Peninsula Agency on Aging

PENINSULA AGENCY ON AGING

RFP TRANS 26-1009 – Transportation Scheduling Software

RE: ADDENDUM NO. 1

Date Issued: October 29, 2026

Subject: Official Vendor Questions and Answers

Peninsula Agency on Aging hereby issues Addendum No. 1 to RFP TRANS 26-1009.

The attached Vendor Questions and Answers document, dated October 27, 2026, is incorporated into and made part of the original Request for Proposal.

All vendors shall consider the information contained in this addendum when preparing their proposals.

The question-and-answer period for this RFP is now closed. No additional vendor questions or requests for clarification will be accepted.

Except as expressly clarified or modified by this addendum, all original RFP specifications, requirements, terms, conditions, and evaluation criteria remain unchanged.

Proposal Submission Deadline: November 12, 2026, at 5:00 PM Eastern Time, subject to confirmation of applicable procurement notice requirements.

All offerors must acknowledge receipt of this addendum as part of their proposal submission.

Issued by:

Peninsula Agency on Aging
Procurement Contact: Dean D'Ambrosi, CFO

Attachment: Vendor Questions and Answers – October 27, 2026

Transportation Scheduling Software | Vendor Questions & Answers

RFP TRANS 26-1009 • October 27, 2026

Official responses should be issued to all offerors through the RFP's published addendum process. Any change to solicitation requirements or dates requires a written addendum.

1. About how many trips does PAA schedule each month, and how many client records are in the current database?

Answer: Approximately 1,100 one-way trips monthly and 1,500 client records.

2. What system holds that data today, and in what format can it be exported for conversion?

Answer: RouteMatch is the incumbent system; export format has not been confirmed.

3. Which Samsung Galaxy tablet models and Android versions are in the vehicles, and do the tablets have cellular data plans?

Answer: Samsung Galaxy Tab A tablets have cellular data plans. Android versions have not been confirmed.

4. Which funding sources or payers does PAA bill trips to, and are specific invoice formats or electronic billing files required?

Answer: No additional payer-specific billing files are identified as required.

5. Beyond what the RFP lists, are any integrations required, such as with an accounting system or a Medicaid transportation broker?

Answer: No additional integrations are currently identified.

6. Should optional items such as automated phone booking or a rider app go in the optional modules pricing table?

Answer: Reference RFP

7. What go-live date is PAA targeting?

Answer: No go-live date has been established. Offerors should propose an implementation schedule.

8. PAA is listed as an eligible user of GLTC's statewide cooperative contract (GLTC-01-06012026), on which IT Curves is an awarded vendor. Is PAA open to ordering through that contract, or will the award be made only through this RFP?

Answer: PAA will evaluate proposals under this RFP; no award through another contract is committed.

9. Will PAA hold demonstrations or interviews with shortlisted offerors, and if so, when?

Answer: May be requested under Section 10 of the RFP. Dates have not been set.

10. Has the Agency established a budget or not-to-exceed amount for this procurement for the first year and the subsequent years?

Answer: No fixed not-to-exceed budget has been published. Cost and feasibility will be evaluated under the RFP.

11. Can PAA provide three (3) days of representative sample data (e.g., trip/reservation records, scheduling, and dispatch data) from the current operation? This will help Proposers accurately assess data volume, structure, and complexity for system configuration and data migration planning. Can you also provide the garage locations?

Answer: PAA will not provide samples. Garage locations are Williamsburg, Hampton, and Newport News, Virginia.

12. Is the contract expected to transition into a multi-year SaaS agreement after initial implementation?

Answer: All information needed is included in the RFP.

13. The RFP requests that offeror include all options for adding cameras in vehicles. Could PAA clarify whether this requirement covers (a) the supply and installation of camera hardware, (b) software integration with existing or separately procured camera systems, or (c) both? If existing camera equipment is available, please provide details regarding the manufacturer, model, and required integration capabilities.

Answer: Camera options should include hardware, installation, and software integration. No cameras are currently installed.

14. Does PAA directly submit claims to the Virginia Department of Medical Assistance Services (DMAS) for Medicaid reimbursement or are Medicaid billing and claims submission handled by another organization or third-party provider and if that is included in the scope of the new solution?

Answer: No. PAA does not currently submit Medicaid claims to DMAS.

15. Depending on the billing arrangement, does PAA require an Electronic Data Interchange (EDI) integration for generating or transmitting HIPAA-compliant ASC X12 837 healthcare claims? If required, please clarify whether this capability must be included in the base solution?

Answer: No ASC X12 837 EDI integration is required.

16. Could PAA please confirm the exact make, model, operating system, and approximate version of the Samsung Galaxy tablets currently deployed in its vehicles? Please also confirm whether any additional hardware or software compatibility requirements apply to the existing devices.

Answer: Samsung Galaxy Tab A tablets have cellular data plans; specific OS versions have not been confirmed.

17. To support accurate migration planning and pricing, could PAA provide an estimate of the volume and scope of data to be migrated from the incumbent RouteMatch system? Please indicate, where available, the number of client records, historical trip records and associated history, case notes, recurring reservations, attachments, and other relevant data to be retained or transferred.

Answer: Approximately 1,500 client records and 1,100 one-way trips monthly. Historical record volumes are not confirmed.

18. Attachment 3 specifies automated database backups at intervals of no more than 15–30 minutes. Could PAA clarify the required maximum backup interval and whether specific recovery-

point and recovery-time objectives must be met? Please also identify any additional disaster recovery, retention, or backup testing requirements beyond those stated in the RFP.

Answer: All information needed is included in the RFP.

19. Are there mandatory and optional integrations required with the existing or 3rd party systems for this RFP? If yes, will agency provide the API, or will vendors need to acquire it from the providers directly?

Answer: No additional mandatory third-party integrations or APIs are identified.

20. For proposal configuration and implementation planning, could PAA confirm whether the operational information provided during the previous solicitation remains current, including approximately 1,400 one-way trips per month, 16 operating vehicles, Monday–Friday service from 8:00 AM to 5:00 PM, and six staff members requiring vendor training? Please also clarify whether any anticipated fleet or service-volume changes should be considered during the proposed contract term.

Answer: Operations are generally comparable to the prior solicitation; approximately 16 vehicles. Fleet additions may occur, subject to agreed pricing.

21. What is the anticipated go-live date and what is the desired implementation duration?

Answer: No go-live date or fixed duration is established. Propose a timeline that avoids service interruption.

22. Are there any forms that the vendors need to submit as part of the submission? If yes, please share those forms in the addendum.

Answer: All information needed is included in the RFP.

23. Please confirm if there is any DBE/MBE or WBE participation requirement or goals under this solicitation?

Answer: All information needed is included in the RFP.

24. Attachment 1 awards points for qualifying small, woman-owned, minority-owned, or veteran-owned business status. Could PAA clarify the acceptable documentation and certification standards for receiving these points? For example, would SBA certification, Virginia SWaM certification, MBE certification, or equivalent certification from another recognized authority be acceptable? Please also clarify whether the status must be held by the prime offeror or whether an eligible subcontractor's status may be considered.

Answer: Qualifying status is scored under Attachment 1. Offerors should identify the prime offeror’s status and submit available certification documentation; no specific certifier is mandated in the RFP.

25. The RFP states that the selected contractor must execute a HIPAA Business Associate Agreement if PAA determines that one is applicable. Does PAA anticipate requiring the selected software provider to execute a Business Associate Agreement before accessing or processing PAA data? If so, will PAA provide its standard agreement, or should offerors submit a proposed agreement with their proposals?

Answer: PAA anticipates requiring a BAA if the contractor will access protected health information. Final agreement terms will be addressed before access.

26. The RFP requires a standardized three-year total cost while asking offerors to specify their proposed contract term and renewal options. Could PAA confirm the intended initial contract term

and anticipated renewal structure? Please also clarify whether longer-term agreements are preferred or will be considered during evaluation and negotiations.

Answer: All information needed is included in the RFP.

27. Section 7 requests information demonstrating the offeror's financial capacity and organizational stability and notes that additional financial information may be requested during negotiations. Could PAA clarify whether any specific financial documents, such as audited financial statements, annual reports, or financial references, are required with the initial proposal?

Answer: No particular financial statement format is prescribed for initial submission. Provide sufficient evidence of financial capacity under Section 7.

28. Is there any page limit to the proposal? If yes, kindly clarify what things/items counts towards the page limit including but not limited to cover page, TOC, resumes and forms, if any?

Answer: No proposal page limit is specified.

29. What is the minimum qualifying score required to advance to the final evaluation?

Answer: No minimum advancing score is published. All information needed on qualifications is included in the RFP.

30. What are the minimum qualifications for a vendor/company to be considered a valid bidder responding to this RFP? Could PAA confirm the evaluation committee's composition and clarify whether any external agencies, funding authorities, consultants, or other third parties will participate in scoring, recommending, approving, or selecting the vendor? If so, what will their roles be?

Answer: The evaluation committee will comprise PAA staff, Department for Aging and Rehabilitative Services and legal counsel. Any required external approvals remain applicable.

31. Could PAA confirm that all proposals will be evaluated using the criteria and methodology in the RFP and formal addenda, with any additional scoring guidance applied consistently to all offerors?

Answer: Yes. Published criteria and written addenda will govern evaluation consistently.

32. Can demonstrations, discussions, or negotiations affect initial scores or final rankings? If so, how will the results be assessed, applied consistently, and documented?

Answer: Demonstrations and negotiations may inform final selection under Section 10; PAA will apply the published criteria consistently and document decisions.

33. Could PAA clarify how the 35 points for the three-year required cost will be scored, including whether the lowest-priced responsive proposal receives the maximum points? How will pricing completeness, assumptions, optional modules, and post-Year-3 escalations be evaluated?

Answer: All information needed is included in the RFP.

34. Are any factors beyond those listed in Attachment 1 considered in the evaluation or final award decision? If so, please identify them and explain how they will be applied consistently across all offerors.

Answer: No additional evaluation factors are identified beyond the published RFP and formal addenda.

35. How will overall-value considerations, including functionality, implementation risk, support, qualifications, and total cost of ownership, be balanced against the published 100-point scoring

system? Can a lower-scoring proposal be selected over the highest-scoring proposal, and how would such a decision be justified?

Answer: All information needed is included in the RFP.

36. Would it be possible for the Agency to grant an extension of at least ten (10) business days to the proposal due date to allow vendors to prepare a solid and informative proposal?

Answer: No extension is granted. The proposal deadline remains November 2, 2026, at 5:00 p.m. Eastern.

37. Please provide the anticipated number of active riders, annual one-way trips, vehicles, drivers, dispatchers, administrative users, and peak concurrent scheduling or dispatch users to be supported.

Answer: Approximately 1,500 client records, 1,100 one-way trips monthly, 16 vehicles and six scheduling staff. Other staffing/concurrency counts are not available.

38. 2. Please clarify whether the solution must provide automated route optimization, same-day dynamic dispatch, GPS or telematics integration, a driver mobile application, electronic manifests, and offline driver functionality.

Answer: All information needed is included in the RFP.

39. What incumbent systems and data sources are currently used, what historical rider and trip data must be migrated, and which external systems must the new solution integrate with?

Answer: RouteMatch is the incumbent. Export format and detailed historical migration volume are not confirmed; no additional integrations are identified.

40. What is the required implementation and go-live schedule, and what acceptance criteria or operational scenarios will be used to determine production readiness?

Answer: No fixed go-live date or additional acceptance scenarios have been published. Offerors should describe validation, testing, and transition.

41. Please identify the anticipated contract term, available budget range, required pricing structure, evaluation weights, and whether shortlisted vendors will be required to complete a product demonstration or scripted use-case exercise.

Answer: All information needed is included in the RFP.

42. Is there a specific award date?

Answer: No specific award date is established; award is subject to evaluation, negotiations and necessary approvals.

43. How many trips are completed monthly?

Answer: Approximately 1,100 one-way trips monthly.

44. How many vehicles are they using daily?

Answer: Approximately 12–14 vehicles operate daily.

45. Is there a Go Live Date?

Answer: No go-live date has been established.

46. Can PAA please confirm the average number of calls received by the Agency's call center per month?

Answer: PAA does not track a monthly call-center call count.