

Chatham County Council on Aging Policy and Procedure for Request for Proposal (RFP) for Transportation [2019]

To be eligible for consideration, the proposing company must be capable of supplying the services as noted herein and must be financially solvent as evidenced by financial statements or a Dun and Bradstreet or similar review.

I. Submittal Date, Location, and Opening

Proposals will be received until 5:00 pm on the date published as the Closing Date. Proposals sent in writing or faxed on the proposing firm's letterhead or by email are acceptable. Proposing firms will be expected to allow adequate time for delivery of their proposals, either by airfreight, postal service, or other means.

Proposals must be received at either P.O. Box 715, Pittsboro, NC 27312, the Eastern Chatham Senior Center at 365 Highway 87 N Pittsboro, or via email at dennis.streets@chathamcouncilonaging.org.

Proposals should be delivered in a sealed envelope plainly marked "Chatham County Council on Aging Transportation RFP" or this statement should be used in subject line of proposal submitted via email. The proposers' names will be recorded and listed; however, the proposals will not be public record until an award is made.

II. Late Proposals

The closing date is **Friday, May 24, 2019 at 5 pm**. Late bids will not be accepted under any circumstances.

III. Definition and Context

Unless otherwise specified in this document, all words shall have a common meaning unless the context in which they are used clearly requires a different meaning. Words in the singular number include the plural, and in the plural include the singular.

IV. Conditions of Proposal Submittal

- A. All proposing firms shall comply with all conditions, requirements, and specifications contained herein, with any departure constituting sufficient cause for rejections of the proposal. However, the Chatham County Council on Aging (the Agency) reserves the right to change the conditions, requirements, and specifications as it deems necessary.
- B. The proposal must be signed by a duly authorized official of the proposing company submitting it.
- C. No proposal will be accepted from any person, company, or corporation that is in arrears for any obligation to the Agency, or that otherwise may be deemed

irresponsible or unresponsive by agency staff or the Board of Directors. The proposal must include a notarized certification of no overdue tax debt (per Administrative Letter No. 14-14 of the NC Division of Aging and Adult Services).

- D. The proposing company must have at least three years of business operations in the transportation service.
- E. Only one proposal will be accepted from any person, company, or corporation.
- F. The Chatham County Council on Aging reserves the right to reject any and all proposals or any part thereof and to award the contract to the most responsive and responsible proposing company as deemed in the best interest of the Agency.
- G. All proposals shall be prepared in a comprehensive manner as to content, but no necessity exists for expensive binders or promotional material. Promotional material will not be considered as part of the proposal and will not affect its evaluation.
- H. All costs, including travel and expenses, incurred in the preparation of the proposal shall be borne solely by the proposing company.
- I. The Agency reserves the right to request additional references.
- J. The Agency will not return to proposing firms the proposal or other information supplied to the Agency.
- K. The Agency reserves the right to order additional quantity (e.g., additional routes which might affect the contractor's costs if they involve areas of the county not currently served, right to exceed the current average number daily riders).
- L. The Agency reserves the right to extend the awarded service for a period of one year on the same proposal specification. In the event the year model or service changes, the Agency reserves the right to accept the second year at the same or better pricing. The contractor will be allowed to present justification for updating the per trip costs in year 2, which may or may not be accepted by the Agency.

V. Evaluation of Proposals

A selection will be made on the basis of the proposals received. The company selected for the award will be chosen on the basis of the benefits to the Agency and not necessarily on the basis of lowest price. All proposals will be evaluated by a team assembled on the recommendation of the Council's Programs and Services Committee. The Agency's Board shall make the final determination of the company selected.

The Agency reserves the right to reject any or all proposals or any part thereof and to select the most responsive proposal that is deemed in the best interest of the Chatham County Council on Aging and its service clients. No proposals will be accepted from any person or organization that is in arrears for any obligation to the Agency, or that otherwise may be deemed irresponsible or unresponsive by Agency personnel and Board of Directors.

The Agency reserves the right to enter into an agreement with another proposing company in the event that the originally selected company fails to execute a contract with the Agency or defaults on their contract.

The Agency reserves the right to negotiate with any, none or all of the proposing companies. No agreements with any selected company shall be binding until a contract is signed and executed by the Agency and authorized representatives of the company.

V. Evaluation Criteria

The recommendation will be based on the proposal which best meets the Agency's needs taking into consideration a number of criteria, including:

- A. The degree to which the proposal meets or exceeds the terms of the specifications as advertised, including insurances, licenses and assurances.
- B. Results of reference checks and past performance for other clients.
- C. Past performance with the Agency.
- D. Documented history of capacity to accommodate the expected volume of clients, reservations, and scheduling changes, and to accommodate the required number of routes and vehicles (including back-up vehicles). This includes documented history of capacity to accommodate the typical ADA accommodations required by Agency clients (e.g., wheelchair lifts) to facilitate access.
- E. Perceived ability to provide quality service (e.g., measures of customer service, client satisfaction, drivers judged to be courteous and helpful, length of time people wait for pick up after medical appointments).
- F. Capacity to provide coordinated rides per the county's overall transportation coordination goals as demonstrated by past contracts of at least a year's duration and a narrative explanation of the means by which coordinated rides were supported by multiple funding sources via shared vehicles, shared staff, and/or shared operating costs.
- G. Price.

All of these criteria will be considered important.

VII. Proposal Preparation and Information

- A. The submitted proposal shall contain all information as requested herein, and any additional information necessary to summarize the overall benefit of the proposal to the Agency.
- B. The proposal shall include the following:
 - 1. A cover letter shall be provided that states the name, address, and telephone number of the proposing company. The letter must bear the signature of the

- person having the authority to offer the proposal for the company and bind the company in a formal contract with the Chatham County Council on Aging.
2. A response that defines the methods and means by which the proposing company will deliver the service(s) outlined in this proposal.
 3. Completed and clear indication of how the company will satisfy the proposal specifications with an indication and explanation of any variances (in narrative or tabular format).
 4. A project timeline that outlines the estimated date of delivery or start-up of service.
 5. Total proposal price(s), including projected per trip cost for the nutrition/errand transportation program (subscription trips) and the medical transportation trips (demand-response trips).
 6. A list of three appropriate references with current contact information (including contact persons, telephone numbers, and email if available) for which similar work has been performed. These references should be other agencies that have used the proposed company's services for at least a year.
 7. The company must state that the proposal was developed without collaboration with any other person, company or parties making a similar proposal and that it is in all respects fair and in good faith without collusion and fraud.
- C. Submission of a proposal shall be taken as an indication that the proposer has full knowledge of the scope, nature, quality and quantity of the work to be performed, and the detailed requirements and conditions under which the service is to be provided. This would include a working knowledge of the State standards for elderly transportation under the Home and Community Care Block Grant found at <https://ncdhhs.s3.amazonaws.com/s3fs-public/documents/files/Transportation.pdf>
- D. If any part of the work is to be subcontracted, the sub-contractual arrangements shall be the sole responsibility of the company. The company shall provide a description of the subcontracting organization(s) and the proposed contractual arrangements to be made therewith. All subcontractors must be approved in writing in advance by the Chatham County Council on Aging.

VIII. General Requirements of the Successful Proposing Company

Once the award by the Board of Directors of the Chatham County Council on Aging has been made, the successful company shall enter into a written contract with the Chatham County Council on Aging within ten (10) days after notice of the award for an effective date of service beginning July 1, 2019.

IX. Inquiries and Corrections

All inquiries relating to this request shall be addressed to:

Chatham County Council on Aging Director
P.O. Box 715
Pittsboro, NC 27312

or to

Dennis Streets at Dennis.Streets@chathamcoa.org; 919-542-4512.

If a proposing company finds discrepancies in or omissions from the specifications or should require additional clarification of any part thereof, a written request for interpretation shall be submitted to the above mentioned contact at the Council on Aging. Any interpretation of or change made to the Request for Proposal will be made by written addendum to each proposing company and shall become part of the request for any contract awarded. The Agency will not be responsible for the accuracy of any other oral explanations, interpretations, or representations. All inquiries shall be made in writing and all responses will be provided in writing (which might be in the form of an email and/or posted on the Agency's website), with copies sent to all proposing firms. To be given consideration, inquiries must be received at least five (5) calendar days prior to the deadline for the submission of the proposal. It shall be the responsibility of each proposing company to verify that every addendum has been received prior to submitting a proposal.

Purpose of the RFP for Transportation Service

The Contractor will offer transportation services for assisted group transportation for older adults in Chatham County for the fiscal year beginning July 1, 2019. The Council on Aging contracts to provide transportation to the Western Chatham Senior Center in Siler City and Eastern Chatham Senior Center in Pittsboro for activities and lunch as well as weekly trips to the grocery store and pharmacy. The Council on Aging has about 80 clients on 8 routes that receive transportation. Details about the existing routes are available by contacting dennis.streets@chathamcoa.org.

1. SCOPE OF WORK

A. Service Description

The Contractor will provide transportation to Chatham County residents who participate in the programs for which the Council on Aging arranges transportation and to residents who require individual transportation for medical appointments, shopping or other needs also as arranged by the Council on Aging.

Clients have a range of mobility and ambulation, some utilizing walkers, canes or wheelchairs. Employee drivers of the contractor are required to aid and assist clients both

on and off the transportation vehicles and safely into and out of the Western and Eastern Chatham Senior Centers. This provides clients and their families the comfort and assurance that every effort is made to prevent injuries and falls. Drivers will also assist with groceries and other items they purchase during shopping trips.

Transportation service will be provided Monday through Friday according to the schedule provided by the Agency. Transportation will not be required on weekends or on days that the Agency is closed. Evening and weekend transportation may be negotiated between the Agency and the Contractor.

In the case of inclement or hazardous weather, the Council on Aging will be closed for client services when Chatham County Schools are closed or delayed.

B. Meal Site Transportation

Meal site transportation is defined as round-trip transportation from the individual homes of clients to the Western Chatham Senior Center located at 112 Village Lake Road, Siler City, NC 27344 and the Eastern Chatham Senior Center located at 365 NC Hwy. 87 N, Pittsboro, NC 27312 and return home. It includes drive time, and weekly grocery/pharmacy shopping en route. The cost should be provided based on a one-way trip.

Each route will be detailed by the Agency and may be revised from time to time.

Daily route riders will have an opportunity to shop one day each week with assistance during shopping, carrying groceries and helping carry in groceries if needed.

Contractor must allow 45 minutes per each weekly shopping trip.

C. Medical Transportation

Medical transportation is a demand-response type of service. The Council on Aging will determine client eligibility and manage the number of appointments that it can fund. The Contractor must stipulate its per-mile and wait-time costs.

2. CONTRACTOR PERSONNEL

A. Responsibility for Employees

The Contractor is solely responsible for providing employees, for their satisfactory work performance, and for compliance with all federal, state and local regulations. This includes drivers who are properly licensed in the State of North Carolina to provide this type of service and drive the type of vehicle used, who are at least 18 years of age and have had a valid driver's license for at least two years, and who have passed a pre-employment drug test and other drug and alcohol tests in compliance with FTA drug and alcohol regulations, including random testing.

The Contractor is responsible for maintaining accurate and complete employee records. The records pertaining specifically to drug and alcohol testing are to be given to the Agency upon its request to prove compliance with the testing standards and regulations. A copy of driver's license for each driver who transports for the Agency must be given to the Council on Aging as well, upon its request.

B. Qualifications

Drivers must also meet the following minimum criteria to participate in this program:

1. No more than 2 moving violations for each year of the last 7 years prior to application for this program.
2. If license has ever been suspended, applicant must have 5 full subsequent years with no moving violations for DUI/DWI.
3. No felony convictions.
4. No drug or alcohol related convictions.

C. Drug and Alcohol Program

As part of its proposal, the Contractor must certify that it has established and implemented anti-drug and alcohol misuse prevention programs in accordance with federal regulations found in 49 CFR Part 655, and, further, must certify that employee training is conducted to meet the requirements of 49 CFR Part 655. Copies of records of the drug and alcohol testing program must be given to the Agency, upon its request.

3. VEHICLES

The Contractor will provide all vehicles used in the provision of service and is expected to comply with the following:

A. Vehicle Maintenance

The Contractor is responsible for utilizing clean vehicles. All vehicles must have properly operating heating and air conditioning systems. All other mechanical systems must be fully operational.

B. Vehicle Communication

The Contractor is required to equip the vehicles with cellular phones, two-way radios, or other approved communication devices during service hours for emergencies, trip additions, and trip cancellations.

C. Safety Inspections

The Contractor must perform simple daily safety inspections of vehicles prior to beginning each day's service. Vehicles failing the Contractor's daily inspection are not to be used in service until the reason for failure is corrected.

D. Wheelchair Lift Vehicles

All wheelchair lifts and tie downs of these vehicles must meet all applicable federal and state regulations.

4. INSURANCE

The Contractor must maintain, for the duration of the Contract, insurance against claims for injuries to person(s) or damages to property occurring in connection with providing transportation services.

A. Minimum Limits of Insurance

The Contractor must maintain at all times no less than the following minimum coverage limits:

1. General Liability including Garage Liability (i.e., incidents related to vehicle and equipment maintenance quality): \$1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage, subject to policy aggregate limit of \$2,000,000.
2. Automobile Liability: \$1,500,000 combined single limit per accident for bodily injury and property damage including passenger liability and medical coverage per person per occurrence.
3. Umbrella Liability: If vehicles used require a CDL (Commercial Drivers License) to operate, \$2,000,000 per occurrence for bodily injury, personal injury, and property damage in excess of 1 and 2 above.
4. Worker's Compensation and Employer's Liability: Worker's Compensation limits as required by the state statutes of North Carolina, and Employer's Liability of at least \$100,000 per accident.

All insurance policies shall be issued by companies authorized to do business under the laws of the State of North Carolina and shall be rated not less than "A" by A.M. Best and Company. Contractor shall furnish Certificates of Insurance to the Agency, naming the Agency as an additional insured, prior to the commencement of operations. The certificates shall clearly indicate that Contractor has obtained insurance of the type, amount, and classification as required for strict compliance with this work and that no

material change or cancellation of the insurance shall be effective without thirty (30) days prior written notice to the Council on Aging.

B. Uninsured or Underinsured Vehicles

No vehicles shall be used for this service that do not meet the minimum insurance requirements as specified.

5. RECORDS, REPORTS AND DOCUMENTATION

The Agency requires information and reports of the transportation services on a daily and monthly basis. The information and reports must be available in a paper copy format.

A. Daily Trip Logs

The Contractor will be responsible for properly maintaining the following records for up to five years and making these records available to the Agency for inspection:

1. Trip origin and destination address
2. Vehicle identification, date, day of service, passenger pick up and drop off time
3. Scheduled pick up and drop off time
4. Passenger status, such as no-show trips
5. Passenger complaints; including brief description and action taken
6. Incident Reports.

B. Monthly Trip Report

The Contractor will be responsible for providing the trip reports for each month of service in paper copy by the 5th day of each month, including:

1. Performance measures such as trips per hour and miles per trip; if requested
2. Vehicle service miles and hours of service
3. Number of passengers per trip and individual names of passengers
4. Number of accidents.

C. Drug and Alcohol Report

The Contractor must submit drug and alcohol reports as requested by the Agency.

6. ANTI-DISCRIMINATION AND EQUAL OPPORTUNITY CLAUSE

The Contractor must not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, or disability; will take affirmative action

to insure that applicants and employees are treated during their employment without regard to their race, religion, color, sex, national origin, or disability.

Such actions shall include but are not limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising, layoffs, or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.

The Contractor is expected to abide by the equal opportunity provisions of the Civil Rights Act of 1964, as amended, and the American Disabilities Act laws and regulations.