Request for Proposals (RFP): **Transportation Study for On Demand Service for**

**People with Disabilities in the Valley Region**

The Kennedy Center, Inc.

December 2014

**Introduction**

The Kennedy Center, Inc. is seeking the services of a professional transportation consulting firm to study the opportunity(ies) to implement new, accessible, on demand transportation service for people with disabilities in the four towns that comprise the Valley Region of CT (Ansonia, Derby, Seymour and Shelton). The study will serve as the foundation for promoting accessibility in these communities, thereby strengthening the local economy as the opportunity to enhance employment opportunities and supportive activities increase. The study represents a pivotal point for the transportation network in the Valley Region as the recommended service(s) in the study may be funded by the Connecticut Council on Developmental Disabilities Council for several years to come. It is the vision of Valley transportation users, providers, Connecticut Council on Developmental Disabilities, and The Kennedy Center to create a model for expanding future on demand transportation service for people with developmental and other disabilities within the Valley, as well as other regions of Connecticut and beyond.

As the recipient of a grant award from the Connecticut Council on Developmental Disabilities, The Kennedy Center is tasked with completing a study to analyze existing demographic and transportation network conditions and make recommendations to implement on demand transportation service(s) for people with disabilities. The Kennedy Center, along with its transportation and human service partners in the Valley, have demonstrated a commitment to planning that is supportive of accessible transportation in areas that have documented gaps in service.

For additional information about this grant award, please [click here](file:///\\dc01\Home\mmixon\DD%20Council\DD%20Council%20Grant%20FINAL.pdf) to review The Kennedy Center’s proposal to the Connecticut Developmental Disabilities Council RFP.

**Inquiries:**

General questions regarding this Request for Proposals (RFP) should be directed to Ms. Margaret Mixon in writing at the address noted below, or via e-mail at mmixon@kennedyctr.org no later than 4:00 pm on **Friday, January 9, 2015**. Inquiries and responses will be posted at www.knowhowtogotct.org no later than **Monday, January 12, 2015**.

Please note that it is The Kennedy Center’s policy to respond only to technical questions. Under no circumstances will The Kennedy Center provide interpretive guidance. No oral interpretations shall be made to any respondent as to the meaning of any of the documents.

**Submission Requirements:**

Prospective consultants are asked to submit responses in two parts: Letter of Interest and

Technical Response. The total page count, including cover page, letter of interest, and technical response, **must not exceed 30 pages**.

The Letter of Interest/Cover Letter must specify the following:

* The name and address of the Consultant(s).
* General Information on the firm and any proposed sub-consultants.
* Name, title and telephone number of the individuals within the firm authorized to commit the company to this contract.
* The name, title and telephone number of the individual The Kennedy Center should contact regarding questions and clarifications.
* A statement that the Consultant's offer will remain in effect for ninety (90) days after acceptance of the Consultant's proposal by The Kennedy Center.

The Technical Response must contain a description of the consultant's proposed approach with specific reference to:

* Project understanding and approach to scope of services (Schedule A)
* Any recommendations to improve/support the project.
* Name and required services of any subcontractors.
* Name and purpose of intended DBE.
* Resumes of key personnel proposed to work on the assignment with emphasis on relevant experience.
* A detailed organizational chart.
* A description and status of comparable project experience.
* Three references from comparable types of projects.
* Pertinent examples of related work prepared and designed by the consultant.
* Project schedule.
* Project budget**.**
* Public participation plan outlining membership and scheduling of Advisory Committee and focus groups throughout the study period.
* Performance measures and examples of quantitative/qualitative data to be used in the study.
* Plan for employment of individual(s) with disabilities for new service(s).

Each consultant must submit **ten (10)** **paper** copies and one **(1) digital** copy of their proposal in a sealed envelope bearing on the outside the name of each firm, full address, name of the project for which the proposal is submitted, and the date and time proposal is due. If forwarded by mail, the sealed envelope containing the proposal must be enclosed in another envelope addressed to the following:

Ms. Margaret Mixon, Regional Mobility Manager

The Kennedy Center, Inc.

2440 Reservoir Avenue

Trumbull, CT 06611

Email: mmixon@kennedyctr.org

**The Kennedy Center must receive the proposal no later than 12:00 pm on Friday, January 23, 2015.** Proposals received after the date and time prescribed shall not be considered for contract award and shall be returned to the submitter.

No partial submittals will be accepted.

**Selection Process:**

Consultants or consortia of consultants will be asked to demonstrate expertise and experience in all skill areas that may be appropriate to the work contemplated by the planning project. All RFPs received by The Kennedy Center will be reviewed and evaluated by a selection committee comprised of transportation and human service representatives serving the Valley Region as well as potential users of the service. Up to five prospective consultants will be selected for a short list and each will be requested to participate in an interview and presentation to the selection committee. A recommendation of the preferred consultant will be made by the selection committee and The Kennedy Center will be authorized to communicate to the selected consultant and begin contract negotiations.

The proposals and Consultants will be evaluated based on the following criteria:

* Corporate experience and capacity 10%
* Understanding of work to be performed 10%
* Project Work Program and schedule 10%
* Professional expertise of team 10%
* Prior experience relevant to project 10%
* Completeness, feasibility and quality of scope of services 20%
* Clarity and conciseness of presentation 10%
* Fee proposal (project budget) 15%
* DBE Goal 5%

The selected consultant will be notified within 14 days of the decision by the selection committee and contract negotiations will commence immediately upon notification. Due to the time sensitive nature of this project, a 10-day fee negotiation period will be provided for the selected consultant and The Kennedy Center to finalize the contract fees, scope of service and agreement. At the end of the 10 day negotiation period, the Contract shall be awarded. If a negotiated fee cannot be mutually agreed to by both parties, The Kennedy Center will terminate negotiation and begin negotiations with the second rated firm.

The firm awarded the contract as a result of being pre-qualified under this RFP, must meet all Municipal, State and Federal affirmative action and equal employment opportunity practices. This will include compliance with E.O. 11246, “Equal Employment Opportunity,” as amended by E.O. 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” and as supplemented by regulations at 41 CFR part 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.”

The selected consultant will be required to prepare project documents in a timely manner and submit monthly status reports indicating work completed to date and any problem(s) that has/have affected the project schedule. To this end, the consultant will be expected to assign sufficient administrative, planning, design and support staff to complete the scope of work within the established and agreed to schedule.

**Other Requirements:**

Disadvantaged Business Enterprise (DBE)

DBE consultants and sub-consultants proposed for use in fulfilling the assigned contract goal must be certified by the Connecticut Department of Transportation Office of Contract Compliance. Proposals must clearly identify the DBE firm, the role the DBE will play in the project and the tasks assigned to the DBE. Proof of DBE certification must be submitted with the DBE’s proposal.

Personnel

The Contractor shall provide the professional services identified in this scope of services and requested by The Kennedy Center, Inc. The proposal must identify the person or persons who will be responsible for conducting the work as listed in this scope of services, and include a copy of each person's resume, experiences with municipal/government and non-profit clients and listing of references.

The Kennedy Center is requesting that a senior experienced person be the primary representative for your firm in actually performing the services.

Length of Service

It is required that the study covered by this scope of services shall be completed no later than **July 31, 2015**. The proposal should indicate this date for completion of the work and key milestones and dates (Advisory Committee meetings, focus groups, preliminary results/findings, etc.) throughout the study period and should be indicated in the project schedule.

Contract/ Agreement

The successful bidder shall enter into a contract with The Kennedy Center, Inc. and agree to abide by all state and federal contractual requirements. By signing the agreement with The Kennedy Center, the Consultant agrees to perform work as specified in the scope of services and accepts the terms and conditions set forth in the contract.

***Schedule A***

*Transportation Study for On Demand Transportation Service for People with Disabilities*

*in the Valley*

**Project Overview**

To live independently and achieve full inclusion in their communities, people with disabilities must be able to maintain a mobile lifestyle. Being able to realize opportunities to fulfill civic responsibilities, serve as a volunteer, go shopping, enjoy a park, join a club, get to employment and medical centers, and spend time with family and friends are virtues of community life that are not possible for all.

“I want to go where I want to go, when I want to go!” A sentiment often expressed by riders with disabilities, community transportation providers are beginning to re-evaluate their approach to accessible transportation. To this end, service design models need to focus more and more on consumer directed choice, giving individuals control over their travel options within their communities.

Transportation plays an important role in the lives of people with disabilities, it determines an individual’s level of community engagement with regard to employment, housing, healthcare, and social activities. The reality for many people living with a disability is that they would work, but are not able to due to a severely limited transportation network. Others cannot shop, socialize, attend religious services, get to medical appointments, or even leave their homes. This is especially true for residents with developmental disabilities, a group that faces very limited on-demand transportation options in most towns, some having no service at all. As a result, many people become isolated and their inclusion in their communities is drastically diminished.

To meet the needs of people with disabilities, transportation policymakers and planners must consider the unique gaps and barriers in the existing network in a defined area and find solutions to address them. Door-to-door paratransit service requires advanced planning and most demand-response taxi companies do not operate accessible cabs. In places that do offer accessible, discounted, on-demand service, customers often report that the service is still too expensive to meet their travel needs.

For transportation options to be viable for people with disabilities, they must include the following key components:

• Increased hours of availability including evenings, weekends, and holidays,

• Affordable options with fees that are comparable to or less than driving a car,

• A variety of relevant origins and destinations such as medical facilities, employment centers, shopping centers, and recreational places,

• Acceptable condition of vehicles and supportive infrastructure (sidewalks, bus shelters, etc.) including cleanliness, safety, accessibility and user-friendliness,

• Service and schedule information that is available via multiple outlets (printed schedules, transit website, human service agency links to transit sites, social media, etc.) that is easy to understand,

• Well-trained drivers and staff who are sensitive to the unique needs of people with a wide array of disabilities.

Transportation barriers faced by people with disabilities, and particularly developmental disabilities, don’t always receive the most attention in policy debates. Often, federal policymakers have focused only on the transportation access requirements of the Americans with Disabilities Act (ADA). The ADA led to great improvements, but many gaps remain that pose significant transportation problems for people with disabilities. Additionally, because the ADA merely requires that where public transportation is provided, it must be accessible for people with disabilities, an absence of public transportation usually translates to no transportation service at all for people with disabilities. In suburban as well as rural areas, people with disabilities often become dependent on social service agencies and/or family and friends. Thus, they are at a significant disadvantage in our automobile-dependent society.

Study Area: The Valley Region

The Kennedy Center, along with its partners, proposes to study the gaps faced by people with developmental and other disabilities and implement on demand service(s) throughout the Valley Region of Connecticut. Based on our work as travel trainers and Mobility Managers identifying transportation gaps and barriers for several years in the Valley, this is an area primed to pilot new models. The Kennedy Center will collaborate with a diverse group of partners and stakeholders to establish study goals and objectives, examine the existing conditions of the transportation network, conduct a needs analysis, and make recommendations on specific services that will best meet the needs of residents with developmental disabilities in the Valley. The Advisory Committee, focus groups, and study team will be strongly encouraged to think “outside of the box” and explore all possibilities for new service. The study will be comprehensive and consider a wide variety of service options including an accessible taxi service and discount program, Uber on-demand model, volunteer driver network models, and the use of underutilized accessible transit vehicles, or any combination of services that best meets the needs of Valley residents with disabilities.

**Work Program Outline:** The transportation study funded under this project will build upon past and current planning projects. The process of developing the study will be inclusive of the public and will be consistent with the following planning framework:

1. Finalize Advisory Committee
2. Formulate initial goals through visioning and the identification of regional issues.
3. Collect and analyze data by examining current conditions and trends.
4. Refine goals and formulate objectives.
5. Develop and evaluate alternative accessible, on demand service(s).
6. Select a preferred service(s).
   1. Model for local plan development
7. Plan for future implementation, monitoring and maintenance.

**Task 1: Coordinate Advisory Committee Meeting Schedule with The Kennedy Center and Initiate Focus Group Plan:** A Planning Advisory Committee will assist and direct The Kennedy Center and its partners throughout the study process, specifically in setting goals and objectives, identifying issues, developing strategies, evaluating possible actions and establishing priorities. The committee will be comprised of representatives from the transit provider and planning network, human service providers, elected officials and town staff, potential service users, and will be open to the public. Focus groups will include people with developmental and other disabilities residing in the Valley as well as their family members, advocates and others. The consultant will be required to attend Advisory Committee meetings scheduled by The Kennedy Center and coordinate and attend Focus Group meetings.

**Task 2: Formulate initial goals through visioning and the identification of regional issues.**

The consultant will assist the Advisory Committee in formulating initial goals and objectives for the study. The Connecticut Council on Developmental Disabilities 5 Year State Plan will provide a framework for the development of goals.

**Deliverables:** Kickoff Meetings with the Advisory Committee and Draft of Initial Goals

**Task 3: Collect and analyze data by examining current conditions and trends.**

The consultant will inventory and provide detailed and summary reports on existing conditions in the Region. Data should include (but is not limited to) information on demographics, land use, infrastructure, transportation, mobility and connectivity, housing, the environment, the economy, access to jobs, recreation centers, cultural and historic assets. The following documents and sources should be referred to in the development of the Existing Conditions report:

* VCOG Long Range Transportation Plan (LRTP)
* State of Connecticut Long Range Transportation Plan and other state level policy documents (DDS, DMHAS, ConnDOT, BRS).
* Municipal POCDs: Towns of Ansonia, Derby, Seymour and Shelton
* Linking Low-Income Workers with Transportation Study (2005)
* Demographic data from the US Census Bureau and other sources
* Locally Coordinated Human Service Transportation Plan and Update for Bridgeport/Stamford Urbanized Area (LOCHSTP)
* Other pertinent studies, as applicable

**Deliverables:** Existing Conditions Report and Summary. Presentation to and meeting with the Advisory Committee. Regularly updated study website and an online forum for public comment.

**Task 4. Refine goals and formulate objectives**

If necessary, the Advisory Committee will refine their initial goals after presentation and review of the Existing Conditions Report and Summaries. The consultant will assist the Advisory Committee in refining goals and formulating objectives or actions necessary to achieve these goals.

**Deliverables:** Matrix of goals and objectives. Meetings of the Advisory Committee and focus group.

**Task 5. Develop and evaluate service alternatives**

The consultant shall develop and evaluate strategies to realize the refined goals and objectives. The social, environmental and economic impacts of each alternative will be evaluated. The consultant will provide an interactive online tool that the public can use to visualize alternatives and the social, environmental and economic impacts of each alternative. The strategies, evaluations and visualizations will be presented to the Planning Advisory Committee. Comments received by the Planning Advisory Committee and through the website will be used by the consultant to determine the preferred alternatives.

**Deliverables:** Matrix of goals, objectives and alternative implementation strategies. Presentation to and meeting with the Planning Advisory Committee and public. Interactive online tool for the public to visualize alternatives.

**Task 6. Select a preferred service(s).**

The final plans will be consistent with federal, state and local plans and policies as described previously. All final documents will be well designed and formatted. The final Study will identify the goals, objectives and the preferred implementation strategies to realize the optimal accessible, on demand transportation service(s) that will promote the transportation vision of the community at large. The Study will serve as a model that future local planning efforts may follow. An Executive Summary will be included in this document and the study will identify agencies responsible for implementation and funding for the new service(s). Concepts and ideas throughout the Study will be illustrated with creative and high quality graphics.

**Deliverables:** Final study including amatrix of goals, objectives and preferred implementation strategies. Documentation of public engagement process.

**All Deliverables**

* Assisting The Kennedy Center to hold Advisory Committee meetings (min. of three)
* Coordination of and leading 2 focus groups comprised of people with developmental and other disabilities and family members and others
* Monthly status meetings with The Kennedy Center staff
* Existing Conditions Report
* Existing Conditions Summary
* Matrix of goals, objectives and implementation strategies
* Webpage for plan updates with online forum for public comment
* Interactive, online visualization tool
* Documentation of public outreach
* Final Transportation Study and Executive Summary including:
  + Recommendations for new, on demand transportation service(s)
  + Plan for future implementation including funding source alternatives
  + Metrics to monitor service(s) implementation