

# RFP No. 2020-03

Request for Proposals  
for  
Community Transportation Coordinator Designation  
under  
Florida's Transportation Disadvantaged Program  
in  
Union County, Florida



North Central Florida Regional Planning Council  
2009 NW 67th Place  
Gainesville, FL 32653-1603  
<http://ncfrpc.org/>  
352.955.2000

November 6, 2020

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## **SECTION I**

### **A. LEGAL NOTICE REQUEST FOR PROPOSALS**

The North Central Florida Regional Planning Council is accepting proposals from qualified agencies or firms for the award of a contract to coordinate transportation services for the transportation disadvantaged in Union County, Florida. The selected contractor will be the designated Community Transportation Coordinator under Florida's Transportation Disadvantaged Program, as authorized by Chapter 427, Florida Statutes, and more fully described in Rule 41-2 of the Florida Administrative Code.

The Community Transportation Coordinator is defined by Chapter 427, Florida Statutes as a transportation entity recommended by the appropriate designated official planning agency to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area. The Community Transportation Coordinator has full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in Section 427.015(2), Florida Statutes.

The complete Request for Proposals will be available November 6, 2020 at <http://www.ncfrpc.org/>. It may also be obtained by contacting Lynn Godfrey, AICP, Senior Planner at 352.955.2200, ext. 110. Experience with eligibility-based transportation services is required.

A mandatory virtual pre-proposal conference will be held November 12, 2020 at 10:00 a.m., Eastern Standard Time, to answer questions about the Request for Proposals. The pre-proposal conference will be conducted via communications media technology in the following format:

DIAL IN NUMBER: **Toll free 1.888.585.9008**

CONFERENCE CODE: **864 183 272**

Inquiries about this Request for Proposals must be made during the virtual pre-proposal conference. Firms and agencies represented will have an opportunity to clarify any information contained in the request for proposals at the pre-proposal conference.

Proposals must be received by **3:00 p.m., Eastern Standard Time, December 18, 2020** at the office of the North Central Florida Regional Planning Council. **Five (5)** copies of the proposal must be submitted to: North Central Florida Regional Planning Council, ATTENTION: Scott R. Koons, AICP, Executive Director, 2009 N.W. 67th Place, Gainesville, Florida 32653-1603. One of these copies must be a clean, single-sided original that can be used to make additional copies. The outside of the envelope or box containing proposals must be marked "PROPOSAL FOR UNION COUNTY COMMUNITY TRANSPORTATION COORDINATOR." **Faxed and electronically mailed responses will not be accepted.**

The North Central Florida Regional Planning Council will not accept responsibility for proposals that are not marked and submitted in this manner. Proposals are to remain in effect for ninety (90) calendar days from date of submission. The North Central Florida Regional Planning Council reserves the right to reject any or all proposals, to waive any formality concerning proposals or negotiate changes to the proposals whenever such rejection or waiver or negotiation is in the best interest of the State and the transportation disadvantaged. Failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

## B. REQUEST FOR PROPOSALS- SCHEDULE

Proposals will be opened **December 18, 2020 at 3:05 p.m., Eastern Standard Time**, in the North Central Florida Regional Planning Council Charles F. Justice Conference Room, 2009 NW 67th Place, Gainesville, Florida.

In order to review the requirements of this Request for Proposals and provide answers to questions from interested agencies/firms, a **mandatory** virtual pre-proposal conference will be held **November 12, 2020 at 10:00 a.m., Eastern Standard Time**. The virtual pre-proposal conference will be conducted via communications media technology in the following format:

DIAL IN NUMBER: **Toll free 1.888.585.9008**

CONFERENCE CODE: **864 183 272**

**Virtual attendance at the pre-proposal conference is mandatory. Agencies or firms that are not represented at the virtual pre-proposal conference may not submit a proposal.** Inquiries about this Request for Proposals must be made at the virtual pre-proposal conference. Firms and agencies represented will have an opportunity to clarify any information contained in the request for proposals during the pre-proposal conference. No statements made during the conference will be considered binding changes to this solicitation unless they are subsequently issued as written addenda to this solicitation.

Any request for approved substitutes must be received in writing by the North Central Florida Regional Planning Council **no less than fifteen (15) full working days** before the date of scheduled proposal opening date. A response will be postmarked at least **five (5) full working days** before the date of scheduled proposal delivery. If it is determined that the proposal delivery date should be extended, the North Central Florida Regional Planning Council will inform all proposers who have been furnished a copy of the Request for Proposals and appropriate addenda will be issued rescheduling the proposal delivery date.

The following is the anticipated schedule for designation of the firm or agency as the Union County Community Transportation Coordinator. If there are changes to the meeting dates, each agency/firm that submits a proposal will be notified.

Request for Proposals Advertised	November 6, 2020
Mandatory Virtual Pre-Proposal Conference	November 12, 2020 10:00 a.m. Eastern Standard Time
Proposals Due	December 18, 2020 at 3:00 p.m. Eastern Standard Time
Proposal Opening	December 18, 2020 at 3:05 p.m. Eastern Standard Time
Union County Transportation Disadvantaged Coordinating Board Meeting	January 12, 2021 at 1:00 p.m.
North Central Florida Regional Planning Council Meeting	February 25, 2021 at 7:00 p.m.
Florida Commission for the Transportation Disadvantaged Meeting - Final Designation	March 30, 2021
Service Start Up	July 1, 2021

### **C. GENERAL INFORMATION**

1. The Community Transportation Coordinator shall be bound by the provisions of Florida law relating to Florida's Transportation Disadvantaged Program. The provision of Florida laws existing at the time of execution of contract between the Community Transportation Coordinator and the Florida Commission for the Transportation Disadvantaged shall prevail over the terms of the contract unless informed otherwise by the Florida Commission for the Transportation on Disadvantaged. The Community Transportation Coordinator specifically agrees without rotation to be bound by the provision of Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code, as they may be changed from time to time; provided, however the Community Transportation Coordinator may request relief if changes in said laws materially alter the cost of providing services.
2. The issuance of this request for proposals constitutes an invitation to present proposals from qualified and experienced proposers. The North Central Florida Regional Planning Council reserves the right to determine, in its sole discretion, whether any aspect of the statement of proposal satisfactorily meets the criteria established in this request for proposal, the right to seek clarification from any proposer or proposers submitting proposals, the right to solicit proposals with any proposers submitting a response, and the right to reject any or all responses with or without cause. The North Central Florida Regional Planning Council also reserves the right to modify the scope to be considered for this project. In the event that this request for proposals is withdrawn by the North Central Florida Regional Planning Council, or that the North Central Florida Regional Planning Council does not proceed for any reason, including but not limited to the failure to occur of any of those findings or events set forth herein, the North Central Florida Regional Planning Council shall have no liability to any proposer for any costs or expenses incurred in connection with the preparation and submittal of this request for proposals or otherwise.
3. All proposers are hereby placed on formal notice that neither the North Central Florida Regional Planning Council, nor any members of the Union County Transportation Disadvantaged Coordinating Board, nor any employees of the North Central Florida Regional Planning Council, nor any commissioners or staff to the Florida Commission for the Transportation Disadvantaged are to be lobbied either individually or collectively concerning this project.

Proposers and their agents who intend to submit a proposal for these services are hereby placed on formal notice that they are not to contact members of the North Central Florida Regional Planning Council, nor staff members of the North Central Florida Regional Planning Council outside of regular public meetings for such purposes as holding meetings of introduction, meetings related to the selection process, outside of those specifically scheduled by the North Central Florida Regional Planning Council for negotiations, dinners, lunches or any other actions that may be interpreted as potentially influencing the results of this process. Failure to comply with this requirement shall result in immediate disqualification of such firm by the North Central Florida Regional Planning Council from further consideration of this proposal.

Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the seventy-two (72) hour period following action taken by the Florida Commission for the Transportation Disadvantaged, excluding Saturdays, Sundays, and State holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a response.

4. As required by Section 287.113, (2) (a), Florida Statutes, a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a proposal or a contract to provide any goods or services to a public entity.
5. Ignorance of conditions or difficulties that may exist prior to the proposal opening or of conditions or difficulties that may be encountered in the execution of the work pursuant to this proposal package as a result of failure to make the necessary examinations and investigations, shall not excuse performance, or lack thereof, by the successful proposer, and the successful proposer shall fulfill in every detail, all of the requirements of the proposal package documents and attachments thereof. Likewise, ignorance of preexisting conditions or difficulties, or conditions or difficulties encountered in the execution of the work pursuant to this proposal package, shall not support any claims whatsoever for extra compensation or for any extension of time.
6. The awarded vendor shall maintain auditable records concerning the procurement adequate to account for all receipts and expenditures, and to document compliance with the execution of the work pursuant to this proposal. These records shall be kept in accordance with generally accepted accounting methods. These records shall be maintained for five (5) years after completion of the project and shall be readily available to the Florida Commission for the Transportation Disadvantaged personnel with reasonable notice, and to other persons in accordance with the Florida Public Disclosure Statutes.
7. Each proposer shall be responsible for reading and completely understanding the requirements contained herein. **The deadline for submission of proposals will be strictly adhered to.** Late proposals will be returned unopened with the notation, "This proposal was received after the delivery time designated for receipt and opening in the legal notice."
8. It is the responsibility of the proposer to prepare the proposal as clearly as possible in order to avoid any misinterpretation of the information presented. Proposals will be reviewed and evaluated solely on the basis of the information contained therein. ***Modifications or changes cannot be made to the proposals after they are opened.***
9. Proposals must be prepared in the order that they are presented in Section II (Proposal Contents).
  - **Use the same topic headings, in the same order, as described in Section II Proposal Contents.**
  - **Answer all requests for information, or mark the information "Not Applicable."**
  - **Type or word process all responses, including budgets.**
  - **Use 12-point type font or larger for text.**
  - **Number all pages of the proposal, including the attachments.**

10. **Inquiries about this Request for Proposals must be made at the mandatory virtual pre-proposal conference. Inquiries received by telephone, mail, facsimile or electronic communications outside of the pre-proposal conference will not be responded to by North Central Florida Regional Planning Council staff. Agencies or firms that are not represented at the pre-proposal conference may not submit a proposal.**
11. Proposers responding to this request shall bear all costs and expenses associated with its preparation. No claims shall be submitted to the North Central Florida Regional Planning Council for preparation or presentation of proposals.
12. All proposals shall be signed by an authorized corporate officer, principal or partner (as applicable).
13. The criteria for evaluation of proposals is provided in Section IV (Evaluation Criteria/Proposal Rating Sheet). Only these criteria will be used to determine the best response.
14. Awards shall be made to the proposer whose qualifications and response shall be determined to be most advantageous to the North Central Florida Regional Planning Council and in the best interest of the State of Florida.
15. The Florida Commission for the Transportation Disadvantaged may unilaterally cancel any contract arising from the selected Community Transportation Coordinator's refusal to allow public access to all documents, papers, letters or other material subject to the provisions of Chapter 119, Florida Statutes which are made or received by the Community Transportation Coordinator in conjunction with the contract.
16. The State of Florida's performance and obligation to pay under this contract is contingent upon an annual appropriation by the Florida Legislature.

#### D. PURPOSE

Florida's Transportation Disadvantaged Program was created in 1979 through the enactment of Chapter 427, Florida Statutes. The purpose of the Transportation Disadvantaged Program is to provide transportation for those ***"persons who because of physical or mental disability, income, status, or age, are unable to transport themselves or purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk at-risk, as defined in Section 411.202, Florida Statutes."***

In 1989, the Florida Legislature passed the revised Chapter 427, Florida Statutes (***Exhibit J***) creating the Florida Commission for the Transportation Disadvantaged and improving the coordination of transportation services for disadvantaged persons. Following approval of the legislation, the Florida Commission for the Transportation Disadvantaged developed and adopted Rule 41-2, of the Florida Administrative Code (***Exhibit K***) implementing the revised statute.

The goal of this legislation and agency rule is to effectively coordinate funds and activities for providing transportation to disadvantaged persons. This is to be accomplished by a designated Community Transportation Coordinator, which may provide the transportation on its own and/or broker transportation to qualified transportation operators.

The purpose of this Request for Proposals is to identify qualified agencies and organizations interested in serving as the Community Transportation Coordinator for Union County. This Request for Proposals may lead to designation of a qualified agency/firm as the Community Transportation Coordinator. Interested agencies/firms may respond to this request by following the procedures as outlined in Section I.

The response to this Request for Proposals will be in one of the following ways:

1. Community Transportation Coordinator Only - Agency/firm acts as a total brokerage system that does not operate vehicles.
2. Community Transportation Coordinator/Transportation Operator -Agency/firm provides all or part of the needed transportation services by operating vehicles.



## **E. DEFINITIONS**

Applicable definitions are contained in the Florida Commission for the Transportation Disadvantaged's Glossary of Terms (**Exhibit R**). In addition, applicable definitions are contained in Section 427.011, Florida Statutes (**Exhibit J**), and Rule 41-2.002 of the Florida Administrative Code (**Exhibit K**).

There is a distinction made between the Community Transportation Coordinator and a Transportation Operator and these definitions appear below for clarification.

1. "Community Transportation Coordinator" - A transportation entity recommended by the appropriate designated official planning agency as provided for in Section 427.015(1), Florida Statutes, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area.
2. "Transportation Operator" - Public, private for profit or private non-profit entities engaged by the Community Transportation Coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated system service plan.

**F. SCOPE OF WORK  
FOR COMMUNITY TRANSPORTATION COMMUNITY TRANSPORTATION COORDINATORS**

The Community Transportation Coordinator shall be bound by the provisions of Florida law relating to Florida's Transportation Disadvantaged Program. The provision of Florida laws existing at the time of execution of contract between the Community Transportation Coordinator and the Florida Commission for the Transportation Disadvantaged shall prevail over the terms of the contract unless informed otherwise by the Florida Commission for the Transportation Disadvantaged. The Community Transportation Coordinator specifically agrees to be bound by the provisions of Chapter 427, Florida Statutes and Rule 41-2 of the Florida Administrative Code, as they may be changed from time to time; provided, however the Community Transportation Coordinator may request relief if changes in said laws materially alter the cost of providing services.

The nature and scope of work to be the responsibility of the designated Community Transportation Coordinator are described in Rule 41-2.011 of the Florida Administrative Code (**Exhibit K**). These responsibilities include the following:

1. The Community Transportation Coordinator shall enter into a Memorandum of Agreement with the Florida Commission for the Transportation Disadvantaged. This will be a five-year contract and shall be subject to annual review and evaluation. The Memorandum of Agreement shall be negotiated and signed prior to initiation of transportation services by the designated Community Transportation Coordinator.
2. The Community Transportation Coordinator shall have full responsibility for the provision of transportation services for the transportation disadvantaged population as outlined in Section 427.015(2), Florida Statutes.
3. The Community Transportation Coordinator shall maintain an accounting system in accordance with model standard accounting procedures designated by the Florida Commission for the Transportation Disadvantaged. The Florida Commission for the Transportation Disadvantaged's current policy is "Rural Transportation Accounting - A Model Uniform Accounting System for Rural and Specialized Transportation Providers" <http://www.fdot.gov/CTD/docs/DoingBusinessDocs/Chart%20of%20Accounts-Rural%20Transportation%20Accounting%20Consortium-1986%20Complete%20Report.pdf>
4. The Community Transportation Coordinator shall collect annual operating data for submittal to the Florida Commission for the Transportation Disadvantaged by September 15th of each year with a copy provided to the North Central Florida Regional Planning Council (**Exhibit H**) <http://www.fdot.gov/CTD/docs/AORAPRDocs/AOR2016Instructions.pdf>
5. The Community Transportation Coordinator shall comply with the Florida Commission for the Transportation Disadvantaged standards as well as local standards (**Exhibit E**).
6. The Community Transportation Coordinator shall coordinate the delivery of transportation services which meet the transportation needs identified in the Union County Transportation Disadvantaged Service Plan, resulting in the best service at optimal cost. The Community Transportation Coordinator shall describe how transportation services are to be coordinated and provided.

7. The Community Transportation Coordinator shall ensure compliance with applicable drug and alcohol regulations, Equal Employment Opportunity, Section 504 Federal Regulations, Americans with Disabilities Act, Title VI, safety and insurance requirements which are federal, state, or local laws, or adopted policies of the Florida Commission for the Transportation Disadvantaged program requirements.
8. The Community Transportation Coordinator shall prepare a Transportation Disadvantaged Service Plan (**Exhibit F**) in cooperation with the North Central Florida Regional Planning Council for the Union County Transportation Disadvantaged Coordinating Board's review which provides information needed by the Transportation Disadvantaged Coordinating Board to continually review and assess transportation disadvantaged needs for the service area. The Service Plan must be completed no later than one hundred twenty (120) calendar days after the execution of the Memorandum of Agreement.
9. A representative of the Community Transportation Coordinator shall be represented at all Union County Transportation Disadvantaged Coordinating Board meetings to provide information, answer questions and respond to individual or agency concerns about service.
10. Unless otherwise authorized by the Florida Commission for the Transportation Disadvantaged, the Community Transportation Coordinator shall maintain a resident manager in the service area who is authorized to make all day-to-day decisions on operations.
11. The Community Transportation Coordinator shall maintain sufficient office staff to perform all required administrative activities.
12. The Community Transportation Coordinator shall coordinate the use of school buses and public transit, where possible and cost-effective, in accordance with the Union County Transportation Disadvantaged Service Plan.
13. The Community Transportation Coordinator shall execute uniform contracts for service using a standard contract, which includes performance standards for operators (if applicable).
14. The Community Transportation Coordinator shall annually review all transportation operator contracts (if applicable).
15. The Community Transportation Coordinator shall, in cooperation with a functioning local coordinating board, review all applications for local government, federal and state transportation disadvantaged funds, and develop cost-effective coordination strategies.
16. The Community Transportation Coordinator shall, in cooperation with the Union County Transportation Disadvantaged Coordinating Board and pursuant to criteria developed by the Florida Commission for the Transportation Disadvantaged, establish trip priorities with regard to trips purchased with Transportation Disadvantaged Trust Funds.

17. The Community Transportation Coordinator shall maintain client eligibility to ensure that transportation is provided according to the Florida Commission for the Transportation Disadvantaged eligibility criteria.
18. The Community Transportation Coordinator will be responsible for screening applicants for trips provided with Transportation Disadvantaged Trust Funds.
19. The Community Transportation Coordinator shall provide reservation services. The Community Transportation Coordinator will acquire and maintain the necessary software, hardware, and databases to perform this task. The Community Transportation Coordinator shall also be responsible for assigning trips to the contracted operators.
20. The Community Transportation Coordinator shall be responsible for monitoring the transportation system to ensure that service to the clients is provided in a safe, reliable and efficient manner. The Community Transportation Coordinator shall investigate problems and issues that arise.
21. The Community Transportation Coordinator shall report at a minimum: monthly operating data, summary of Transportation Disadvantaged Trust Fund expenditures and monthly complaint report. The Union Transportation Disadvantaged Coordinating Board or Official Planning Agency may request additional data as needed.
22. The Community Transportation Coordinator shall undergo an annual evaluation conducted by the Union County Transportation Disadvantaged Coordinating Board in order to assess the Community Transportation Coordinator's performance in general and relative to the standards established by the Florida Commission for the Transportation Disadvantaged and the Union County Transportation Disadvantaged Coordinating Board. The Florida Commission for the Transportation Disadvantaged Community Transportation Coordinator Evaluation Workbook will be used by the local Transportation Disadvantaged Coordinating Board to assess the Community Transportation Coordinator's performance.

## G. PROJECT OVERVIEW

The Florida Commission for the Transportation Disadvantaged designated Suwannee River Economic Council, Inc. as the Community Transportation Coordinator for Union County effective July 1, 2016. Suwannee River Economic Council, Inc. provides all of the needed transportation services by operating vehicles. The following are the services provided by Suwannee River Economic Council, Inc.

**Transportation Disadvantaged Program:** Ambulatory, wheelchair and stretcher service; Monday through Friday, 6:00 a.m. to 6:00 p.m. excluding holidays.

**Florida's Managed Medical Care Program:** The Florida Agency for Health Care Administration is responsible for the provision of all Managed Medical Care Program sponsored services for State of Florida. Transportation brokers are contracted with Managed Medical Care Providers to coordinate medical transportation needs. The following are the two transportation brokers responsible Managed Medical Care Program non-emergency medical transportation for Union County:

- LogistiCare
- Medical Transportation Management

**Elder Options:** The parameters of this service are determined by Suwannee River Economic Council, Inc. <http://srecinc.org/programs/aging/>

### Funding

The total revenue from all funding sources in Fiscal Year 2019-20 was \$428,107. Purchased transportation revenue is determined by each purchasing agency. The actual expenditures and revenues for the Union County coordinated system are included in the 2019-20 Annual Operating Report (**Exhibit N**). Revenue from the 2020-21 Transportation Disadvantaged Trust Fund is included in **Exhibit O**.

## **H. SELECTION PROCESS**

### **TECHNICAL REVIEW COMMITTEE**

The North Central Florida Regional Planning Council's Executive Director will appoint a Technical Review Committee of at least three persons who collectively have experience and knowledge of Florida's Transportation Disadvantaged Program. Each Technical Review Committee member will assign points to the proposals using the criteria listed in Section IV (Evaluation Criteria/Proposal Rating Sheet). Technical Review Committee members will ensure that each proposal has been rated fairly, impartially and comprehensively.

Each member of the Technical Review Committee must base their evaluation on the same criteria. The Technical Review Committee members should provide objective evaluations from a solely technical standpoint. The assignment of points must be done individually by each reviewer and not as a consensus of the Committee.

When each reviewer has completed their evaluation of each proposal, the total raw score will be calculated for each reviewer. The total raw scores of each reviewer will be used to establish the rank order of each reviewer. The rank order score of all reviewers will be combined to determine the final rank score. All individual evaluations shall be signed and dated by the reviewer.

The ranked order of the proposals by the Technical Review Committee will be presented to the Union County Transportation Disadvantaged Coordinating Board, North Central Florida Regional Planning Council and the Florida Commission for the Transportation Disadvantaged.

### **UNION COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

The ranked order of the proposals by the Technical Review Committee will be provided to the Union County Transportation Disadvantaged Coordinating Board for review. The Union County Transportation Disadvantaged Coordinating Board may provide non-binding comments concerning proposals to the North Central Florida Regional Planning Council.

### **NORTH CENTRAL FLORIDA REGIONAL PLANNING COUNCIL**

The North Central Florida Regional Planning Council will review the Technical Review Committee's final rank score and any comments provided by the Union County Transportation Disadvantaged Board and recommend to the Florida Commission for the Transportation Disadvantaged a Community Transportation Coordinator.

### **FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED**

The Florida Commission for the Transportation Disadvantaged will make the final selection. No designation will be final until approved by the Florida Commission for the Transportation Disadvantaged.

## **I. APPEALS PROCEDURE**

The appeals procedure will be as provided for in Section 120.53 (5) and Section 120.57, Florida Statutes. Failure to file a protest within the time prescribed in Section 120.53 (5), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

1. At the time the North Central Florida Regional Planning Council forwards its recommendations to the Florida Commission for the Transportation Disadvantaged, the North Central Florida Regional Planning Council will notify each person or entity submitting a proposal of its recommendation.
2. The Florida Commission for the Transportation Disadvantaged will make the final decision designation for the Community Transportation Coordinator.
3. Any person adversely affected by the intended decision to award a contract or to reject all bids shall file a notice of protest in writing to the Florida Commission for the Transportation Disadvantaged within seventy-two (72) hours after receipt of the notice of intended decision is given.
4. Thereafter, any person or entity which has filed a notice of protest to the final decision of the Florida Commission for the Transportation Disadvantaged, shall file a formal written protest and a bond within ten (10) days after filing the notice of protest. The formal written protest must be in a form substantially similar to the form set out in Rule 28-110.004 (2), Florida Administrative Code and must state with particularity the facts and law upon which the protest to the final decision is based. The bond must be in a form substantially similar to the form set out in Rule 28-110.005 (2), Florida Administrative Code.
5. All notices of protest and formal written protest must be filed with the Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450. Filing is completed upon delivery and receipt by the Florida Commission for the Transportation Disadvantaged. A protest is not timely filed unless both the notice of protest and the formal protest are received within the required time limits. "Failure to file a protest within the time prescribed in Section 120.57 (3), Florida Statutes, or failure to protest the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.
6. A protest is not timely filed unless both the notice of protest and the formal protest are received within the required time limits.
7. A written notice of protest which is filed by 5:00 p.m. on the date on which the seventy-two (72) hours expires shall be timely.

In computing the time in which to file a notice of protest or formal protest, the day of the event from which the designated period of time begins to run shall not be included. The last day of the period so computed shall be included unless it is a Saturday, Sunday or a holiday. When the period of time prescribed is less than seven (7) days, intermediate Saturdays, Sundays and holidays when the Florida Commission for the Transportation Disadvantaged's offices are closed shall be excluded from the computation.

The North Central Florida Regional Planning Council reserves the right to waive any informality in any proposal, to reject any or all proposals in whole or in part, with or without cause, and/or to accept the proposal that in its judgment will be in the best interest of the North Central Florida Regional Planning Council and its citizens.



**SECTION II**  
**PROPOSAL CONTENTS**  
**MANDATORY ITEMS**

The following items (A-H) must be included in the submitted proposal. Any proposal with the “no” response on any of the following items will be rejected without further consideration. No numerical rating will be assigned to this section.

**A. Letter of Transmittal of Proposals (*Exhibit A*)**

Identifies the agency/firm submitting the proposal including a statement that the agency/firm has reviewed and understands Chapter 427, Florida Statutes, and Rule 41-2 of the Florida Administrative Code (label as Attachment 1).

**B. Proposers Identification and Qualification Information Form (*Exhibit B*)**

Label as Attachment 2.

**C. Standard Assurances (*Exhibit C*)**

Concerns collusion and conflicts of interest (label as Attachment 3).

**D. Certification of Community Transportation Coordinator Regarding Debarment, Suspension and Other Responsibility Matters (*Exhibit D*)**

Certifies that the agency/firm is not on the state or federal list of ineligible or disbarred contractors (label as Attachment 4).

**E. Financial Statement**

Provide a current audited financial statement prepared by a licensed independent certified public accountant that clearly shows that the proposer is financially capable of successfully performing the contract (label as Attachment 5).

**F. Substance Abuse Policy**

Provide a copy of proposer’s Substance Abuse Policy prepared in accordance with the provisions of 49 Code of Federal Regulations Parts 40 and 655 as amended (label as Attachment 6).

### **G. System Safety Program Plan**

Provide a copy of proposer's System Safety Program Plan developed and adopted by the bus transit system detailing its policies, objectives, responsibilities, and procedures against injuries or damage in accordance with Rule Chapter 14-90.004 Bus Transit System Operational Standards.

### **H. References**

Provide a list of up to three (3) service programs (purchasing agencies) that can verify the proposer's experience. Include contact names, mailing addresses, email addresses, telephone numbers (label as Attachment 7).

### **I. Rate Calculation Model**

Provide completed worksheets of the Florida Commission for the Transportation Disadvantaged Standardized Rate Calculation Model to estimate the rates and rate structure for service delivery (label as Attachment 8).

Rate Calculation Model example worksheets are found in **Exhibit P**. Proposers are directed to reference the instructions and worksheets available on the Florida Commission for the Transportation Disadvantaged website at: <http://www.fdot.gov/CTD/doingbusiness.htm>

Questions regarding this model shall be directed to the staff of the Florida Commission for the Transportation Disadvantaged.

**SECTION III**  
**PROPOSAL CONTENTS**

The proposal contents for Community Transportation Coordinator are predicated on requirements of the designated Community Transportation Community Transportation Coordinator described in Rule 41-2 of the Florida Administrative Code. The proposal must address the following areas in the order that they are presented. Please be sure to consecutively number all pages of the technical proposal.

**A. Management Resources**

1. Describe agency/firm's organizational structure.
2. Provide names of General Manager and Operations Manager (include resumes) responsible for day to day decision making.
3. State the number of persons and the job descriptions needed to coordinate transportation disadvantaged services.

**B. Proposer Experience**

1. Describe experience coordinating and providing transportation services.
2. Describe how the agency/firm has and will continue to satisfy provisions of Equal Employment Opportunity, Section 504 Federal Regulations, Americans with Disabilities Act, Title VI, 49 Code of Federal Regulations 655, drug and alcohol testing, Rule Chapter 14-90, Florida Administrative Code, safety and insurance requirements.

**C. Financial Capacity to Undertake Project**

1. Discuss agency/firm experience, if any, applying for transportation grants and contracts (local, state, federal or private).
2. Show ability to efficiently manage grants and contracts.
3. Discuss how the agency/firm will provide the local match for trips funded by the Transportation Disadvantaged Trust Fund.
4. Discuss what initiatives the proposer will implement to effectively manage current funding levels and secure additional funds to support the system.

**D. Demonstration of Transportation Coordination Ability**

1. Describe experience coordinating multiple agency transportation services.
2. Discuss how the agency/firm will reduce costs through coordination (i.e. grouping rides, contracting with existing transportation operators, contracting with purchasing agencies).

3. Describe the procedure used from the time a telephone call requesting a trip is received through to tabulation and mailing a bill to the purchasing agency. This shall include, but not be limited to, handling of telephone call, establishing driver routing sheets, recording actual trips provided by agency and preparation of an agency invoice. Indicate the computer software that will be used to perform these tasks.
4. Describe the process used to procure subcontracted operators (if applicable).
5. Describe the agency/firm's ability to monitor activities of subcontracted transportation operators.
6. Describe how the agency/firm conducts driver background screening.
7. Describe how the following will be monitored and reported: complaints/commendations; no-shows; cancellations; and trip denials.
8. Describe how the agency/firm will conduct client eligibility screening for trips provided with Transportation Disadvantaged Trust Funds.
9. Describe how the proposer will obtain input from users of the system. Explain how the results will be reported.

#### **E. Demonstration of Transportation Operational Ability**

1. Provide a transition plan describing the process needed to ensure a smooth change-over (if applicable).
2. Discuss how the agency/firm's method of transportation service provision (as only Community Transportation Coordinator or as Community Transportation Coordinator/Transportation Operator) will ensure the best possible service at the lowest possible cost.
3. Demonstrate experience in the transportation of mobility devices and non-emergency medical transfers that may involve stretcher transport.
4. Demonstrate ability to comply with vehicle operational safety requirements of Section 341.061, Florida Statutes (**Exhibit L**).
5. If currently a transportation operator, provide the number of chargeable accidents in the last two (2) years.
6. In accordance with Rule 41-2.006 (1) of the Florida Administrative Code, provide proof of compliance with the minimum liability insurance requirement of two hundred thousand dollars (\$200,000) per person and three hundred thousand dollars (\$300,000) per incident.

## **F. Vehicle Acquisition**

1. Provide a recommendation for the number and types of vehicles needed in the service area.
2. Provide an inventory of vehicles that will be available for immediate use in the service area. Include whether the vehicles are accessible according to the Americans With Disabilities Act, age of vehicles, mileage and seating capacity.
3. Describe the process used to acquire vehicles used in the service area.
4. Estimate the amount of time required in order to acquire vehicles to be used in the service area.

## **SECTION IV**

### **EVALUATION CRITERIA/PROPOSAL RATING SHEET**

Each proposal submitted will be evaluated on the listed criteria. Technical Review Committee members will use this proposal rating sheet to assign point values to items in Section III using the following scale (the weighing for each criterion has been assigned):

- |   |               |
|---|---------------|
| 6 | Excellent     |
| 5 | Very Good     |
| 4 | Good          |
| 3 | Adequate      |
| 2 | Fair          |
| 1 | Poor          |
| 0 | Not Addressed |

**I. MANDATORY ITEMS**

**The following items must be included in the submitted proposal. Any proposal with a "no" response on any of the following questions will be rejected without further consideration.**

A. Was a Letter of Transmittal of Proposal identifying the agency/firm submitting the proposal including a statement that the agency/firm has reviewed and understands Chapter 427, Florida Statutes and Rule 41-2 of the Florida Administrative Code included in the proposal?

\_\_\_ YES

\_\_\_ NO

B. Was an Identification and Qualification Information Form included in the proposal?

\_\_\_ YES

\_\_\_ NO

C. Was the Proposer's Standard Assurances included in the proposal?

\_\_\_ YES

\_\_\_ NO

D. Was a Certification regarding debarment, suspension and other responsibility matters included in the proposal?

\_\_\_ YES

\_\_\_ NO

E. Did the proposer provide a current financial statement prepared by a licensed certified public accountant that clearly shows that the proposer is financially capable of successfully performing the contract?

\_\_\_ YES

\_\_\_ NO

F. Did the proposer provide a copy of proposer's Substance Abuse Policy prepared in accordance with the Federal Transit Administration Substance Abuse Regulations?

\_\_\_\_ YES

\_\_\_\_ NO

G. Did the proposer provide a list of up to three (3) service programs (purchasing agencies) that can verify the proposer's experience including contact names, addresses and phone numbers?

\_\_\_\_ YES

\_\_\_\_ NO

H. Did the proposer provide completed worksheets of the Florida Commission for the Transportation Disadvantaged Standardized Rate Calculation Model to estimate the rates and rate structure for service delivery?

\_\_\_\_ YES

\_\_\_\_ NO



**A. MANAGEMENT RESOURCES**

1. Proposal describes agency/firm’s organizational structure.

\_\_\_\_\_ Score

2. Proposal provides the name of resident General Manager and Operations Manager (including resumes).

\_\_\_\_\_ Score

3. Proposal states the number of persons and the job descriptions needed to coordinate the transportation disadvantaged services.

\_\_\_\_\_ Score

**Total Points Possible**   18  

**Weighted Points Possible**  
**Weight Value = 2**

  36  

**Total Points Given** \_\_\_\_\_

**Total Weighted Points Given**

\_\_\_\_\_

**B. PROPOSER'S EXPERIENCE**

1. Proposal describes experience coordinating and providing transportation services.

\_\_\_\_\_ Score

2. Proposal describes how the agency/firm has and will comply with provisions of Equal Employment Opportunity, Section 504 Federal Regulations, Americans with Disabilities Act, Title VI, 49 Code of Federal Regulations Part 655 Drug and Alcohol testing, Rule Chapter 14-90, Florida Administrative Code, safety and insurance requirements.

\_\_\_\_\_ Score

**Total Points Possible** 12

**Weighted Points Possible**  
**Weight Value = 4**

48

**Total Points Given** \_\_\_\_\_

**Total Weighted Points Given**

\_\_\_\_\_

**C. FINANCIAL CAPACITY TO UNDERTAKE PROJECT**

1. Proposal discusses agency/firm experience, if any, applying for transportation grants and contracts (local, state, federal or private).

\_\_\_\_\_ Score

2. Proposal shows agency/firm’s ability to efficiently manage grants and contracts.

\_\_\_\_\_ Score

3. Proposal discusses how the agency/firm will provide the local match for trips funded by the Commission for the Transportation Disadvantaged Trust Fund.

\_\_\_\_\_ Score

4. Proposal discusses what initiatives the proposer will implement to effectively manage current funding levels and secure additional funds to support the system.

\_\_\_\_\_ Score

<b>Total Points Possible</b>	<u>24</u>	<b>Weighted Points Possible</b>	<u>48</u>
		<b>Weight Value = 2</b>	
<b>Total Points Given</b>	_____	<b>Total Weighted Points Given</b>	_____

**D. DEMONSTRATION OF TRANSPORTATION COORDINATION ABILITY**

1. Proposal describes experience coordinating multiple agency transportation services.

\_\_\_\_\_ Score

2. Proposal discusses how the agency/firm will reduce costs through coordination (i.e. grouping rides, contracting with existing transportation operators, contracting with purchasing agencies).

\_\_\_\_\_ Score

3. Proposal describes the procedure used from the time a telephone call requesting a trip is received through to tabulation and mailing a bill to the sponsoring agency including handling of calls, establishing driver routing sheets, recording actual trips provided by agency and preparation of an agency invoice. Proposal indicates the computer hardware and software that will be used to perform these tasks.

\_\_\_\_\_ Score

4. Proposal describes the process for procuring subcontracted operators (if applicable).

\_\_\_\_\_ Score

5. Proposal describes the agency/firm's ability to monitor activities of subcontracted transportation operators.

\_\_\_\_\_ Score

6. Proposal describes how the agency/firm conducts driver background screening.

\_\_\_\_\_ Score

7. Proposal describes how the following will be monitored and reported: complaints/commendations; passenger no-shows; cancellations; and trip denials.

\_\_\_\_\_ Score

8. Proposal describes how the agency/firm will conduct client eligibility screening for trips provided with Transportation Disadvantaged Trust Funds.

\_\_\_\_\_ Score

9. Proposal describes how the proposer will obtain input from users of the system and how the results will be reported.

\_\_\_\_\_ Score

<b>Total Points Possible</b>	<u>54</u>	<b>Weighted Points Possible</b>	<u>54</u>
		<b>Weight Value = 1</b>	
<b>Total Points Given</b>	_____	<b>Total Weighted Points Given</b>	_____

**E. DEMONSTRATION OF TRANSPORTATION OPERATIONAL ABILITY**

- 1. Proposal provides a transition plan describing the process needed to ensure a smooth change-over (if applicable).

\_\_\_\_\_ Score

- 2. Proposal discusses how the agency/firm's method of transportation service provision (as only Community Transportation Coordinator or as Community Transportation Coordinator/Transportation Operator) will ensure the best possible service at the lowest possible cost.

\_\_\_\_\_ Score

- 3. Proposal demonstrates experience in the transportation of mobility devices and non-emergency medical transfers that may involve stretcher transport.

\_\_\_\_\_ Score

- 4. Proposal demonstrates ability to comply with vehicle operational safety requirements of Section 341.061, Florida Statutes.

\_\_\_\_\_ Score

- 5. Proposal provides the number of chargeable accidents in the last two (2) years.

\_\_\_\_\_ Score

- 6. In accordance with Rule 41-2.006 (1) of the Florida Administrative Code, proposal provides proof of compliance with the minimum liability insurance requirement of two hundred thousand dollars (\$200,000) per person and three hundred thousand dollars (\$300,000) per incident.

\_\_\_\_\_ Score

**Total Points Possible** 36

**Weighted Points Possible**  
**Weight Value =2**

72

**Total Points Given** \_\_\_\_\_

**Total Weighted Points Given** \_\_\_\_\_

**F. VEHICLE ACQUISITION**

- 1. Proposal provides a recommendation for the numbers and types of vehicles needed in the service area.

\_\_\_\_\_ Score

- 2. Proposal provides an inventory of vehicles that will be available for immediate use in the service area including whether the vehicles are accessible according to the Americans With Disabilities Act, age of vehicles, mileage and seating capacity.

\_\_\_\_\_ Score

- 3. Proposal describes the process used to acquire vehicles used in the service area.

\_\_\_\_\_ Score

- 4. Proposal estimates the amount of time required in order to acquire vehicles.

\_\_\_\_\_ Score

**Total Points Possible** 24

**Weighted Points Possible** 48  
**Weight Value = 2**

**Total Points Given** \_\_\_\_\_

**Total Weighted Points Given** \_\_\_\_\_

**TOTAL POSSIBLE WEIGHTED SCORE FOR THE PROPOSAL**      306

**TOTAL WEIGHTED SCORE FOR THE PROPOSAL**      \_\_\_\_\_