



**UNION COUNTY, SOUTH CAROLINA  
Request for Proposals**

**Public Transportation, Demand Response Services in Union County (Revised 7/29/2022)**

**Release Date:** July 18, 2022  
**Proposal Due Date:** August 5, 2022 by 5:00 p.m.  
**Contact Name:** Kathy Jo Lancaster, Director of Community Development  
**Contact Address:** 107 East Main Street, Union, SC, 29379  
**Telephone Number:** 864-466-6015  
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**I) Project Overview**

Union County invites and welcomes proposals (RFP) from qualified organizations to provide all administrative, operations, maintenance, capital infrastructure, and service management for a **new start demand response public transit service in Union County, South Carolina**. In addition, the contractor is responsible for all state and federal reporting requirements; Union County's role is to provide oversight of the service. The selected contractor must have a cutaway type vehicle dedicated to Union County by the projected startup date of January 2023.

Union County intends to use the South Carolina Department of Transportation (SCDOT) Section 5311 Rural Transportation Program funding, local funds, and passenger fares to start the three-year pilot transportation program.

Union County completed a Transit Feasibility Study in May 2019 to evaluate the viability of providing public transportation in the community. The study concluded that public transportation in Union County would be beneficial to address transportation barriers and increase mobility. A copy of the Transit Feasibility Study may be found on Union County's website at <https://gearupunionsc.com/procurement/>.

Union County desires to improve the quality of life for residents, particularly those unable to drive or without access to transportation, by providing a dependable demand response service to help meet their medical and essential transportation needs. The County intends to offer the service in an efficient and cost-effective manner while serving as many residents as possible.

The RFP will result in one contract to provide service within the County such that nothing remains to be purchased, provided, or supplied by Union County other than what is noted in this RFP. Union County's intent is to enter into one-year contract with the selected contractor which may be renewed annually based on future funding for public transportation services in Union County. Adjustments in the

reimbursement rate to the contractor may be negotiated. Projected start date for services defined in this RFP is by January 2023.

An optional pre-proposal meeting will be held on **Wednesday, July 27<sup>th</sup> at 2:00 p.m.**, in the **Community Room, USC Union Campus, 309 East Academy Street, Union, SC**. For those who would like to participate via Zoom, please e-mail Kathy Jo Lancaster at [kjlancaster@countyofunion.com](mailto:kjlancaster@countyofunion.com) for the meeting link prior to the meeting date.

The following is a proposed schedule for the solicitation, contract award, and start-up. Union County may change this schedule by written notice.

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|------------------------|----------------------------------|
| • Advertisement of RFP | July 18, 2022                    |
| • Pre-proposal Meeting | July 27, 2022, 2:00 p.m. EST     |
| • Proposals Due        | August 5, 2022, by 5:00 p.m. EST |
| • Evaluation           | August 8 – August 12, 2022       |
| • Notice of Award      | August 15, 2022                  |
| • Contract Development | August 22 – 26, 2022             |
| • Service Start-up     | January, 2023                    |

### **Definitions**

The following terms used in the contract will have the meaning set forth below:

- The term “County” means Union County.
- The term “services” means transit operations and support services as described in this RFP and the workmanship and materials furnished or used in performing the services.
- The term “proposer” means any individual, firm, or entity responding to this RFP.
- The term “proposal” means the qualifications, services, support, and costs offered by the proposer.
- The term “selected contractor” means the firm or entity selected to provide transit operations and support services for Union County.
- The term “contract” means the agreement that Union County will have with the successful proposer for the provision of demand response transit services.

### **I) Criteria for Selection**

The following section outlines specific requirements for the proposal and RFP process. Proposers should read this section carefully. Failure to provide all information requested or in the required format may result in the proposal being rejected or considered non-responsive. Each proposal will be evaluated by the quality of the information submitted by the proposer in accordance with the Evaluation Criteria outlined below. Union County will award a contract to the proposer which it deems to be most qualified, responsive, and responsible for providing transit services to residents.

All proposals received by the due date will be reviewed and evaluated based on the following criteria and point value:

<b><u>Evaluation Criteria</u></b>	<b><u>Point Value</u></b>
Experience and Project Understanding	20
Approach to the Project	25
Qualifications of the Team	20
References	15
Cost, Value, and Financial Capabilities	20
<b>Total Maximum Score</b>	<b>100</b>

## **II) Project Objective**

Union County desires to provide demand response public transportation service for essential transportation requests to include medical appointments, grocery stores, and pharmacies. Initially, the passenger trips will stay within Union County's approved mapped service area within a (5) mile radius of the Union County Courthouse (210 West Main Street, Union SC) in addition to the entirety of each subdivision or neighborhood with any street address located inside the (5) mile radius). The mapped service area includes approximately 55% of the County and will provide service to approximately 10,000 businesses and residences. Adjustments to the service area may be negotiated with the contractor when needed.

### **Attachment (Union County Approved and Mapped Service Area)**

## **III) Service Provision Responsibilities**

The selected contractor will provide all vehicles used by this project and will be responsible for any and all maintenance of the fleet. All other services/responsibilities by the contractor and Union County are described below.

### **A) Contractor Services**

- The selected contractor will coordinate with Union County passengers appointment times for pick-up and drop-off; a passenger trip for this RFP is defined as one (1) person being transported one (1) way. Billing is based on a single (1) passenger one-way trip.
- The selected contractor will provide public transportation within Union County's approved mapped service area during normal operating hours of Monday through Friday, 7:30 a.m. to 5:30 p. m. Operating hours may vary depending upon capacity and scheduled passenger pick-up times. The contractor will post holiday schedules to indicate dates when service is not available.
- The selected contractor is responsible for all management and system operations in addition to state and federal reporting. The reporting requirements shall include but not be limited to the following:
  - Total number of revenue vehicles utilized for service per month
  - Total number of ADA vehicles utilized for service per month
  - Vehicle revenue miles per month
  - Vehicle revenue hours per month
  - Total Passenger trips per month
- In addition, the selected contractor will keep records of the following data:
  - Non-urbanized passenger trips/revenue miles demand response
  - Non-urbanized passenger trips/revenue miles demand response sponsored
  - Non-urbanized passenger trips/revenue miles for Medicaid/Title XIX
  - Non-urbanized passenger trips/revenue miles for commuter service
  - Non-urbanized passenger trips/revenue miles for vanpool

- The selected contractor will provide all dispatching services to schedule passenger trips, perform the transportation service, collect passenger fares, provide detailed billing for all completed trips, provide details regarding passenger no-show trips, and submit any denied trip requests to Union County for each billing cycle.
- The selected contractor must have a distinct contact number for Union County services.
- The selected contractor will be responsible for all FTA/SCDOT requirements for safety, ADA, and Title VI. Data regarding safety incidents, accidents, and fatalities shall be reported on a monthly basis. In addition, the contractor shall adhere to all ADA and Title VI requirements and maintain logs of any complaints received.
- The selected contractor will work with Union County to establish an annual operating budget and participate in SCDOT and FTA site visits and reviews.
- The selected contractor will be subject to terms and conditions of the Union County Procurement Policy.
- The selected contractor will work with Union County to establish marketing collateral and promote/advertise transportation services in Union County.

#### **B) Union County Services**

- Union County will follow a fair competitive bidding process as required by the County's Procurement Process and the SCDOT to identify a contractor.
- Union County will apply for section 5311 Rural Public Transportation Program funding to start a three-year pilot program.
- Union County will negotiate contract terms with the selected vendor to include fares, trip rate, and fuel surcharge rate.
- Union County will appoint and maintain a local Transit Oversight Committee to set transit goals, objectives, and approve plans.
- Union County will provide oversight for the project and set expectations based on performance standards and trends by monitoring contractor performance. In addition, Union County will work with the contractor to ensure compliance with federal and state regulations.
- Union County will work with the selected contractor to establish a marketing plan to assist with implementing the project and by creating an awareness of services.

#### **IV) Proposal Content and Format**

Proposals must address the **Project's Objective** by describing the conceptual approach respondents will take to meet the provisions defined under **Service Provisions Responsibilities**. Please submit in the following sequence:

- **Cover Page:** Provide the respondent's name, physical address, e-mail, website (if applicable) and telephone number of the person authorized to make representation on behalf of the respondent. Provide the respondent's federal taxpayer identification number.
- **Respondent Information:** Provide brief introductory remarks to include the respondent's background, experience, capabilities/services, and a statement as to why the project is of interest.
- **Qualifications and Experience:** Demonstrate relevant experience and expertise in providing public transportation. Please provide the following information:
  - Number of years the respondent has been in the public transportation business, types of public transportation provided, and the type (s) of vehicles used to provide the service and the availability of wheelchair accessible vehicles.
  - Number of years the respondent has provided services similar to the demand response service described in this RFP. Describe how the respondent's experience is similar and how it may differ.

- Describe related transit projects the respondent has undertaken within the last five years that demonstrate qualifications to perform the work as described in this RFP.
- Provide contact information of at least two prior/current clients or others who can verify your experience and ability to perform the service described in this RFP.
- List any awards and recognition the respondent has received related to public transportation service.
- Provide any other relevant information regarding the respondent's experience and past performance providing public transportation services.
- **Understanding of Requirements:** Provide brief statements demonstrating an understanding of the services and support Union County requires for this project as addressed in the RFP.
- **Description of Approach** should include the following:
  - Provide a description of how the respondent will implement and operate the demand response public transit program in Union County. Include specific techniques and practices that will be utilized. Your responses should address functions described under **Contractor Services** of this RFP.
  - Describe the respondent's ability to fully manage all aspects of the project.
  - Describe how the respondent will manage risk and provide a safe delivery of services.
- **Financial Responsibility:** Provide brief statements regarding the respondent's financial capability to meet the requirements in this RFP. In addition, include a description of the following information:
  - General liability and auto insurance levels indicating a minimum of \$1 million for each. *Please note, the selected contractor must provide certification of general liability and auto insurance indicating Union County as the certificate holder.*
  - Worker's Compensation Experience Rating
  - Contractor's sam.gov registration
- **Additional Required Information and Documents**
  - Complete and sign the Proposal for Services and Cost Information Form (**Attachment**). Please note that adjustments to the reimbursement rate may be revised annually or as needed.
  - Federal Clauses and Certifications for Contractors (**Attachment**) - The successful proposer to whom an award is made will be required to enter contracts with Union County which includes all contract items required by the State of South Carolina, South Carolina Department of Transportation, and FTA. **All Proposers must sign and submit the Lobbying and Debarment Certifications (pages 12 & 13) with their proposal.**
  - Provide Job Descriptions for all positions to funded by this RFP.
  - Provide a description of vehicle (s) to be used in providing transit service in Union County. Include the following: owner, vehicle description, wheelchair assessable Y/N, year, make, model, and odometer reading for each vehicle.

## V) Proposal Submission

All proposals submitted for consideration must be received by **5:00 p.m. on August 5, 2022 (EST)**. Proposals may be submitted electronically to [kjlancaster@countyofunion.com](mailto:kjlancaster@countyofunion.com), mailed or hand delivered in a sealed envelope to: Union County Community Development, Attention: Kathy Jo Lancaster, 107 East Main Street, Union, SC 29379. *For mailed or hand delivered proposals, proposers must submit six (6) copies of their proposal in a sealed envelope and marked "SEALED BID: DEMAND RESPONSE PUBLIC TRANSIT SERVICE; UNION COUNTY, SC. If you plan to hand deliver your proposal, please call Kathy Jo Lancaster at 864-466-6015 prior to delivery.*

An e-mail acknowledging receipt of proposals meeting the August 5th deadline will be sent to the authorized contractor representative identified in the proposal.

**Union County reserves the right to:**

- terminate this solicitation prior to entering into agreement with any qualified organization pursuant to the RFP and
- reject any and all proposals not complying with the terms of the RFP.

*Questions, interpretations, or clarifications regarding the RFP should be submitted by e-mail to [kjlancaster@countyofunion.com](mailto:kjlancaster@countyofunion.com) prior to the proposal due date. Proposals received after **5:00 p.m. on August 5, 2022** will not be considered or opened. Union County will contact the selected contractor once a decision is reached. **Please be sure contact information for the organization's representative is current in the proposal.***