REQUEST FOR PROPOSALS

SENIOR SHUTTLE TRANSPORTATION SERVICES FOR THE CITY OF OCEANSIDE

July 3, 2013

Issued by the Neighborhood Services Department

For more information, contact:

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PROPOSALS DUE NO LATER THAN

August 2, 2013 4:00 P.M.

LATE PROPOSALS WILL NOT BE ACCEPTED

A. OBJECTIVE:

The City of Oceanside is seeking a qualified Transportation Service Provider for the provision of Senior Shuttle Transportation Services for Fiscal Year 2013-2014. Prospective applicants must be able to provide the services requested in an efficient, economical, effective, and safe manner. Shuttle services shall accommodate the Oceanside senior residents who require round-trip and/or one-way transportation services to and from medical offices, shopping centers, senior center and other various senior service agency locations within and outside the Oceanside City limits.

The City of Oceanside does not wish to duplicate existing transportation services in the area. Rather, the City wishes to complement and/or collaborate with existing services where appropriate to better serve the needs of Oceanside senior citizen residents. A reservation service, call-center is desired to handle a high demand first-call/first-serve clientele.

B. SCOPE:

1. Service Delivery:

- Service Provider shall provide a minimum of 350 one-way vehicle trips per month.
- Service Provider shall provide door-to-door trips, providing access assistance to clientele requiring such assistance.
- Service Provider shall provide accessible vehicles for wheelchairs, walkers, scooters, service animals, etc.
- Service Provider shall make vehicle trips available at a minimum from 6:00 am to 6:00 pm, Sunday through Saturday.
- Service Provider shall provide reservation services in the form of a direct call-center, brokerage, or direct dispatch offering multiple lines of service for a high demand clientele. Hours of reservation service shall maintain necessary accessibility for rides within a minimum of 72 hours.
- Service Provider shall reasonably maximize opportunities for ridesharing while maintaining on-time responsive service. Ridesharing shall not impede clientele from his/her ability to arrive on-time to destinations.
- Service Provider shall be able to provide for interpretation or translation of the English language to persons with Limited English Proficiency (LEP).

2. Reporting

Reporting is an integral part of continuance of funding in the City of Oceanside's transportation program. It will be imperative that the Service Provider be able to provide detailed vehicle trip, cost, and clientele data to the City for grant reporting purposes.

- Service Provider shall provide the following data as either part of its invoicing to the City or as a monthly report attached to its invoice:
    - Cost of each individual one-way trip;
    - Identification of each rideshare grouped into a vehicle trip so that seat utilization may be calculated;
    - Total miles of each one-way trip;
    - Total vehicle hours of each one-way trip;
    - Total fares collected for each one-way trip; and
    - Pick-up and destination addresses.

- Service Provider shall provide a quarterly report of any clientele complaints made and the response provided by the Service Provider.

- Service Provider shall provide a quarterly report of any vehicle accidents or incidents involving Oceanside clientele. Service Provider shall also provide an immediate incident report, within 24 hours, to City of any injuries to clientele during the provision of service.

3. Cost

- Service Provider shall provide services at a cost that utilizes resources most efficiently.

- Service Provider shall assist the City in obtaining its goal of $20.14 maximum cost per trip by October 1, 2013 and $15.49 maximum cost per trip by June 30, 2014. (shuttle costs will be averaged with other service costs)

- Service Provider shall provide for cost-sharing for any ridesharing trips.

4. Additional Requirements

The Service Provider shall demonstrate the capability to fulfill the following professional and administrative requirements:

- Remain abreast of and abide by current local, state and federal laws, regulations and policies affecting the provision of services.

- Service Provider shall understand and agree that all terms and conditions of the City's Contract No. 5004297 for grant funding with SANDAG shall be passed through to the Service Provider .
- Service Provider shall determine whether its services or any part of its services are subject to Public Utilities Commission Transportation Reimbursement Account (PUCTRA) fees and provide either evidence of payment of such fees if applicable or a statement of determination if not applicable.
- Service Provider shall provide records access upon City request. Records may be provided to both the City as well as SANDAG.
- Service Provider shall comply and operate in accordance with Title VI of the Civil Rights Act of 1964, prohibiting discrimination on the basis of race, color, or national origin.
- Service Provider shall have and maintain an Equal Opportunity Employer policy to ensure that applicants are employed and the employees are treated during employment without regard to their race, color, religion, sex, disability, age or national origin.
- Insurance naming the City and SANDAG as additionally insured with liability in the minimum amount of $1,000,000 and aggregate of $2,000,000, Professional, Errors and Omissions Insurance in the minimum amount of two hundred fifty thousand dollars ($250,000) and provide certification that Consultant complies with provisions of Section 3700 of the Labor Code which require every employer to be insured against liability for Worker's Compensation.
- Service Provider shall have office space to receive reservations and local complaints.
- Service Provider shall have demonstrated experience in the specialized field of transportation services, including the provision services to senior clientele.
- Demonstrated experience receiving, scheduling and coordinating vehicle rides.

C. Required Information for Proposal:

___ Description of how Service Provider will provide EACH of the services described in the above section B. Scope. Consultant shall number and identify each scope item as presented in this RFP.

___ Description of lead personnel and supporting personnel who will be providing services. Identify services to be provided by each personnel. Include qualifications and experience of personnel, including language capabilities of any staff that will be providing services to the public.

___ List of organization board members and titles.

___ Description and percentage of services to be performed by contractors other than that of Service Provider, if applicable. Provide a listing and/or MOUs or letters of commitment of such contractors.

___ Description of similar work performed, with samples where appropriate and references. A minimum of three references shall be provided for services no more than 2 years old.

___ Copy of the most recent audit completed with letter to management.

___ Consultant must provide a detailed budget that includes each service cost and total cost for services.

___ Current Board Resolution approving the authorized signatory for the agency.

___ Completed submission form signed by the authorized signatory.

Timeline for Proposal, Submission and Review

1. Date proposal issued: July 3, 2013

2. **Proposals must be RECEIVED no later than August 2, 2013 at 4:00 PM**

3. One original and two copies of the proposal must be received.

4. Proposals shall be labeled and be delivered to:

   City of Oceanside Neighborhood Services Department
   SENIOR SHUTTLE TRANSPORTATION SERVICES
   321 N. Nevada Street
   Oceanside CA 92054

   or mailed to:

   City of Oceanside Neighborhood Services Department
   SENIOR SHUTTLE TRANSPORTATION SERVICES
   300 North Coast Highway
   Oceanside CA 92054.

   Late proposals will not be accepted. The City of Oceanside reserves the right to reject any or all proposals, to waive any informalities in any proposal, and to qualify the firms that best meet the City's needs.

5. All questions must be submitted in writing, fax or by email (preferred). Mail, to: Megan Crooks, 300 North Coast Highway, Oceanside CA 92054, mcrooks@ci.oceanside.ca.us , fax (760) 435-6303.

   Questions submitted after July 18, 2013 will not be answered.

6. A contractor shall be selected from submitted proposals by August 9, 2013.

5. Target date for commencement of services: September 9, 2013

6. Duration of Contract: September 9, 2013 through June 30, 2014 or until all funds are expended whichever occurs first.

Rating and Ranking of Proposals

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The following criteria shall be considered:

a. Past record of performance and experience (Reference Evaluation).
b. Proposed methodology.
c. Evaluation of personnel qualifications, including sub-consultants if so indicated.
d. General accessibility and availability of individuals assigned.
e. Responsiveness of the Proposal to the City's request.
f. Qualifications and experience of the proposing agency with similar projects.
g. Capacity and resources to perform the work.
h. Business standing and financial solvency.
i. Cost of the services provided in the Proposal and ability to help City meet its cost per trip requirements.

The City reserves the right to reject any and all Proposals. The City further reserves the right to negotiate changes in service approach and other project-related conditions with Service Provider.

Reporting and Contracting Requirements

- The awarded proposing Service Provider shall enter into the City's Professional Services Agreement, a sample of which is attached.
- The awarded proposing Service Provider shall complete the City's Vendor Packet, a sample of which is attached.
- The awarded proposing Service Provider shall provide all insurance requirements.
- EXPENSES. The City will not directly reimburse out-of-pocket or per diem expenses incurred by the Service Provider in connection with services performed in implementing the senior shuttle transportation services. These expenses are considered costs related to program administration, which are incorporated in the Cost/Price Proposal.

Proposal Submission Form for Senior Shuttle Transportation Services

Agency Information:

Agency Name: _____

Agency Address: _____

_____

Type of Legal Entity: _____

EIN: _____

List Subcontractor(s), if applicable: _____

_____

Person to Contact Regarding Questions to this Proposal:

Name: _____ Title: _____

Phone: _____ Email: _____

Authorized signatory to enter into and sign agreements:

Name: _____ Title: _____

Phone: _____ Email: _____

As the authorized signatory for this agency, I am familiar with and am submitting this proposal for the provision of Fair Housing Services to the City of Oceanside for its consideration. This proposal covers the period starting September 9, 2013 and ending June 30, 2014 for a total cost of $_____.

_____

Signature of Authorized Representative Date