



## TOWN OF SIMSBURY, CONNECTICUT

### Request for Qualifications (RFQ) Dial-A-Ride Contractor

**SUBMISSION DEADLINE: April 3, 2019, 4:00pm**

**SUBMISSION CONTACT AND ADDRESS:**

Ms. Maria Capriola  
Town Manager  
Town of Simsbury  
933 Hopmeadow Street  
Simsbury, Connecticut 06070  
(860) 658-3230  
tmintern@simsbury-ct.gov

*Submissions will be accepted in electronic format only.*

#### **1. Purpose**

The Town of Simsbury, Connecticut, (hereafter referred to as “the Town” or “Town”), is soliciting a statement of qualifications from qualified companies or individuals (hereinafter referred to as “Contractor”) to provide contracted Dial-A-Ride services on behalf of its Department of Community and Social Services. Qualified companies or individuals are invited to submit formal proposals that detail the scope of services and projected cost. After reviewing the RFQ submittals and interviewing selected firms, the Town will identify its preferred candidate and enter into negotiations resulting in a final contract agreement. It is the intent of the Town to enter into an agreement with a qualified contractor to provide Dial-A-Ride services to our community members who rely on the service to travel throughout the Town and surrounding area.

The Town of Simsbury reserves the right to accept or reject, without prejudice, any or all submissions or to waive any irregularities therein, or to accept the submission deemed to be in the best interest of Town of Simsbury.

Questions regarding this RFQ should be directed to Kristen Formanek, Director of Community Social Services, at [kformanek@simsbury-ct.gov](mailto:kformanek@simsbury-ct.gov). In order to receive consideration, all questions must be submitted by 4:00pm on March 25, 2019. A response to all relevant questions will be provided by 4:00pm on March 29, 2019 via addendum that will be posted on the Town website at: <https://www.simsbury-ct.gov/finance/pages/public-bids-and-rfp>.

## **2. Submission and Deadline**

Submissions must be received by 4:00pm on April 3, 2019. Complete electronic proposals, clearly marked “Simsbury Dial-A-Ride - RFQ,” shall be sent to [tmintern@simsbury-ct.gov](mailto:tmintern@simsbury-ct.gov). Only electronic copies will be accepted. Hard copies will not be considered. No submissions will be accepted after the date and time specified.

## **3. Background**

The Town of Simsbury was incorporated as Connecticut’s twenty-first Town in May 1670. It has a land area of approximately 34.5 square miles and a population of approximately 24,350. Centrally located in the heart of the New York - Boston corridor, Simsbury is an attractive and diverse suburban community. As a part of the beautiful Farmington Valley, Simsbury offers an unmatched quality of life with a traditional New England town atmosphere in a setting of rolling hills, the picturesque Farmington River and extensive trail system. Simsbury is conveniently located 20 minutes northwest of Hartford and 20 minutes southwest of Bradley International Airport. Simsbury operates under a Town Manager-Board of Selectmen form of government with the Town Manager serving as the Chief Executive Officer responsible for overseeing the day-to-day operations of the Town.

The Community and Social Services Department provides assistance for residents with social, emotional, and economic needs of every kind. The department’s services help residents achieve self-sufficiency, maintain economic well-being and adjust to difficult circumstances and events in their lives. Like Simsbury itself, the department’s services have grown and changed over the years. Today, major program areas include services to families, youth, seniors and persons with disabilities.

The current Dial-A-Ride program is available to residents of Simsbury who are age 60 and older, or persons with disabilities. It runs Monday through Friday, and provides transportation around Town for medical appointments, shopping, Senior Center activities, hairdresser/barber appointments, Library, Town Hall, and visiting with a friend. Trips to area malls are made on Mondays. Tuesday mornings a trip is provided to Granby Center for medical appointments, banking, laundromat, food shopping, and the Library. Wednesday afternoons and Friday mornings transportation is provided to Avon for medical appointments, stores along Route 44, the Simsbury Commons, and Big Y/Walmart.

The following is a summary of ridership and mileage for the last four fiscal years:

	<b>FY 2015</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>
Dial-A-Ride Passengers	9,405	9,275	8,105	8,576
Dial-A-Ride Miles	48,799	46,195	42,851	44,864

The department currently has 410 registered riders with an average of 7,670 annual trips. There is an average of 305 annual enhanced medical rides and 28 Jump On Board trips. The average number of miles per year is 42,851 with an average annual gasoline usage of 4,285 gallons.

Transportation is also provided for out-of-town medical appointments. The towns we will transport to include: Avon; Granby; Canton; Bloomfield, West Hartford; Farmington; Hartford; and the

Newington VA Hospital. We also have monthly Jump On Board trips which are coordinated by our Senior Center and may be in any location throughout the state. This portion of the service is provided in vehicles separate from our daily Dial-A-Ride services.

#### **4. Scope of Services**

The following is a general list of the Contractor's duties:

- a) The Town of Simsbury is responsible for owning and providing two buses for the Contractor's use to operate this program only. These vehicles are stored with the Contractor.
- b) The Contractor is responsible for providing additional, smaller vehicles to complete the mission of the program.
- c) The Contractor is responsible for fueling the vehicles. The Contractor is permitted to use Town fuel pumps; the usage cost is charged against the contracted amount.
- d) The Contractor is responsible for the maintenance and cleanliness of the Dial-A-Ride vehicle.
- e) Provide compensation to any and all employees utilized by Contractor for provision of services.
- f) Provide door-to-door service to all Simsbury residents who are disabled, and/or age 60 and older, or any other residents so approved by the Town, between the times of 8:30 am and 4:30 pm, Monday through Friday.
- g) Provide transportation to medical appointments and Jump On Board trips which may fall outside of traditional hours of operation.
- h) Schedule transportation reservations from 8:00 am to 12:00 pm, Monday through Friday.
- i) Remove from the Simsbury contract any employee of the Contractor that the Town reasonably deems unacceptable.
- j) Return the Dial-A-Ride vehicle in the same condition it was provided, minus normal wear and tear.
- k) Enforce drug and alcohol testing of Contractor's employees compliant with CFR 49, CFR 50 and CFR 655.
- l) Carry out and comply with all requirements as stipulated in the negotiated contract.
- m) Maintain and pay for insurance coverage as required by Town of Simsbury, with the Town of Simsbury named as additional insured (see Section 7 below for additional detail).

#### **5. Proposals**

The Town of Simsbury will not be liable for costs incurred in the preparation of the response to this RFQ or in connection with any presentation before the Town. Contractors shall submit the following with their submission:

- **Letter of Transmittal** – A letter addressed to Maria Capriola, Town Manager, which includes a statement by the respondent accepting all terms and conditions contained in this RFQ. The letter should also include a brief discussion of the Contractor's background, experience, and ability to perform this contract in accordance with the Scope of Services. The letter must be signed by the firm's authorized official. The letter must also provide the name, title, address, and telephone number for the person who may be contacted for the purpose of clarifying any information provided in the submission.
- **Contractor Information** – Describe the history and organization of your firm including the closest customer service location.

- **Understanding of Services** – Statement regarding the Contractor’s qualifications related to providing Dial-A-Ride services and detail on the Contractor’s understanding of the requirements presented in this RFQ.
- **References** – Provide a minimum of three (3) references for which similar services were provided. Include the names, titles, addresses and telephone numbers for individuals that the Town may contact.
- **Fee Proposal** – One cost proposal to include all elements of the work to be performed. Please include the name, title, address, and telephone number for the individual with authority to negotiate and contractually bind the firm. The Town reserves the right to negotiate the fees and payment schedules with the selected consultant.

## **6. Selection Criteria, Evaluation and Award**

The Town will evaluate submissions based on factors such as background and experience in providing Dial-A-Ride service or similar services; professional references; technical understanding of the scope of services to be provided; completion of RFQ requirements; proposed fees; and other relevant criteria.

The Town reserves the right to reject any or all submissions or parts thereof for any reason, and to waive any informalities or minor inconsistencies with this RFQ. Prior to the final selection, proposers may be required to submit additional information which the Town may deem necessary to further evaluate the proposer’s qualifications.

The Town anticipates inviting the firms with the most responsive submissions for an interview and detailed presentation before representatives from the Town. Following the interview process, the Town will award the contract to the firm it determines best qualified to perform the required services. The Town reserves the right to award the work to a firm other than that with the lowest cost if it is in the best interests of the Town. The Town also reserves the right to negotiate with proposers the exact terms and conditions of the contract.

The Town will look to initially establish a three year contract, with possibilities to extend based upon satisfactory performance of the selected Contractor. At any time during the contract term, the Town may terminate service for unsatisfactory performance. The contract may be terminated or suspended by the Town if the Town does not have a valid vehicle for transporting program participants.

## **7. Insurance and Indemnification**

The selected firm will be required to furnish certificates of insurance, including general liability, umbrella liability, automobile, and workers compensation with the following minimum limits:

<u>General Liability:</u>	\$1,000,000
<u>Umbrella Liability:</u>	\$5,000,000
<u>Auto Liability:</u>	\$1,000,000
<u>Professional Liability:</u>	\$1,000,000
<u>Worker’s Compensation:</u>	Statutory
<u>Employer’s Liability:</u>	\$1,000,000

Contractor coverage shall be primary and non-contributory. Auto coverage shall include leased, hired and non-owned vehicles. Auto coverage shall also be primary and non-contributory. The

Town of Simsbury shall be named as additional insured on the general liability, umbrella liability and automobile liability policies. Each policy shall include a waiver of subrogation in favor of the Town. All policies shall be kept in force throughout the duration of the project, with an extended reporting period of 36 months after the agreement terminates if coverage is written on a claims made policy.

To the fullest extent permitted by law, Contractor shall indemnify, defend and hold harmless the Town of Simsbury and all of its agents and employees from and against all claims, damages, losses, judgments and expenses, including reasonable attorney's fees to the extent caused by, arising from or alleged to arise from the negligent acts, errors or omissions of Contractor, Contractor's employees or those for whom Contractor is legally responsible in the performance of the work. This provision shall survive termination of this Agreement.