

**2026-**

**Transit Services**

Issue Date: 2-16-2026

Questions Deadline: 2-27-2026

Response Deadline: 3-6-2026

**Contact Information**

Contact: Wil Newcomer

Address: 5350 Belt Line Rd

Email: [wnewcomer@addisontx.gov](mailto:wnewcomer@addisontx.gov)

## Event Information

Number: 26-114  
Title: Transit Service Provider  
Type: Private Bid  
Issue Date: 2-16-2026  
Question Deadline: 2-27-2026  
Response Deadline: 3-6-2026, 2 p m , C S T  
Notes: The Town of Addison is seeking offers referencing existing cooperative contracts from qualified offerors to provide comprehensive transit solutions to augment with the option to replace existing metro transit services within the Addison town limits.

The primary objective is to implement a solution that maintains uninterrupted transportation services with primary emphasis on continuity of services for paratransit and micro-transit riders within the entirety of Addison City limits.

Responses delivered in person are to be delivered in a sealed envelope to the Procurement Division at:

Addison Town Hall  
15600 Addison Rd  
Addison, TX 75001

- \*Responses may be emailed to [Purchasing@addisontx.gov](mailto:Purchasing@addisontx.gov) in leu of hard copies delivered to Town Hall. Email size limitations may prevent some files from being received. It is a respondent's sole decision how to make a submission and the Town accepts no liability for respondent's decision or any limitations resulting in said decision(s).

## Requested Attachments

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### Offer to Town of Addison

Firm's Response to Town of Addison

### Miscellaneous

You may upload supporting documents here.

## Bid Attributes

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### 1 Form 1295 - Certificate of Interested Parties

Pursuant to Texas Government Code §2252.908 the successful vendor must file a Certificate of Interested Parties (Form 1295) with the Texas Ethics Commission prior to award of the contract, unless otherwise excepted by state law. Failure to file and send the completed form within five (5) business days of request may be grounds for declaring offer non-responsive to specifications.

Information regarding this form may be found on the Texas Ethics Commission's website at [www.ethics.state.tx.us](http://www.ethics.state.tx.us).

## Supplier Information

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Company Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

## Supplier Notes

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By submitting your response, you certify that you are authorized to represent and bind your company.

\_\_\_\_\_  
*Print Name*

\_\_\_\_\_  
*Signature*

# 2026- TRANSIT SERVICE PROVIDER

The Town of Addison is seeking offers from qualified offerors to provide comprehensive transit solutions to augment with the option to replace existing metro transit services within the Addison Town limits.

The primary objective is to implement a solution that maintains uninterrupted transportation services with primary emphasis on continuity of services for paratransit and micro-transit riders within the entirety of Addison Town limits.

## **CURRENT ENVIRONMENT**

The Town of Addison is currently served by Dallas Area Rapid Transit (DART) for local area transit by means of: Commuter Rail, Fixed Route Bus, paratransit services. The Town of Addison's current city limits encompass 4.4 square miles with a population of 17,300 as of 1/1/2025.

Respondents should review DART data on their website and provided by the Town to ascertain how they might provide continuity of service as it exists today.

### **1. SCOPE OF EFFORT**

The contractor shall design, implement and operate comprehensive micro-transit and paratransit systems reaching all areas within the Town of Addison and delivers on the requirements as stated in this document.

Expanding Services beyond the current level of service delivery for initial rollout. Future service models may consider expanded services; however, the first six months should focus on continuity of service.

The Town would also like to explore options for a pilot between the time of contract and the called election.

### **2. CONSTRAINTS**

Respondents must be able to provide services within the timeline outlined by the Town that are compliant with all appropriate federal and state guidelines for transportation and ADA considerations.

### **3. SERVICE COVERAGE AND OPERATING PARAMETERS**

- 3.1 Operate services specific hours to be determined in collaboration with the Town. Identify benchmark service levels, such as, establishing service hours, define baseline service standards (e.g., average wait time, maximum wait time, % of completed ride requests, etc.)
- 3.2 Provide transportation services throughout the designated service area encompassing the entire Town of Addison with the desire to include rally points/pick-up zones identified outside Town limits to facilitate connection to other transit hubs.
- 3.3 Implement service-level expectations for micro-transit and paratransit operations that guarantee timely, reliable service while applying strategies that stabilize costs and maintain reliability during peak-demand surges across the metroplex.

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## 3.4 Paratransit Services

- 3.4.1 Accessibility and ADA Compliance - Provide fully accessible service to individuals with disabilities in accordance with all applicable Federal regulations, laws, statutes and requirements. It is the desire of the Town to have equitable paratransit services to all within the Addison service area.
- 3.4.2 Administer and maintain a formal eligibility verification process for all paratransit. This process must confirm that applicants meet ADA paratransit qualification requirements and ensure ongoing compliance with federal and local standards.

## 3.5 Micro-transit Services

- 3.5.1 Respondents are expected to provide traditional micro-transit services with a focus on a single ride experience for the users. These services should provide the city with flexibility on wait time, cost, and other factors to ensure the best product within the budget constraints.

## 4. **USER APP/INTERFACE**

- 4.1 Provide a user-friendly mobile application compatible with iOS and Android operating systems.
- 4.2 Provide multi-language support for a minimum of English and Spanish and provide description of how other languages will be supported.
- 4.3 Ensure application accessibility compliance with Web Content Accessibility Guidelines (WCAG)

## 5. **ALTERNATIVE BOOKING METHODS**

Alternative booking methods for users who do not or cannot use the mobile app. Offerors may propose any single method or a combination of methods, such as but not limited to, live-operator telephone line, an IVR system, or web-based portal accessible through standard internet browsers.

## 6. **COSTS OF SERVICES AND PAYMENT PROCESSING**

- 6.1 Describe cost of service considerations for a public on-demand micro-transit and paratransit system
- 6.2 Maintain PCI-DSS (Payment Card Industry Data Security Standard) compliance for all payment processing activities
- 6.3 Establish clear refund and dispute resolution policies in collaboration with the City

## 7. **STAFFING AND PERSONNEL**

Provide sufficient trained and qualified staff to meet service and performance requirements, with an emphasis on ADA trained personnel for relevant paratransit service provision.

## 8. **CUSTOMER SERVICE AND SUPPORT**

Provide a comprehensive customer support mechanism to address service-related inquiries, complaints, lost and found matters, safety concerns, etc.

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**9. SAFETY AND SECURITY**

The offeror shall provide safety and security protocols to ensure the protection of passengers, personnel, and assets throughout service operations. It is of importance to the Town to offer a program that provides a safe and reliable transit service (i.e., safe passenger interaction, reliable equipment, and enhanced safety protocols for paratransit services).

**10. DATA AND REPORTING**

- 10.1 Collect comprehensive operation data (i.e., trip requests, completed trips, cancellations, miles traveled, wait times, on-time performance)
- 10.2 Provide, at a minimum, monthly Ridership statistics; service reliability metrics; customer satisfaction data; safety and security incidents; and a financial summary
- 10.3 Provide, at a minimum, quarterly a trend analysis and recommendations for service optimization
- 10.4 Continually monitor the program's cost-effectiveness and provide recommendations to improve efficiency where appropriate

**11. MARKETING, OUTREACH AND COMMUNITY ENGAGEMENT FOR LAUNCH**

- 11.1 Develop and implement a comprehensive marketing and public education campaign to promote service awareness
- 11.2 Design and provide vehicle mock-ups that align with Town of Addison branding
- 11.3 Create marketing materials in multiple languages and formats accessible to diverse populations including print, digital, video, and audio content
- 11.4 Conduct community outreach events, demonstrations, and training sessions to familiarize residents with the service, particularly targeting seniors, persons with disabilities, and technology-averse populations
- 11.5 Coordinate with Agency communications staff on branding, messaging, and public relations activities

**12. ONGOING COMMUNITY ENGAGEMENT**

Maintain an ongoing public engagement plan to gather feedback and inform service improvements, including participation in community events and meetings, partnerships with key organizations, and regular user surveys or focus groups.

**13. ADDED VALUE**

Offerors are invited to propose added value solutions that are not specifically requested but which will assist the Town in meeting its stated objectives. Examples may include additional functionality or modules, savings/deductions, unique qualifications, or new technology/ innovations.

**14. TRANSITION AND IMPLEMENTATION**

Develop a detailed implementation plan that includes, at a minimum, the project timeline, key milestones, resource allocation, and risk-mitigation strategies.

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**15. DESIRED SKILLS AND KNOWLEDGE**

The provider should demonstrate expertise in micro-transit service planning and operations; technology platforms for scheduling, dispatch, and real-time tracking; customer service and rider engagement; safety, security, and regulatory compliance; and data reporting, performance monitoring, and continuous improvement to ensure effective and high-quality service delivery.

**16. CONTRACTOR EMPLOYEE REQUIREMENTS**

- 16.1 The contractor will assign only qualified, trained, competent and reliable personnel to perform the services.
- 16.2 All employees must be able to meet the requirements stipulated with the United States Department of Justice Employee Eligibility Verification Form (Form I-9).
- 16.3 Contractor employees are required to observe all Town codes and ordinances when on Town premises.
- 16.4 In the event that the Town deems an employee unacceptable or unsatisfactory, the contractor shall remove such an employee from the project and supply a suitable replacement.

**17. WORK HISTORY/PAST PERFORMANCE**

Experience working with municipalities in delivering services of similar scope and of like size to the Town of Addison.

**18. INSURANCE**

The successful offeror must submit proof of meeting necessary insurance requirements within ten (10) business days of the request by the Town. Failure to respond within ten business days may be grounds for declaring offer non-responsive to the specifications.

**19. DATA OWNERSHIP**

All materials developed under this contract are the property of the Town. Under no circumstances shall the contractor place a copyright on any material that the contractor develops, provides, and receives for payment under this contract. All materials shall be provided to the Town representative at the time of project completion and closeout in a format defined by the Town.

All data, records, and reports relating to the Town and its citizens, customers, and/or partners (collectively, "Records"), whether in existence at the execution of the contract or compiled in the course of performing the services, shall be-as the exclusive property of the Town. The furnishing of Records to, or access to Records by, the contractor and/or its subcontractors shall not grant to the contractor or its subcontractors any express or implied interest in or license to the Records other than as is necessary to perform and provide the services to the Town. Upon request by Town at any time and from time to time and without regard to the default status of the parties under the contract, the contractor and/or its subcontractors shall, at no additional cost to the Town, promptly deliver to the Town the Records that exist at the time of the request in an electronic format that is usable by the Town.

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In conducting business and in anticipation of conducting business with the contractor, it may be necessary for the Town to share trade secrets and/or other confidential information and/or proprietary information or matter with contractor. The parties agree that such information and the materials referenced in the contract, the results and developments therefrom are confidential/proprietary information that belongs to the Town. Contractor agrees not to disclose to any third party any such trade secrets and/or confidential or proprietary information for its own separate benefits. The contractor will be responsible for its employees or agents complying with the provisions of this contract.

**20. PERIOD OF PERFORMANCE**

Period of Performance will be an initial term of six (6) months with one (1) year renewal options. The ideal timeline will include service beginning no later than within the third week of April 2026.

**21. SUBMITTAL**

Provide a comprehensive but concise response to all topical areas mentioned above and in the provided attachment.

**22. AWARD METHOD**

The Town of Addison will select the proposal that is determined to be the best value for the Town. The Town reserves the right to request presentations or demonstrations from some or all offerors. The Town reserves the right to award contracts without any negotiations and reserves the right not to make an award.

**23. BEST AND FINAL OFFER**

The Town reserves the right to request best and final offers from any or all offerors

**24. COUNCIL PRESENTATIONS**

Each proposer will have an opportunity make a 30 minute in-person presentation to the Council on March 10th, 2026 at the regularly scheduled Council meeting. Please, see Town's website for further details.

[Meetings & Agendas - Addison, Texas](#)

**25. EVALUATION CRITERIA AND WEIGHTING**

The Town will consider the Contract Price, and other criteria requested of the Proposers to determine which Proposal offers the best value to the Town. The Proposals will be evaluated using the criteria and weighting described below:

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| Rating Category | Description   | Weighting Value % |
|-----------------|---|-------------------|
| A               | Proposed Cost and Financial Sustainability  | 34                |
| B               | Council evaluation to include service coverage and access, integration with regional transit, reliability and wait times, services hours and frequency, equity and community impact, safety and rider security, rider experience and accessibility, sustainability, technology and data systems, marketing. | 33                |
| C               | Council evaluation to include service coverage and access, integration with regional transit, reliability and wait times, services hours and frequency, equity and community impact, safety and rider security, rider experience and accessibility, sustainability, technology and data systems, marketing  | 33                |
| Total           |   | 100               |

The Town reserves the right to consider in its evaluation of the Price Proposal the Total Proposal Amount on the Proposal as to its reasonableness for the actual cost of the work to complete the scope of work for this Project. The Town may consider the increased risk for contract performance problems that a significantly low Total Proposal Amount could represent.

**Date:** February 13, 2026

**To:** Potential Vendors

**Subject:** Goals & Expectations

## **Core Goals**

### **1. Ensure Continuity of Service**

- Confirm vendors can deliver uninterrupted transit and paratransit operations during transitions, emergencies, staffing shortages, and peak demand periods.
- Require vendors to demonstrate detailed transition plans if service is transferred or initiated.
- Validate that vendors have redundancy systems (vehicles, staffing pools, dispatch backups, call center resilience) to maintain operational continuity.

### **2. Guarantee High-Quality Paratransit Services**

- Ensure ADA-compliant paratransit coverage that meets or exceeds on-time performance, reservation responsiveness, and service area requirements.
- Require evidence of experience serving older adults, riders with disabilities, and mobility-dependent residents.
- Ensure vendors support same-day or near-same-day paratransit, when possible, with efficient scheduling and real-time tracking.
- Continue service to all 13 Dallas Area Rapid Transit cities.
- Ensure ability to be able to qualify paratransit riders in accordance with federal law.
- Start pilot of paratransit as soon as possible but no later than the third week of April 2026.

### **3. Evaluate Vendor Reliability & Capacity**

- Assess vendors' historical performance metrics, including:
  - On-time performance rates
  - Trip denials/cancellations
  - Safety incidents
  - Staff retention & training programs
  - Vehicle readiness and maintenance procedures
- Verify financial stability and the ability to scale with Dallas County's growth.

### **4. Ensure Transparency & Accountability**

- Require vendors to commit to regular reporting, including:
  - Monthly performance dashboards
  - Customer satisfaction metrics
  - Paratransit response times
- Define clear KPIs and escalation procedures for service failures.

### **5. Prioritize Rider Experience & Accessibility**

- Vendors must demonstrate:
  - Accessible booking (phone, app, web)
  - Real-time vehicle tracking
  - Multilingual support
  - Strong complaint resolution workflows
- Ensure paratransit riders face minimal disruption, stress, or barriers to service.
- Recommend rally/pick up points near the Addison Town limits with the no more than 3 locations.

### **6. Optimize Financial Stewardship**

- Examine cost models to ensure sustainability, transparency, and value.
- Compare vendors on:

- Cost per trip
- Cost efficiency for paratransit vs. fixed-route/on-demand
- Proposed long-term capital investment (vehicles, technology, service expansion)

## **7. Align Transit with Community Priorities**

- Ensure proposed transit solutions support:
    - Workforce access
    - Healthcare and social-service access
    - Regional mobility connectivity
    - Growth trends within Dallas County
  - Confirm vendors are willing to collaborate with regional partners (cities, DART, NTX mobility agencies).
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**TOWN OF ADDISON  
GENERAL CONTRACTUAL INSURANCE REQUIREMENTS**

Vendors/Contractors performing work on Town property for the Town of Addison shall provide the Town a certificate of insurance evidencing the coverage's and coverage provisions identified herein. Vendors/Contractors shall provide the Town evidence that all subcontractors performing work on the project have the same types and amounts of insurance as required herein or that the subcontractors are included under the vendors/contractor's policy. The Town, at its discretion, may require a certified copy of the policies, including all relevant endorsements.

Listed on the following pages are the types and amounts of insurance required.

General Requirements Applicable to All Insurance

1. The vendor/contractor shall obtain and maintain the minimum insurance coverage set forth in this section during the entire contract period.
2. The vendor/contractor agrees that the insurance requirements specified herein do not reduce the liability vendor/contractor has assumed in any indemnification/hold harmless section of the contract.
3. Coverage shall be on a primary basis and non-contributory with any other insurance coverage and/or self-insurance carried by the Town.
4. Vendor/contractor is responsible for providing the Town a minimum of 30 days' notice of a material change or voluntary cancellation of insurance coverage required under this contract and notice within 10 days of any notice of termination no matter the cause.
5. Where indicated as required, "The Town of Addison, the Town Council and its members, the Town's agents, officers, directors, and employees shall be included as an additional insured under all insurance coverage required."
6. Endorsements for certain coverages may be required, see the following pages for coverages requiring endorsements.

Evidence of Insurance Required

Prior to commencement of work, and thereafter upon renewal or replacement of coverage required by this contract, vendor/contractor shall furnish City a Certificate(s) of Insurance (COI) on a form approved by the Texas Department of Insurance and signed by an authorized representative of each insurer.

**The COI shall contain the following information and accompany required endorsements as identified (see #3, #5 and #6):**

- List each insurer's NAIC Number or FEIN
- State the following in the Certificate Holder Section:

The Town of Addison  
Risk Management  
5300 Belt Line, Road  
Dallas, Texas, 75254

## Transit Services Insurance Requirements

| Coverage  | Requirement  | Details        | Importance |
|---|--|----------------|------------|
| <b>Auto</b>   | Limit per Accident or Combined Single Limit  | 1,000,000      | Major      |
|   | Coverage to include "Owned, Non-Owned, and Hired" automobiles.   |                | Major      |
|   | Additional Insured - CA 2048   |                | Major      |
|   | Applicable endorsements attached for additional insured, waiver of subrogation, and primary and non-contributory.  |                | Major      |
|   | Waiver of Subrogation  |                | Major      |
|   | Primary & Non-Contributory   |                | Major      |
|   | Project number and name/description must be included.  |                | Major      |
|   | 30 Day NOC   |                | Major      |
|   | AM Best Rating   | A- (Excellent) | Major      |
|   | "The City, City Council & its members, City's agents, officers, directors & employees" shall be included as additional insured.  |                | Major      |
| <b>General Liability</b>  | Limit per Occurrence   | 1,000,000      | Major      |
|   | Aggregate Limit  | 2,000,000      | Major      |
|   | Personal & Advertising Injury Limit  | 1,000,000      | Major      |
|   | Products & Completed Operations Limit  | 2,000,000      | Major      |
|   | <b>Sexual Abuse and Molestation Coverage shall be maintained with limits of insurance not less than \$1,000,000 per occurrence and \$2,000,000 aggregate limit. This coverage may be included within the General Liability policy or under a separate standalone policy.</b> |                | Major      |
|   | Additional Insured - CG 2010 or 2033 and 2037 (or equivalent)  |                | Major      |
|   | Applicable endorsements attached for additional insured, waiver of subrogation, and primary and non-contributory.  |                | Major      |
|   | Primary & Non-Contributory   |                | Major      |
|   | Waiver of Subrogation  |                | Major      |
|   | Project number and name/description must be included.  |                | Major      |
| AM Best Rating  | A- (Excellent)   | Major          |            |
| 30 Day NOC  |  | Major          |            |
| "The City, City Council & its members, City's agents, officers, directors & employees" shall be included as additional insured. |  | Major          |            |
| <b>Umbrella</b>   | Limit per Occurrence & Aggregate Limit   | 10,000,000     | Major      |
|   | Additional Insured   |                | Major      |
|   | Waiver of Subrogation  |                | Major      |
|   | Primary & Non-Contributory   |                | Major      |
|   | Project number and name/description must be included.  |                | Major      |
|   | Applicable endorsements attached for additional insured, waiver of subrogation, and primary and non-contributory.  |                | Major      |
|   | AM Best Rating   |                | Major      |
|   | 30 Day NOC   |                | Major      |
| "The City, City Council & its members, City's agents, officers, directors & employees" shall be included as additional insured. |  | Major          |            |
| <b>Crime</b>  | Limit per Occurrence   | 1,000,000      | Major      |
|   | Must include: Employee dishonesty, theft, forgery or alteration, theft, disappearance, destruction, funds transfer and social engineering fraud.   |                | Major      |
| <b>Professional Liability</b>   | Limit per Claim  | 2,000,000      | Major      |
|   | Aggregate Limit  | 2,000,000      | Major      |
|   | If the services involve software or technology services, Technology Liability coverage, including coverage for privacy liability.  |                | Major      |
|   | Technology errors & omissions coverage   |                | Major      |

**Transit Services Insurance Requirements**

| <b>Coverage</b>             | <b>Requirement</b>  | <b>Details</b> | <b>Importance</b> |
|-----------------------------|---|----------------|-------------------|
|                             | Cyber liability, extortion, and network security coverage   |                | Major             |
|                             | If the services involve outsourced technology or internet services, Network and Media Liability coverage is required. |                | Major             |
|                             | Retro Date is Known for Claims Made Policies  |                | Major             |
|                             | Waiver of Subrogation   |                | Major             |
|                             | Project number and name/description must be included.   |                | Major             |
|                             | AM Best Rating  | A- (Excellent) | Major             |
|                             | 30 Day NOC  |                | Major             |
| <b>Workers Compensation</b> | Employers Liability Limit   | 1,000,000      | Major             |
|                             | Limit Meets WC Statutory Minimum  |                | Major             |
|                             | Self-Insured Retention Declared & Approved  |                | Major             |
|                             | Waiver of Subrogation   |                | Major             |
|                             | Project number and name/description must be included.   |                | Major             |
|                             | AM Best Rating  | A- (Excellent) | Major             |
|                             | 30 Day NOC  |                | Major             |