

CA



Municipality of Anchorage

Dave Bronson, Mayor

Purchasing Department

January 26, 2022

REQUEST FOR PROPOSAL

RFP 2022P005

Paratransit and Demand Response Service

The Municipality of Anchorage is an equal opportunity employer.

Enclosed is pertinent information for use in preparing your proposal.

Pre-Bid: **2:30 P.M. Local Time, February 3, 2022**

Questions Due: **5:00 P.M. Local Time, February 9, 2022**

Proposals Due: **5:00 P.M. Local Time, March 1, 2022**

ONE SIGNED ORIGINAL, single sided, unbound, plus seven (7) complete copies of your proposal must be submitted. In addition to the copies, a flash-drive containing a PDF copy of the complete proposal, including attachments must also be provided.

The call-in phone number for Pre-Bid Conferences is 907-343-6089. Conference lines are opened 5 minutes prior to the Pre-Bid Conference times. To attend meetings in person; you may do so at 632 W. 6th Avenue, Suite 520, Anchorage, AK 99501. FOR AUXILIARY AIDS, SERVICES, OR SPECIAL MODIFICATIONS TO PARTICIPATE PLEASE CONTACT THE PURCHASING DEPARTMENT TO REQUEST REASONABLE ACCOMMODATIONS AT 907-343-4590; FAX 907-343-4595; OR wwpur@muni.org

For further information contact Purchasing at (907) 343-4590 or fax (907) 343-4595 or email wwpur@muni.org. All correspondence should include the **RFP** number and title.

The Municipality of Anchorage reserves the right to reject any and all proposals and to waive any informalities in procedures.

Sincerely,

Joel Hayenga

Joel Hayenga
Deputy Purchasing Officer



2022 Request for Proposals

2022P005

Americans with Disabilities Act Paratransit and Demand Response Service Public Transportation Department (PTD)

RFP 2022P005

ADA Paratransit and Demand Response Service

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SECTION 1.0 General Information

1.1 Introduction

The Municipality of Anchorage, located in Alaska's Southcentral region, is the most populous city in the state serving approximately 300,000 people. The Municipality's 1,961 square miles, spans from its southernmost community of Portage Glacier north to the community of Eklutna. The service area covered by AnchorRIDES consists of approximately 90 square miles spanning between the Municipality's most densely populated communities of Anchorage metro north to Peters Creek (henceforth referred to Eagle River). Anchorage Metro Service is operated 7 days per week while the Eagle River service is operated 5 days per week excluding eleven (11) Municipally observed holidays.

AnchorRIDES serves of five (5) distinct ridership groups: ADA complementary paratransit, Senior Citizen transportation and grocery delivery service, UPASS university student transportation, Rural Cap Elder Mentor program, and Medicaid HCB Waiver Transportation. Additionally, PTD funds the Eagle River ADA Demand Response Service as a non-dedicated transportation service. Customer eligibility for ADA, Senior Citizen, and UPASS transportation is evaluated and determined by the PTD while the others are determined by their respective sponsors.

1.2 Purpose

The Municipality of Anchorage's (MOA) Public Transportation Department (PTD) is soliciting proposals from qualified and innovative human service transportation contractors to provide operations, maintenance, and service management for the AnchorRIDES Americans with Disabilities Act (ADA) Paratransit and Eagle River demand response services.

The ADA of 1990 requires any federally funded locality providing a fixed-route bus system to complement it with paratransit service in terms of hours of service, days of service, trip length, and a service area $\frac{3}{4}$ of a mile around each fixed-route bus route. In addition to these requirements, service must be provided without a pattern or practice of capacity constraints. The successful Contractor will be intimately familiar with all applicable local, state, and federal regulations governing the operation of this service.

This RFP will result in one contract to provide service to the AnchorRIDES service area as defined in this solicitation. It is the intent of the PTD to retain a Contractor to operate,

maintain, and administer the AnchorRIDES service such that nothing remains to be purchased, provided, or supplied by the MOA, other than is outlined in this RFP.

The contract resulting from this RFP will begin July 1, 2022, for an initial term of three (3) years, with the right to exercise two (2) two-year options. Costing for this contract shall consist of a fixed plus variable trip rate for all services within the Anchorage service area. The service statistics presented in Attachment B only reflect service trends. These trends are not a guarantee of continued ridership levels.

Additionally, the contract resulting from this RFP may include the Eagle River service as an added option. PTD will evaluate proposals for this piece of work on the Bidder's demonstrated added value of including the Eagle River service into their overall proposal. It is the PTD's preference to enter into an agreement with a single vendor who can provide the complete range of required and desired services that align with objectives outlined in this RFP. Proposals for sub-contracted services for the Eagle River service will be considered but must be fully disclosed in the RFP response.

1.3 Background

The following services are performed through an established contract:

A. ADA Complementary Paratransit

ADA Transportation serves people whose disabilities prevent them from using Anchorage's People Mover fixed route service. Customers under this funding category receive service which follows the guidelines of the Americans with Disabilities Act of 1990, complementing the People Mover service in terms of hours, days of service, and service area. The service area in Anchorage includes a Core Zone within $\frac{3}{4}$ mile of People Mover service and a Premium Zone that extends beyond the ADA required $\frac{3}{4}$ mile Core Zone with serviceable terrain. For additional information on ADA Complementary Paratransit guidelines, policies, and service area maps, please reference **Attachment A**.

Any University of Alaska student seeking to utilize AnchorRIDES services under the UPASS program must first qualify for ADA Complementary Paratransit. To ensure the ADA paratransit eligible customer is currently enrolled with the University of Alaska, they must present current transcripts to the Eligibility Office each semester.

B. Senior Citizens Transportation

Anchorage provides senior transportation as part of its coordinated transportation with separate guidelines and policies.

The State of Alaska (SOA), Division of Senior and Disability Services (SDS) provide funds through the Nutrition, Transportation, and Supportive Services (NTS) grant for senior transportation and grocery delivery to people 60+ and their spouses. In accordance with the PTD's agreement with the SOA SDS, transportation is provided to medical and pharmacy locations in addition to grocery delivery from local eligible stores. Transportation and deliveries are provided on a 1st come 1st serve basis subject to funding availability.

The PTD submits an annual NTS grant application to fund purchased senior trips.

C. Eagle River ADA Service

The PTD contracts with an ER based nonprofit organization for the provision of demand responsive transportation to this service area. The ER contractor operates weekday transportation for adults with physical, intellectual, cognitive, or sensory disabilities that reside in the Chugiak/Eagle River area. This service provides curb-to-curb service on a 1st come 1st serve basis within this area and to/from Anchorage.

1.4 Coordinated/Subcontracted Services

AnchorRIDES is the state recognized coordinated transportation system for the Anchorage region, which covers all areas within Anchorage. The contractor is required to partner with the PTD to expand coordination efforts by contracting with other agencies for services. These coordinated partnerships are intended to enhance transportation within the community and/or result in efficiencies or cost reductions for the MOA.

Existing agreements beyond the base contract trips of ADA, Senior Citizen, and Eagle River ADA service include:

A. Medicaid Home and Community Based Waiver Transportation

The MOA maintains the authorization as a Medicaid HCB provider while the existing AnchorRIDES contractor is enrolled as the billing agent and sub-provider. Each client is pre-authorized for service through a plan of care

monitored by HCB Care Coordinators. AnchorRIDES customers who utilize this funding mechanism follow the same ADA guidelines with the exception that same day service can be provided if specified in a plan of care and does not cause ADA paratransit capacity constraints.

The existing contractor employs a designated Medicaid Billing Specialist to provide Medicaid client enrollments, service management, and billing. PTD is not billed for these trips as part of its existing contractual agreement.

B. Social Service Agency Coordination

The existing contractor has coordinated a fare pre-payment agreement with 3 local social service agencies. This service allows agencies that fund at least 5 eligible customers for 100 or more rides per month to establish an account from which agency approved trips are automatically deducted. These agreements help provide for more streamlined boarding's and increased billing convenience for agencies who heavily rely upon AnchorRIDES.

C. Glacier Valley Transit- Girdwood Alaska

1. Glacier Valley Transit (GVT) provides transportation to the small ski resort community of Girdwood with a 2-3 vehicle fleet.
2. Preventative vehicle maintenance labor is sub-contracted between the incumbent contractor and GVT.
3. The successful contractor will honor the terms of the existing GVT contract until it is able to re-negotiate contract terms in a manner acceptable to both PTD and the successful contractor (Attachment R).

1.5 AnchorRIDES Service Statistics

Refer to **Attachment B** for service statistics.

1.6 Municipal Infrastructure

- A. The PTD provides substantial infrastructure support for the AnchorRIDES service through local tax support and grants. The Department strives to keep its physical

and virtual assets in peak operational condition and will require the successful Contractor to assist in accomplishing this standard.

B. Facility

1. The Contractor is required to lease and occupy the MOA owned paratransit facility at 3625 Dr. Martin Luther King Jr. Ave, Buildings A and B. These facilities will include an equipped facility space and utilities for service operations, maintenance, administration, facility maintenance, and parking.
2. The facility consists of:
 1. Building "A" described as a 2-story office building with approximately 11,000 square feet.
 2. Building "B" described as 3 maintenance bays and a bus washing bay with approximately 21,000 square feet.
 3. Unsecured parking lot space of approximately 83 parking spaces.
 4. Indoor storage for approximately 50% of the fleet.
3. A lease agreement will be executed to establish legal tenancy of a municipal facility. The Department expects that the fixed rate proposal will reflect the cost savings to the contractor of a substantially equipped facility. See **Attachment C** for paratransit and lease information.

The successful bidder will conform to Anchorage's most current Multi-Sector General Permit (MSGP) for storm water discharges associated with industrial activity. Anchorage will be indemnified by the successful bidder for any actions by the contractor that violate any portion of the MSGP.

4. The facility is equipped with office furniture, artwork, and a fully equipped maintenance shop, parts room, and vehicle wash bay. The contractor will be furnished with an inventory list of all MOA assets and will be responsible for maintaining and securing these items. See **Attachment D** for a list of all MOA assets.

C. Information Technology (IT) Hardware/Software

1. The PTD provides IT support through the MOA IT Department for Municipally owned hardware and software in operation of AnchorRIDES and related coordinated activities. General IT responsibilities of the successful Contractor include checking and monitoring network connectivity, and troubleshooting. It is expected that the successful contractor will work with the PTD and MOA IT department to provide for the security of all MOA assets in its employ and take a lead role in the implementation of future paratransit technology and upgrades. A list of supplied hardware and software is included in **Attachment D**.
2. The Contractor is required to utilize the hardware and software outlined in this RFP. Contractor supplied assets proposed for use in services provided under this RFP that require integration into existing systems must be approved by the PTD and MOA IT prior to implementation. For Contractor corporate business to be conducted outside the boundaries of this RFP will require the Contractor to provide and maintain separate hardware, software, and networking components.
3. The Contractor shall follow the policies and procedures that govern access to MOA computers and network. Failure to comply with MOA policy and procedures will result in loss of access to the provided systems to the affected personnel at the sole expense of the Contractor.
4. The successful Contractor shall report, and track incidents related to all IT infrastructure in its use. Additionally, the Contractor will work with the PTD and IT Department to resolve all related incidents to enhance affected systems and work processes.

D. Phone System

The successful Contractor is required to utilize the Cisco phone system provided under this contract. Designated phone lines are recorded via the Calabrio phone recording system while analog radio traffic is recorded via Stancil recording software. The AnchorRIDES phone system includes the following features:

1. MOA IT maintenance support.
2. Voicemail, an Automatic Call Distribution (ACD) system, and noise cancelling headsets.
3. Pre-recorded hold line messaging.
4. Live “listen-in”, live hold queue monitoring, and performance reporting features for quality assurance monitoring.
5. All communications with customers shall be available in accessible formats as appropriate.
6. The MOA provides access to a telephonic language interpretation service in over 240 different languages.
7. The PTD utilizes the Trip Spark Notifications software to provide customers with day before and 10-minute prior trip notifications via call, text, or email. This system is also utilized to push out mass notifications to customers in the event of a communitywide emergency.
8. See **Attachment D** for a list of all phone assets.

E. AnchorRIDES Fleet

1. The PTD provides revenue and support vehicles for use in the provision of services outlined in this RFP. The PTD or its representative shall be entitled to conduct inspections of any vehicle used in the operations of the AnchorRIDES system to include Municipal, Contractor provided, and Sub-Contractor provided vehicles to determine compliance with contract provisions. The Contractor will not operate vehicles deemed unsafe by the PTD.
2. **Vehicle Cameras**
 - i. There are currently 20 vehicles within the AnchorRIDES fleet that each employ 5 Safety Vision EXT-AHD cameras.
 - ii. Each vehicle utilizes the Safety Vision 4112 HVR DVR hardware.
 - iii. This system is monitored through Safety Visions’ Foresight Pro application.
 - iv. The camera system is Wi-Fi enabled for video footage to be downloaded on the Transit campus once within range of their designated router.
3. A complete list of the AnchorRIDES Revenue and Non-revenue fleet is outlined in **Attachment E**.

F. Contractor and Subcontractor Provided Vehicles

Non-Municipally owned vehicles used by and/or maintained by the successful Contractor or through sub-contract agreements to provide transportation and/or maintenance services are subject to the following:

1. The use of any non-municipally owned vehicles providing paratransit transportation service for MOA funded trips must be pre-approved by the PTD. Approval may be revoked by the PTD if vehicles are deemed inadequate.
2. Vehicles must have cellular and/or radio communication with the Contractor's dispatcher.
3. All vehicles must be properly licensed and comply with federal, state, and local laws and requirements pertaining to motor vehicles.
4. All body damage to vehicles shall be repaired within 30 days of occurrence in a professional and high-quality manner.
5. Vehicles provided by the Contractor or subcontractor must carry an AnchorRIDES logo or other acceptable logo identification sign that displays the vehicle as in revenue service for AnchorRIDES. Additionally, the vehicle must display a vehicle number and customer contact number.
6. Maintenance for non-AnchorRIDES revenue services will not impede the Contractor's ability to perform timely maintenance services for vehicles engaged in services outlined in this RFP.
7. Contractor must demonstrate the benefit to the MOA, Contractor, and non-revenue service vehicle owner for providing maintenance services in an MOA facility.

G. Bus Washing System

1. The PTD will provide an automated Belanger V-Max bus washing system located within the AnchorRIDES maintenance facility. It was installed in February 2011 and the successful contract will be required to assume and negotiate the existing preventative maintenance contract held by the current AnchorRIDES contractor.
2. The successful Contractor will be required to cover the purchase of soaps and chemical solutions needed to adequately wash vehicle exteriors.

Solutions are an eligible maintenance expense that can be used as part of the \$57,368 capital funds provided by the PTD. PTD currently works with Alaska Wash Support for preventative maintenance services. **Attachment F** outlines the existing bus wash preventative maintenance schedule for the bus wash and operational manual. The successful contractor will be required to formalize a preventative maintenance agreement with this vendor or any other that is able to provide adequate services. Cost for bus wash maintenance must be included in bid pricing.

H. Fuel

1. The PTD will fund the portion of fuel costs for services outlined in this RFP while the successful Contractor will fund the portion of fuel costs of non-contract or coordinated trips. The Contractor will reimburse the PTD for the portion of non-contract fuel usage through a deduction of the monthly invoice. A fuel use reconciliation report is run every month to calculate the percentage of contract trips to non-contract trips. The percentages are then applied to the total fuel charge for the month to determine the cost of contract and non-contract fuel usage.
2. AnchorRIDES fleet vehicles are fueled offsite by the Contractor at specified fuel merchants using the Municipal fuel purchase contract. The Contractor is responsible for any charges other than regular unleaded fuel and other unauthorized fuel consumption.

1.7 Service Guidelines

A. Customer Eligibility

1. Customer eligibility is solely determined by the PTD for ADA paratransit and Senior Citizen Transportation. The Contractor is responsible for other contracted eligibility determinations and enrollments such as Medicaid HCB and other non-contracted services.
2. Detailed information on the AnchorRIDES eligibility process can be reviewed in **Attachment A**.

B. Subscription Service

1. AnchorRIDES offers subscription service for customers who travel from the same origin and are dropped-off at the same destination, at the same time, at least once a week. Eligible trip purposes include reoccurring medical treatment, employment, education/training, volunteer, or daycare (adult or child).
2. The ADA limits subscription service to no more than 50% of trip capacity for demand trips during any specific time-period and is tracked on an hourly basis. The successful Contractor must proactively manage subscription trips to ensure ADA compliance for capacity limits.
3. See **Attachment G** for more information on the AnchorRIDES subscription policy.

C. Customer Service

1. The successful Contractor must understand that the fair and respectful treatment of our customers is of utmost importance to the PTD, and poor customer service will not be tolerated. Customers are instructed to file complaints, comments, and compliments directly with the PTD customer service team which are then assigned to the contractor for investigation through complaint tracking software.
2. The PTD expects complainants to be contacted within 1 business day and the complaint fully investigated and resolved in 7 business days or less depending on the severity of the complaint.

D. Service Areas

1. AnchorRIDES' Anchorage and Eagle River service areas are shown on the maps included in **Attachment H**. Sub-contracts established through coordinated transportation efforts may set varying service areas if necessary.
2. Certain locations within each service area may be unserviceable due to difficult terrain and/or extreme weather. Locations indicated as "white" on

the service area map indicates an area outside the AnchorRIDES serviceable zone. The service area descriptions below are approximations:

3. **Core Service Area:** The ADA requires complementary paratransit service within $\frac{3}{4}$ mile on either side of any fixed route service route. The Anchorage Core service area represents this required coverage zone and is subject to change with associated People Mover route adjustments.
4. **Premium Service Area:** This is the geographic zone beyond $\frac{3}{4}$ of the People Mover system and includes, but is not limited to:
 - i. West of Sand Lake Road up to Kincaid Park
 - ii. East of Elmore Road and South of O'Malley Road
 - iii. Northwest of Wisconsin Street
5. **Eagle River Service Area:** This geographic zone serves 19.72 square miles of the Anchorage suburb of Eagle River and includes, but is not limited to:
 - i. Eagle River Loop Road Exit north to the Eklutna Exit
 - ii. $\frac{1}{2}$ mile west of the Glenn Highway
 - iii. 5 miles southeast down Eagle River Road
 - iv. 1 mile beginning at Artillery Road heading north

E. Fares and Donations

1. The Anchorage Assembly approves all customer fares and suggested donation amounts submitted by the PTD. The Assembly may approve changes to fare amounts at any time during this contract. The PTD will work with the Contractor on notification of proposed and approved fare changes. The current per/trip AnchorRIDES fares are provided in **Table 3**.

2.

Table 3 Fares and Donations

	ADA	Senior Citizen	Medicaid Waiver
Core Service Area	\$3.50	\$3.50 Suggested Donation	No Fare
Premium Service Area	\$5.50	\$5.50 Suggested Donation	No Fare
*Eagle River Service Area	\$10.00	\$10 suggested donation	No Fare
*This service would revert to \$5.50 as an extension of the AnchorRIDES Premium Service Area.			

3. Personal Care Attendants (PCA's) riding with eligible customers are not required to pay a fare.
4. Guests may travel with an eligible customer. The first guest pays the same fare as the eligible customer, and any additional guests pay \$15/trip, space permitting.
5. Passengers must pay the required fare as designated by the funding source of the applicable trip booking. Trips that require fare can be paid by cash at the time of service or trip tickets which are purchased prior to the day of service.
6. The Contractor shall be responsible for the secure collection of fares. The driver shall not handle cash fares or make change. The contractor shall provide a daily, weekly, and monthly account of all fare revenue. Fare revenue reconciliation methods shall be approved by the PTD.
7. The contractor shall be responsible for fare ticket printing costs. See **Attachment Q** for estimated printing costs.

8. Pre-paid ticketless fares and/or senior fare donations shall be administered with the same safeguards and level of security given to cash fares and donations received through vehicle fare boxes.
9. The contractor will be responsible for enforcement of the fare evasion policy outlined in **Attachment A**.

F. Trip Reservations

Requests for service are available seven days a week, one to seven days prior to the travel date. Reservations are primarily received by phone but may be received in alternate methods if required by a reasonable accommodation request. The current trip reservations schedule is outlined in Table 4.

Table 4 Trip Reservation Hours

7 Days/Week	Operation Hours
Monday-Sunday	8:30 AM-5:00 PM

G. Hours of Operation

AnchorRIDES ADA paratransit service hours must be comparable to the People Mover fixed route system. Hours of other coordinated trips may vary according to negotiated subcontracts. Hours for contracted trips must be strictly adhered to and the Contractor will not reduce or expand hours without written consent from the PTD. Hours of operation may change throughout the course of this contract with sufficient notice. The current hours of operation are in Table 5.

Table 5 Service Hours

Service Area	Monday-Friday		Saturday & Sunday	
	Earliest Pick-Up	Latest Drop-Off	Earliest Pick-Up	Latest Drop-Off
Core	6:00 AM	12:00 AM	8:00 AM	8:00 PM
Premium	7:00 AM	11:00 PM	9:00 AM	7:00 PM

H. Holidays

1. AnchorRIDES follows the same holiday schedule as People Mover, which may change over the course of the contract issued from this RFP. The successful Contractor will not operate contracted services on MOA observed holidays but will be required to have a means of receiving ADA trip

reservations on observed holidays to comply with ADA trip scheduling regulations.

2. Service levels may be adjusted on other Municipal holidays or when these holidays fall on weekends. The successful Contractor may provide service on MOA observed holidays if needed to satisfy terms of other sub-contracts.
3. Currently, AnchorRIDES does not operate on the observed holidays outlined in Table 6.

Table 6 Holiday Hours

New Year's Day	Independence Day
Martin Luther King Jr. Day	Labor Day
President's Day	Veteran's Day
Seward's Day	Thanksgiving Day
Memorial Day	Day After Thanksgiving Day
Christmas	

1.8 Service Start-up and Continuity

- A. The Proposer shall provide a strategy and detailed plan to include timelines for implementation to include a description of how the transition period from the present contractor-operated service will be accomplished.
- B. The transition period is defined as a minimum 45-day period prior to the contract termination or expiration date. If applicable, the Incumbent Contractor shall participate in the smooth transition of service to a new provider in such a manner as to ensure the transition results in minimum service disruption to operations.
- C. The Proposer is encouraged, but not required, to consider the hiring of existing contract staff to provide the services outlined in this RFP.
- D. The incumbent contractor has a Collective Bargaining Agreement (CBA) with Teamsters Local 959. The Proposer will honor the existing CBA until a new agreement can be negotiated in good faith unless a new CBA has been negotiated by the Proposer prior to the start date of the Contract resulting from this RFP.

1.9 Preparation Costs

The Municipality shall not be responsible for proposal preparation costs, nor for costs including attorney fees associated with any (administrative, judicial, or otherwise) challenge to the determination of the highest ranked Proposer and/or award of contract and/or rejection of proposal. By submitting a proposal each Proposer agrees to be bound in this respect and waives all claims to such costs and fees.

1.10 Questions

Any questions regarding this proposal are to be submitted in writing to:

wwpur@muni.org

For ease of identification please identify the project/title number in the subject line of any correspondence.

Purchasing Office hours of operation are: 8:00 a.m. to 5:00 p.m. AKST, Monday through Friday, excluding Municipal holidays. Due to time constraints on this project, all questions regarding the scope of work should be received prior to the deadline indicated on the RFP cover letter.

SECTION 2.0 Rules Governing Competition

2.1 Examination of Proposals

Proposers should carefully examine the entire RFP and any addenda thereto, and all related materials and data referenced in the RFP. Proposers should become fully aware of the nature of the work and the conditions likely to be encountered in performing the work.

2.2 Proposal Acceptance Period

Award of this proposal is anticipated to be announced within 60 calendar days, although all offers must be complete and irrevocable for 120 calendar days following the submission date.

2.3 Confidentiality

The content of all proposals will be kept confidential until the selection of the Contractor is publicly announced. At that time the selected proposal is open for

review. After the award of the Contract, all proposals will then become public information.

2.4 Proposal Format

Proposals are to be prepared in such a way as to provide a straightforward, concise delineation of the Proposer's capabilities to satisfy the requirements of this RFP. Emphasis should be concentrated on:

- A. Conformance to the RFP instructions.
- B. Responsiveness to the RFP requirements.
- C. Completeness and clarity of content.

2.5 Signature Requirements

All proposals must be signed. A proposal shall be signed: by an officer or other agent of a corporate vendor, if authorized to sign contracts on its behalf; a member of a partnership; the owner of a privately-owned vendor; or other agent if properly authorized by a power of attorney or equivalent document. Signature on the "Letter of Transmittal" (See Para 5.2C.4) will meet this requirement.

Failure to sign the Proposal is grounds for rejection. The name and title of the individual(s) signing the proposal must be clearly shown immediately below the signature.

2.6 Proposal Submission Requirements

- A. ONE ORIGINAL, single sided unbound, plus seven (7) complete copies of the proposal must be received by the Municipality prior to the date and time specified in the cover letter. Copies may be bound or enclosed in folders/binders.
- B. IN ADDITION to the copies required by paragraph 2.6.1 above, provide a flash drive containing a PDF copy of the complete proposal, including attachments.
- C. All copies of the proposals shall be submitted in a single sealed cover which shall be plainly marked as a Request for Proposal Response with the Number and Title prominently displayed on the outside of the package.

D. Proposals must be delivered or mailed to:

Physical Address

Municipality of Anchorage
Purchasing Department
632 W. Sixth Avenue, Suite 520
Anchorage, AK 99501

Mailing Address

Municipality of Anchorage
Purchasing Department
P.O. Box 196650
Anchorage, AK 99519-6650

2.7 News Release

News releases by or on the behalf of any Proposer pertaining to the award resulting from the RFP shall not be made without prior written approval of the Municipal Purchasing Officer.

2.8 Disposition of Proposals

All materials submitted in response to this RFP will become property of the MOA. One copy of the submitted material shall be retained for the official files of the Purchasing Department and will become public record after award of the Contract.

2.9 Oral Change/Interpretation

No oral change or interpretation of any provision contained in this RFP is valid whether issued at a pre-proposal conference or otherwise. Written addenda will be issued when changes, clarifications, or amendments to proposal documents are deemed necessary by the MOA.

2.10 Modification/Withdrawal of Proposals

A Proposer may withdraw a proposal at any time prior to the final submission date by sending written notification of its withdrawal, signed by an agent authorized to represent the agency. The Proposer may thereafter submit a new proposal prior to the final submission date; or submit written modification or addition to a proposal prior to the final submission date. Modifications offered in any other manner, oral or written will not be considered. A final proposal cannot be changed or withdrawn after the submission date, except for modifications requested by the MOA after the date of receipt and following oral presentations.

2.11 Late Submissions

PROPOSALS NOT RECEIVED BY THE DATE AND TIME AND AT THE LOCATION SPECIFIED IN THE RFP COVER LETTER WILL NOT BE CONSIDERED AND WILL BE RETURNED UNOPENED.

2.12 Rejection of Proposals

The MOA reserves the right to reject any or all proposals if determined to be in the best interest of the Municipality.

2.13 Equal Employment Opportunity Contract Compliance

Every Municipal contract shall include language substantially the same as the following:

- A. Every municipal contract shall include language substantially the same as the following: "The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, national origin, ancestry, age, sex, sexual orientation, gender identity, marital status, or physical or mental disability. The contractor will comply with all laws concerning the prohibition of discrimination including, but not limited to, Title 5 and Title 7 of the Anchorage Municipal Code."
- B. Every municipal contract shall state, in all solicitations or advertisements for employees to work under the contract, that all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, age, sex, sexual orientation, gender identity, marital status, or physical or mental disability.

2.14 Confidential/Proprietary Information

The content of proposals will be kept confidential until the selection of the Contractor is announced. At that time, the selected proposal is open for review to the competing proposers only (except for information properly identified as being proprietary). After the award of the contract, all submitted proposals shall become public information except for properly identified proprietary information. If a proposer wishes individual pages, which contain actual business, proprietary information to be held confidential, each page must be marked and an explanation furnished of its proprietary nature. In addition to marking individual pages, the Proposal's Cover must also be annotated with the words "THIS PROPOSAL

CONTAINS PROPRIETARY INFORMATION". "Confidential and Proprietary" information is not meant to include any information which, at the time of disclosure, is generally known by the public and/or competitors. MOA's ability to treat information submitted as confidential is limited by Anchorage Municipal Code. Proposers concerned with the confidentiality of information submitted should familiarize themselves with the following Anchorage Municipal Code provisions:

AMC 3.90 Access to Public Records

AMC 3.90.010 Policy

AMC 3.90.020 Definitions

AMC 3.90.030 Information Available to the Public

AMC 3.90.040 Exemptions for Particular Records

2.15 Disadvantaged Business Enterprise (DBE) Goals

DBE participation goals have been established for this project. Instructions and DBE specification requirements are contained in the appendices of this RFP and made a part hereof. FAILURE TO SUBMIT THE REQUIRED DBE FORMS MAY RENDER THE PROPOSAL NON-RESPONSIVE. A list of currently approved DBE Contractors may be obtained by contacting:

Alaska DOT Civil Rights Office

2200 E. 42nd Avenue

PO Box 196900

Anchorage AK 99519-6900

Phone: 907-269-0851

Fax: 907-269-0847

<http://www.dot.state.ak.us/cvlrts/aucp.shtml>

SECTION 3.0 Scope of Work

3.1 Overview

It shall be understood that the PTD considers safety, adherence to the ADA and all relevant local, state, and federal regulations including substance abuse testing, quality customer service and efficient operations to be the departments top priorities. The PTD expects the successful bidder to demonstrate the following traits:

- A. Comprehensive experience in partnering with local transit agencies to provide efficient, innovative, and resourceful complementary paratransit service.
- B. Robust knowledge of the ADA as it pertains to public transportation.
- C. Demonstrated expertise in fostering a culture of customer centric services.
- D. Demonstrated experience in partnering with transit agencies to create innovative solutions for coordinated transportation efforts.
- E. Experience in partnering with local transit agencies in pursuing alternate revenue streams to improve upon existing transportation services.
- F. Proven ability to identify operational deficiencies and propose/implement innovative budget conscious solutions.
- G. Provide an extensive network of resources ready to support PTD's geographically isolated operation.
- H. Understand the complexities of operating demand response service in a subarctic climate.
- I. Proven ability to attract and retain a talented workforce.

3.2 Oversight and Management

The successful Contractor's performance pursuant to this RFP will be managed by the PTD. The PTD will, among other responsibilities, conduct both announced and unannounced:

- A. Review of all received customer complaints and compliments.
- B. Review of all established performance standards.
- C. Field observations of services being provided to include but not limited to:
 - 1. Ride along.
 - 2. Safety and Training meeting observations.

3. Sit-in with Customer Service Representatives and Dispatchers.
4. Customer Survey's.
5. Audits of preventative maintenance inspection (PMI) performance.
6. Monthly facility safety inspections.
7. Monitoring of the adequacy and conduct of repairs.
8. Monitoring of warranty administration and repairs.
9. Compliance with regards to the drug and alcohol, payroll and any data provided in reports.
10. Enforce performance penalties as specified in the contractual agreement resulting from this RFP.

3.3 Operational Requirements

- A. This RFP is intended to result in turnkey contract by a Contractor assumes responsibility for all facets of the day-to-day operation of AnchorRIDES service delivery. All proposals should include information as to the Contractor's ability to fulfill the items outlined in this RFP.

- B. The Contractor shall be solely responsible for the satisfactory work performance of all employees as described by this RFP. The Contractor shall be solely responsible for payment of all employees' wages and benefits and subcontractors' costs. Without any additional expense to the MOA, the Contractor shall comply with the requirements of employee liability, workers compensation, employment insurance, and Social Security. The Contractor shall hold the MOA harmless from any liability, damages, claims, costs, and expenses of any nature arising from alleged violations of personnel practices.

- C. Optional Add-On's
 1. Eagle River Service
 - i. The existing ER contractor provides demand response transportation to this service area under the following general terms:
 - Provides 2,500 trips per contract year (July 1st to June 30th) with the funding capacity indicated in item "vi" of this section.
 - Available to eligible to seniors 60+ and those experiencing disabilities preventative of fixed route usage.
 - Any trip purposes.
 - Trips may be performed within and to/from the Anchorage bowl.

- Utilization of their existing fleet.
 - A fixed budget of \$86,898 per contract year evenly distributed over 12 months.
- ii. Proposers must propose an innovative solution to streamline this service to stay within the strictly adhered to budget. Proposals for this portion of work must be presented and priced as an option separate from other services outlined within this scope.
 - iii. **Attachment B** outlines historical service levels from 2015 and 2016 when the ER service was operated as a deviated fixed route on a revenue hour-based contract.
2. Same Day Demand Response Service
- i. Outline an innovative plan for implementing same day transportation for current paratransit eligible customers based off the service statistics presented in Attachment B.
 - ii. Provide scenarios for 2-hour maximum response times and 1-hour maximum response times.
 - iii. Provide pricing for additional resources (if necessary) to implement and execute this service.

3.4 Personnel Management

- A. The Contractor shall consistently remain fully staffed at the management and operational level, except at driver position granted there are enough drivers to satisfy the performance standards, throughout the duration of the Contract resulting from this RFP.
- B. Each Contractor shall provide the necessary management and administrative personnel whose expertise will ensure efficient operation of AnchorRIDES services. The PTD recognizes that a high-quality operation begins with effective management and operational staff.
- C. Adequate supervisory staffing must be provided throughout the service day commensurate with the number of runs in service at any given time. The GM may be used to help fulfill some supervisory duties if the assumption of that

role does not detract from other overall management duties or required meetings with PTD.

- D. Supervisory staff shall have a minimum of two (2) years of supervisory experience in a paratransit or similar operations setting unless otherwise indicated in this Scope.
- E. The Contractor shall provide a list of all subcontractors performing duties associated with the awarded contract prior to start-up and quarterly throughout the duration of the awarded contract.
- F. Staffing structure must demonstrate fluidity to minimize single points of failure among all staff.
- G. Management
 - 1. General Manager (GM)
 - i. The on-site GM will be the person in charge of overall management and supervision of all staff and full compliance with the terms of the contract. The GM must maintain consistent contact and communications with PTD's Paratransit Program Manager to ensure a smooth operation of services.
 - ii. The GM must have a minimum five years of management and supervisory experience in paratransit operations at a similar sized or larger system.
 - iii. The GM will demonstrate, by decision and action, competency in all aspects of PTD's paratransit service. The GM will function as line supervisor of all project staff and manage accounts and operating records for the AnchorRIDES service.
 - iv. The GM must be identified, and a detailed resume furnished in the respondent's Technical Proposal. This person shall be available to be interviewed by the selection committee. If the proposer has not selected a GM, resumes of likely candidates must be submitted. The proposer must also submit a resume of the corporate manager proposed for this project to which the GM will report.
 - v. Expected to be well versed in Trapeze software's capabilities.
 - vi. Take a lead role bolstering coordinated transportation efforts.

- vii. Participate in community meetings and outreach activities upon request with sufficient notice.
- viii. Not be replaced or reassigned by the Contractor without prior written notice to and approval by the PTD Program Manager.

2. Operations Management

The contractor must ensure that supervisory staff is always on duty prior to the start of the service day and that drivers are on-the-road. The supervisory staff will be responsible for:

- i. Front-line supervision of drivers.
- ii. Signing drivers in and out.
- iii. Assigning vehicles to drivers.
- iv. Assigning and reviewing runs with drivers.
- v. Reviewing runs received from the Call Center and communicating any issues or needed changes to the Call Center.
- vi. Reviewing paperwork received from drivers for completeness and accuracy.
- vii. Managing the security of the fare collection process.
- viii. Responding to any emergency and/or accident involving extensive property damage or injuries or as requested by PTD during or after operational hours.
- ix. Coordinating the preparation and submittal of all incident reports, accident reports or other required paperwork.
- x. Investigating customer comments or complaints forwarded by PTD.
- xi. Coordinating any road calls or vehicle trade-outs required
- xii. Creating staff schedules and supervision of front-line staff function.
- xiii. Monitor call center, dispatch performance, and all other aspects of daily operation.
- xiv. Daily road observations.
- xv. Conducting customer site evaluations to determine safety of pick-up/drop-off addresses.
- xvi. Evaluation and discipline of drivers.

3. Maintenance Manager

This individual will be dedicated to the daily oversight and direction of the Contractor's maintenance personnel. This position will:

- i. Have a minimum of 5 years journeyman-level mechanic experience and supervising multiple mechanics.
- ii. Have an Automotive Service Excellence (ASE) certification.
- iii. Ensure vehicle repairs are made to the highest possible standard.
- iv. Ensure adherence to required preventative maintenance schedule.
- v. Be responsible for overseeing the cleaning and sanitization of the entire fleet.

H. Safety and Training

Safety and Training personnel will be dedicated to the training of all frontline staff to include but not limited to drivers, customer service representatives, and dispatchers. Safety and Training personnel will:

1. Have a minimum of two years of experience in a safety/training capacity in public transportation or related field.
2. Conduct behind the wheel driver training.
3. Oversight of the Contractors' compliance with the Drug and Alcohol Program.
4. Conduct customer site evaluations to determine safety of pick-up/drop-off addresses.
5. Accident and Incident investigation.
6. National Transit Database (NTD) safety and training reporting.
7. All other Safety and Training reporting PTD may require of the AR service.

I. Operational Staff

1. Drivers

The Contractor shall employ an adequate number of drivers (including standby drivers) to work and perform the route operations required by the contract resulting from this RFP. Drivers must meet the following standards as outlined below:

- i. Pass a DOT pre-employment physical examination certifying they are physically able to perform the essential functions of the job with or

- without reasonable accommodations and an updated physical every two years.
- ii. Pass a pre-employment drug test prior to driving or performing any safety sensitive functions.
 - iii. Pass a background check for criminal offenses that prevent the hiring of personnel that have direct contact with clients/riders. The State of Alaska, Department of Health and Social Services, Public Health Division, Background Unit conducts the check after the applicant has been fingerprinted for a state and national criminal record check. The background check shall be conducted after an offer of employment and prior to operation of any vehicle. The Contractor may choose to pay the costs for background checks or have the applicant pay these costs. Guidelines for background checks can be found at: www.hss.state.ak.us/dhcs/cl/bgcheck.
 - iv. Any applicant for a driving position shall not have been convicted of any of the following offenses, even if applicant was given a suspended imposition of sentence (SIS), rehabilitation certification, and/or expungement:
 - Any felony within 10 years of the time of application.
 - Sexual abuse of a minor in any degree.
 - Sexual assault in any degree.
 - Incest.
 - Unlawful exploitation of a minor.
 - Contributing to the delinquency of a minor.
 - Felony involving illegal possession of a controlled substance.
 - Felony or misdemeanor involving distribution of a controlled or imitation controlled substance.
 - Promoting prostitution in the first or second degree.
 - Conviction of any offense involving moral turpitude as set forth in AMC 3.30.045(F) within 10 years of application.
 - Indecent exposure.
 - Misdemeanor domestic violence and/or assault (3rd or 4th degree) within 10 years of application.
 - v. Possess and maintain a current driver's license with the proper endorsements for the vehicle type issued by the State of Alaska.
 - vi. Be a licensed driver for a minimum of 3 years and a minimum of twenty-one (21) years of age.

- vii. Possess a safe driving record that meets Anchorage Driving Conviction Guidelines as outlined in **Attachment I**.
- viii. Comply with all federal, state, and municipal requirements for substance abuse testing.

2. Dispatchers

It is expected that the successful Contractor will ensure adequate dispatch staffing to meet service standards and minimize service disruptions. The Contractor is entirely responsible for the selection, training, and supervision of all AnchorRIDES dispatchers. Dispatchers' duties will include but not be limited to:

- i. Familiarity with AnchorRIDES service hours, service area, and operating policies.
- ii. High degree of training in the operation of Trapeze Pass software.
- iii. Monitoring the status of each run, coordinate changes to runs as needed to ensure on-time service and quality service to riders, and shall respond to driver needs and aid as appropriate.
- iv. Ensure drivers follow vehicle wait time and no-show policies.
- v. Verifying the pickup address with drivers and attempt to contact the rider if a phone number is available as part of the trip record. If no contact can be made, dispatchers will collect "landmark" information from drivers to verify that they were at the correct location, should riders subsequently call indicating that they were waiting, and the vehicle did not arrive as scheduled.
- vi. Enforcement of PTD's "No Strand" policy. If a rider was taken to a location away from their home, AnchorRIDES **WILL** transport them back regardless of their no-show status.
- vii. Ensuring that all radio communications are professional and respectful of all those involved.
- viii. Adhering to the ADA, on board vehicle time limits (absent elements beyond the reasonable control of the Contractor such as weather) that must not exceed that of a comparable fixed route trip. The successful Contractor shall comply with and be held accountable to ADA regulations pertaining to excessive trip lengths and shall not establish a pattern of excessive on-board time.
- ix. Refer to the AnchorRIDES Rider Guide in **Attachment A** for detailed information on service delivery expectations mentioned above.

3. Reservation Staff

It is expected that the successful Contractor will ensure that adequate staffing levels are available to meet daily peak call volumes with minimal customer hold times.

The Contractor will ensure that trip reservations are scheduled at the time of the call. The Contractor will ensure that sufficient routes and service hours are available in the system to minimize stand-by trip requests, missed trips, extended ride times and other adverse conditions. All ADA Eligible trip requests are to be accommodated with no capacity constraints and within ADA paratransit guidelines.

4. Mechanics

- i. The Contractor shall staff an adequate number of mechanics to maintain the vehicles operated under the contract pursuant this RFP.
- ii. The mechanics assigned to this contract must meet the knowledge/skill requirements for vehicle maintenance as outlined below:
 - Air conditioning, brakes, electrical, farebox, engine, steering, suspension, transmissions, and unleaded gasoline fuel systems.
 - Perform complete, reliable, and safe inspections.
 - Use automotive test equipment effectively.
 - Obtain precision measurements as required.
 - Diagnose and perform repairs on systems related to automotive, cutaways and all vehicles listed in vehicle inventory.
 - Diagnose, repair, and maintain vehicle power trains, including but not limited to engines, transmissions, drive shafts, differentials, and related sub-components.
 - Diagnose, repair, and maintain vehicle brake, steering, and suspension systems.
 - Diagnose, repair, and maintain electrical systems and components. Must be able to read and understand electrical schematics.
 - Diagnose, repair, and maintain heating systems.
 - Adjust, repair, or replace damaged body parts.
 - After on-the-job training, diagnose, repair, and maintain wheelchair lifts and ramps.
 - Read and understand parts and repair manuals.

5. IT Support

The successful Contractor shall supply staff with sufficient IT knowledge and skills available during all hours of operation and on-call during non-working hours to accomplish the following tasks:

- i. Repair, report and track the resolution of all incidents related to:
 - Trapeze software.
 - MDC's.
 - Contractor software/hardware.
 - MOA software/hardware as dictated by the MOA IT department.
- ii. Ensure Trapeze optimization to allow for the most efficient reservations and scheduling options.
- iii. Take a lead role in any AnchorRIDES software/hardware updates.
- iv. Assist with the training of staff on relevant aspects of Trapeze functionality.

J. Staffing Policies

1. Availability of management Staff and Vacancy of management positions. The phone numbers of the General Manager and other supervisory staff persons must be made available to PTD so that, in the event of an after-hours emergency, they can be contacted on a 24-hour basis. The contractor shall respond in person to any emergency or accident as requested by PTD during or after the operational hours of the system.
2. PTD recognizes the expense and negative effect of driver turnover and the benefits of an experienced, stable driver workforce. Therefore, the contractor must demonstrate in its Proposal that it has an effective recruitment and hiring program to minimize driver turnover and retain a high-quality driver work force.
3. The contractor must offer a reasonable wage and compensation package, coupled with a supportive work environment. Wages and other compensation should be at least comparable with current compensation to facilitate a smooth transition of experienced drivers to the new contract. Current driver wage information is provided in the Teamsters Collective Bargaining Agreement (CBA) in **Attachment J**. Proposed driver wages and benefits over the term of the contract must be detailed in the Proposal.

4. It is the contractor's responsibility to see that driver's uniforms remain in good condition. Uniforms that are not in good repair must be replaced at the contractor's expense. Drivers are required to meet the following grooming and appearance standards:
 - i. The contractor will supply a uniform to be worn by all drivers when operating PTD vehicles, which will convey a professional image like that of PTD fixed route drivers. The selected uniform will be of like quality to those worn by PTD's fixed route drivers. The contractor must submit a sample uniform for PTD's approval prior to start of contract. The following list is the suggested uniform issue for drivers:
 - ii. Uniform shirt (dress shirt or knit polo with contractor logo)
 - Trousers/slacks (Navy blue or Black)
 - Jacket (with contractor and AnchorRIDES identifier)
 - Ball, knit, or beanie cap with AnchorRIDES logo
 - iii. Uniforms are to be neat, clean, and pressed, in good condition, and proper fitting. All shirts/blouses must be tucked in and only the top button may be left unbuttoned
 - iv. Beards and hair must be clean and neatly trimmed
 - v. Black shoes or boots, leather, or synthetic leather, soft or hard sole, must cover the foot completely and be in good repair, polished and cleaned
 - vi. Uniforms are to be worn only when providing service for PTD and are not to be worn at any other time.
5. PTD may require that any driver be removed from service under the contract for excessive complaints, rudeness, or other inappropriate behavior or appearance. This may also include incidents deemed major after an investigation.
6. Since drivers are the first line out in the field, driver feedback about schedules, customer needs, vehicle maintenance and working conditions is imperative. The Contractor must have written policies and procedures to accomplish this function, including monthly driver meetings to initiate and utilize driver feedback. Meeting minutes shall be provided to PTD monthly. PTD shall be allowed to participate in monthly driver meetings.

K. Personnel Policies

The Contractor shall have in effect personnel policies that conforms to all local, state, and federal laws including, but not limited to, all regulations concerning Equal Employment Opportunities, FTA Drug and Alcohol, Worker's Compensation, and other regulations as appropriate.

L. Notice of Labor Disputes

The successful contractor will have a "no strike" clause in any labor contract it may enter with its workforce. If the Contractor has knowledge that any actual or potential labor dispute may delay or threaten to delay the timely performance of this contract, the Contractor shall immediately notify the Contract Administrator with all relevant information.

If at any time, the MOA determines that the Contractor is, or is about to become, unable to provide the required Contract services as the result of a labor dispute, the MOA may take whatever action it deems necessary to hire temporary replacement workers to provide the Contract services and charge the Contractor for any additional costs incurred to keep service operating.

If the Contractor is unable to provide required Contract services for more than 10 days, the PTD may at its discretion cancel the Contract upon 10 days written notice to the Contractor. If the Contract is cancelled, the MOA may withhold an amount equal to these costs from any payment due to the Contractor.

3.5 Training and Safety Program

A. Training Requirements

1. In accordance with Alaska Statue 47.24 all AnchorRIDES contract staff who interact with customers are considered Mandated Reporters of harm to vulnerable children and adults and must be trained in accordance with State of Alaska requirements.
2. Management, supervisory, and operational staff must be thoroughly trained in PTD paratransit service policies and procedures, use of hardware and software appropriate to the job, and quality customer service.

3. Vehicle Operator Training
 - i. The contractor is responsible for all training of drivers.
 - ii. Evaluation of driving skills must be conducted annually and after any accident.
4. Customer Service Representative Training.
5. Dispatcher/Scheduler Training.

B. Training Standards

1. The contractor will notify the PTD Contract Manager at least 48 hours in advance of scheduled training classes via an Outlook Calendar invite. Training should emphasize paratransit service which:
 - iii. Is safe and reliable.
 - iv. Will emphasize customer service.
 - v. Will maximize productivity.
2. The Contractor will design, schedule, and conduct ongoing training procedures which will train and prepare all frontline staff employed by the contractor in a manner that conforms to all federal, state, and local laws throughout the term of the contract resulting from this RFP. All training shall, at minimum include:
 - i. **Drivers:**
 - Customer service training.
 - A review of applicable laws and regulations.
 - PTD paratransit service requirements, policy, and administrative procedures.
 - Vehicle orientation - pre and post trip inspections.
 - Safe vehicle operations.
 - Sensitivity Training to include respectful language, customer assistance, working with customers with various types of disabilities, special considerations during loading and securement, and role-playing.
 - This training will include empathy training which will give drivers experience first-hand what customers experience when using the service (e.g., riding up and down on a lift, entering and exiting a vehicle blindfolded, etc.). The sensitivity training should also

involve individuals with disabilities talking about their needs when traveling on the paratransit.

- Safe operation of lift/ramp.
- Wheelchair tie-down techniques and procedures for the transport of customers with wheelchairs and other mobility devices.
- Operation of radio equipment in accordance with federal, state, and local regulations.
- Hands-on training using the radio and MDC's.
- Accidents and emergencies – avoiding accidents and emergencies and completing accident reports.
- Handling blood and air-borne pathogens.
- Fare collection and trip classification and counting.
- Service area and street network orientation.
- Schedule reading, route planning and run completion.
- Behind-the-wheel defensive and safe driving training in all types of vehicles to be operated under this contract. Driver skills will be evaluated at the end of the of training and additional training will be provided if the evaluation indicates that it is needed.
- Substance abuse management and program compliance.
- Refresher training as needed.

ii. **Customer Service Representatives**

- Sensitivity Training.
- AnchorRIDES Policy Review.
- ADA regulations as it pertains to paratransit.
- Accurate Trapeze Trip Booking.
- Trip Booking scripts.
- De-escalation techniques.
- Phone operations.

iii. **Dispatchers/Schedulers**

- Sensitivity Training.
- AnchorRIDES policy review.
- ADA regulations as it pertains to paratransit.
- Dispatching/Scheduling Trapeze Software.
- Radio etiquette.
- Vehicle familiarization.

- Monitoring/updating vehicle locations.
- Emergency response procedures.
- Maintaining accurate records of daily trip activity.
- Effective and efficient run building.
- Identifying and correcting scheduling errors.

C. Safety Program

1. Incentive and Safety Programs

- i. A copy of the contractor's Policy/Procedure Manual must be provided to PTD at least 60 days prior to the start of service.
- ii. The proposer shall fully describe its training programs in the Proposal.
- iii. The provider must implement an incentive and safety program.

2. Substance Abuse Testing

The PTD is required to perform drug and alcohol testing in accordance with US DOT and FTA regulations as defined in 49 CFR Parts 40 and 655. As a contractor to the Department, the successful contractor must have a Substance Abuse Testing Program in place which meets all the criteria of the US DOT and the FTA. Additionally, the PTD has a Substance Abuse Program for all employees that mirrors or exceeds the Federal requirements. The successful Contractor will be required to incorporate these requirements into their program and use the local testing facility designated by the MOA.

The PTD Substance Abuse Program is outlined in **Attachment K**.

3. Vehicle Operations

At minimum, the successful contractor will outline in detail the following as part of its safety program:

- i. Accident/Incident Response Plan.
- ii. Accident Review Process and Analysis.
- iii. Determination of an accident as preventable or non-preventable, utilizing the National Safety Council (NSC) guidelines.
- iv. Driver, Pre/Post Operational inspection procedures.
- v. Driver Operational Policies and procedures.
- vi. Fare collection procedures with Dimond XV fare boxes.

3.6 Insurance Requirements

- A. The Contractor shall maintain in good standing, for the entire period of the contact, the insurance described in subsection B of this section. Before rendering any services under this contract, the Contractor shall furnish the Administrator with a Certificate of Insurance in accordance with subsection B of this section in a form acceptable to the Risk Manager for Anchorage.
- B. The Contractor shall provide the following insurance:
1. \$500,000 Employers Liability and Workers Compensation as required by Alaska Law.
 2. Commercial Automobile Liability in the amount of \$1,000,000 combined single limit to include: owned, hired, and non-owned.
 3. Commercial General Liability including:
 - \$2,000,000 General Aggregate
 - \$2,000,000 Products/Completed Operations
 - \$1,000,000 Personal & Advertising Injury
 - \$1,000,000 Each Occurrence
 - \$5,000 Medical Payments
 4. Professional Liability insurance with limits not less than \$1,000,000 per occurrence and \$2,000,000 aggregate.
 - 5) Cyber/Privacy Liability insurance with limits not less than \$3,000,000. The Cyber coverage shall include, but not be limited to, claims involving invasion of privacy violations (including HIPAA), Information theft, and release of private information. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses.
- C. Policies written on a "claims-made basis" must have a two (2) year tail of coverage, or an unbroken continuation of coverage for two (2) years from the completion of the contract requirements.

- D. Each policy of insurance required by this section shall provide for advance notice to the MOA/Contract Administrator prior to cancellation in accordance with the policy. If the insurer does not notify the MOA on policy cancellation it shall be the contractor's responsibility to notify the MOA of such cancellation.
- E. With the exception of Workers Compensation and Professional Liability each policy shall name The Municipality as an "additional insured" and the actual policy endorsement shall accompany each Certificate of Insurance.
- F. General Liability, Workers Compensation, and Automobile policies shall be endorsed to waive all rights of subrogation against the Municipality of Anchorage by reason of any payment made for claims under the above coverage. This policy endorsement shall accompany each Certificate of Insurance.
- G. All policies for general liability shall be primary and noncontributing with any insurance that may be carried by the Municipality.
- H. If the Contractor maintains broader coverage and/or higher limits than the minimums shown above, the Municipality requires and shall be entitled to the broader coverage and/or the higher limits maintained by the Contractor. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the Municipality.
- I. Contractor shall require and verify that all subcontractors maintain insurance meeting all requirements stated herein, and Contractor shall ensure that the Municipality is an additional insured on insurance required from subcontractors.

3.7 Record keeping, Reporting, and Accounting

The successful Contractor shall maintain accurate and complete books, accounts, and/or records, with details of transactions pertaining to the management, maintenance and operation of services outlined in this RFP. The contractor shall follow the practices outlined below:

A. Record Keeping

1. Contractor's internal and non-contract related transactions shall not be commingled with Contractor's operations under the scope of this RFP.
2. Contractor shall keep records with sufficient detail to constitute an audit trail to verify that all costs charged to the system are in fact due to operations pursuant to the contract resulting from this RFP and not due to separate operations by the Contractor.
3. Anchorage reserves the right, at any time to require an audit of Contractor costs, revenues, and services pertaining to the contract resulting from this RFP.
4. Prior to service start up, Contractor shall meet with the PTD to review in detail data, forms, and reports due on a weekly, monthly, or annual basis.
5. The Contractor shall keep and maintain (separated by vehicle or equipment ID tag#) all equipment and vehicle maintenance work orders, warranty dockets and maintenance records and equipment during the term of an awarded Contract.
6. The Contractor shall release all such documents to the MOA upon request and upon termination of the Contract.
7. The PTD and its authorized agents shall have access to any books, documents, papers, and records of the Contractor which are directly pertinent to the contract resulting from this RFP for making audit, examination, excerpts, and transcription of the Contractor's files.
8. The Contractor shall maintain all records for a period of at least 3 years following completion of a Contract. The MOA provides long term storage of files consistent with the Municipal Records Management policies and practices.

B. Reporting Requirements

The PTD views statistical reporting as a critical element of effective service planning, service quality evaluation, and policy development. It is, therefore, deemed important that the proposer assign staff with the qualifications and time to edit files, create, and evaluate reports using the Contractors database management software.

The PTD may periodically require changes in forms, record keeping, and/or reporting procedures to serve the needs of the PTD. The following guidelines are provided as basic information regarding the nature of reports that will be required during this project:

1. **National Transit Database:** The Contractor shall prepare and maintain all service delivery records and reports, monthly. The Contractor shall also complete and submit annual National Transit Database reports to the PTD.
2. **Triennial Reviews:** The Contractor will be asked to supply relevant documentation to satisfy the request of FTA mandated Triennial Review audits of services.
3. **Trip Summary Records:** The Contractor shall prepare, maintain, and verify all trip summary information in a format approved by the PTD. Information will be furnished with the monthly invoice. The Contractor shall receive no reimbursement or payment for service that is not supported by a trip sheet or a trip record.
4. **Incident Reports:** The Contractor shall record any unusual occurrence or conflict with a rider or other person(s) through the Incident Report module Infor Systems. The Contract Administrator will receive written copies of incident report within 24-hours or one business day of observing or learning of an incident involving a passenger provided with the ER service.
5. **Accident Reports:** The Contractor is required to document any vehicle accident. The Contract Administrator will receive written copies within 24-hours or one business day of observing or learning of an accident.
6. **Pre-Trip and Post-Trip Inspection Check Sheets:** The Contractor will ensure that all drivers properly complete and report body and mechanical defects on any vehicle. The Vehicle Pre-Trip Inspection sheet is prepared each day for each vehicle and completed by the driver to indicate that he/she has checked the vehicle for body and mechanical defects prior to commencement of the

driver's first run of the day and a Post-Trip Inspection at the completion of the vehicle route for the same day.

7. **Monthly Substance Abuse Test Results Summary:** The Contractor will provide a monthly summary report for random drug and alcohol screening results for all safety sensitive positions. This report shall show time and date testing was completed.
8. **Vehicle Maintenance Reports:** The Contractor will provide vehicle maintenance reports summarized by vehicle, including monthly cost of maintaining each individual vehicle with separate categories for labor, parts, fuel, oil, tires, and other expenses.
9. **Fare Collection:** Actual fare box and donation collection amounts shall be retained by the contractor, reported, and deducted from monthly invoice amounts.
10. **Dispatch Service Log:** Contractor dispatch staff will create and maintain a Dispatch Log for each day that route services are operated which records the base services provided on that day and in particular, any accidents, incidents, road calls and other unforeseen events which occur, and the actions taken. This Dispatch Log shall be in an electronic format that can be sent to PTD when requested.

C. Accounting

1. The successful Contractor shall maintain accurate and complete books, accounts, and/or records, with details of transactions pertaining to the management, maintenance, and operation of services outlined in this RFP.
2. Contractor's corporate and non-PTD related transactions shall not be co-mingled with Contractor's PTD operations.
3. Contractor shall keep records with sufficient detail to constitute an audit trail to verify that all costs charged to the system are in fact due to operations

pursuant to this agreement and not due to separate operations by the Contractor.

4. PTD reserves the right, at any time to require an audit of Contractor's costs, revenues, and services provided under this agreement.
5. Monthly invoices will be submitted to the PTD Contract Administrator no later than the 10th day of the month following the month for services at the rates established in a final Contract agreement.
6. The invoice shall describe the work performed for payment, and provide documentation of fees, expenses, incentive, and penalties to the satisfaction of the Contract Administrator.
7. Upon receipt of a complete and satisfactory monthly invoice and required reports from the Contractor, the MOA will remit payment within 30 days.
8. The Contractor shall maintain all records for a period of at least three (3) years following the completion of the contract resulting from this RFP. The PTD provides long term storage of files consistent with the Municipal Records Management policies and procedures.
9. The successful bidder will be responsible for accurately and securely collecting, recording, and reconciling farebox revenues.

D. Vehicle Advertisement

1. The PTD has a contract with a local advertising agency for the placement of advertising on vehicles.
2. The successful Contractor will work cooperatively with the advertising contractor to ensure sign placement occurs efficiently.
3. The advertising agency must have access to vehicles after hours for sign installation. It is the advertising agency's responsibility to ensure that the

content does not violate the bus advertising restrictions set forth by the PTD, Anchorage, State of Alaska, or Federal Transit Administration.

4. The Contractor may utilize unused AnchorRIDES advertisement space for soliciting local employment opportunities in support of services outlined in this RFP.
5. All content the Contractor proposes to display on vehicles in support of the services outlined in this RFP must first be approved by the Program Manager.

3.8 Fleet Maintenance

- A. The successful Contractor will be responsible for maintenance of both MOA provided and Contractor provided vehicles and equipment in compliance with Federal, State, and local requirements. The Contractor will undergo quarterly audits of randomly selected fleet vehicles for maintenance compliance.
- B. Capital Maintenance
The PTD will provide up to \$57,368 per contract year for capital maintenance expenses on MOA owned vehicles and related expenses. If the Proposer projects capital maintenance expenses to exceed the previously mentioned budget, the Proposer must include the additional expenses as a separate line item in the bid proposal with an associated justification.
- C. Preventative Maintenance
 1. The Proposer must provide a detailed outline of its preventative maintenance program.
 2. Preventative maintenance expenses must be included in the overall bid proposal as a separate line item.
 3. Maintenance costs for non-MOA owned vehicles are not provided by the MOA.

D. Vehicle Camera Responsibilities

1. Contractor will be responsible for monitoring the camera system on the existing 20 vehicles and all future vehicles equipped with camera hardware.
2. Contractor will be responsible for coordinating with the MOA IT and or Safety Vision for troubleshooting.
3. Contractor will be responsible for costs associated with camera tampering and/or damage resulting from contractor staff negligence.

E. Maintenance Responsibility and Standards

It shall be the expressed responsibility of the Contractor to assume all coordination with the original equipment manufacturer (OEM) of the vehicles, when necessary, to keep the vehicles in safe and good operating condition. At minimum, the successful Contractor's maintenance program shall include the following items:

1. The Contractor will negotiate and process all vehicle warranty claims through the manufacturer's own warranty department, and is responsible for collection of any monies, extended warranties, or credits as a result, for the length of time the warranty is in effect.
2. The successful Contractor will present a preventive maintenance schedule that aligns with OEM and industry standards for paratransit use.
3. Daily pre & post vehicle inspection forms shall comply with all applicable Federal, State of Alaska and Municipality of Anchorage laws, rules, regulations, and ordinances, to include lift/ramp and tiedown equipment.
4. 100% of vehicles at pull-out shall have operable wheelchair lifts/ramps:
 - i. Wheelchair lifts/ramp shall be maintained and verified daily in accordance with OEM standards to be in an operable condition.
 - ii. In the event of an in-service wheelchair lift/ramp failure, the Contractor shall ensure the wheelchair passenger will be transported to their destination in the most expeditious manner available.

- iii. The vehicle with a non-functioning lift/ramp must be removed from revenue service within thirty (30) minutes of failure.
5. All identified repairs shall be completed in a timely manner. The standard shall be for all repairs to be completed within 14 calendar days of identification of failure or mechanical breakdown. If repairs are unable to be remedied in this timeframe, the Contractor shall immediately notify PTD in writing with supporting justification.
6. Vehicles shall be maintained so that heaters are operational on all vehicles used in pull-out. Vehicles with a heater failure must be removed from revenue service.
7. Contractor shall maintain vehicle camera equipment to ensure that footage is available upon request. During the contractor's preventative maintenance process, the camera equipment is to be inspected and proper checks are to take place to ensure operability. In the event of camera inoperability PTD must be notified immediately.
8. Vehicles are to be properly maintained, fully operable, free of body damage, roadworthy, and clean while in service.
9. A record of all vehicle inspections shall be retained by the Contractor and made available to PTD through the duration of an awarded Contract and 3 years following termination of the contract.
10. Appropriately and safely secure PTD vehicles in and around designated vehicle storage areas.
11. At its sole cost and expense, the Contractor shall maintain a sufficient parts and lubricant inventory that minimizes the down time of MOA vehicles.
12. Contractor shall identify its procedure for when a vehicle experiences a mechanical failure and corresponding spare vehicle usage.

13. Process for ensuring the equitable use of all vehicles within the fleet to prevent over utilization of any single/group of vehicles.
14. Each vehicle and dispatch center are equipped with multichannel 2-way radios that are maintained by the MOA. The Contractor is responsible for monitoring the operational nature of each radio and coordinating any needed repairs with the MOA radio shop.
15. Vehicles damaged due to accidents shall be promptly repairs by the Contractor. A daily accident repair log must be kept by Contractor. All damages are the sole responsibility of the Contactor and shall be repaired within sixty (60) days from the date of the accident or the date when the damage was first identified. If an extension of time is necessary, request must be submitted in writing to the PTD Program Manager. Vehicles with body damage other than minor scratches shall not be released for operation until repairs have been completed.

3.9 Vehicle Cleanliness and Appearance

- A. To facilitate excellent customer service and improve vehicle life, it is imperative vehicles remain clean and free from body damage. Housekeeping and health related maintenance for both the interior and exterior of the vehicle is required. The successful Contractor shall provide a proposed, in-depth, cleaning schedule that includes but is not limited to pest control, sanitizing/cleaning of seats, floors, windows, rails, etc., and cleaning and care of the bus exterior to maintain the finish and provide a well-groomed appearance.
- B. Vehicle cleaning will be done daily with the bus exterior being washed as necessary to maintain vehicle cleanliness. The daily cleaning of vehicles used that day shall consist of, at minimum:
 1. Clean inside of all windows, removing all dust, fingerprints, and handprints.
 2. Remove all dust from seats, dashboard, wheel wells, rails, ledges.
 3. Sweep all floor areas; mop all liquid spills.
 4. Ensure bus is free from all paper, gum, and debris, etc.

5. Sanitization of all high touch surfaces (Ex: handrails, steering wheel, arm rests, etc.).
6. Repair all damaged seats.
7. Removal/repair of graffiti.
8. Wash vehicle exterior: ensure windows remain free of spotting.
9. Vehicle rims must be cleaned as often as necessary to maintain the vehicle in a clean and professional appearance.

3.10 Fueling

- A. The vehicles assigned for operation under this contract are unleaded gas-powered vehicles.
- B. The successful contractor shall be responsible for refueling vehicles.
- C. PTD will fund the portion of fuel costs associated with contracted trips.
- D. The successful contractor shall fund the portion of fuel costs for non-contract or coordinated trips.
- E. The Contractor will reimburse PTD for the portion of non-contract fuel usage through a deduction from the monthly invoice. This includes but is not limited to:
 1. Fuel used for other coordinated services.
 2. Use of gasoline other than 87-octane unleaded fuel.
 3. Unauthorized fuel usage.
 4. A monthly fuel use reconciliation worksheet is used to calculate the percentage of contract trips from non-contract trips. The percentages are then applied to the total fuel charge for the month to determine the cost of contract and non-contract fuel usage.
 5. Contractor will be responsible for all non-contract related fueling expenses.

3.11 Requirements Specific to Contractor Owned Vehicles

- A. Non-Municipally owned vehicles used by the contractor or through sub-contract agreements to provide transportation services are subject to the following:
1. The use of any non-MOA owned vehicles providing transportation services for MOA funded trips must be pre-approved by MOA. Approval may be revoked by MOA if vehicles are deemed inadequate.
 2. All vehicles must be properly licensed and comply with federal, state, and local laws pertaining to motor vehicles.
 3. The Contractor shall indicate the location of storage and maintenance facilities. Stated facilities will be subject to inspection by PTD at any time, with or without notice.
 4. Vehicles must have cellular and/or radio communication with the Contractor's dispatch center.
 5. Maintenance requirements for the AnchorRIDES fleet include but are not limited to:
 - i. Ensuring all MOA and sub-contracted vehicles are safe and free from interior and exterior dirt, trash, and debris. The PTD expects the interior and exterior of all revenue and non-revenue vehicles be cleaned and sanitized prior to leaving the bus depot.
 - ii. Hazardous and bio-hazard material handling and clean-up.
 - iii. Daily Pre and Post trip inspection plans.
 - iv. Secure vehicle storage.
 - v. Parts storage and inventory management.
 - vi. Preventative maintenance schedule and services.
 - vii. Breakdown procedures and efficient spare vehicle usage.
 - viii. Procedures for when a vehicle experiences a mechanical failure and/or accident with riders on-board.
 - ix. Procedure to ensure the timely repairs of all vehicle defects.
 - x. Re-fueling.
 - xi. Compliance with local emissions testing requirements which will be done at local testing sites bi-annually and must be completed within 90 days of expiration of vehicle registration.
 - xii. Procedure for the seasonal rotation of summer and studded winter tires.

- xiii. Professional maintenance and inspection of all MOA provided vehicle maintenance equipment.
- B. The designated PTD representative shall be consulted prior to making any aftermarket modifications on MOA owned vehicles. A complete list of the AnchorRIDES Revenue and Non-revenue fleet is outlined in **Attachment E**.

3.12 Subcontractor Utilization Plan

Subcontractors must be approved by PTD prior to contract award. If applicable, Proposers shall provide the following information regarding unaffiliated firms that will perform a portion of the work.

- A. Company name
- B. Address
- C. Contact person and title
- D. Telephone number, fax, number, and email address
- E. Indicate if an affiliate or subsidiary of another firm and provide details
- F. Date business was established and number of years under present ownership/management
- G. Services to be performed on this project
- H. Resumes indicating experience, education, licenses, and certifications of key personnel that will be involved in this project
- I. Provide up to five (5) current, relevant references for contracts performing similar work. Include contract amount, contract start/end dates, type of services performed, assigned Project Manager and other key personnel.

3.13 Coordination of Transportation Services

- A. AnchorRIDES is the state recognized coordinated transportation system for the Anchorage region, which covers all areas within Anchorage. The Contractor partners with the PTD to expand coordination efforts by contracting with other agencies for services. The Contractor will be required to obtain PTD approval for each coordination contract.

B. The successful Contractor is expected to take a lead role in establishing and maintaining community contacts to facilitate the following:

1. Negotiation of sub-contracts with current providers
2. Develop new coordination agreements with other human service agencies and providers of transportation services
3. Develop innovative methods of providing service for non-traditional paratransit service (i.e., Senior Center group activities, accessible transportation shuttle for community events, etc.)

C. Outreach and Advocacy

1. The PTD strives to maintain good relationships with the AnchorRIDES Contractor, its riders, and local human service agencies. On a monthly basis, the PTD and Contractor report on outreach activities that have been completed. The successful Contractor will be required to conduct monthly in-person outreach with local human service agencies and organizations with consumers that frequent AnchorRIDES services.

2. Additionally, the Contractor is expected to consistently participate in and/or provide support to local boards, commissions, and committees to include but not limited to:

Public Transportation Advisory Board- This is a mayoral appointed advisory board consisting of nine persons to advise the Anchorage Assembly and the Mayor on long range planning of a balanced public transit system throughout the MOA. The Contractor will be required to consistently attend the monthly meetings and provide occasional reports to the board.

3.14 Omissions

The Contractor will be responsible for providing all services which are necessary within the general parameters described in this RFP, and consistent with established industry practices, regardless of whether those services are specifically

mentioned in this RFP or not. The Proposer should clearly identify any omissions to the requirements set forth in this RFP.

SECTION 4.0 Performance Standards

4.1 Overview

The Contractor is required to provide service that prioritizes the safety and customer service standards outlined by the PTD. While performing service that aligns with these priorities, the successful contractor must also comply with ADA, FTA, and all other federal, state, and local regulations. The successful Contractor shall also maximize operational productivity and efficiency wherever possible.

4.2 Performance Evaluation

- A. This RFP includes specific performance standards that are intended to be reasonably attainable by the Contractor, fair to the customer, and consistent with expectations that the Contractor will always perform at its highest level.
- B. Contractor's performance will be evaluated monthly by PTD utilizing the performance criteria set forth in this section.
- C. The Contractor and PTD will meet, at minimum, monthly to evaluate service performance and resolve operational or policy issues.
- D. The performance standards may be adjusted based on recommendations made by the Contractor with concurrence and final decision by the PTD.
- E. The Contractor will be given an opportunity to demonstrate that any failure to achieve minimum performance standards could not reasonably have been prevented.
 - 1. Failures caused by actions of PTD, natural disaster, or extreme/unusual weather or traffic conditions will be considered non-preventable.

2. Any such claim must be supported by adequate documentation in the Contractor's daily dispatch log.
 3. If PTD determines that the failure was non-preventable, the penalty will be waived. The successful contractor must understand that PTD operates in a subarctic climate throughout most of the year and performance standards will not be waived for typically winter weather.
 4. Any penalties levied against the Contractor will be assessed for the period when it is determined the Contractor has not met the performance criteria.
- F. If the Contractor believes an event occurring in the service area may cause unattainable service standards, it is the Contractor's responsibility to notify PTD of the event and to obtain written authorization prior to or within two working days of the event.
- G. If Contractor's performance has failed to meet the performance standards, the Contractor shall take all reasonable actions to correct deficiencies.
- H. Should deficiencies persist, the PTD may take remedial actions as required, up to and including termination of contract.

4.3 Performance Categories

A. Telephone Hold Times

1. The standard is to have at least 95% of all calls within a given month answered within 2 minutes. This standard will apply to the total calls received in the call center and at dispatch after call center hours.
2. For each month where this standard is not met, a disincentive of \$500 shall be assessed. If the standard is not met for two consecutive months, the contractor shall hire additional staff at its own expense or take other actions to resolve the low performance.

B. Customer Complaints

1. The standard is to maintain less than three verified complaints per month with 100% Contractor compliance for a resolution and written responses within five business days from receipt of the complaint. PTD staff may require Contractor to submit complaint resolution and responses at an earlier time based on severity of the complaint.
2. For complaints exceeding three and/or complaints not resolved/responded to in five business days or less will result in a \$100 disincentive per complaint/per unresolved complaint.

C. On-Time Performance

1. All pick-up and appointment drop-offs must be completed within a 93% to 96% on-time standard.
2. A pick-up will be considered on-time if completed within the established 30-minute window; 15 minutes before to 15 minutes after the scheduled pick-up time.
3. A drop-off will be considered on-time if made no earlier than 30 minutes before any stated appointment or desired arrival time and no later than the appointment or desired arrival time. Early drop-offs (more than 30 minutes before the stated appointment times) will also be included in the count of late drop-offs for the purposes of reporting performance and assessing incentives and disincentives.
4. For performance 96.1% and above for both pick-up and drop-off appointment on-time performance for a given month, an incentive payment equal to \$500 shall be paid to the contractor. A penalty equal to \$500 will be deducted from the contractors' month end invoice when pick-up or appointment drop-off on-time performance is less than 93%.

D. Excessively Late Trips

1. An excessively late trip is one where the actual pickup time is 15 minutes or more after the late window of a negotiated pickup time and/or a scheduled appointment.
2. PTD's standard is to have zero excessively late trips that are within the control of the contractor. An acceptable operating range of zero to 0.15% of completed AnchorRIDES trips will be used.
3. All excessively late trips will be assessed a \$50 per incident penalty when the excessively late trip threshold has exceeded 0.15%.
4. A complementary ride ticket will be issued to the affected customer in each instance of an excessively late trip regardless of the monthly ratio.
5. Excessively late trips will not be counted in the calculation of disincentives if the contractor provides adequate documentation that the lateness was due to circumstances beyond their control. Documentation must be backed up by dispatch entries in the trip tracker notes.

E. Missed Trips

1. Missed trips occur when:
 - i. A trip is dispatched and/or scheduled incorrectly.
 - ii. The vehicle arrives and departs before the early window or after the late window without the customer.
 - iii. Subsequent related trips are not used due to an initial missed trip.
2. PTD's standard is to miss no more than 0.2% of all performed trips. An acceptable operating range of 0.1% to 0.2% of all trips will be used for assessing disincentives. A disincentive of \$100 per missed trip will be assessed to all missed trips if the rate exceeds 0.2%.
3. If missed trips equate to 0.09% or less of monthly trips, an incentive of \$500 will be paid to the contractor.

4. A complementary ride ticket will be issued to customers for each instance of a missed trip.
5. Missed trips will not be counted in the calculation of disincentives if the contractor provides adequate documentation that the occurrences were due to circumstances beyond their control. Documentation must be backed up by dispatch entries in the trip tracker notes.

F. Trip Duration

1. Customer trip durations must fall within the following parameters (absent elements beyond the reasonable control of the Contractor such as weather or traffic delays):
 - i. 0.1-3 Miles \leq 30 Minutes
 - ii. 3.1-5 Miles \leq 60 Minutes
 - iii. 5.1-10 Miles \leq 75 Minutes
 - iv. 10.1-20 Miles \leq 90 Minutes
 - v. 20+ Miles \leq 100 Minutes
2. PTD's standard is to have no more than 0.5% of total monthly trips exceed previously mentioned ride length standards. If trips with excessive trip durations exceed 0.5% in a month, a disincentive of \$50 per trip for all trips exceeding the established trip duration standard will be assessed on the end of month invoice.
3. A complementary ride ticket will be issued to customers for each instance of an excessive trip duration incident.
4. If trips with excessive trip durations equate to 0.2% or lower, a \$500 incentive will be paid to the contractor.
5. Trip duration incidents will not be counted in the calculation of disincentives if the contractor provides adequate documentation that the occurrences were due to circumstances beyond their control. Documentation must be backed up by dispatch entries in the trip tracker notes.

G. Productivity

1. PTD has established a desired productivity of 2.1 eligible rider trips per vehicle revenue-hour and a minimum productivity requirement of 1.9 eligible rider trips per vehicle revenue-hour.
2. For each month productivity is 2.1 or greater, the contractor will receive an incentive payment of \$500. For each month that productivity is lower than 1.9 passengers per revenue hour, the contractor will compensate PTD \$500 for the month. The contractor will only be eligible for the productivity incentive if on-time performance, excessively late trips, missed trips, and trip durations are performed within the defined minimum standards.

4.4 Vacancy of Management/Supervisory Positions

If any Managerial or fixed cost position, as defined in Section 3.4, remains unfilled with a qualified permanent employee for a period exceeding 30 calendar days, the successful Contractor will deduct the salary and benefits (per the final negotiated offer) for any month or portion thereof in which the position remains unfilled beyond the first 30 days.

SECTION 5.0 Proposal Submission, Evaluation, and Award

5.1 Overview

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that the proposals be organized in the manner specified below. Proposals shall not exceed twelve (12) pages in length (excluding letter of transmittal, resumes, title page(s), index/table of contents, required attachments, or dividers). One page shall be interpreted as one side of a single-spaced, letter size sheet (8-1/2" X 11"). Excess pages will be removed prior to evaluation, which could result in incomplete responses and lower scores.

5.2 Proposal Format

A. Title Page

Show the RFP number and subject, the name of your firm, address, telephone number(s), name of contact person, and date.

B. Table of Contents

List the proposal's sections with page numbers. Include the RFP Evaluation Criteria.

C. Letter of Transmittal (Limited to one (1) page).

1. Briefly state your firm's understanding of the services to be performed and make a positive commitment to provide the services as specified.
2. List your company's contact for this RFP along with their phone number and email address.
3. Give the name(s) of the person(s) who are authorized to make representations for your firm, their titles, address, and telephone numbers.
4. **The letter of transmittal must be signed by a corporate officer or other individual who has the authority to bind the firm.**

5.3 Proposal Evaluation Criteria

A. Qualifications and References- (20 points)

The proposal will include sufficient detail to allow PTD to determine the Proposer's ability to operate a coordinated transportation system including service for ADA-eligible riders and senior citizens. This section will include:

1. Business Plan and Mission Statement

The proposer shall describe what makes their firm the strongest contender for this contract. The proposer shall provide a copy of the company's mission statement, business plan, and its applicability to this project.

2. Coordinated Transportation Service Experience

The proposer shall describe their experience and level of involvement in a brokerage, consortium, or coordinated transportation service and what

efficiencies resulted from their coordination work. The Proposer will detail how this experience would translate to the AnchorRIDES service.

3. Remote and Sub Arctic Experience

The proposer shall detail their level of experience providing accessible transportation services in Alaska/other sub-arctic climates and geographically isolated locales. Detail how the Proposer will address and overcome the common challenges of providing accessible transportation in Alaska.

4. Technological Abilities

Outline all demand response scheduling software employed with contracts of similar nature and scope as this project. Detail the Proposers expertise with and ability to support Trapeze software products.

5. References

- i. Provide a list of contracts of comparable scope of currently held to include contact persons for each client, telephone numbers, Email addresses, term of the contract, number of vehicles, and average annual ridership.
- ii. On each listed contract of similar scope and size, provide information such as key performance indicators, ability to meet schedules, cost controls, etc.

B. Proposed Work and Operational Plan (25 Points)

Provide detailed information on the firm's methodology in meeting the requirements identified in the Scope of Work Section of this RFP and Attachments. Describe the firm's overall approach to include any special considerations that may be envisioned. The narrative description should include:

1. Detailed Project Description

The Proposer shall describe in detail how it will manage the services outlined in this RFP. Specifically, the Proposer shall describe how it will integrate and coordinate services to achieve efficiencies, establish and maintain relationships with existing and new providers, and explore innovative coordination strategies in partnership with PTD.

2. **Safety Program**

The Proposer shall include copies of the firm's applicable safety program. The program must include the following components and methods to be utilized to promote safety awareness:

- i. Accident Response Plan.
- ii. Accident Review Process and Analysis.
- iii. Determination of an accident as preventable or non-preventable, utilizing the National Safety Council (NSC) guidelines.
- iv. Employee Retraining Provisions.
- v. Operator Incentive Provisions.

3. **Added Value Services**

The Proposer shall detail any specialized or unique services and/or benefits it would provide as a partner with PTD and how these would benefit services outlined in this RFP.

4. **Staffing**

The Proposer shall describe in detail, adequate staffing levels needed to provide the services as outlined in this RFP, recruitment, and retention plan, hiring procedures, training (both start-up and on-going), and other pertinent staffing practices. Include an organizational chart for both the on-site operation and the corporate office. Resumes for all proposed on-site management and supervisory staff must be provided. Job descriptions must be provided for each full-time and part-time position category.

5. **Service Improvements**

Describe the Proposer's ability to identify, analyze, and implement service improvements, cost efficiencies, and creative solutions to problems within the program. Provide examples from similar contracts.

6. **Adaptability**

Describe how the Proposer will manage daily fluctuations and seasonal adjustments. Describe the flexibility and capacity of the Proposer to respond to unforeseen needs or events such as snowstorms. Provide examples from other similar contracts.

7. Transition and Implementation Plan

The Proposer shall provide a detailed plan for transitioning to a new contract. The Proposer will describe how they will facilitate a highly organized and seamless transition without disrupting services and minimizing any negative impact to customers. Included in this plan should be timelines and milestones for implementation, key transition team personnel, movement of any goods/materials to Alaska, piloting of any new systems, training of staff, etc.

C. Vehicle Maintenance Expertise (15 Points)

1. The Proposer shall include a vehicle preventive and corrective maintenance plan in addition to the software that will be used to monitor this.
2. The Proposer shall provide any existing contracts, agreements, and or partnerships with vehicle and parts manufactures and/or dealers. Describe how the Proposer's relationship with these companies will provide the best possible pricing on parts for vehicles within the AnchorRIDES existing fleet. Detail shipping to Alaska.
3. The Proposer shall include a daily and weekly vehicle cleaning and sanitization plan. Additional procedures for the clean-up of hazardous materials and/or biohazards must be included.
4. The proposer shall outline the equipment they would utilize from the supplied maintenance inventory and the maintenance plan for these items. Costs for maintaining these items must be included in the final bid.
5. Describe equipment being provided by the Proposer. Equipment and service necessary for conducting non-local service area business shall be the responsibility of the Proposer.
6. If the Proposer plans to subcontract part or all its maintenance service, this must be stated in the proposal along with the name of the subcontractor and the maintenance contractor/program the subcontractor will use. Subletting of vehicle maintenance will require the sub-contractor have a US DOT Substance Abuse Testing Program in place.

7. If applicable, the Proposer shall describe all vehicles to be provided by the Proposer that are in addition to the vehicles supplied by the Municipality. Please describe other vehicles owned and operated by potential subcontractors. The Proposer shall describe how additional vehicles will be acquired and why the assets supplied by PTD are insufficient.

D. Contractor Policies, Procedures, and Programs (10 Points)

1. **Personnel Policies and Procedures**

The Proposer shall include copies of its applicable personnel policies and procedures.

2. **Personnel Training Program**

The Proposer shall describe the training and continuing education programs for each position category. Include course names, length, frequency, instruction methods, and qualifications of the trainers. State the frequency of follow-up or additional training and any circumstances that would warrant re-training.

3. **Safety Program**

The Proposer shall include copies of the firm's applicable safety program. The program must include the following components and methods to be utilized to promote safety awareness:

- i. Accident Response Plan.
- ii. Accident Review Process and Analysis.
- iii. Determination of an accident as preventable or non-preventable, utilizing the National Safety Council (NSC) guidelines.
- iv. Employee Retraining Provisions.
- v. Operator Incentive Provisions.
- vi. Emergency Protocols

4. **Substance Abuse Testing Program**

The Proposer shall describe how their Drug and Alcohol Testing program complies with the Omnibus Transportation Testing Act of 1991 and Department of Transportation (DOT) regulations, 49 CFR parts 40 and 655 as referenced in **Attachment K**. Include a copy of the Substance Abuse Testing Program from Contractor's agency.

5. Employee Recruitment and Retention

The Proposer shall describe any monetary and non-monetary employee incentives that might be used to provide a more stable and professional workforce. It is the desire of the MOA to employ a contractor with a proven ability to retain an experienced and capable workforce. In addition, proposals should provide driver and other project employee wage schedules and a description of benefits.

6. Customer Services Program

The Proposer must include a description of the Proposer's Customer Service Program. Details such as customer service representative scripts and complaint resolution processes must be included with the proposal.

7. Outreach

The Proposer must include a description of proposed outreach efforts to expand and promote coordinated transportation.

8. Productivity Plan

The proposer shall describe the productivity (rides per hour) that the Proposer anticipates providing during the initial contract year in accordance with the service requirements included in this RFP. Include any factors or assumptions that may affect productivity, both positively and negatively.

E. Financial Viability and Reporting (10 Points)

This section should demonstrate the financial stability, corporate organizational structure, and recent litigious history of the Proposer.

1. The proposer shall provide information demonstrating the stability of its financial resources to perform the contract in a satisfactory manner. Acceptable financial viability will be assessed by copies of notarized income statements, statement of cash flow, and balance sheets from the past two (2) fiscal years. It is important that Proposers present an adequate funding plan (excluding revenue from services provided under this RFP) that clearly demonstrate secure sources of working capital to fund the operations under this contract.
 - i. PTD has the right to assess the Proposers financial qualifications and condition based off the documents provided.
 - ii. Any dispute regarding the disagreement of a proposer with the assessment of PTD shall not be grounds for a protest.

2. Proposers shall describe their policy and procedure for cash management to include a description of the positions that will involve cash management. This will include an explanation or overview of how fares and donations will be collected, accounted, and reported. The successful proposer will be subject to Municipal Policies and Procedures 24-1 with respect to restrictions on convictions for personnel involved in cash management.
3. Proposers shall describe procedures for fare collections, accounting, and auditing.
4. Outline of the Proposers policy-setting body and corporate management organizational chart with job responsibilities for each position.
5. Proposers shall provide details of any pending litigation, or litigation resolved within the past three years.
6. Proposer shall include the insurance plan and estimated expense for insurance as outlined in section 3.0.
7. The Proposer shall demonstrate its understanding and ability to produce the various reporting documents required in project of this scope. Report examples must highlight the Proposers expertise in monitoring both required and diagnostic reports.

F. Pricing (20 Points)

1. The proposer shall include the price and costs for the service requirements detailed in this RFP to include completion of the Line-Item Operating Budget Form (**Attachment L**) and include staffing levels and wages. Any additional services above and beyond those identified in the Scope of Work, should be reflected as an "Optional Add-On", and not included in the base cost proposal.
2. The price proposal must be supported by cost and pricing data to establish the reasonableness of the proposal. All costs including any start-up, and contractor provided capital or operating expenses must be considered and included in the price proposal.

3. Points will be awarded based off on overall lowest proposed pricing schedule.

5.4 Evaluation Criteria and Process

- A. **Evaluation Criteria** All proposals will be evaluated and ranked on the following criteria and point range respectively.

Evaluation Criteria	Points
Qualifications and References	0-20
Proposed Work and Operational Plan	0-25
Vehicle Maintenance Expertise	0-15
Contractor Policies, Procedures, and Programs	0-10
Financial Viability and Reporting	0-10
Pricing	0-20
Total Possible Score	100

5.5 Qualitative Rating Factor

- A. Firms will be ranked using the following qualitative rating factors for each RFP criteria:

- 1.0 Outstanding
- .8 Excellent
- .6 Good
- .4 Fair
- .2 Poor
- 0- Unsatisfactory

- B. The rating factor for each criteria category will be multiplied against the points available to determine the total points for that category.

EXAMPLE: If an evaluator decides that the response provided for a criterion that has a maximum of 25 points was “Good,” they assign a “qualitative rating factor” of 0.6 to that criterion. The qualitative rating factor is then multiplied by the maximum points available (25) resulting in a score of 15 points.

5.6 Quantitative Evaluation Criterion

If Cost is an evaluation criterion, then the following shall be used:

The award of the “cost” points will be determined by the calculation shown below. The lowest cost proposal will receive the maximum number of points awarded for the “cost” criteria:

$$\frac{\text{Lowest cost proposal} \times \text{Maximum \# points for category}}{\text{Cost of proposal being scored}}$$

EXAMPLE

Method used to convert Total Cost to Points (30 Points Maximum)

[STEP 1]

List all proposal costs.

Proposer #1	-	\$40,000
Proposer #2	-	\$45,000
Proposer #3	-	\$48,000

[STEP 2]

The RFP awards a maximum of 30% (30 points) of the total of 100 points for fee schedule.

Proposer #1 receives 30 points.

Proposer #1 receives 30 points (the max) because they submitted the lowest cost proposal.

Proposer #2 receives 26.7 points.

$$\frac{\$40,000 \times 30}{\$45,000}$$

Proposer #3 receives 25. points.

$$\begin{aligned} & \$40,000 \times 30 \\ & \quad \$48,000 \end{aligned}$$

5.7 Evaluation Process

- A. A committee of individuals representing the MOA will perform evaluations of the proposals. The committee will rank the proposals as submitted.
- B. The MOA reserves the right to award a contract solely on the written proposal.
- C. The MOA also reserves the right to request oral interviews with the highest ranked Proposers. A maximum of two (2) firms will be short-listed.
- D. A second score sheet will be used to score those firms interviewed. The final selection will be based on the combination of both the evaluators' written proposals and interviews. The same categories and point ranges will be used in both the first and second ratings.

5.8 Selection Process

- A. The highest ranked proposer (written or written and oral) may be invited to enter final negotiations with the MOA for the purposes of a Contract award.
- B. If an agreement cannot be reached with the highest Proposer, the second highest Proposer may be contacted for negotiations. This process may continue until successful negotiations are achieved.
- C. The MOA reserves the right to terminate negotiations with any Proposer should it be in the MOA's best interest.
- D. The MOA reserves the right to reject all submitted proposals.

SECTION 6.0 Sample Contract

- A. All Proposers must carefully read and review the attached Sample Contract (**Attachment M**). The final Contract with the MOA will be substantially similar to it.
- B. If a Proposer wishes to make changes to the Sample Contract, the proposed changes must be submitted with the proposal. All desired changes must be submitted as separate document, and must be clear, legible, and conspicuous.
- C. The Proposer must also provide the rationale for all proposed changes. No changes will be considered until after the highest scored proposal(s) has been determined.
- D. **IF NO DESIRED CHANGES ARE SUBMITTED WITH THE PROPOSAL, IT IS UNDERSTOOD THAT THE TERMS AND CONDITIONS OF THE SAMPLE CONTRACT'S HAVE BEEN ACCEPTED.**

SECTION 7.0 Attachments

Attachment A- AnchorRIDES Rider Guide

Attachment B- AnchorRIDES Service Statistics

Attachment C- Sample Facility Lease

Attachment D- AnchorRIDES Fixed Asset Inventory

Attachment E- AnchorRIDES Fleet

Attachment F- Bus Wash Manual-Check List

Attachment G- Subscription Trip Policy

Attachment H- AnchorRIDES/Eagle River Service Area Map

Attachment I- MOA Driving Convictions Guidelines

Attachment J- AnchorRIDES Teamsters Collective Bargaining Agreement

Attachment K- MOA Substance Abuse Policy and Procedures

Attachment L- RFP Pricing Form

Attachment M- AnchorRIDES Paratransit Sample Contract

Attachment N- AnchorRIDES Application

Attachment O- Disadvantaged Business Enterprise (DBE) Program Requirements

Attachment P- FTA Certifications and Assurances