

**Request for Proposals
Statewide Coordination of Community Transportation Services**

The New Hampshire Department of Transportation (NHDOT) Bureau of Rail and Transit is seeking proposals from qualified firms to revise and rewrite a Statewide Coordination of Community Transportation Services Plan for New Hampshire based on insight, experience gained, policy constraints and future community needs for a contract amount not to exceed \$60,000.

The State of New Hampshire developed the *2006 Statewide Coordination of Community Transportation Services Plan* to implement statewide coordination of human service and community transportation. An Executive Order created a Statewide Coordinating Council (SCC) that represents diverse groups in the transportation field. Members of the SCC represent state agencies, providers, consumers, planners and advocates. Significant portions of the [2006 statewide plan](http://www.nh.gov/dot/programs/scc/index.htm) (<http://www.nh.gov/dot/programs/scc/index.htm>) have been implemented, including formation of the SCC and nine Regional Coordination Councils (RCCs), development of regional coordination plans, and implementation of new services and coordination efforts at the regional level using funding committed by the NH Department of Transportation. Other elements of the statewide plan have not been implemented given current fiscal and policy environments, including integration of Medicaid funding into coordinated efforts, or operational participation by other state agencies. Further implementation of the statewide plan has reached a crossroad and therefore a revised Plan is needed.

The SCC is charged with developing a new Statewide Coordination Plan for human and public transportation services. The consultant will develop a new statewide coordination plan and evaluate and recommend a strategy for the state to further implement the plan.

In particular, the consultant will work to facilitate the tasks identified below and while cost alone will not be the basis for selection, comparative costs of the qualified proposals will be a consideration. The contract is anticipated to have a maximum value of \$60,000 and a maximum contract period of six (6) months, effective upon approval of the contract by the NH Governor and Executive Council.

Proposals are due no later than 3:00 pm on **APRIL 12, 2016** at the following:

USPS Address	Physical Address
Shelley Winters, Administrator NHDOT-Bureau of Rail & Transit PO Box 483 Concord, NH 03302-0483	Shelley Winters, Administrator NHDOT-Bureau of Rail & Transit 7 Hazen Drive Concord, NH 03301

<u>Acronyms used throughout RFP</u>	
SCC	Statewide Coordinating Council
RCC	Regional Coordination Council
RPC	Regional Planning Commission
NHDOT	NH Department of Transportation
NH DHHS	NH Department of Health & Human Services
FTA	Federal Transit Administration

Scope of Service/Responsibilities

SCOPE OF SERVICES: Develop a new Statewide Coordination of Community Transportation Services Plan and recommendations for changes in “operating business processes.”

1. Review relevant plans, studies and other publications, including, at a minimum, the following:
 - 1995 study by the NH Office of State Planning on statewide coordination
 - 2003 study for the Commissioner of the NH DHHS on the cost savings of coordinating human service transportation
 - 2006 NH Statewide Coordination of Community Transportation Services Plan
 - 2011 & 2013 SCC Retreat Reports
 - Regional Transportation Coordination Plans
 - RCC documents relating to regional coordination
 - Information on the [NH DHHS Medicaid Managed Care program](http://www.dhhs.nh.gov/ombp/caremtg/index.htm) (found online at <http://www.dhhs.nh.gov/ombp/caremtg/index.htm>)
 - Other documents as provided by the SCC Leadership team

2. Assess existing conditions, including the current reality of coordinated transportation in New Hampshire, providing a comparison of current reality vs. assumptions in 2006.
 - Assess state level and regional coordination structures
 - Assess general availability of community transportation service around the state and implications for coordination
 - Analyze demographic and economic trends that will affect transportation system demands during two upcoming decades

3. Suggest strategies to improve and enhance transportation coordination in NH, including, but not limited to, the following areas:
 - The ongoing role of the SCC
 - The ongoing role of the RCCs
 - The ongoing role of the RPCs
 - The ongoing role of NHDOT
 - Most effective use of FTA funds available to the state, municipal and regional transit agencies; including assessing how Federal transportation legislation known as Fixing America’s Surface Transportation Act (FAST Act) may affect coordination activities in NH.
 - Approaches if NH DHHS does not participate in coordination, or participates only with funding streams other than Medicaid
 - Approaches to engage other State departments, to minimally include the NH Department of Education and NH DHHS
 - Strategies to engage non-profit transportation providers in the absence of state mandates
 - Strategies to expand participation by for-profit transportation providers
 - Strategies to expand base service levels in underserved areas of the state
 - Review overall funding of coordinated transportation services
 - Review NHDOT’s FTA Section 5310 RCC Formula Fund program and make recommendations as to the most appropriate use of the funds to support coordination of community transportation in NH.
 - Information on NHDOT’s 5310 RCC Formula Funded program is available online (<http://www.nh.gov/dot/org/aerorailtransit/railandtransit/grants.htm>)

4. Collect stakeholder feedback and input for the new Statewide Coordination Plan
 - Meet with leadership of the SCC
 - Meet with state agencies to assess their potential roles in coordination within a new structure
 - Meet with NH DHHS' State Medicaid Transportation Broker(s)
 - Identify stakeholders and partnership groups in the 9 RCC regions of the state.
 - Collect and evaluate comments to inform the drafting of a new Statewide Plan.
 - Present Draft Statewide Coordination Plan to the public and advocacy groups for comment holding at least one public meeting in several regions of the state.

5. Project Reporting
 - Meet with the Project Advisory Committee for project "kick-off."
 - Conduct monthly telephone status conferences with the project advisory committee
 - Present a mid-project report to the SCC
 - Present the draft final report to the SCC
 - Final Report: provide five (5) bound copies, a digital copy in PDF format, and an editable digital copy in Microsoft Word or another editable digital format approved by NHDOT
 - Provide copies of all background information used for and developed during the project

Note: NHDOT will have responsibilities during the project to assist the consultant and they will include:

1. Coordinate administrative tasks with the consultant and the SCC regarding meetings, agendas and related tasks.
2. Enter into an agreement with the selected consultant; manage and administer project activities with the consultant and the SCC as necessary.
3. Review draft documents and provide recommendations.

Proposal Evaluations and Selection Process

Proposals will be evaluated for responsiveness to the Request for Proposals by a review committee, which will include staff of the NHDOT and representatives of the SCC. Review will be based on the criteria listed in the Evaluations & Scoring subsection provided later in this section.

Award of this contract will be determined by the proposal that offers to provide the greatest value to the NHDOT and the SCC, according to the published evaluation criteria.

The technical proposal must include the following items for review and consideration:

a) Summary

A brief summary of the consultant's understanding of the project and relevant knowledge and experience. Provide information on all sub-consultants if more than one firm is involved.

b) Work Plan

An outline of the approach proposed to accomplish the scope of services and the manner in which the consultant will work with NHDOT and the SCC in coordinating the project. Suggestions for additional work, which may be beneficial to the project, may be considered. Creative approaches to completing the study and any additional work are encouraged.

c) Qualifications

A description of the consultant's qualifications, capabilities, and organizational structure will be provided by the consultant. The description will include identification of the project team including qualifications, experience, and specific responsibilities of the project manager and staff that will be assigned to the project (include a resume for each person).

d) Relevant Work Experience and References

Provide three (3) examples of projects similar in scope and scale completed by the consultant (by the staff that would be assigned to this project if possible). Provide a brief description including completion date, type and scope of project, and the contact person with telephone number for reference.

e) Work Schedule

Provide a detailed schedule indicating how the project tasks will be organized to complete the work product in the allotted time frame. Schedule to include a matrix of the project and hours assigned broken down by personnel assigned.

Other items that must be included for review and consideration include:

COST PROPOSAL (FOR AN AMOUNT NOT TO EXCEED \$60,000)

The consultant's proposed budget and cost for completing the work must be in a separate sealed envelope and clearly labeled with the firm's name, project number and the title "COST PROPOSAL." The cost proposal must include a task breakdown of the project cost by each staff/team member and hours assigned to each staff/team member. Cost proposals in excess of the maximum \$60,000 of funding available will not be considered.

FEDERAL TRANSIT ADMINISTRATION (FTA) CLAUSES & CERTIFICATIONS

A signed copy must be submitted with the proposal

FTA clauses are available on the SCC website: <http://www.nh.gov/dot/programs/scc/index.htm>

EVALUATIONS & SCORING

The NHDOT, through the Bureau of Rail & Transit, will utilize a Selection Committee that will be responsible for the review of project proposals and the selection of a qualified project consultant. Proposals will be evaluated based on technical merit and on the criteria listed below. Top-scoring firms, based on the evaluation of the written proposal, may be required to have interviews/presentations to support or clarify their proposals, if requested by NHDOT. NHDOT will make every reasonable attempt to schedule each interview/presentation at a time that is agreeable to the firm. Failure of the firm to complete a scheduled interview/presentation to NHDOT may result in rejection of that firm's proposal. Interviews/presentations, if scheduled, will be part of the final selection process.

Evaluation Criteria:

Criteria		Points Available
1	Approach to the project, clarity of the proposal, and creativity and thoroughness in addressing the scope of work	20
2	Qualifications of the firm and the personnel to be assigned to this project	20
3	Demonstration of overall project understanding and insights into local conditions and potential issues	20
4	The experience of the consultant personnel working together as a team to complete similar projects	15
5	Knowledge of geographic project area	5
6	References	5
7	Submission of a complete proposal with the consultant's approach to the project containing all information, services, and requirements in this RFP	5
8	Quality of representative work sample; preferably, one that is similar to this project	5
9	Additional creative suggestions from the consultant firm	5
TOTAL		100

**Comparative costs of the proposals shall be considered, but will not be the determining factor for selection as "Cost Proposals" will be opened after evaluation of the criteria listed above.*

Firm selection and notification is anticipated to be in MAY 2016, but is subject to change.

SUBMISSIONS

Consultants must submit their proposal on or before **3:00pm, APRIL 12, 2016** to:

USPS Address	Physical Address
Shelley Winters, Administrator NHDOT-Bureau of Rail & Transit PO Box 483 Concord, NH 03302-0483	Shelley Winters, Administrator NHDOT-Bureau of Rail & Transit 7 Hazen Drive Concord, NH 03301

All proposals must be date-stamped by NHDOT staff by the stated time to be considered. NHDOT will not accept facsimile or email submitted proposals for this project.

Proposals shall be submitted in a sealed package and contain: one (1) original (identify as such) hard copy plus ten (10) additional hard copies, and one electronic (DVD or thumb drive) of all materials required for acceptance of their proposal. Printed copies should be typed and submitted on double-sided 8.5"x11" paper and be bound securely.

Modifications to proposals received prior to the submission deadline will be accepted and must be submitted in a sealed envelope identifying the name and address of the consultant and clearly marked "Modification to Proposal – Statewide Coordination of Human Service Transportation Services." The number of copies and formats of modifications must be in accordance with submission requirements detailed above. If only modified pages are being provided, modifications shall include insertion pages or replacement pages and a transmittal letter explaining and indexing the modifications

Questions about the project should be directed to NHDOT Rail & Transit Administrator, Shelley Winters, via email; phone calls will not be accepted. Final questions and requests for clarification must be received by Ms. Winters by **3pm on March 21, 2016**. Please email Ms. Winters at: Swinters@dot.state.nh.us

All clarifications and interpretations of the proposal specifications, individual questions and supplemental instructions will be in the form of written Addenda to the proposal documents which will be posted on the State Coordinating Council (SCC) website (<http://www.nh.gov/dot/programs/scc/index.htm>) with the Final Addenda being posted no later than **3pm on March 30, 2016**.

All proposals, upon submission, become the property of NHDOT. The expense of preparing and submitting a proposal is the sole responsibility of the firm. NHDOT reserves the right to reject any or all proposals received, to negotiate with any qualified source, or to cancel in part or in its entirety this RFP. This solicitation in no way obligates NHDOT to award a contract.

NHDOT reserves the right to negotiate the terms of the contract, including the award amount, with the selected firm prior to entering into a contract. If contract negotiations cannot be concluded successfully with the highest-ranked firm, NHDOT may negotiate a contract with the second-ranked firm.

The selected firm should be prepared to begin upon approval of a contract by NH Governor and Executive Council and complete the project within six (6) months.

NHDOT Rail & Transit Bid Protest procedure

Protests will only be accepted by NHDOT-Rail & Transit from prospective bidders or bidders whose direct economic interest would be affected by the award of a contract or refusal to award a contract. NHDOT-Rail & Transit will consider all such protests, whether submitted before or after the award of a contract. All protests must be in writing and conform to the following requirements:

1. Be clear and concise.
2. Provide name, address and telephone numbers of protestor.
3. Identify the project or contract.
4. Provide a clear and detailed statement of the legal and factual grounds of the protest including copies of all relevant documents.
5. Provide a statement as to what relief is requested.
6. Be addressed to the Bureau of Rail & Transit and be filed in writing at the Department's office at 7 Hazen Drive (PO Box 483), Concord, NH 03302.

Pre-bid or solicitation protests must be received by the Department at least 10 working days before bid opening or proposal deadline. If the written protest is not received by the time specified, the bid or evaluation process shall continue. Upon receipt of the written protest, NHDOT-Rail & Transit will determine if the bid opening or date of receipt for proposals should be postponed. If the bid opening or due date is postponed, an appropriate addendum will be issued regarding a rescheduling of the bid opening. Any protest may be withdrawn at any time before NHDOT-Rail & Transit has issued its decision.

Any party aggrieved by an award of a contract may protest to the NHDOT-Rail & Transit, in writing, within 15 working days after of bid opening or proposal deadline.

Post-award protests must be received by the Department within 10 working days of the announcement of contract award.

Such protests shall include the detailed facts leading up to the protest. The protests will be referred to the Commissioner of Transportation or her designee for resolution. Following a decision of the Commissioner, appeals may be filed in accordance with the Department's Rules, Tra 200. Pursuant to Tra 201, the Department conducts adjudicative hearings in contested cases and nonadjudicative hearings for rulemaking or administration of programs within the department's jurisdiction. The Department may reconsider decisions in light of previously unknown data or errors of law or regulation.

The Federal Transit Administration (FTA) will only entertain a protest that alleges the Department failed to follow its protest procedures or alleges there has been a violation of Federal law or regulation. A protest to FTA must be filed in accordance with Circular 4220.1F or revisions, within 5 working days of the date the protestor knew or should have known of the violation.