



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

**Public Transportation, Demand Response Services in Union County, SC**

**Release Date:** August 16, 2022  
**Proposal Due Date:** August 29, 2022 by 3:00 p.m.  
**Solicitation Number:** PT 2208102  
**Contact Name:** Kathy Jo Lancaster, Director of Community Development  
**Contact Address:** 107 East Main Street, Union, SC, 29379  
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## **1.0 General Information and Overview**

### **1.1 Project Overview**

Union County invites and welcomes proposals (RFP) from qualified organizations to provide all administrative, operations, maintenance, capital infrastructure, equipment, and service management for a new start demand response public transit service in Union County, South Carolina. This RFP is a revision and readvertisement of Solicitation Number PT 2207101. 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.

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 will enter into a 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 as needed.

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 provide all vehicles used to accommodate the proposed demand response service in Union County by the projected startup date of January 2023.

### **1.2 Project Objectives**

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 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.

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/>

The County's intent is to offer demand response public transportation service for essential transportation requests to include medical appointments, grocery stores, and pharmacies within a mapped (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). Union County will consider options from Proposers to include public transportation service for residents from the areas of Carlisle, Jonesville, and Lockhart. Initially, all public transit trips will remain within Union County.

**Attachment: (Union County Mapped (5) Mile Service Area)**

**Attachment: (Union County Area Map)**

### **1.3 Service Provisions and 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 service area during normal operating hours of Monday through Friday, 7:00 a.m. to 5:00 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 applicable state and federal reporting requirements.
- 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 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 as needed.
- 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 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.

## **2.0 Requirements Related to the Request for Proposal**

### **2.1 Overview**

Union County is requesting proposals from organizations to provide operations, maintenance, management, and administrative services for demand response transit service in Union County, SC. It is Union County’s intent to identify a “Contractor” to operate, maintain, and administer a demand response transit service. **Proposers are cautioned to read this section carefully.** Failure to provide all of the requested information or in the required format may cause the proposal

to be rejected as non-responsive.

## **2.2 Type of Solicitation**

This is a Request for Proposal (RFP) for the services described. Each proposal response will be evaluated by the quality of the information submitted by the Proposer in accordance with the Evaluation Criteria outlined in **Section 2.4**. Union County will award a contract to the Proposer which it deems to be most qualified, responsive, and responsible.

## **2.3 Proposed Schedule**

The following is a proposed schedule and completion dates for the RFP. Union County may change this schedule by written notice.

- |   |   |
|---|---|
| • Advertisement of RFP                    | August 16, 2022                         |
| • Proposals Due                           | <b>August 29, 2022 by 3:00 p.m. EST</b> |
| • Evaluation                              | August 29-30, 2022                      |
| • Contractor Notification                 | September 1, 2022                       |
| • Resolution Vote by Union County Council | October 11, 2022                        |
| • Contract Development                    | November, 2022                          |
| • Service Start-up                        | January, 2023                           |

## **2.4 Criteria for Selection**

Each proposal will be evaluated by the quality of the information submitted by the Proposer in accordance with the Evaluation Criteria outlined below.

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>

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.

## **2.5 Proposal Submission**

All proposals submitted for consideration must be received by **3:00 p.m. on August 29, 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 labeled "DEMAND RESPONSE PUBLIC TRANSIT SERVICE, UNION COUNTY, SC Proposal. If you plan to hand deliver your proposal, please contact Kathy Jo Lancaster at 864-466-6015 prior to delivery to arrange a drop off time.** An e-mail acknowledging receipt of proposals meeting the August 29th deadline will be sent to the authorized contractor representative identified in the proposal. Union County assumes no responsibility for delivery of proposals which are mailed.

All questions by Proposers concerning this RFP must be submitted **via e-mail by 5:00pm, August 23, 2022 to: Kathy Jo Lancaster at [kjlancaster@countyofunion.com](mailto:kjlancaster@countyofunion.com)**

### 3.0 Proposal Content and Format

#### 3.1 Documents

Proposals must address the **Project's Objectives** by describing the conceptual approach respondents will take to meet the provisions defined under **Section 1.3., Service Provisions and Responsibilities**.

Please submit in the following sequence:

- **Cover Page:** Provide the Proposer's name, physical address, e-mail, website (if applicable) and telephone number of the person authorized to make representation on behalf of the Proposer. Provide the Proposer'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 Proposer has been in the public transportation business, types of public transportation provided, the type (s) of vehicles used to provide the service and the availability of wheelchair accessible vehicles.
  - Number of years the Proposer has provided services similar to the demand response service described in this RFP. Describe how the Proposer's experience is similar and/or how it may differ.
  - Describe related transit projects the Proposer 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 received as it relates to public transportation service.
  - Provide any other relevant information regarding the Proposer'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 Proposer 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 **Section 1.3 (A), 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 Proposer's financial capability to meet the requirements in this RFP. Include a copy of the organization's corporate financial audit for the past three years that are available. In addition, include a description of the following information:
  - General liability and auto insurance levels indicating a minimum of \$1 million for each.
  - Worker's Compensation Experience Rating
  - Contractor's sam.gov registration
- **Additional Required Information and Documents**

- Complete and sign the Demand Response Transportation Services and Cost Information Form. **Please note this document is not a contract between Union County and the Proposer.** The Demand Response Transportation Services and Cost Information Form will be used in the evaluation of costs, value, and proposed services by the Proposer.
- 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.
- 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.

**Attachment: (Demand Response Transportation Services and Cost Information Form)**

**Attachment: (Lobbying and Debarment Certifications)**

### **3.2 Reserved Rights**

**Union County reserves the right to:**

- terminate this solicitation prior to entering into agreement with any qualified organization pursuant to the RFP,
- reject any and all proposals not complying with the terms of the RFP and
- reject any proposals received after 3:00 p.m. on August 29, 2022.

***Please be sure contact information for the organization's representative is current in the proposal.***