthermore, the Buyer makes no representations that an agreement will be awarded to any Proposing Company responding to this invitation. The Buyer expressly reserves the right to accept or reject any and all Proposals, or any item or part thereof, or to waive any informalities or irregularities in Proposals received without indicating any reasons for such actions.

- B. The Buyer may negotiate contract terms with the selected Proposing Companies prior to award, and expressly reserves the right to negotiate with several Proposing Companies simultaneously and, thereafter, to award a contract to the Proposing Company offering the most favorable terms to the Buyer.
- C. The Buyer reserves the right to award its total requirements to one Proposing Company or to apportion those requirements among several Proposing Companies as Buyer may deem to be in its best interest. In addition, negotiations may or may not be conducted. Therefore, the proposal submitted should contain Proposing Company's most favorable terms and conditions, since the selection and award may be made without discussion.
- D. The Buyer reserves the right to make award within one hundred twenty (120) calendar days from the date Proposals are opened. Should award in whole or in part be delayed beyond the period of one hundred twenty (120) days, such award shall be conditioned upon successful Proposing Company's acceptance.
- E. Prior to award of contract, the selected firm may be required to submit to a pre-award audit of their financial records to confirm claims of financial stability and ascertain the capacity of the firm's accounting system for administering the project.

3.5 NOTIFICATION OF AWARD AND DEBRIEFING

The Proposing Companies who submit a proposal in response to this RFP shall be notified in writing regarding the firm who was awarded the contract. Such notification shall be made within fourteen (14) days of the date the contract is awarded.

3.6 CONFIDENTIALITY

Prior to Contract Award, the Buyer will treat as confidential all information contained in and so clearly identified in Proposals, supplements, and communications made in the course of procurement negotiations.

To ensure appropriate post-award confidentiality, Proposing Companies should clearly identify trade secret information and should specifically cite statutory or regulatory authority for exemption from public disclosure. The Buyer disclaims liability for inadvertent disclosure of trade secrets or other information entitled to confidential treatment if the Proposer has failed to identify trade secrets or other sensitive information clearly or has failed to cite statutory or regulatory authority for keeping other information confidential.

3.7 ACCEPTANCE OF ORDER

The successful Proposing Company will be required to accept a written contract and/or purchase order in accordance with, and including as a part thereof, the published notice of Request for Proposal the requirements and conditions and specifications, with no exceptions other than those specifically listed in the written contract or purchase order.

3.8 DISQUALIFICATION OF PROPOSING COMPANIES

In the event that any Proposing Company acting as a prime contractor has an interest in more than one Proposal, all such Proposals will be rejected, and the Proposing Company will be disqualified. This restriction does not apply to sub-contractors or suppliers who may submit proposals to more than one Proposing Company. No proposal will be accepted from a Proposing Company who has not been licensed in accordance with the provisions of the State Business and Professions Code.

3.9 DISCREPANCIES AND MISUNDERSTANDINGS

Proposing Companies must satisfy themselves by personal examination of any work site, drawings, Scopes of Work and by any other means as they may believe necessary, as to the actual physical conditions, requirements and difficulties under which the work must be performed. No Proposing Company shall at any time after submission of the Proposal, make any claim or assertion that there was any misunderstanding or lack of information regarding the nature or amount of work necessary for the satisfactory completion of the job. Any errors, omissions, or discrepancies found in any plans, specifications, or other documents provided, shall be called to the attention of the Buyer and clarified prior to the submission of Proposals.

SECTION 4 – SCOPE OF WORK

4.1 INTRODUCTION/BACKGROUND/ SCOPE OF WORK

LBT is seeking proposals from qualified firms for Paratransit Services.

Long Beach Transit (LBT) has been providing demand-response paratransit services within the cities of Long Beach, Lakewood, and Signal Hill, California, since 1976. This curb-to-curb shared-ride service, known as the Dial-A-Lift (DAL) program, is available to adults whose physical disabilities prevent them from using fixed-route bus service. As of February 10, 2019, LBT expanded the DAL service to include the city of Paramount.

LBT is committed to continuing its long-standing paratransit services for the mobility-impaired community. LBT's DAL program is a customer-oriented, cost-effective, and high-quality service for its customers.

In this solicitation, LBT will focus on implementing a service model that will exceed the current key performance measures (Exhibit I-1, Page 22) and meet the stated goals and performance standards (Section 4.12.7, Page 46) of this Scope of Work (SOW).

The successful proposer(s) will be awarded a five-year contract. LBT reserves the right to monitor and audit the operations of the selected provider to ensure a consistently high quality of service and compliance with the project's goals and performance standards.

LBT also reserves the right to incorporate any additional terms and conditions into the agreement, provided that such modifications are mutually agreed upon in writing and duly signed by both parties.

This is a turnkey service whereby the Contractor will provide comprehensive management, technical, operating, and maintenance services necessary to deliver the program. LBT will continue to certify the eligibility of applicants for membership, set fares, receive customer comments and complaints, develop public information campaigns for the program, and work with the Contractor to implement outreach activities, address media inquiries, and provide ramp-equipped vehicles for service.

LBT will provide a total of twelve (12) fully accessible vehicles to the Contractor under the terms of the service agreement. At the beginning of the contract, ten (10) vehicles will be placed into daily service, consisting of nine (9) MV-1 wheelchair-accessible vehicles and one (1) battery electric vehicle equipped with a wheelchair lift. The remaining two (2) MV-1 vehicles will be designated as contingency vehicles, reserved for backup use to ensure service continuity. A detailed vehicle inventory is provided in Section 4.6.1.

To maintain a safe, reliable, and accessible fleet while managing long-term operating costs, LBT has established a multi-year vehicle replacement plan. Between FY 2026 and FY 2028, all nine (9) MV-1 vehicles will be systematically replaced with zero-emission, fully accessible electric vehicles. Replacement decisions will be based on

vehicle age, mileage, and condition. Once the transition is complete, the fleet will continue to consist of twelve (12) fully accessible vehicles: ten (10) in daily service and two (2) maintained as contingency vehicles.

4.2 DIAL-A-LIFT SERVICE CHARACTERISTICS

LBT's DAL services are currently provided using paratransit vehicles operated by Global Paratransit, Inc.

The following information outlines FY 2025 DAL service characteristics:

- Unlinked Passenger Trips: 24,936
- Trips Provided: 22,173
- Vehicle Revenue Service Hours: 16,988
- Vehicle Revenue Service Miles: 156,428
- Average Trip Length: 4.27 miles

Shown below are the selected operating statistics for FY 2024 and FY 2025:

Exhibit I-1 FY 2024 and FY2025

Information Items	FY 2024	FY 2025
Unlinked Passengers	22,234	24,936
Total Trips Provided	19,685	22,173
Service Denials	0	0
Total Vehicle Miles	198,024	223,214
Total Vehicle Hours	19,925	22,123
Billable Service Miles	83,192	94,787
Billable Service Hours	5,702	6,501
Passenger Per Billable Service Hour	3.9	3.8
Average Trip Length (<i>Billable Miles</i>)	4.23	4.27

The service model under this contract is based on dedicated vehicles provided by LBT. Service will be billed on a revenue-mile basis. The goal of this procurement is to provide a high-quality service that increases ridership, improves customer satisfaction, and leverages customer-focused technology.

4.3 DEFINITIONS

As used throughout the Request for Proposal's exhibits and attachments, the following terms shall have the meanings set forth below:

- **Access Services:** The regional provider of paratransit services operating in accordance with the provisions of the Americans with Disabilities Act (ADA) of 1990.
- **Ambulatory Customer:** A customer capable of walking short distances without the aid of a mobility device such as a wheelchair and who can be transported in a standard automobile.
- **Advanced Reservation:** The process of requesting trips and receiving trip confirmation prior to the day the service is requested.
- **Americans with Disabilities Act (ADA) of 1990:** Federal civil rights legislation that mandates accessibility for people with disabilities, including a requirement that all public transit agencies operating fixed-route bus service provide complementary paratransit service to persons who are functionally unable to use accessible fixed-route systems. LBT Dial-A-Lift service is not ADA complementary paratransit service.
- **CHP:** California Highway Patrol.
- **City:** City of Long Beach.
- **CNG:** Compressed Natural Gas.
- **Companion:** An individual (friend, relative, etc.) accompanying a customer on their trip.
- **Cancellation:** Any trip scheduled and then canceled at least two (2) hours before the scheduled pick-up time.
- **Confirmation Call:** A call to the Customer Service Agent to confirm that a customer will make a pre-scheduled trip.
- **Contractor:** The vendor selected and under contract with Long Beach Transit to provide transportation services.
- **Curb-to-Curb Service:** A type of paratransit service where, at both the origin and destination ends of the trip, the driver exits the vehicle and assists the customer between the vehicle and a sidewalk or other waiting area within 15 feet of the vehicle.
- **Customer:** Any person who has met the eligibility requirements to receive LBT Dial-A-Lift services and has been issued an authorization photo I.D. card and customer number.
- **Customer Service Agent:** The person answering the reservation line and responsible for taking orders or reservations.
- **DAL:** Dial-A-Lift.
- **DAMIS:** Drug and Alcohol Monitoring and Information System.
- **DMV:** Department of Motor Vehicles.
- **Deadhead:** Miles traveled from the terminal to the first scheduled pick-up and from the last scheduled drop-off back to the terminal, as well as miles between drop-offs and pick-ups.
- **Denied Trip:** A trip that cannot be scheduled within one (1) hour before or after the requested pick-up time.

- **Documented “No-Show”:** A no-show determined to be the customer’s responsibility and counted against the customer for possible penalties.
- **Door-to-Door Service:** A type of paratransit service where, at both the origin and/or destination, the driver exits the vehicle and escorts the customer to the main lobby, residence, or building door. The driver is responsible for assisting the customer throughout the trip but is not permitted to enter the residence and must keep the vehicle in sight at all times.
- **Double Booking:** Making a trip reservation on both Dial-A-Lift and Access Services, Inc. or another comparable service for the same destination at the same or nearly the same time with the intent of taking the first vehicle that arrives.
- **Dwell Time:** The amount of time spent by the vehicle and driver at each pick-up and drop-off while waiting for customers, boarding, deboarding, and securing wheelchairs. Dwell time is included in the computation of Vehicle Revenue Hours.
- **Equal Employment Opportunity (EEO):** A federal policy that prohibits employment discrimination based on race, color, religion, sex, or national origin.
- **Eligibility:** Guidelines for determining an individual’s qualification to become an LBT Dial-A-Lift customer.
- **Federal Transit Administration (FTA):** A branch of the U.S. Department of Transportation (USDOT) established to improve transportation nationwide, including providing funding and assistance to regional transit agencies.
- **General Public Paratransit Vehicle (GPPV):** A motor vehicle designed to carry no more than 24 persons plus the driver, providing local transportation to the general public, including transportation of students at or below the 12th-grade level, under the jurisdiction of a publicly operated transit system through dial-a-ride, subscription service, or route-deviation service modes.
- **Gratuity:** Tips or gifts of any kind, including but not limited to money, food, event tickets, or special favors.
- **Group Load:** Any combination of ambulatory and non-ambulatory customers exceeding one vehicle’s capacity and traveling to similar destinations from the same pick-up point, typically departing at the same time.
- **Hold Order:** Refers to holding a “Subscription Service Order” open for a customer if there will be a temporary interruption in service.
- **Holiday Schedules:** Services operate from 7:00 A.M. to 11:30 P.M. on New Year’s Day, Labor Day, Memorial Day, Thanksgiving Day, Independence Day, and Christmas Day.
- **In-Service:** Not on a scheduled break.
- **KPI (Key Performance Indicator):** A measurable value used to evaluate service success, such as on-time performance or customer satisfaction.
- **Late Trip:** Any trip where the vehicle arrives for pick-up more than 20 minutes after the scheduled time.
- **LBT:** Long Beach Transit.
- **MTA:** Los Angeles County Metropolitan Transportation Authority.
- **Missed Trip:** Any scheduled trip where the vehicle arrives more than 60 minutes late or fails to arrive at all.
- **Next-Day Trip:** A trip scheduled before 5:00 P.M. on the day prior to the requested trip.

- **No-Show:** A scheduled customer who fails to appear for boarding within five minutes of an on-time vehicle arrival or cancels less than two hours before the scheduled pick-up time.
- **Non-Ambulatory Customer:** A customer requiring a mobility device such as a wheelchair and unable to use a standard automobile for transport.
- **NTD:** National Transit Database.
- **On-Time Pickup:** A pick-up where the vehicle arrives no more than 20 minutes after the scheduled time.
- **PMI:** Preventive Maintenance Inspections.
- **Personal Care Attendant (PCA):** An individual who rides with and assists a disabled customer and is pre-registered with Dial-A-Lift.
- **Pick-Up Window:** The 20-minute window following the scheduled pick-up time during which the customer must be ready for boarding.
- **Pre-Scheduled Trip:** A trip scheduled up to seven days in advance.
- **Revenue Vehicle Hour:** Any 60-minute period during which a vehicle is available for customer transport from the first scheduled pick-up until the last passenger drop-off.
- **Revenue Vehicle Miles:** The mileage accumulated by a vehicle during revenue service.
- **Service & Comfort Animals:** A service animal is trained to assist an individual with a disability. An emotional support animal provides therapeutic benefit and comfort to individuals with mental or emotional impairments.
- **Service Area:** The cities of Long Beach, Lakewood, Paramount, and Signal Hill.
- **Shared Ride:** A ride shared by one or more customers who are not classified as PCAs or Companions.
- **Standing Order:** Requested recurring service for an extended period where the pick-up, destination, and day of the week remain the same.
- **Title VI:** A section of the Civil Rights Act of 1964 prohibiting discrimination based on race, color, or national origin in federally funded programs.
- **Total Vehicle Hours:** Portal-to-portal elapsed time, from terminal to terminal.
- **Total Vehicle Miles:** All mileage from terminal to terminal.
- **Trip Denial:** Any instance where DAL is unable to schedule a requested trip, or a trip is scheduled more than one hour before or after the requested time, or where one leg of a round trip cannot be scheduled.
- **Visitor:** A paratransit user from outside the DAL service area, referred to Access Services for service.

4.4 GENERAL

The Contractor shall provide all management, technical, and operational services required for the **turnkey operation** of the services described in this Scope of Work.

The Contractor shall hire, train, supervise, and assign all necessary personnel, including but not limited to managers, supervisors, dispatchers, drivers, mechanics, vehicle washers, clerical staff, and any additional staff required to ensure service delivery in full compliance with this agreement and all applicable federal, state, and local laws and regulations.

The Contractor shall comply with the State of California Labor Codes, including, but not limited to, Part 3, Division 2, Chapter 4.6 (**Sections 1070–1076**).

The Contractor shall document all driver training programs, ensuring compliance with State of California DMV regulations, and maintain current records of licenses, medical certificates, and DMV pull records for all drivers assigned—either permanently or temporarily—to this service. These records shall be available for inspection by LBT at any time.

The Contractor shall comply with the Drug-Free Workplace Act of 1988, as well as all federal drug and alcohol testing requirements outlined in 49 CFR Parts 655 and 40 and shall submit a letter of compliance to LBT. The Contractor will be subject to periodic audits of drug and alcohol testing and training records, which shall include a review of service agent qualifications. The Contractor must also submit the annual DAMIS report to LBT no later than 30 days after the close of the reporting period and provide any other compliance reports requested by LBT.

The Contractor **acknowledges** that LBT retains the right to inspect facilities, vehicles, and records at any time during the term of this contract.

LBT may incorporate additional terms and conditions into this agreement, provided such modifications are mutually agreed upon in writing and signed by both parties.

LBT also reserves the right to amend the Scope of Work as needed to improve service quality, reduce costs, or address budgetary constraints.

The Contractor shall be responsible for maintaining both the physical appearance and mechanical reliability of the vehicles assigned to this service. All vehicles must be maintained according to the manufacturer’s recommended maintenance schedules. Only vehicles supplied or approved by LBT shall be used for service.

The Contractor shall perform all clerical, statistical, and bookkeeping functions necessary to prepare, record, collect, and maintain all operational and maintenance data in compliance with applicable laws, **Generally Accepted Accounting Principles (GAAP)**, the Federal Transit Administration, the State of California, and LBT. The Contractor shall provide data, operating statistics, analyses, and reports in a format approved by LBT.

The Contractor shall provide the following plans in a separate binder with the proposal:

1. System Safety Plan (SSP)
2. System Security Program Plan (SSPP)
3. System Emergency Plan (SEP)
4. Vehicle Maintenance and Repair Plan
5. Drug & Alcohol Program Plan
6. Distraction Avoidance Plan
7. Bloodborne Pathogens Exposure Control Plan (BPECP)
8. Title VI Civil Rights and Equity Plan

9. Technology and Data Security Plan (including CAD/AVL, scheduling software, and customer data protection)
10. Reporting and Audit Response Plan
11. Emergency Operations Plan (EOP)

The Contractor shall submit service data and invoices to LBT on a monthly basis, no later than the fifth (5th) day of the following month.

The Contractor shall secure, maintain, and insure the project operating base, facilities, radio communication systems, and support equipment.

The Contractor shall implement and maintain a customer-facing real-time vehicle tracking software application with functionality equal to or greater than “Where’s My Ride.” The system shall allow passengers to track live vehicle locations, receive estimated time-of-arrival notifications, and access trip details through a mobile application, web portal, and automated telephone interface. The software must be ADA-compliant, multilingual, secure, and fully integrated with the Contractor’s dispatch and scheduling systems.

If the Contractor fails to comply with any requirement of this RFP or associated attachments, including federal and state regulations, or breaches any term of the agreement and does not remedy such breach within ten (10) days of receiving written notice, the Contractor shall be liable for all costs incurred by LBT as a result of such noncompliance, and such failure shall constitute grounds for contract termination.

4.5 SERVICE OPERATION REQUIREMENTS

4.5.1 OPERATIONS

Safety and courtesy shall be emphasized in the operation of the service. The Contractor shall design a program to ensure the continued safe and courteous operation of the service with a continuing system of street monitoring and review with LBT. All programs shall be reviewed and approved by LBT.

The Contractor shall provide for the supervision of the on-street operation to ensure that service is operated as scheduled, safely, and with a heavy emphasis on customer service. All operational activities shall be the responsibility of the Contractor. The Contractor shall coordinate, manage, and control all necessary program activities, which shall include: operating approved vehicles; vehicle maintenance and operating personnel; providing driver and other personnel training; administrative procedures, performance statistics, and financial records; route and schedule planning; reservations, scheduling, and dispatching of client trips; FTA NTD data collection and reporting; program audits; and developing methods to maximize service efficiency.

The Contractor shall provide operations management at a level sufficient to oversee its functions and employees. The Contractor shall provide all necessary personnel,

equipment, and services to operate LBT DAL services. The Contractor shall not make operational modifications that affect the level of service, including, but not limited to, hours of operation, schedules, and routes, without the prior written approval of LBT.

The Contractor shall not enter into an agreement with any other party for the use of personnel dedicated to the service without the approval of LBT.

The Contractor shall be responsible for the maintenance and condition of vehicles. All vehicle maintenance, general supplies, and services required for the operation of LBT DAL shall be furnished by the Contractor unless otherwise specified. The Contractor shall assist and cooperate with LBT in meeting the objectives of providing quality transportation service. The Contractor shall perform liaison activities, coordination, and cooperation with LBT on matters related to operations, monitoring, reporting, and service performance.

The Contractor shall comply with all conditions and laws required by federal, state, and local governments.

Special Events: In the event LBT requires the Contractor to provide special event, promotional, or other special transportation services that have been determined to be in the public interest and that do not interfere with regular LBT service, the special events shall be billed at the agreed-upon rate between LBT and the Contractor.

Operation During an Emergency: In the event of an emergency, the Contractor shall deploy vehicles as directed by LBT. In the absence of directions from LBT DAL, the Contractor shall follow the directions of appropriate law enforcement or emergency management agencies. Emergency service does not constitute an expansion of service. The Contractor shall be reimbursed for documented and reasonable costs in excess of normal LBT operating costs.

4.5.2 Dispatching

The Contractor shall provide all personnel, facilities, phones, phone lines, computers, software, radios, radio licenses, base stations, and material necessary to schedule and deploy drivers and vehicles in accordance with service hours and standards stated herein, including the practices and procedures detailed in Appendix A.

The Contractor shall specify the automated system to be used in the dispatch/data function, as well as current contracts where the Contractor is currently operating the proposed system. Reservations will be taken from 7 a.m. to 7 p.m. daily. The Contractor shall establish appropriate communication systems and provide adequate staffing to keep total on-hold phone call time to no greater than four (4) minutes and an average hold time to no more than two (2) minutes. Reservationists will have a computer workstation, which they will use to verify DAL program eligibility, enter the customer's trip request information, and provide a pick-up time. Reservationists and dispatch personnel shall follow the practices and procedures noted in Appendix A, including the

use of a negotiated pick-up window to consolidate trips into shared rides whenever possible and cost-effective.

Phone lines for this contract shall be dedicated for receiving calls from DAL customers wishing to schedule trips. The Contractor shall provide a direct-dial system that uses the established DAL telephone number and will be able to serve a minimum of five (5) incoming calls simultaneously. Additional lines may be necessary to comply with performance requirements of a total on-hold phone call time of no more than four (4) minutes and an average hold time of no more than two (2) minutes. The Contractor shall be responsible for maintaining clear, uninterrupted telephone service during all hours of operation. In the event of an interruption or outage to telephone services, the Contractor will be responsible for providing a back-up phone line for customers to contact.

The Contractor shall be responsible for ensuring that there is a way for customers to communicate on an emergency basis (e.g., stranded customer) with phone lines, using the established DAL reservation number, available to the dispatch center prior to and after normal business hours noted in Section 1.02.

4.5.3 Service Hours

Dial-A-Lift service shall operate from 7:00 a.m. to 10:30 p.m., Sunday through Thursday, and from 7:00 a.m. to 11:30 p.m. on Fridays, Saturdays, and all federally recognized holidays.

Federally recognized holidays include, but are not limited to:

- New Year's Day (January 1)
- Martin Luther King Jr. Day (third Monday in January)
- Presidents' Day (third Monday in February)
- Memorial Day (last Monday in May)
- Juneteenth National Independence Day (June 19)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Columbus Day (second Monday in October)
- Veterans Day (November 11)
- Thanksgiving Day (fourth Thursday in November)
- Christmas Day (December 25)

The Contractor shall ensure uninterrupted operational coverage during all designated service hours and federally recognized holidays. This requirement includes, but is not limited to, reservation services, dispatch functions, supervisory oversight, and field operations. The Contractor shall not reduce service levels or staffing during holiday periods without obtaining prior written authorization from LBT.

4.5.4 Vehicle Breakdown

If a revenue vehicle in service experiences a mechanical failure while transporting passengers, the Contractor shall dispatch a replacement vehicle within twenty (20) minutes. This response time shall be considered compliant. Under no circumstances shall a vehicle be left unattended while passengers are on board or awaiting transfer.

A road call for any in-service vehicle shall require the Contractor to submit a formal written incident report to LBT. The report shall include, at a minimum, the following information:

- Time of the service call
- Number of passengers on board
- Location and description of the breakdown
- Vehicle Identification Number (VIN)
- Cause or suspected cause of failure
- Time the vehicle was replaced or returned to service

The Contractor shall ensure that all road call data is properly documented in compliance with National Transit Database (NTD) reporting standards. This includes the categorization of major mechanical failures and the calculation of miles between road calls.

The Contractor shall maintain detailed records of all road calls, vehicle change-outs, and mechanical failures. These records shall be submitted to LBT in monthly summary reports, in a format approved by LBT, and shall be subject to audit or review at any time.

The Contractor shall notify LBT within twenty-four (24) hours of any vehicle that:

- Will be out of service for more than one (1) week; or
- Has experienced a significant or safety-critical mechanical failure.

Additionally, the Contractor shall ensure that vehicle failure data is:

- Included in the monthly maintenance report (or other LBT-approved system)
- Consistent with preventive maintenance inspection (PMI) records and shop work orders; and
- Retained as part of the permanent vehicle maintenance file in accordance with Federal Transit Administration (FTA) recordkeeping requirements

4.5.5 Customer Disturbances

The Contractor shall instruct drivers to immediately report any disputes, disturbances, or dangerous conduct. Supervisors shall assist drivers in assessing the situation, issuing instructions, and requesting additional assistance as needed, in accordance with the practices and procedures outlined in Appendix A.

4.5.6 Medical Assistance

In the event of customer accidents, injuries, or illnesses requiring medical assistance, the driver shall immediately notify the Contractor's supervisor by radio with the situation details and vehicle location and, if necessary, call 911. The supervisor shall dispatch appropriate assistance to ensure the safety of the customer.

4.5.7 Accidents

The Contractor shall ensure that all DAL vehicle operators immediately report any accident, incident, or collision to their supervisor. The supervisor shall promptly notify LBT and, if applicable, local emergency services (e.g., 911). Both the driver and the on-scene supervisor must complete a written accident report using an LBT-approved format. LBT reserves the right to revise or mandate a specific reporting form to ensure consistency.

In the event of a fatality, serious injury, evacuation, or major property damage, the Contractor shall immediately notify:

- DAL Coordinator
- Executive Director/VP of Service Delivery and Planning

Each written report shall, at a minimum, include:

- Date and time of the accident
- Driver's full name and vehicle ID number
- Driver's written account and diagram (if applicable)
- Names and contact information of injured persons, passengers, and witnesses
- Estimated damage costs
- Post-accident testing decision
- Drug/alcohol test results (if applicable under 49 CFR Parts 40 & 655)
- FTA NTD Major or Non-Major Incident Form (as applicable)

FTA Reporting Requirements:

- **Major Incidents:** Notify LBT and submit the FTA Major Incident Form within 24 hours for any event involving:
 - Fatality (excluding suicide/trespassers)
 - Injury requiring off-site medical care
 - Property damage of \$25,000 or more
 - Evacuation due to safety concerns
- **Non-Major Incidents:** Submit the FTA Non-Major Incident Form within 24 hours for:
 - Injury requiring medical care away from the scene
 - Suppressed fire not meeting the \$25,000 threshold

The Contractor shall retain all documentation in accordance with FTA recordkeeping requirements and provide such records to LBT upon request.

4.5.8 Fares

Fares shall be collected in full compliance with LBT policy. The LBT exact fare policy must be strictly enforced. LBT may implement fare changes at any time with at least two weeks' written notice to the Contractor. Drivers must be familiar with fare policies and are responsible for enforcing them. All fare revenues collected by the Contractor or its employees must be secured to LBT's satisfaction. LBT also reserves the right to change the accepted fare payment methods during the contract term.

The current DAL fare is \$2, payable in cash, by credit card, or via prepaid swipe card. Companions ride for the same fare, while Personal Care Attendants (PCAs) ride free. Companions and PCAs must board and alight with the original passenger. One companion and all PCAs may be scheduled with a single DAL trip.

The Contractor shall utilize the swipe card system provided by MJM Innovations or propose a comparable or superior fare collection system that supports secure payment processing and data tracking. The Contractor is responsible for maintaining the fare system, including all hardware and software. LBT currently maintains 2,655 Dial-A-Lift member profiles, with 966 active and eligible members.

The Contractor shall provide, install, and maintain third-party validators to enable additional payment methods (e.g., mobile payments, smart chip technology, and online payment options).

All fares collected must be secured, reconciled daily, and recorded by payment type (cash, credit, or prepaid). Fare revenues shall be remitted to LBT through a deduction from the Contractor's monthly invoice. The Contractor shall submit a certified monthly Fare Revenue Report to LBT by the fifth (5th) business day of the following month.

All fare collection records and related customer data are subject to audit by LBT or its designated representative.

LBT reserves the right to modify the fare system during the contract period.

4.5.9 On-Time Performance

The Contractor shall maintain an on-time performance rate of at least 95% for all completed trips. A trip shall be considered on time if the vehicle arrives within twenty (20) minutes after the customer's confirmed pick-up time.

The Contractor shall provide each customer with a confirmed pick-up time and instruct them to be ready ten (10) minutes prior. Any vehicle arrival beyond the 20-minute pick-up window shall be considered late and must be documented.

The Contractor shall ensure that customers do not remain in a vehicle for more than one (1) hour, except in exceptional or documented circumstances approved by LBT. The

Contractor shall design and schedule routes to ensure trip durations remain reasonable and within this limit, consistent with the standards of comparable fixed-route service.

On-time performance shall be measured using GPS tracking data matched with dispatch records. The Contractor shall submit monthly on-time performance reports to LBT in an approved format.

The Contractor's scheduling and dispatch practices, including Next-Day and Standing Order trips, shall comply with ADA regulations and support this performance standard. Consistent failure to meet this requirement may result in corrective action, performance penalties, or liquidated damages as defined in this contract.

Incentives:

LBT may, at its sole discretion, implement an incentive program for The Contractor if on-time performance consistently exceeds the established standard. Any such incentive program shall be clearly defined in writing by LBT and communicated to The Contractor prior to implementation.

4.5.10 Missed Trip

Any vehicle arriving at a pick-up location more than sixty (60) minutes after the scheduled pick-up time is considered a missed trip.

Contractor shall make every effort to avoid missed trips. If a missed trip is unavoidable, Contractor shall immediately contact the customer, arrange for prompt pick-up, and ensure that the customer is transported to their destination without additional cost.

Contractor shall be responsible for the fare associated with any missed trip.

4.5.11 Smoking on Vehicles

Smoking (including e-cigarettes and vaping) is prohibited on all vehicles used in the provision of DAL service. Continued violation of the no smoking regulation could cause Contractor to be found non-compliant and may result in termination of the contract.

4.5.12 Electronic Devices

The use of cell phones and other hand-held electronic devices is prohibited while a vehicle in DAL service is in operation. An electronic device is defined as a device that makes or receives phone calls, leaves messages, sends or receives text messages, accesses the Internet, receives or sends GPS signals, allows for uploads or downloads of data, text or images, or requires a user action to operate. These include but are not limited to cellular/smartphones, personal digital assistants (PDAs), GPS, games, portable computers, tablets, portable media players, as well as any similar or future devices known by different names, whether or not this device is agency issued.

4.5.13 Practices and Procedures

Contractor will abide by the Practices and Procedures for DAL services (Appendix A), as established and periodically updated by LBT.

Contractor will ensure that all affected employees involved in providing DAL services have a clear understanding and working knowledge of current Practices and Procedures.

4.5.14 Productivity

Contractor shall maintain the standard of a minimum of three (3) passenger trips per revenue service hour per vehicle during core business hours.

4.5.15 Organization Changes

Contractor shall provide notice to LBT prior to organizational changes that affect this contract. These changes include, but are not limited to, personnel changes and technological changes.

4.6 EQUIPMENT AND MAINTENANCE

Contractor shall maintain all vehicles used to provide DAL service, as described herein. All vehicles operated to deliver this service shall be maintained to the highest standards. Vehicles should be washed; windows clean of water residue and interiors vacuumed or damp mopped and cleaned of debris and graffiti at all times.

4.6.1 Equipment for Dial-A-Lift Service

LBT will provide a total of twelve (12) fully accessible vehicles to The Contractor for use in Dial-A-Lift (DAL) service.

At the beginning of the contract, LBT will provide ten (10) vehicles for daily service. This fleet will include nine (9) MV-1 vehicles and one (1) battery electric vehicle (BEV). All vehicles will be ADA-compliant and maintained in a state of good repair throughout the term of the contract.

As part of LBT's vehicle replacement plan, the existing MV-1 fleet will be replaced with new zero-emission vehicles. When this transition occurs, two (2) of the MV-1 vehicles will be designated as contingency vehicles (spares). These vehicles will be reserved for backup to support service continuity in the event of maintenance or other operational needs.

#	DAL Vehicle Number	Year	Make	VIN	Mileage	Year Purchased
1	12	2014	MV-1	57WMD2B62EM102091	231985	2016
2	13	2014	MV-1	57WMD2B69EM102105	236489	2016
3	14	2014	MV-1	57WMD2B60EM102106	202873	2016
4	15	2014	MV-1	57WMD2B62EM102107	199834	2016
5	16	2014	MV-1	57WMD2B67EM102197	199491	2016
6	17	2014	MV-1	57WMD2B6XEM102212	177525	2016
7	18	2014	MV-1	57WMD2B68EM102208	177542	2017
8	19	2014	MV-1	57WMD2B6XEM102209	179634	2017
9	20	2014	MV-1	57WMD2B66EM102210	189162	2017
10	21	2023	Ford	1FBW9CK8PKB04517	27382	2024
11	Contingency 1	2014	MV-1	TBD	TBD	TBD
12	Contingency 2	2014	MV-1	TBD	TBD	TBD

Vehicle Replacement Plan

LBT will replace the MV-1 fleet with new zero-emission vehicles in the following phases:

- **FY 2026:** Replace Vehicles #12, #13, and #14.
- **FY 2027:** Replace Vehicles #15, #16, and #17.
- **FY 2028:** Replace Vehicles #18, #19, and #20.

Once the replacement process is complete, **two MV-1 vehicles will be retained as contingency vehicles**, resulting in a total fleet of twelve (12) fully accessible vehicles:

- **Ten (10) vehicles in daily service**, and
- **Two (2) contingency vehicles** reserved for backup use.

To ensure reliability, contingency vehicles will be rotated periodically into service to keep them operational and in compliance with maintenance standards.

4.6.2 General Requirements

The Contractor shall maintain all vehicles used in Dial-A-Lift (DAL) service through an approved Preventive Maintenance Program, ensuring that all components—body, frame, interior furnishings, mechanical, electrical, hydraulic, and other operating systems—are kept in safe, fully operational condition and free from damage or malfunction.

The Contractor shall not operate any vehicle in revenue service with visible body damage unless written consent is provided by LBT. This includes any vehicle that has sustained damage—regardless of fault—that may affect appearance, safety, or mechanical integrity.

Any damage that compromises the safe or proper mechanical operation of the vehicle must be repaired immediately. The Contractor is solely responsible for transporting the vehicle to and from a mechanic designated or approved by LBT. All other damage must be repaired within a reasonable time frame. LBT shall have no obligation to repair, maintain, or replace any vehicle required for the provision of DAL service.

The Contractor shall, at its sole cost and responsibility, maintain adequate inventories of fuel, lubricants, repair/replacement parts, and consumables necessary for vehicle operations and upkeep—including appropriate provisions for electric vehicle (EV) maintenance, such as high-voltage battery systems and specialized diagnostic tools.

All maintenance activity, including road calls, inspections, repairs, and preventive maintenance, must be accurately recorded and reported using Collective Data software or another LBT-approved fleet maintenance tracking system. This includes:

- Preventive Maintenance Inspection (PMI) schedules and completion dates
- Work orders and repair history
- Road call data and corrective actions
- Warranty service tracking
- Parts and labor usage

The Contractor is responsible for processing all manufacturer warranty claims directly with the appropriate warranty provider. This includes pursuing and recovering any reimbursements, extended warranties, or credits while the warranty remains in effect.

The Contractor shall also be responsible for providing and maintaining tires for all vehicles operated under this agreement, including tires appropriate for EV platforms.

4.6.3 Vehicle Inspection by LBT

LBT, or its designee, may inspect the vehicles at any time either at the Contractor's facility or while the vehicle is in service. If, in LBT's opinion, the vehicle does not meet the cleanliness or safety standards, it may be "red tagged," thereby preventing it from going into service, or it may be taken out of revenue service until such time the problem has been resolved. Contractor is required to resolve any issues "red tagged" within two weeks (14 days) of LBT's initial inspection or provide LBT with a written explanation regarding additional time required, otherwise the Contractor will sustain any liquidated damages.

4.6.4 Daily Inspection

Each driver shall conduct a daily pre-trip vehicle inspection that complies with all applicable state and federal requirements for public transportation vehicles prior to entering service. Inspections shall be completed for all revenue vehicles, including sedans, minivans, buses, minibuses, and battery electric vehicles (BEVs).

If there are any defects noted, the driver must document them on the pre-trip inspection card. If no defects are noted, the driver must sign and date the pre-trip inspection card indicating such. Pre-trip inspection cards shall be replaced on a daily basis.

Vehicles with pre-trip inspection cards showing defects must be inspected and cleared by maintenance personnel before returning to service. The mechanic must sign the pre-trip inspection card, and the information must be transferred to a work order.

Pre-trip inspection cards showing defects must be dated and filed in chronological order for inspection and verification purposes by the CHP and by LBT. These records shall become a permanent part of the vehicle file and must be available for inspection at all times.

Contractor shall ensure that all pre-trip inspection procedures apply equally to EVs and combustion-engine vehicles, and that any EV-specific indicators, charging status, or alerts are included in the inspection process.

4.6.5 Repair and Maintenance

LBT requires that all vehicles used in service are subject to Preventive Maintenance Inspections (PMIs) every 3,500 miles or 45-day intervals, whichever occurs sooner. A 500-mile tolerance window (not less than 3,000 or more than 4,000 miles) is allowed. PMI work shall meet or exceed manufacturer's maintenance requirements.

Original PMI reports shall be retained in each individual vehicle's file and made available to LBT upon request. PMI report forms are subject to approval by LBT and should be included in the proposal.

Vehicles provided by LBT shall not be placed into service if the vehicle has traveled more than 4,000 miles or 45 days since the last PMI. Vehicles operated beyond these limits will not be eligible for service hour or mileage compensation.

Contractor shall use parts and materials that meet or exceed the original manufacturer's specifications. Lubricants and fluids must meet standards as specified by the manufacturer.

Contractor shall be responsible for all preventive, routine, and corrective maintenance, including:

- Parts, consumables, tires, labor, and services necessary to maintain the fleet;
- Maintenance and upkeep of electric vehicle components including charging connectors, onboard diagnostics, and battery health;
- Coordinating with manufacturers or vendors for warranty service.

Contractor shall utilize a work order system, subject to approval by LBT. Each work order shall include:

- Date of service;
- Vehicle number and mileage;
- Description of work performed;
- Labor hours and technician name or ID;
- Parts used (including quantity, description, unit cost);
- Maintenance Supervisor sign-off.

All work orders must be filed in the vehicle's maintenance record and made available for review by LBT.

4.6.6 Smog Testing

All vehicles used in Dial-A-Lift (DAL) service shall be emission-tested in accordance with all applicable federal, state, and local regulations. The Contractor shall be fully responsible for ensuring that all assigned vehicles undergo emissions inspections at the legally required intervals, including biennial smog testing or any other frequency as mandated by regulatory authorities. The Contractor shall bear all costs related to emissions testing, certification, and any required repairs.

Any vehicle producing excessive smoke or visible emissions shall be immediately removed from service and shall not be returned to operation until all emission-related issues have been fully resolved and the vehicle has passed reinspection.

4.6.7 Vehicle Cleaning

All vehicles used in Dial-A-Lift (DAL) service shall be maintained in a clean, sanitary, and professional condition that reflects positively on Long Beach Transit (LBT). The Contractor shall ensure that each vehicle meets strict daily cleaning requirements, which include the disinfection of all interior and exterior high-touch surfaces—such as safety belts, securement straps, seats, and door handles—using an EPA-approved, hospital-grade disinfectant. Interior and exterior windows must be cleaned to remove dust, fingerprints, and head prints. Dust shall be removed from all seating surfaces, dashboards, wheel wells, rails, and ledges. Floors are to be swept or vacuumed, and any liquid spills shall be promptly mopped or cleaned. Vehicles must be free of all debris, including trash, paper, and personal items. Any damaged seats, including torn covers or

broken frames, shall be repaired promptly, and any graffiti discovered on interior or exterior surfaces must be removed immediately.

Vehicle exteriors shall be washed as needed to maintain a clean appearance, with all vehicles subject to LBT inspection. Additional cleaning may be required at LBT's discretion if a vehicle is found to be below standard.

Within thirty (30) days of contract award, the Contractor shall submit to LBT for review and approval a comprehensive Vehicle Cleanliness Program outlining the cleaning frequency, procedures, quality assurance protocols, cleaning products used, and staff training processes. Additionally, the Contractor shall provide a Vermin Control Program detailing pest inspection, reporting, treatment, and ongoing monitoring procedures.

LBT reserves the right to inspect any vehicle at any time without prior notice, require re-cleaning or corrective action if cleanliness standards are not met, and audit cleanliness logs or program compliance as part of routine contract oversight.

4.6.8 Accident Repair

The Contractor shall be responsible for promptly repairing any vehicle used in Dial-A-Lift (DAL) service that sustains damage. All body damage is the sole responsibility of the Contractor and must be repaired within thirty (30) calendar days from the date of the incident. Vehicles with significant body damage, or any damage that may pose a safety risk, shall be immediately removed from service and shall not return to service until repairs have been completed to the satisfaction of Long Beach Transit (LBT).

The Contractor shall maintain a detailed accident and collision repair log for all incidents. This log must include:

- Vehicle identification number (VIN)
- Date of the incident
- Description of the damage
- Cost of repairs
- Date repairs were completed
- Before-and-after repair photos

This log shall be submitted to LBT electronically (PDF or Excel format) on a monthly basis by the fifth (5th) calendar day of the following month.

Minor body damage may include cosmetic issues such as small scratches (up to the size of a quarter), minor dents (up to the size of a nickel), separation of bumper panels, cracking or leaking of light assemblies, and fading or cracking paint. These minor issues must also be addressed in a timely manner.

If a vehicle is determined to be a total loss, the Contractor must notify LBT within forty-five (45) days of the incident. A third-party loss evaluation will be used to determine the Actual Cash Value (ACV) and Net Book Value (NBV). The Contractor will be responsible for remitting payment to LBT for the greater of the ACV or NBV within thirty (30) days of the evaluation or may have the amount deducted from their monthly invoice.

LBT reserves the right to inspect repairs and require corrective action if the workmanship does not meet acceptable quality standards.

4.6.9 Maintenance Transportation

If maintenance or warranty repairs are to be performed at locations other than the Contractor's facility, the Contractor shall be solely responsible for transporting the vehicle to and from the repair location at the Contractor's cost. This includes any diagnostic, repair, or service work conducted at third-party facilities, manufacturer-authorized service centers, or body shops. Transportation of the vehicle must be done in a manner that does not interrupt or delay scheduled Dial-A-Lift (DAL) service. The Contractor shall ensure that any such off-site repairs are completed promptly and documented as part of the vehicle's maintenance records.

4.6.10 California Highway Patrol (CHP) Inspections

Every 12 months, each vehicle used to deliver DAL service may be inspected as part of the annual CHP Terminal Inspection. Contractor shall be responsible for all repairs required to maintain vehicle certification. Contractor shall request a terminal inspection with the CHP and notify LBT of the inspection. If a vehicle fails to pass inspection, that vehicle will not be used until approved and/or passed by the CHP or LBT.

4.6.11 Safety Incidents

Incidents are defined as any circumstance in which a driver, customer or vehicle is involved that has not resulted in a vehicle accident. Examples include, but are not limited to, personal injuries sustained by a passenger while boarding, deboarding, or in transit; a confrontation between a driver and passenger; a confrontation between two passengers; damage from occurrence other than vehicle accident; or any time any citizen requests emergency assistance from an operator. An incident report shall, at a minimum, include:

- Date of incident
- Time of incident
- Driver's name
- Identification of people or vehicles involved
- Driver's description of incident
- Injured individuals, including name, address and telephone number
- Witnesses of the incident, including name, address and telephone number
- Names and addresses of all parties involved

- The post-incident drug and alcohol test results if the criteria are met

Detailed incident reports shall be submitted as soon as possible after the incident occurs and no more than twenty-four (24) hours after the incident.

Preventable safety incidents shall be less than 0.10 incidents per 100,000 vehicle miles traveled.

4.7 PERSONNEL

The Contractor shall be solely responsible for the satisfactory performance of all employees and subcontractors associated with this Agreement. This includes the full payment of wages, benefits, and any associated costs. The Contractor shall comply with all applicable federal, state, and local employment laws and regulations, including but not limited to those covering Equal Employment Opportunity (EEO), compensation, workers' compensation, unemployment insurance, and the Americans with Disabilities Act (ADA).

The Contractor and its subcontractors shall maintain personnel practices and procedures (including hiring, conditions of employment, and recruitment) that conform to all legal requirements. In addition, the Contractor shall comply with the Drug-Free Workplace Act of 1988 and all applicable U.S. Department of Transportation drug and alcohol testing regulations, including but not limited to 49 CFR Part 655 and 49 CFR Part 40.

The Contractor shall indemnify and hold harmless Long Beach Transit (LBT), as well as the cities of Long Beach, Lakewood, Signal Hill, and Paramount, from any liability, damages, claims, costs, and expenses arising from alleged or actual violations of employment-related laws or practices. The Contractor may be required to execute separate indemnification agreements with the individual cities served under the Dial-A-Lift (DAL) program.

LBT reserves the right to require the immediate removal from service of any Contractor personnel, including staff involved in service delivery, supervision, or management—who do not meet professional standards, fail to comply with ADA requirements, or violate LBT policies and procedures.

The Contractor shall not remove or reassign any of the key management personnel identified in its proposal without prior written consent from LBT.

The Contractor shall provide all necessary staff to operate and support DAL service, including vehicle operators, maintenance personnel, dispatchers, supervisors, administrative staff, and managers. All personnel must be selected using appropriate screening procedures, including:

- DMV and criminal background checks,
- Pre-employment drug testing,
- Medical physical examinations.

The Contractor shall ensure that all employees perform their duties safely, lawfully, courteously, and professionally at all times. A list of employees who have direct contact

with the public shall be provided to LBT, and the Contractor shall ensure that all such personnel are of good moral character. Employees convicted of a felony or any crime involving moral turpitude shall not be permitted to work in roles involving contact with LBT customers.

The Contractor is encouraged to give priority consideration to hiring U.S. military veterans for roles within the DAL program. Employing veterans may make the Contractor eligible for the federal Work Opportunity Tax Credit (WOTC).

4.7.1 Project Manager

The Contractor shall assign a dedicated, full-time, on-site Project Manager, subject to prior written approval by LBT. The Project Manager shall be responsible for the daily oversight and supervision of all Dial-A-Lift (DAL) operations. The name and qualifications of the proposed Project Manager must be included in the proposal, and a résumé shall be submitted for approval. Any subsequent replacement of the Project Manager must be submitted to LBT with at least thirty (30) days' notice and is subject to written approval by LBT.

The Project Manager shall be physically present on-site during normal business hours and remain available at all times via telephone, email, or mobile phone to respond to operational issues or emergencies. The Project Manager shall ensure that the system meets LBT's standards for safety, reliability, and customer service and shall be responsible for coordinating with LBT on all significant service or operational issues.

The Contractor shall provide LBT with up-to-date contact information for the Project Manager and his or her immediate subordinate. LBT must be notified in writing of any changes to this contact information within twenty-four (24) hours of the change.

The Project Manager shall have a minimum of five (5) years of progressively responsible experience in public transportation, with at least three (3) years in a management or supervisory role within a paratransit or demand-responsive service. Possession of a Certified Community Transit Manager (CCTM) credential issued by the Community Transportation Association of America (CTAA) is strongly preferred.

In addition to operational oversight, the Project Manager shall evaluate driver training curriculum and service delivery performance at least semi-annually and make recommendations for updates based on regulatory changes, best practices, and observed trends.

The Project Manager may not be reassigned to other duties without prior written consent from LBT. LBT reserves the right to request the removal of the Project Manager for cause with thirty (30) days' notice. The Contractor shall submit a qualified replacement for approval within the same period. Failure to provide and maintain a dedicated Project

Manager within a reasonable period, as determined by LBT, may result in service penalties, liquidated damages, or other corrective actions as defined in the contract.

4.7.2 Supervisory Staff

Contractor shall provide an adequate level of supervisory personnel to ensure compliance with service standards, safe operation practice, maintenance performance and customer service policies. Contractor shall provide a plan detailing the function and performance of all supervisory personnel. An essential component of this plan should be a listing of positions necessary to support all supervisory requirements, including customer service (i.e., reservations, scheduling, and dispatch), field operations, safety, training and maintenance.

4.7.3 Drivers

Contractor shall utilize existing personnel resources or recruit and hire drivers specifically for the provision of DAL service. All requirements outlined herein shall apply to all DAL drivers. LBT strongly encourages the hiring and participation of military veterans and their family members as part of its commitment to community-based employment.

Contractor shall screen, interview, and evaluate each driver to ensure they are qualified to meet the standards of performance and professionalism required under this contract. All drivers shall receive comprehensive training in ADA regulations as they pertain to paratransit services. No driver shall be assigned to DAL service without acknowledging and agreeing to abide by all ADA requirements.

Prior to hire, the Contractor shall evaluate a current DMV K-4 Motor Vehicle Report dated within thirty (30) days and require each driver to complete a physical examination, which includes drug and alcohol testing in accordance with FTA regulations. No driver shall be eligible if they have more than two (2) minor moving violations within the past three (3) calendar years, any major violations or more than one (1) minor chargeable accident in the past five (5) years, or any DUI or reckless driving violations within the past seven (7) years. Following employment, drivers must maintain a driving record that meets or exceeds the standards reviewed at hire.

All drivers must be enrolled in the DMV Pull Notice Program. The Contractor shall regularly review these records, at a minimum on an annual basis, and more frequently as updates are received. DMV records must be monitored to ensure compliance with license validity, accident history, and any vehicle code violations. Contractors must maintain these records and provide them to LBT upon request for auditing purposes.

Each driver applicant shall complete a driver application that includes a full employment and criminal history. Fingerprint-based criminal background checks compliant with state and federal standards, including enrollment in the DOJ Subsequent Arrest Notification Program, must be performed prior to hire and updated at least every two years. No driver

may be employed if they have been convicted within the past seven (7) years of offenses including, but not limited to, those involving drugs, violence, weapons, sexual offenses, fraud, or crimes against public officers or EMTs.

Drivers must possess a valid California driver's license of the appropriate class with all required endorsements, a current medical certificate in accordance with DMV regulations, and any other permits or certifications required by federal, state, or local laws. Drivers shall be registered in a Drug and Alcohol Testing Program in full compliance with federal requirements.

All drivers reporting to duty shall maintain a professional appearance and be properly groomed. Uniforms must be clean and pressed. Hair and facial hair must be clean and neatly maintained. Fingernails shall not be worn in any manner that presents a safety hazard. LBT reserves the right to remove any driver from DAL service if they do not meet the appearance or professional conduct standards required by LBT policies.

Contractor shall maintain a sufficient number of properly trained, screened, and qualified personnel to operate, maintain, and service both LBT-owned and Contractor-supplied vehicles and equipment required to meet DAL service levels and expectations. The Contractor shall implement a communication system for drivers to receive operational updates, safety alerts, and policy changes. All communications shall be acknowledged by the drivers and retained in their personnel files.

4.8 TRAINING

4.8.1 Drivers

Contractor shall be responsible for the development, implementation, and ongoing delivery of a comprehensive training program for all drivers assigned to the Dial-A-Lift (DAL) service. All initial and refresher training must be conducted by a certified instructor as specified in the California Education Code Section 40083. The training shall comply with the requirements of SB 1586 Section 12523.5 and meet all applicable federal and state regulations, including the Federal Transit Administration (FTA) and U.S. Department of Transportation (DOT) Drug and Alcohol Program requirements.

Prior to being placed into revenue service, each driver must successfully complete an extensive training program that ensures safety, professionalism, ADA compliance, and customer service proficiency. This program shall include both classroom and behind-the-wheel components and must ensure that each driver is trained to a standard of proficiency—not merely participation. Contractor shall ensure that all training content is tailored specifically to the needs of ADA paratransit riders and the expectations of LBT.

At a minimum, initial driver training must include the following topics:

- California DMV laws and relevant local, state, and federal regulations
- Safe vehicle operations and proper use of equipment (e.g., lifts, securement devices, communications systems)
- Defensive driving techniques
- Operation and usage of radios, tablets, and other in-vehicle equipment
- A minimum of eight (8) hours of sensitivity training focusing on older adults, individuals with disabilities, and persons with cognitive impairments
- Effective and safe use of mobility assistance devices and securement of passengers and equipment
- Customer service and conflict de-escalation
- Knowledge of LBT's practices and procedures specific to DAL service (Appendix A)
- Area orientation, including service boundaries, high-demand destinations, and street numbering systems
- Map reading and basic navigation
- Fare collection, manifest handling, and accurate passenger counting
- Sexual harassment prevention and anti-discrimination awareness
- Emergency procedures and incident reporting
- Drug and alcohol policy compliance under 49 CFR Parts 40 and 655

Contractor shall also ensure refresher training is conducted at least annually, or more frequently as needed based on operational issues, policy changes, safety concerns, or LBT direction. Drivers must be retrained and recertified if involved in an accident, safety violation, or upon return from extended leave.

Contractor shall maintain accurate and up-to-date training records for all drivers, including training dates, course topics, instructor credentials, test scores, and verification of demonstrated proficiency. These records must be made available to LBT upon request and will be subject to audit.

Contractor must also implement a structured program for delivering timely updates, safety bulletins, and policy changes to all drivers. Delivery of such information shall be documented with a driver signature and timestamp and retained in each driver's personnel file.

LBT reserves the right to audit, review, and approve the Contractor's training curriculum and may require adjustments to ensure continued compliance and service quality.

4.8.2 Maintenance Staff

Contractor shall ensure all mechanics are properly trained in the operation and maintenance of the vehicles and equipment specified herein and/or supplied by the Contractor. The Contractor shall have an adequate maintenance crew to ensure that vehicles are serviced daily and that vehicle defects are repaired in a timely manner. The Contractor may outsource major component repair and accident repair, provided that any third-party contractor has been approved by LBT DAL Coordinator in advance of third-party contract service provision.

4.8.3 Customer Service Staff

Contractor shall ensure that all customer service staff (i.e., reservationists, schedulers, dispatchers) are trained in and familiar with: the service area and frequent destinations and street network; LBT Practices and Procedures for DAL service (Appendix A); and the use of scheduling, telephone and radio systems.

4.9 COMMUNICATIONS

Contractor shall provide, install, and maintain a radio communications system to include mobile units for each vehicle used to provide DAL service and multi-channel, duplex portables for all supervisors to ensure the dispatching, coordinating, and monitoring of service as required for this project. The communications system shall be of Contractor's choice but must, at a minimum, have the necessary performance characteristics to allow for immediate, two-way communications between all elements of the system. The system shall operate independently from LBT's radio system, frequency, and license.

Long Beach Transit shall be provided access to the radio communications system used for DAL operations. This access shall include the ability to monitor live communications between drivers and dispatchers for oversight and service quality purposes. Contractor shall ensure that the radio system supports this functionality and provide LBT with any necessary equipment, credentials, or permissions to enable such access.

All vehicles shall be equipped with a Mobile Data Terminal (MDT), tablet, or other communication device that allows two-way dispatching of rides, GPS tracking of vehicles, and automatic collection of operating data by trip. Paper trip sheets shall not be used for this service.

4.10 COOPERATION WITH LBT

4.10.1 Promotional Use of Vehicles

Contractor shall provide DAL vehicles for the promotion of service, workshops, photo shoots, and special events when requested by LBT.

Contractor shall also provide staffing support, including drivers or other necessary personnel, to assist LBT during these promotional events as directed. All staffing and vehicle support for such events shall be coordinated in advance with LBT.

4.10.2 Contacts with Media

Contractor shall refer all media inquiries and requests to the LBT Public Information Officer (PIO) and shall not provide any information without prior approval from the PIO.

4.10.3 Surveys and Data Collection

Contractor shall ensure that drivers and road supervisors cooperate with and comply with reasonable requests by LBT to distribute notices, schedules, or other promotional materials to customers in connection with LBT's business and collect data on customer activity as directed.

4.10.4 Advertising on Vehicles

Contractor shall allow only advertising material, audio, video, or similar devices as may be specified and/or approved by LBT to be affixed to such locations on vehicles as LBT shall direct. No payment or consideration received by LBT in connection with such advertising or notices shall be paid to Contractor.

Contractor shall not affix or permit any materials to be affixed, including but not limited to advertising, political, or other printed or published material, nor utilize or permit the utilization of any loudspeaker, video, or other device for advertising or communication, except as approved in advance by LBT.

4.10.5 Distribution of Dial-A-Lift Marketing Materials

Contractor shall cooperate in the distribution of DAL or other LBT materials onboard DAL vehicles. These materials may include, but are not limited to, DAL newsletters, bulletins, and other marketing materials.

4.11 CUSTOMER RELATIONS

Contractor shall be responsible for implementation and operation of customer service functions (e.g. reservations, dispatch, supervision) in accordance with the practices and procedures established by LBT for the DAL program, as contained in Appendix A, including subsequent updates.

LBT will provide customer relations services, such as eligibility services, receiving customer comments, and complaint resolution. Contractor shall provide a written response and provide support data to the DAL Coordinator within three (3) working days after receipt of the customer comment.

LBT's DAL Coordinator will update and provide an electronic upload of all current DAL customers and any changes to customer addresses or status. The DAL Coordinator will make all changes to this customer list unless otherwise authorized. Uploads will be made at the discretion of the DAL Coordinator.

4.12 REPORTS

The Contractor shall provide accurate reports as requested by LBT. Reports may be revised, reorganized, deleted, added or changed as directed by LBT. All monthly reports are due **five (5) days** after the close of the reporting period, unless otherwise noted.

4.12.1 Accident/Incident Reports

Contractor shall submit detailed reports to LBT for each accident or incident which occurs during the course of this project. These reports shall be on a form approved by LBT.

Contractor shall notify LBT's DAL Coordinator or Contract Coordinator and the PIO immediately by phone of any accident, which involves death, a major injury or major property damage and involves any vehicle used in DAL service. Other accidents will be reported by the end of the business day or the next morning. Verbal reports are followed by written reports per the Procedures and Practices.

Contractor shall report monthly to LBT a cumulative report of all accidents/incidents including location, type and rating no later than five (5) working days after the reporting month. The report shall include driver, supervisor and police reports of the accidents/incidents during the reporting period, on a form approved by LBT.

The Contractor shall provide loss runs for all accidents on a quarterly and annual basis from their insurance carrier showing liability claims incurred under the proposed contract. Contractor loss runs must be coded to only list claims involving LBT-owned vehicles. LBT reserves the right to request other periodic reports on accidents and incidents.

4.12.2 Daily Service Activity Report and Monthly Summary

Contractor will provide its own high-speed internet program access necessary to connect to its web-based dispatch program applications. This connection will allow LBT's DAL Coordinator to access DAL daily trip records and view real-time vehicle locations in relation to scheduled trip origin-destination locations. Contractor shall maintain all DAL trip records, documents, and relevant materials relating to work performed under this contract for at least three (3) years after the final contract payment is made.

Daily assigned and completed trip records, operating and financial reports, in the approved format will be provided to LBT. Contractor shall report to LBT all no loads, exceptions to scheduled service, the reason for the exception and actions taken to restore the integrity of the service on a monthly basis. Contractor shall also report on a monthly basis and using a method acceptable to LBT, operating information including, but not limited to, vehicle service hours, vehicle service miles, total service hours, total service miles, total trips completed, service denials and missed trips.

Contractor shall provide the written report daily following the service day with a summary of all events for the service provided no later than five (5) working days after the reporting

period. Daily trip records will include trip pick-up and drop-off locations, scheduled times and actually arrival and departure times, assigned DAL vehicle number, and trip distance data.

All operating data generated by the Contractor is the sole property of LBT.

4.12.3 Farebox Report

Monthly, Contractor shall report to LBT all revenues collected by category no later than five (5) working days after the reporting month.

4.12.4 FTA Reports

The Contractor shall be subject to periodic audits of drug and alcohol testing and training records. Contractor shall submit the annual DAMIS report as required by the FTA to LBT no later than 30 days after the close of the reporting period. In addition, Contractor shall provide any periodic reports required by LBT.

Contractor shall submit to LBT the required monthly NTD and other ridership data by the fifth (5th) day of each subsequent reporting period. FTA NTD requirements entail a high level of operational data collection including on-board operational data sampling utilizing FTA recommended sampling techniques in Circular C2710.2A or by collection of 100 percent of the data. Invoices will be paid after monthly operating data is submitted and approved by LBT.

Contractor shall submit the data for annual NTD reports to LBT no later than 30 days after the end of the fiscal year ending June 30.

4.12.5 Ridership and Membership

The Contractor shall utilize a modern, cloud-based paratransit scheduling and dispatch system capable of producing comprehensive, real-time ridership data and analytics. On a monthly basis, the Contractor shall report detailed passenger ridership information to LBT. Reports shall include, but not be limited to: total completed trips, passengers per revenue vehicle hour, total shared and exclusive trips, origin-destination trends, and trip data disaggregated by originating city (Long Beach, Lakewood, Signal Hill, and Paramount). Daily and monthly totals shall be provided, and data shall be formatted for integration with LBT's internal reporting systems.

The Contractor shall maintain a digital trip record database that allows advanced filtering and exporting by customer name, origin and destination addresses, trip date and time, service type, and city of origin. Paper-based trip sheets shall not be used. The trip data system must support on-demand reporting and data visualization features and be compatible with industry-standard export formats (e.g., Excel, CSV, PDF, API access).

Contractor shall also maintain a secure, centralized customer database that allows real-time updates and read-only access for designated LBT staff. The membership database shall include, at a minimum, each member's name, unique ID number, city of residence, contact information, date of birth, ambulatory status, use of mobility devices, service animal status, PCA eligibility, ADA eligibility, and membership expiration date. The system shall also allow LBT staff to add, edit, or remove member records and generate reports on membership changes.

Additionally, the Contractor shall generate and submit monthly reports on no-shows, late cancellations, and same-day cancellations, sortable by customer. These reports must be available electronically through a secure online dashboard or cloud-based portal, with export and print options available. LBT and Contractor staff will review all ridership and membership reports during monthly performance review meetings.

4.12.6 Jurisdictional Reports

The Contractor shall submit a monthly jurisdictional ridership report to LBT within five (5) business days after the end of each month. The report shall include all trips provided to customers who reside outside the City of Long Beach.

At a minimum, the report must include the customer's name, city of residence, pick-up and drop-off locations, date and time of trip, and city of trip origin and destination. Data must be sortable by jurisdiction and provided in an electronic format (e.g., Excel or CSV).

LBT may request additional jurisdictional data at any time for planning or reporting purposes.

4.12.7 Performance Standards

To evaluate the operational efficiency and overall service quality of the Dial-A-Lift (DAL) program, the Contractor shall adhere to the following performance standards. These standards reflect measurable outcomes and shall be tracked and reported monthly. Liquidated damages will be assessed quarterly based on non-compliance with these standards.

Productivity

- **Standard:** Minimum of three (3) completed customer trips per vehicle revenue hour during core service hours.
- **Calculation:** Actual trips ÷ dedicated vehicle revenue hours.
- **Penalty:** \$300 per occurrence if standard is not met.

On-Time Performance (OTP)

- **Standard:** Minimum on-time performance rate of 95%.

- **Definition:** “On-time” is defined as vehicle arrival within a 20-minute pickup window of the scheduled time.
- **Reporting:** Daily and monthly OTP reports and corrective action plans required when performance falls below standard.
- **Penalty:** \$200 per occurrence.

Missed Trips

- **Standard:** Zero missed trips.
- **Requirement:** Contractor must contact the customer immediately and provide alternative service if a missed trip occurs.
- **Penalty:** \$150 per instance.

Excessive Trip Duration

- **Standard:** No more than three (3) trips per month exceeding 60 minutes of in-vehicle time without just cause.
- **Penalty:** \$100 per occurrence for each additional trip exceeding this limit.

Telephone Wait Time

- **Standard:** Average hold time for incoming customer calls shall not exceed two (2) minutes. Maximum hold time shall not exceed four (4) minutes.
- **Penalty:** \$100 per month for non-compliance.

Vehicle Safety and Incidents

- **Standard:** Fewer than 0.10 preventable safety incidents per 100,000 vehicle miles traveled.
- **Penalty:** \$250 per incident exceeding this standard.

Shared Rides

- **Standard:** Contractor shall schedule shared rides to optimize route efficiency while accommodating customer needs.
- **Adjustment:** Pick-up times may be adjusted up to 30 minutes before or after the requested time to accommodate shared rides.
- **Penalty:** \$100 per incident of avoidable inefficient routing.

Customer Complaints

- **Standard:** No more than two (2) substantiated complaints per month related to unprofessional conduct, poor service, or safety violations.
- **Penalty:** \$50 per additional substantiated complaint.

Performance Review

LBT will conduct quarterly performance review meetings with the Contractor to:

- Evaluate compliance with performance standards.
- Review liquidated damages incurred during the quarter.
- Identify corrective actions and develop improvement plans if standards are not met.
- Discuss service improvements, technology updates, and operational best practices.

The Contractor shall submit all required reports and supporting documentation prior to each performance review meeting. LBT reserves the right to hold additional meetings if service quality or compliance issues require immediate attention.

4.12.8 Vehicle Maintenance Monitoring Report

The Contractor shall submit a monthly Vehicle Maintenance Monitoring Report to LBT no later than five (5) business days following the end of each month, accompanying the monthly invoice. The report shall include each vehicle's odometer reading, mileage totals (monthly, year-to-date, and overall), and a summary of all Preventive Maintenance Inspections (PMIs) performed, including service dates and mileage at the time of inspection. The report must be submitted in an electronic format approved by LBT. Failure to comply may result in liquidated damages of \$250 per occurrence.

4.12.9 Drug and Alcohol Testing

Contractor shall comply with the Drug Free Workplace Act of 1988 including current federal drug and alcohol testing program requirements, outlined in 49 CFR Part 655 and 49 CFR Part 40, and shall file a letter of compliance with LBT. The Contractor shall be subject to periodic audits of drug and alcohol testing and training records. Such audits shall include a review of the qualifications of Contractor's service agents. Contractor shall submit the annual DAMIS report as required by the FTA to LBT no later than 30 days after the close of the reporting period. In addition, Contractor shall provide any periodic reports required by LBT.

4.13. RETURN OF LBT VEHICLES

Upon termination or completion of the contract term, Contractor shall return all LBT-owned vehicles in the condition in which they were received, with the exception of normal wear and tear. This includes, but is not limited to: body condition, functional condition of all systems and components, all ancillary equipment (intact and operational), and overall vehicle performance.

Prior to return, each vehicle must meet LBT's maintenance standards and be in a "State of Good Repair," as defined by the Federal Transit Administration (FTA). Each vehicle shall pass a full inspection within the final Preventive Maintenance Inspection (PMI) cycle. The inspection shall be scheduled and coordinated with LBT's **Maintenance Supervisor** and **Manager, Fleet Maintenance**. Contractor shall provide any support needed to complete these inspections.

Contractor shall:

- Steam clean the engine compartment, chassis, and all related undercarriage systems prior to inspection.
- Submit complete and up-to-date electronic maintenance records for each vehicle, including all PMIs, repairs, and warranty claims, in a format approved by LBT.
- Provide full documentation of ADA-related equipment testing (e.g., wheelchair lifts, ramps, securement devices) to verify compliance prior to vehicle return.

Inspections will verify compliance and identify any deferred maintenance or needed repairs. Contractor shall complete all required repairs within seven (7) calendar days of notification.

If the time required to complete repairs impacts service delivery or if repairs are not completed per LBT's directive, LBT reserves the right to complete the repairs in-house or through a third party and deduct the cost from any final payment due to Contractor. If funds are insufficient, Contractor will be liable for the balance and associated administrative costs.

All vehicles returned must:

- Be in a state of good repair
- Have a minimum of 4/32" tire tread depth
- Be free of safety defects or damage beyond normal wear
- Pass smog inspection
- Have all ADA equipment functional and certified
- Have completed all manufacturer-scheduled maintenance

LBT may perform a final audit of vehicle condition and maintenance records to verify compliance. Contractor must ensure full documentation of service history and any repairs made during the contract term.

4.14 SAFETY

Contractor must comply with the following Safety Guidelines:

- a. Contractor shall recognize the importance of performing services in a safe and responsible manner so as to prevent damage, injury, or loss to individuals, and the environment. Contractor assumes responsibility for implementing and monitoring all Environment, Health & Safety precautions and programs related to the performance of services.
- b. The Contractor is solely responsible with providing a safe work environment for its employees, agents and subcontractors. Any hazards or unsafe practices the Contractor may identify that it is unable to correct or are outside the Contractor's scope of responsibility must be promptly reported to LBT. LBT reserves the right to require Contractor to discontinue operations at any time if it determines that Contractor's actions are creating an unsafe environment or situation.
- c. The Contractor must refrain from creating work hazards for others and for individuals authorized to be within or in proximity to LBT work areas.

- d. Contractors shall not operate LBT machinery without express written consent. Only licensed operators may operate forklifts or other heavy machinery on LBT property, with LBT approval.
- e. LBT is a smoke free environment. This policy applies to all contractors, their employees and subcontractors working on LBT premises.
- f. Contractors must abide by all applicable local, state, and federal rules and regulations pertaining to safe working practices and procedures to protect contractor/subcontractor employees as well as LBT staff and visitors.

4.16 PERIOD OF PERFORMANCE

This is a five-year agreement

SECTION 5 – MINIMUM QUALIFICATIONS

5.1 FIRM QUALIFICATIONS

To be considered responsive to the RFQ, firms must demonstrate that they meet the following minimum qualifications by providing a thorough response and verifiable evidence of compliance. Non-compliance with these requirements may disqualify your proposal from further consideration.

- a. Firm has not defaulted on a contract within the past five (5) years or declared bankruptcy or been placed in receivership or been denied credit within the past three (3) years.
- b. Firm has not been assessed any penalties for non-compliance with any federal, state, local, city, or county labor laws and/or regulations within the past five (5) years.
- c. Firm is currently not under investigation for any charge or claim for noncompliance with any federal, state, local, city, or county labor laws and/or regulations including, without limitation prevailing wage laws and apprenticeship laws.
- d. Firm must have a minimum of 10 years' experience and demonstrated track record of quality work, knowledge, skills, and abilities in transportation, preferably in an environment of similar size and scope of the LBT.
- e. Licensed to do business in the State of California.
- f. Experience with projects of similar size and scope.
- g. Financial capacity