

REQUEST FOR PROPOSALS
FOR

Third Party Transportation Provider

In the counties of Bulloch, Camden, Chatham, Effingham, Glynn, Liberty, McIntosh, and Screven

FOR

COASTAL REGIONAL COMMISSION
Coastal Regional Coaches Program
Darien, GA

(Issued on June 3, 2014)

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I. General Information

The Coastal Regional Commission's Coordinated Transportation Program (hereinafter referred to as "CRC") operates a coordinated regional transportation system in ten (10) counties including Bryan, Bulloch, Camden, Chatham, Effingham, Glynn, Liberty, Long, McIntosh, and Screven as well as the 35 municipalities within these counties. The Coastal Regional Coaches Program is the only rural transit provider in the region. This system affords transportation services to meet the needs of our seniors, persons with disabilities, low-income households, and the general public simultaneously. All services are coordinated on one fleet of vehicles to ensure efficiency and reduce the overall costs associated with the service.

The CRC works in coordinated and cooperative efforts with the Georgia Department of Human Services, Georgia Department of Transportation, community-based organizations, and elected officials. We also communicate daily with human service agencies, senior centers, medical facilities, and private agencies to schedule these transportation services. The service that the CRC Coastal Regional Coaches Program offers provides service to the general public, with the majority of ridership stemming from our elderly residents, disabled, and low-income households. Without this service, many would be unable to go to their doctor, pick-up their medications, go to the grocery store, visit a family member, attend a local event, or social outing. This service is much more than a method to increase the quality of life for people in our region, it provides an essential need for many of our riders who have health related problems and must utilize our service as a lifeline to dialysis appointments and other medical facilities necessary to preserve their health.

II. Objective

The Coastal Regional Commission (CRC) is requesting proposals from Third Party Operators to provide Public Transportation services for a Section 5311 Regional Rural Public Transportation Program sponsored by the Georgia Department of Transportation (GDOT) as well as for Department of Human Resources (DHR) Coordinated Transportation services to DHR consumers in **Bulloch, Camden, Chatham, Effingham, Glynn, Liberty, McIntosh, and Screven Counties**. The objective of this procurement is to obtain the services of a qualified Transportation Provider with the demonstrated knowledge, experience, competence, resources, and familiarity with Transportation services designed to serve the public.

The CRC seeks to obtain the most cost-effective, efficient, and affordable transportation services from a Transportation provider who will operate with a maximum level of coordination with other transportation systems operating within the CRC region.

III. Scope of Work

a. Overview

The overall objective of this Request for Proposals is to solicit the qualified and professional services of a Transportation Provider on a contractual basis. The proposed Transportation Provider will be contracted to deliver the following services:

- Provide public Transportation services to citizens within Bulloch, Camden, Chatham, Effingham, Glynn, Liberty, McIntosh, and Screven Counties, primarily;
- Provide regional transportation as needed and requested on an intraregional basis;
- Coordinate with human service transportation programs within the CRC service area;
- Hire and manage all Transportation drivers in accordance with provisions specified within this Contract;
- Provide any and all information needed by the CRC Call Center or any member of the Coordinated Transportation Department in order to provide efficient and effective transportation services, including, but not limited to, information regarding driver availability, bus availability and maintenance concerns by dates and or times provided by CRC staff, and offer referral services to outside transportation providers when necessary;
- Provide day to day oversight for drivers and staff assigned to service area counties;
- Meet all reporting requirements by specified deadlines with all required documentation and verification attached;
- Deliver provision of services in a manner to guarantee a high level of quality assurance; and
- Must carry liability and workers compensation insurance in accordance with specific limits based on GDOT and DHS requirements
- Provide public transportation beyond these CRC county boundaries to other counties within the coastal region as needed and scheduled.
- Must ensure that all personnel are PASS trained and certified, and are certified in First Aid and CPR; and that all certifications remain active and current during their employment with the transportation provider.
- Must require a clean MVR; and report any citations or accidents that occur with their drivers.
- Staff and drivers employed by the Transportation Provider must submit to fingerprint checks and criminal background checks. Employees with a felony offense on their record will not be employed. Some misdemeanors, contingent upon the offense, may also preclude employment for these positions.
- Transportation providers must complete an E-Verify form as a mandatory condition of this contract. A copy of the E-Verify form is attached.

b. Requirements

The Coastal Regional Commission oversees the Drug and Alcohol Policy and Program for the public transit system. This is regulated by the U.S. Department of Transportation and the Federal Transit Administration. As a condition of this contract, the contractor shall adhere to all applicable

Federal regulations and those policies established by the Coastal Regional Commission (CRC) regarding drug and alcohol testing for the transit system. Failure to adhere to any of the provisions herein or those within the established Federal regulations and CRC policy shall be a direct violation of this contract and the established regulations/policies. Performance shall be monitored and violations shall result in stiff penalties against the contractor to include monthly reimbursement withholdings, up to termination of the contract award.

Since the CRC oversees the drug and alcohol testing program for the transit system, all tests must occur with the knowledge of the CRC and all testing records for employees shall be maintained by the CRC. The CRC Drug and Alcohol Program Manager (DAPM) shall be the point of contact and shall coordinate with the contractor and the authorized supervisors.

The CRC conducts the following tests: Pre-employment, Random, Post-Accident, and Reasonable Suspicion. The CRC and its transportation contractors will operate under a “zero tolerance” work environment. There will be no “second chance” consideration made for those individuals who have a positive alcohol or drug test. Testing positive on a drug and alcohol test shall result in termination of employment and the contractor must ensure that the employee is removed from service.

The DAPM shall provide the contractor and/or their supervisors all appropriate forms to use as part of the testing program. The Contractor must use all forms provided by the CRC.

Supervisor Responsibilities:

- The contractor or an authorized supervisor shall coordinate with the DAPM for all tests.
- Only an authorized supervisor can notify an employee of a testing order and document an order to test form as supplied by the DAPM.
- Supervisors are required to administer a test as established by the DAPM – this would include the date of the test and the time of the test, so they must be available to administer an order to test form to an employee at any time established by the DAPM. In some instances, testing will be required before the safety-sensitive employee begins their work day or immediately following their shift, which may result in “after-hours” testing.
- Supervisors and/or other company officers authorized by the contractor or CRC to make reasonable suspicion determinations shall receive at least 60 minutes of training on the physical, behavioral, and performance indicators of probable drug use and at least 60 minutes of training on the physical, behavioral, speech, and performance indicators of probable alcohol misuse. This training may be provided through GDOT or the CRC.
- Supervisors are required to report to the scene of an accident in order to determine if a DOT drug and alcohol post-accident test is required for an employee involved in an accident. Training necessary to making the testing determination and properly documenting the accident shall be provided.
- If a supervisor performs safety-sensitive duties, they shall adhere to all Federal and CRC testing requirements and may be subject to drug and/or alcohol testing.
- If a supervisor cannot meet these responsibilities, or is found by the DAPM to be insufficient in ensuring compliance with Federal testing regulations, they shall be removed from their supervisory duties and the contractor must provide another supervisor to serve in this position.

Employee Requirements:

- All covered employees must receive at least 60 minutes of training on the effects and consequences of prohibited drug use on personal health, safety, and the work environment, and on the signs and symptoms that may indicate prohibited drug use.
- All employees shall adhere to the CRC substance abuse testing policy as a condition of their employment.
- Employees shall submit for a test as ordered by the CRC. Failure to do so is a test refusal resulting in termination of employment.

The Contractor or authorized supervisor must complete the CRC's "Checklist for Successful Safety-Sensitive Employee Applications" for each applicant, which shall be provided. The Contractor or their designated supervisor must coordinate with the DAPM throughout the hiring process. Copies of the full employee application for each applicant shall be provided to the DAPM. The hiring process involves the following steps once an application has been received: Criminal Background Checks, to include fingerprinting, conducted by the contractor; Approval from CRC's Insurance for driver positions; Previous employee DOT testing history checks from former employers conducted by the DAPM; and Pre-employment Drug and Alcohol Testing.

No applicant or transfer will be allowed to operate in a safety-sensitive position until verified negative tests results are received by the DAPM.

The DAPM shall notify the contractor and/or supervisors of any changes in the drug and alcohol testing policy and program.

The Transit Provider shall deliver transportation services in accordance with the guidelines and policies set by the GDOT Section 5311 Public Transportation Administrative Guide, and in accordance with the requirements of this RFP. All manuals and policies pertaining to the GDOT Section 5311 Public Transportation Program hereby become a part of this RFP. Updates to these policies and manuals will be distributed to the successful Transit Provider, which may hereby update the information contained in this Request for Proposals.

The Project Manager will:

- Coordinate and manage the overall day-to-day operations necessary for the provision of transportation services and the maintenance of appropriate records and systems of accountability to report to the CRC and respond to the terms of the Contract.
- Provide assurance that transportation services meet health and safety standards for vehicle maintenance, operation and inspection, driver qualifications and training, problem/complaint resolution, and the delivery of courteous, safe, and timely transportation services.
- Prepare and maintain a detailed work plan that defines the required tasks for implementation and delivery of services of the program. The work plan will designate responsibilities in each area to specific staff or subcontractors of the Transit Provider.
- Certify that all transportation services billed are for those that have been properly authorized.
- Provide staff and managers with the experience and expertise to implement the services and maintain its ongoing operations in accordance with the functional requirements specified throughout this RFP and contract.
- Defend all suits brought upon such claim and pay all costs and expenses incidental thereto.

- Implement such service expansions or improvements as may be recommended by the CRC and the Transit Provider, or as may otherwise be agreed upon between the parties during the contract period.
- Provide staff to field telephone calls that may not pertain to the Section 5311 Public Transportation Program, but may pertain to the welfare of consumers in the area such as referring consumers to other programs, including the Department of Community Health’s Non-Emergency Transportation program (NET), Georgia Department of Human Resources Coordinated Transportation Program, case management staff, or other information and referral lines. CRC staff will assist in training individuals with regard to other programs and keep staff updated on current programs.
- The Transit Provider is responsible for managing and supervising their staff to administer, operate, expand, and maintain the GDOT Public Transportation System.

The Transit Provider’s personnel shall have the required skills, ability, willingness, and experience to perform the services of this RFP. If, at any time, based upon evaluation of the Transit Provider’s progress and performance, it is determined that the Transit Provider’s assignment of personnel who lack the requisite qualifications has resulted in a default by the Transit Provider, the contract may be terminated. However, an opportunity may be provided for the Transit Provider to cure such default by replacing the unqualified personnel with qualified personnel within thirty (30) calendar days of receiving a default notice.

The Transit Provider shall make transportation services available ten (10) hours-per-day, five (5) days per week for public transportation services. Service hours will be between the hours of 7:00 a.m. and 5:00 p.m., Monday through Friday. These core hours may be adjusted as demand warrants in order to meet the needs of the passengers on the a.m. or p.m. routes. The Transportation Provider must have the ability to meet the needs of human services transportation 24-hours per day, seven days per week as needed, including early morning, night and weekend hours, and including holidays. Transportation must be provided for the Tybee Island shuttle seven days per week during the hours of 10:00 a.m. – 5:00 p.m. or until such time as all riders are transported back to destination of origin.

The Transit Provider will provide coordinated rural public and human services transportation by utilizing GDOT designated public transit vehicles only.

c. Proposal Content Requirements

- Title Page
- Letter of Transmittal
- Table of Contents
- Project Work Plan
- Projected cost and budget report (Budget sheet attached)
- Experience and Qualifications
- Organizational Chart as it relates to this contract, by position and responsibility
- Copies of the following: Mission, Vision and Values Statement for the Transportation Provider, Policies to govern use of vehicles for business and personal use, employee policies relative to rules of employment, equipment accident and damage reporting procedures,

employee personal accident/injury reporting procedures, lost or stolen privately-owned tools or equipment policy, key control policy

- Responses must include past performance relating to fleet management and demonstrate clear effective tools used to support the efficient management of staff and resources for a transportation program. Failure to demonstrate past performance may disqualify a vendor from future contact.

IV. Expected Timeline

RFP issued- June 3, 2014

Mandatory Bidder's Conference (at CRC Office in Darien) – June 12, 2014 at 10 a.m.

Deadline for written questions – June 16, 2014

RFP closes- June 20, 2014

RFP Selection complete and winning vendor contacted to begin contract – June 27, 2014

Winning vendor to begin contract on July 1, 2014

V. Addenda to the Request for Proposals

In the event that it becomes necessary to revise any part of this RFP, addenda will be provided to all Agencies invited to respond.

VI. Submission of Proposals

One (1) hard paper copy of sealed Proposals must be received by 4:00 p.m. Eastern Time, June 20, 2014. In order to limit paper copies, we are also requesting one (1) CD copy be included of the proposal. Faxed and/or emailed proposals will not be accepted.

All sealed Proposals must be plainly marked in the lower left hand corner, "CRC Transportation Provider" and sent to the following address:

Coastal Regional Commission
Attn: Transportation Department
1181 Coastal Drive, SW
Darien, GA 31305

Inquiries concerning technical and/or procurement information should be directed to David Dantzler, Mobility Manager, at (912) 437-0835, or ddantzler@crc.ga.gov.

VII. Late Proposals

Late and/or incomplete proposals will not be accepted.

VIII. Evaluation and Selection Process

Proposals will be reviewed for responsiveness and content by a review team consisting of CRC transportation staff, Georgia Department of Transportation staff, Georgia Department of Human Resources staff, and a representative of the CRC Executive Council.

Step 1: Proposals will be reviewed for completion and clarity by the Coordinated Transportation review team.

Step 2: The Coordinated Transportation review team will make a formal recommendation to the Executive Director. The proposed bidder may be asked to make formal or informal presentations at that time.

Step 3: The Executive Director will then give the Transportation Director the authority to negotiate a final budget and contract with the winning bidder(s) for service provision.

IX. General Criteria for Evaluating Proposals.

Understanding the Service: This refers to the Transportation Provider's understanding of the CRC's needs as detailed in this RFP, and the nature and scope of the work involved.

Responsiveness: This refers to how well the proposal meets the requirements of the CRC in terms of the provider's commitment and format to provide updates on time.

Experience: The experience of the proposed Transportation Provider should be documented. Address existing/pending contracts with other transit entities in Georgia

X. Contract Award

The CRC reserves the right to accept, reject, or request changes in proposals. The CRC will work closely with the selected Transportation Provider(s) to develop or refine a detailed scope of work, schedule for completion of tasks and costs associated with service included in the contract documents. The CRC is not liable for any costs incurred by the Transportation Provider in preparation of proposal.

Initial contract term will be for the period of July 1, 2014 through June 30, 2015. The contract will have the option to renew for two (2) additional normal contract periods based on previous year performance, availability of funds, and approval by the CRC Executive Council.

XI. Meetings

The Transportation Provider shall meet with members of the CRC staff as needed.

XII. Contract

The Transportation Provider will be required to sign a contract with the CRC relating to the work to be performed.

XIII. Response Material Ownership

The material submitted in response to the RFP becomes the property of the CRC and will only be returned to the responding Transportation Provider at the CRC's option. Responses may be reviewed by any person after the final selection has been made. The CRC has the right to use any or all ideas presented in reply to this request. Disqualification of a Transportation Provider does not eliminate this right.

XIV. Acceptance of Proposal Content

The contents of the proposal of the successful Transportation Provider may become contractual obligations if the CRC wishes to execute a contract based on the submitted proposal. Failure of the successful Transportation Provider to accept these obligations in a contract may result in

cancellation of the award and such Transportation Provider may be removed from future solicitations.

XV. Reference Checks

The CRC reserves the right to contact any reference or any client listed in the documents for information which may be helpful to the CRC in evaluating the Transportation Provider's performance on previous assignments

XVI. General Conditions of RFP

- a) The CRC reserves the right to reject any and all proposals, to waive any informality, to request interviews of the Transportation Provider prior to award and to select and negotiate the Transportation Provider services in the best interest of the CRC.
- b) The Transportation Provider shall guarantee to perform the services offered and the total price of the proposal for a period of not less than 60 days from the deadline for submission of proposals.
- c) The CRC reserves the right to accept all or part of any proposal, and to negotiate a contract for services and cost with the selected Transportation Provider.
- d) The Transportation Provider shall provide all necessary personnel, materials and equipment to perform and complete all work under this proposal to include documentation on insurance liability and coverage.
- e) The CRC intends to recommend award of a contract to the Executive Director for the requested services within one (1) week of receipt of the proposals. The Transportation Provider shall be prepared to commence work by July 1, 2014 upon execution of a contract with the CRC.
- f) Unless otherwise stated, invoices are to be submitted to the CRC Transportation Department upon delivery of service to the CRC. Invoices with all required verification included must be submitted by the TPO for reimbursement by the 5th work day of the following month for DHS human services billing, and by the 10th "calendar" day for rural public transit billing. The Transportation Provider must use template(s) provided by CRC for all invoicing. Verification to support the expenses submitted by the Transportation Provider must be included with the invoice by the deadline. Expenses submitted without verification to support the charge will not be accepted and/or processed for reimbursement.
- g) The Transportation Provider understands that these transportation programs are reimbursement programs, and can validate that they have the financial resources available to support the program until reimbursement is received. Unless otherwise stated, payment will be made once monies are received from grant funding agencies for services invoiced. Typically, reimbursement is made to the CRC by DHS and GDOT within 30 – 45 days following submission of the CRC's reimbursement request. Transportation providers are paid upon receipt of these reimbursements from DHS and GDOT. In the event that either of the sources of reimbursement for services under this contract are reduced during the term of this contract, the CRC has the absolute right to make financial and other adjustments to this contract and to

notify the transportation provider accordingly. Such adjustment(s) may require a contract amendment including, but not limited to, a termination of the contract.

- h) This contract will be for the services described in the RFP; however, this agreement should not be considered exclusive. As deemed necessary, the CRC reserves the right to obtain these services from any other vendor.
- i) Notification of the parties shall be considered to have been constructively received when it is mailed via the United States Postal Service or delivered in hand to the parties as stated in the contract.
- j) Proposal shall also mean quotation, bid, offer, qualification/experience statement, and services. Proposers shall also mean vendors, offerors, bidders, or any person or firm responding to a Request for Proposals.
- k) All contracts entered into by the CRC shall be governed by the Laws of the State of Georgia. Any disputes shall be resolved within the venue of the State of Georgia.

Proposal Title Sheet for Coastal Regional Coaches Transportation Provider Services in Bulloch, Camden, Chatham, Effingham, Glynn, Liberty, McIntosh, and Screven Counties.

Date: _____

I/We _____ the undersigned, do hereby propose to furnish the CRC, Coastal Regional Coaches Program, a Third Party Transportation Provider Proposal, in accordance with all terms and specifications contained herein:

Attach one (1) hard copy of your proposal package as well as one digital copy.

NAME OF FIRM: _____

SIGNATURE & TITLE: _____

ADDRESS: _____

TELEPHONE NUMBER: _____

FAX NUMBER: _____

Transportation Provider shall answer to the following questions by circling the appropriate response or completing the blank provided:

Transportation Provider Profile:

IS YOUR FIRM? (Please circle one)

- | | | | |
|----|-----------------------------------|-----|----|
| A. | Sole Proprietorship | YES | NO |
| B. | Partnership | YES | NO |
| C. | Corporation | YES | NO |
| D. | Private, Non-Profit | YES | NO |
| E. | Private, For-Profit | YES | NO |
| F. | Government | YES | NO |
| G. | Disadvantaged Business Enterprise | YES | NO |

LIST LEGAL NAMES of TRANSPORTATION PROVIDER:

Total Number of Employees _____

*This includes all persons that will be paid through this contract. Please specify the number of Executive, Administrative, Dispatchers, and Drivers that make up the total number.

References: List **at least three** (3) references, with two being of same general scope as stated **herein**.

NAME

Contact Person

Title

Address

P.O. Box

City

State

Zip

Phone Number

Fax Number

NAME

Contact Person

Title

Address

P.O. Box

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