

**Request for Proposals
2P12-047**

The City of Bristol, Connecticut is accepting Proposals for the following:

**Transportation Services
Dial-a-Ride Program for Department of Aging**

All submissions must be made in accordance with the specifications supplied by

The City of Bristol
Purchasing Office
111 North Main Street
Bristol, CT 06010



Submissions will be received until **1:00 pm, January 9, 2012.**

Roger D. Rousseau
Purchasing Agent
Tel (860) 584-6195
Fax (860) 584-6171
<http://www.bristolct.gov/bids>

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REQUEST FOR PROPOSALS CITY OF BRISTOL, CONNECTICUT

2P12-047 Transportation Services Dial-a-Ride Program for Department of Aging

I. PROJECT SPECIFICATIONS

I.1. INTRODUCTION

The City of Bristol is paid partially through a grant provided by the State of Connecticut, to provide transportation to senior citizens and disabled persons on a per call basis. The City is soliciting proposals from qualified firms for the provision of such services.

I.2. BACKGROUND

The City of Bristol and the State of Connecticut Department of Transportation ("DOT") jointly sponsor a demand responsive transportation program, administered by the City. Approximately 10,000 round-trip rides are provided annually from residential addresses in Bristol to designated locations. The City and DOT intend to provide this program for the period through June 30, 2016.

I.3. SCOPE OF SERVICES

A. General Description

Senior citizens and disabled persons are picked up at their residences by the service provider ("Dial-a-Ride"), on a per call basis. Transportation is provided to drop-off points on a fixed locations system (e.g. McDonalds, Tunxis Community College).

For purposes of defining anticipated volume, it should be assumed that an annual volume of approximately 10,000 rides will be provided under this program. Please note that the City does not commit to any volumes of service under this contract.

Services are required from Monday through Friday between the hours of 8:30 am and 4:30 pm. Clients are expected to telephone ride requests twenty-four hours in advance.

The awarded contractor shall provide a written report of weekly usage to the Department of Aging Services, at the end of each week.

B. Length of Contract

The service shall be provided for the period from July 1, 2012 through June 30, 2016. The contract may be renewed for subsequent annual terms at the discretion of the City.

C. Equipment Requirements

Transportation equipment must be suitable for provision of services to elderly and handicapped Bristol residents. (i.e. meeting all ADA requirements).

D. Prohibited Practices

Drivers will not wear headphones during the course of driving a route, except for cellular hands free devices.

Smoking is prohibited while transporting clients.

Personal cellular phones are prohibited, but Contractor owned hands free cellular phones may be used to enhance safety and communication on routes.

E. Customer Service

The successful contractor should provide documentation as to how public complaints, concerns issues shall be handle and the District's involvement with the process. It is the expectation that included with the submission of this proposal shall be any applicable manuals, procedures, practices that would be used to fulfill this contract.

The Contractor agrees that the driver of each bus shall supervise the loading and unloading of his/her bus at all pick-up and delivery points and the contractor will provide office operation for reporting transportation problems.

F. Monthly Reporting

On a monthly basis, submitted at the time of invoicing for services provided, the contractor shall provide to the City a detailed report of all activity under this contract. This report is in addition to weekly activity reporting as described in Section 1.3A above.

G. Potential Use of Schedule Management Software

The City of Bristol, as a participating member of the Central Connecticut Regional Planning Agency ("CCRPA"), may deploy the use of new schedule management software for the purpose of managing ride share information. Deployment of said system is anticipated to occur in 2013. If the city elects to participate in said system, the awarded contractor will be required to utilize the software, for purposes of recording and reporting ride activity to the City. No software and/or hardware costs shall be applicable to the contractor. No additional payment will be made to the contractor for use of said system.

Attached to this RFP is an informational bulletin on the proposed system, as provided by CCRPA.

Any vandalism damages to Contractor's equipment or facilities will be the responsibility of the Contractor; however, the City will assist the Contractor in receiving restitution for damaged equipment.

I.4. PROJECT SCHEDULE

The following is the proposed schedule for the selection process and work program:

| | |
|--------------------------|-------------------|
| Date of RFP Issuance | December 16, 2011 |
| Submittals Due | January 9, 2012 |
| Recommendation for Award | February 14, 2012 |

II. SUBMISSION REQUIREMENTS

II.1. SUBMISSION DUE DATE

Proposals will be accepted at the City of Bristol Purchasing Office, 111 North Main Street, Bristol, Connecticut, 06010 until **1:00 pm, January 9, 2012**. Proposals received after that time will not be considered. Proposals may be withdrawn 120 days after opening if no award has been made.

Unless otherwise indicated, proposals that are submitted are assumed to be valid for one hundred twenty (120) days from the date that proposals are due.

II.2. DIRECTIONS FOR WRITTEN SUBMISSION

Interested firms and/or individuals are required to submit **one original and two (2) copies**, as well as a copy provided in digital format (e.g. pdf or Word, on CD or USB disk) of the proposal to Roger Rousseau, Purchasing Agent, no later than the date and time noted above. Submittals shall consist of the following:

- a. A transmittal letter signed by the appropriate officer of the firm offering the proposal and certifying that the proposal and any cost projection included will remain in effect for 120 days after the due date.
- b. A concise and complete description of the work to be performed, including:
 1. An explanation of your firm's understanding of the project, its approach to the work, and the key issues to resolve toward successful completion of the project.
 2. A detailed work program and time schedule for each phase of the project (if applicable).
 3. A list of personnel who will be assigned to the project, including resumes for persons expected to provide at least 20% of the person hours on the project.
 4. A description of similar projects which your firm has been involved in, including references.
 5. A summary of your firm as outlined in Section II.3 of this document.
- c. A fee schedule for the services, submitted in a sealed envelope separate from but included with the proposal.

Submittals shall be delivered to the City of Bristol Purchasing Department, 111 North Main Street, Bristol, CT 06010, clearly marked as "2P12-047 Transportation Services-Dial-a-Ride Program".

II.3. VENDOR INFORMATION

A. Vendor Overview

Please provide the following:

- The name and location of your company, including the office location that will be serving the City.
- A brief general description of your business.
- The number of years your company has been in business.
- Is your company a subsidiary of another corporation? If so, what is the name of the parent company?
- The number of personnel employed by your company (please include the number of staff dedicated to provide requested services).
- The primary line of business of your firm.

B. Client Base

Provide specific reference information for three clients you have served, relevant to the work proposed, to include:

- Client name and location
- Starting date of service and completion date
- Contact name, title and telephone number

The references must be relevant to service in the last forty-eight (48) months, and shall include specific details on how the project represents a project of similar scope. Information on your firm's specific role must be included.

II.4 EVALUATION CRITERIA

Selection of firm(s) will be the responsibility of a committee consisting of City designated representatives. The evaluation will be based upon the written submittals and selected presentations and interviews if necessary. The factors, which will be evaluated, include the following:

1. The experience of the individual(s) or firm(s) and its (their) assigned personnel.
2. Ability to timely provide services as required.
3. Understanding of and approach to the services required.
4. Ability to effectively communicate activities performed under this contract.
5. Clarity, organization, and effective presentation of submittal.
6. Review of references listed.
7. Proposed fee schedule or fee schedule methodology.

II.5 ADDENDA

If it becomes necessary to revise any part of this request or if additional data is necessary to enable interpretation of provisions of this document, revisions or addenda will be provided to all prospective firms who receive this document; such revisions or addenda will additionally be posted on the following website:

<http://www.bristolct.gov/bids>

This document includes an acknowledgement page; this page must be faxed back to the Purchasing Department, to ensure proper notification of changes to the published documents. The City of Bristol does not assume responsibility for any vendor that does not receive revisions or addenda, where the vendor has not acknowledged receipt of any portion thereof.

Questions regarding this document should be referred to Roger D. Rousseau at (860) 584-6195 or at <rogerrousseau@bristolct.gov>.

A summary of all questions and answers will be made available to each firm if they might influence the award of the contract.

III. CONTRACT CONSIDERATIONS

1. EQUAL OPPORTUNITY – AFFIRMATIVE ACTION

The successful firm shall comply in all aspects with the Equal Employment Opportunity Act. A firm with 15 or more employees shall be required to have an Affirmative Action Plan which declares that the contractor does not discriminate on the basis of race, color, religion, sex, national origin or age, and which specifies goals and target dates to assure the implementation of equal employment. A firm

with fewer than 15 employees shall be required to have a written equal opportunity policy statement declaring that it does not discriminate on the basis of race, color, religion, sex, national origin or age. Findings of noncompliance with applicable State and Federal equal opportunity laws and regulations could be sufficient reason for revocation or cancellation of this contract.

2. INDEMNIFICATION

The awarded firm agrees to indemnify, defend, and save harmless, the City of Bristol, as well as its officers, agents and employees from any and all claims and losses to the extent caused by the negligent act, error or omission of the awarded firm resulting from the performance of this contract, except to the extent caused by the negligent acts of the City of Bristol or its officers, agents or employees.

The City, as a sovereign government, cannot indemnify businesses or individuals.

3. INSURANCE

Prior to the execution of any contract, the City of Bristol requires that any awarded contractor providing materials, equipment or services to the City, must provide to the City a certificate of insurance (Acord or other approved format) naming the City of Bristol as additional insured, for the following:

- General liability (including completed operations coverage) in the amounts of \$1,000,000 (combined single limit) Bodily Injury/Property Damage coverage per occurrence, and \$2,000,000 general aggregate coverage.
- Automobile Liability in the amount of \$1,000,000 (combined single limit), Property Damage and Bodily Injury coverage.
- Professional Liability, in an amount not less than \$500,000.00 per occurrence and \$1,000,000.00 aggregate.
- Worker's Compensation as defined in the Connecticut General Statutes.

Any subcontractor to a contracted firm shall be likewise covered, and shall furnish certificates of coverage acceptable to the City before starting work.

The awarded firm shall maintain professional liability insurance until the expiration of the statute of limitations. In the event there is no statute of limitations specifically applicable to this project, the awarded firm shall maintain coverage for a reasonable period after the date of substantial completion of the project as agreed to by the City and the awarded firm.

4. INVOICING AND PAYMENT

Invoices shall be paid promptly by the City unless any items thereon are questioned, in which case payment will be withheld pending verification of amount claimed and the validity of the claim. Standard payment terms are Net 30 Days from receipt of properly executed invoice(s). If your firm submits a proposal that includes payment schedules based on the completion of designated phases, those stages must be clearly outlined in your proposal. The City cannot make payments for "execution of contract" (payments due upon contract signing).

5. TERMINATION PROVISIONS

Subject to the provisions below, the contract may be terminated by either party, upon sixty (60) days advance notice to the other party, but if any work or services hereunder are in progress, but not completed, as of the date of termination, then this contract may be extended upon written approval by the City until said work or services are completed and accepted.

A. Termination For Convenience

In the event that the contract is terminated or canceled upon request and for the convenience of the City, without the required thirty (60) Days' advance written notice, then the City shall negotiate reasonable termination costs, if applicable.

B. Termination For Cause

Termination by the City for cause, default or negligence on the part of the Bidder shall be excluded from the foregoing provision; termination costs, if any, shall not apply. The sixty (60) days advance notice requirement is waived in the event of termination by cause.

Please note that any contract executed by the City of Bristol, as a municipal government, is subject to the appropriation of funds on an annual basis. The City reserves the right to cancel any resultant contract award, due to cancellation of funding for this project.

6. AWARD CONSIDERATIONS

The City may reject any or all proposals or submittals for such reason as it may deem proper. In acceptance of proposals or submittals, the City will be guided by consideration of the interests of the City. The City also reserves the right to negotiate further with one or more of the firms as to any features of their proposals or submittals and to accept modifications of the work and price when such action will be in the best interests of the City.

Firms selected for interview will be provided with the content of the interview panel; the selected firms will be required to submit affidavits relating to their relationship(s) with members of the panel. The names of interview committee members will be released solely for the purpose of preparation of affidavits; the selected firms shall not directly contact the panel members prior to immediately following the interview process.

The individual signing this submittal hereby declares that no person or persons other than members of his/her own organization are interested in this Project or in the contract proposed to be taken; that it is made without any connection with any other person or persons making a proposal for the same work and is in all respects fair and without collusion or fraud; that no person acting for or employed by the City of Bristol is directly or indirectly interested therein, or in the supplies or works to which it relates or will receive any part of the profit or any commission there from in any manner which is unethical or contrary to the best interests of the City of Bristol.

Unless otherwise noted within a proposal, proposals received in response to this document, including proposed fee schedules, are assumed to be valid and binding for one hundred and twenty (120) days from receipt of the proposal. If award is not made within such time, the proposal can be deemed to be either no longer valid, or can be extended with mutual consent of the City and the firm submitting the proposal.

Documents/reports/data become property of the City of Bristol.

Attached to this RFP is a sample contract; it is assumed that the selected firm will be required to execute a contract, in substantially the same form, in lieu of the firm's standard agreement.

**REQUEST FOR PROPOSALS
CITY OF BRISTOL, CONNECTICUT 06010**



**Transportation Services at Beals Senior Community Center
2P12-047**

Due Date: 1:00 pm, January 9, 2012

City of Bristol
Purchasing Office
111 North Main Street, 2nd Floor
Bristol, Connecticut 06010

In accordance with the City's requirements, the undersigned agrees to provide services as defined herein.

The undersigned is familiar with the conditions surrounding this Request for Proposals, is aware that the City reserves the right to reject any and all proposals, and is making submission without collusion with any other person, individual or corporate.

Witness

Signature

Company Name

Printed Name

Address

Title

Town

State

Zip

Date

Federal ID #

Telephone Number

Email address

Fax Number

RETURN THIS FORM IMMEDIATELY!

City of Bristol, Connecticut
Acknowledgment: Receipt of RFP Documents

**Request For Proposals 2P12-047
Transportation Services -
Dial-a-Ride Program**

Please take a moment to acknowledge receipt of the attached documents. Your compliance with this request will help us to maintain proper follow-up procedures while ensuring that all recipients have the opportunity to submit proposals.

Date issued: December 16, 2011
Date documents received: ____/____/____
Do you plan to submit a response? Yes____ No____

Print or type the following information:

Company name: _____
Address: _____
City or Town: _____
Phone: _____
Fax: _____
Email: _____
Received by: _____

**Note: Faxed acknowledgments are requested!
FAX (860)584-6171
A cover sheet is NOT necessary.
IMPORTANT: DO NOT FAX PROPOSALS.
PROPOSALS MUST BE SUBMITTED IN SEALED PACKAGES**

**CITY OF BRISTOL
PURCHASING DEPARTMENT
111 NORTH MAIN STREET
BRISTOL, CT 06010**

Proposal Check List

This form need not be returned with your submittal. It is suggested that you review and check off each action as you complete it.

- ___ 1. The proposal has been signed by a duly authorized representative of the company.
- ___ 2. Any fee schedule you have offered has been reviewed and verified.
- ___ 3. Standard payment terms are net 30 days. Net terms for periods less than 30 days may result in proposal rejection. (You may offer cash discounts for prompt payment).
- ___ 4. Any technical or descriptive literature, drawings or proposal samples that are required have been included with the proposal.
- ___ 5. Any addenda to this document have been acknowledged and included.
- ___ 6. The envelope has been addressed to: City of Bristol Purchasing Department
2P12-047 Transportation Services
-Dial-a-Ride Program
111 North Main Street
Bristol, CT 06010
- ___ 7. The envelope has been clearly marked with the proposal number and opening date.
- ___ 8. If additional copies are required as part of your response, make sure the original is clearly marked.
- ___ 9. The proposal is mailed or hand-delivered in time to be received no later than the designated opening date and time. Late responses are **NOT** accepted under any circumstances. Faxed responses are not accepted. Please allow enough time if mailing your proposal.



CITY OF BRISTOL, CONNECTICUT NON-COLLUSION CERTIFICATION

The undersigned certifies under penalty of false statement that this proposal or contract has been made, submitted and executed in good faith and without collusion or fraud with any other person, and without any agreement designed to limit independent bidding or competition. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club or other organization, entity or group of individuals.

I further certify that I have not provided or directed to be provided gifts, meals, or gratuities, as defined in Sec. 2-129(b) of the Bristol Code of Ordinances to any official or employee of the City of Bristol responsible for awarding or administering this bid or contract.

Please complete and sign

Legal Name of Bidder: _____

Business Address: _____

Name of Authorized Agent _____ Title: _____

Phone: _____ Fax: _____

Signature: _____ Date: _____

Employment Information Form



City of Bristol
Workplace Analysis Affirmative Action Report
Employment Information Form

Purchasing Department
111 North Main Street
Bristol, CT 06010

| | | | |
|--|----------------|--------------|------|
| Company Name Street Address City State Zip | Contact Person | Phone Number | Date |
|--|----------------|--------------|------|

Report all permanent full-time or part-time employees, including apprentice and on-the-job trainees. Enter the number on all lines and in all columns.

| JOB CATEGORY | A. OVERALL TOTALS (sum of all columns, B-F Male & Female) | B. WHITE (not of Hispanic origin) | | C. BLACK (not of Hispanic origin) | | D. HISPANIC | | E. ASIAN/PACIFIC ISLANDER | | F. AMERICAN INDIAN OR ALASKAN NATIVE | |
|---------------------------|---|--------------------------------------|--------|--------------------------------------|--------|-------------|--------|---------------------------|--------|--------------------------------------|--------|
| | | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female |
| Officers/Managers | | | | | | | | | | | |
| Professionals | | | | | | | | | | | |
| Technicians | | | | | | | | | | | |
| Sales Workers | | | | | | | | | | | |
| Office/Clerical | | | | | | | | | | | |
| Craft Workers (skilled) | | | | | | | | | | | |
| Operatives (semi-skilled) | | | | | | | | | | | |
| Laborers (unskilled) | | | | | | | | | | | |
| Service workers | | | | | | | | | | | |
| TOTALS ABOVE | | | | | | | | | | | |

| | |
|---|----------|
| Do you use minority businesses as subcontractors or suppliers? <input type="checkbox"/> Yes <input type="checkbox"/> No | Explain: |
| If CT based, do you post all employment openings with the State Of CT Employment Service? <input type="checkbox"/> Yes <input type="checkbox"/> No | Explain: |
| Do you use an Affirmative Action Plan? <input type="checkbox"/> Yes <input type="checkbox"/> No | Explain: |
| Describe your recruitment, hiring, training and promotion anti-discrimination practices. | |

CCRPA Regional Dial-a-Ride Software/Hardware Proposal

Software and hardware will be purchased to aid in scheduling, routing, and maintaining fleets for municipal dial-a-ride services. All seven municipalities in the Central Connecticut Region currently perform these functions separately, or individually contract with an outside vendor to perform them. Ride requests are received via telephone by an employee, who either enters them into a computer database, or keeps a paper log of the requests. The employee, or employees, then constructs a schedule of pick-up and drop-off times based on the requests. Employees also map out a route for the bus, or buses, to travel (usually by hand).

Services are available that accomplish these functions with drastically reduced employee-time demands. The Estuary Transit District, for example, uses a software/hardware combination that provides advanced functionality. Customers may schedule a ride online or call in to have an employee schedule the ride. The software then produces an optimized schedule and route for the bus based on these requests. Each bus is equipped with hardware that tracks the bus's movements and passenger manifest, allowing new rides to be added to the schedule in real-time. Passenger manifests and bus routes can also be automatically updated to adjust for delayed buses. These advanced features ensure a much higher level of service for passengers and considerable time savings for employees.

CCRPA proposes to purchase a similar system for the seven municipalities in the region (Berlin, Bristol, Burlington, New Britain, Plainville, Plymouth, and Southington). The system would provide advanced scheduling functionality (including: automatically created passenger manifests, conflict detection, online scheduling, and same-day scheduling), a customer notification service (through e-mail, telephone, or text message), and automatic optimal bus route creation. For larger systems, vehicle tracking, updatable passenger manifests (including the ability to transfer riders waiting for a pick-up from one bus to another in case their original bus is delayed), and fleet maintenance tracking (so that maintenance schedules can be created based on vehicle use) will also be included.

The following activities will take place as part of this project:

1. A single procurement process will be initiated by CCRPA (with municipal input)
2. A vendor will be chosen to supply software and hardware for dial-a-ride scheduling and routing
3. Training will be provided to municipal/contractor employees to use the software/hardware

Through this project all seven municipalities of the Central Connecticut Region will be provided with advanced scheduling and routing software and hardware. This will allow for more efficient service delivery and employee time savings.