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# Request for Qualifications

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Short Range Transit  
Operations Plan

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Upper Valley Lake Sunapee  
Regional Planning Commission

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# Request for Qualifications (RFQ)

## Southwestern Community Services Short Range Transit Operations Plan

### Overview

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The Upper Valley Lake Sunapee Regional Planning Commission (UVLSRPC) intends to enter into a contract with a professional consulting firm to provide services for the project described below.

To be considered for evaluation, firms shall submit a specific Statement of Qualifications (SOQ) in the manner described below and may not submit more than one response to the RFQ. Any firm submitting a SOQ that does not conform to all of the requirements of this RFQ will be subject to disqualification.

### Project Background Information

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The Upper Valley Lake Sunapee Regional Planning Commission (UVLSRPC) is currently working with the New Hampshire Department of Transportation (NHDOT) to enhance community transportation services in Sullivan County. The services have recently undergone a major realignment following the dissolution of the predecessor designated public transportation provider for the region.

The new organization, although a well established and competent provider of a variety of community service programs and management expertise in operating federally funded programs is new to the operation of public transportation. Moving forward the organization would like to consider improving and enhancing the services provided, evaluate the existing route structure and potential for new or revised route structures, develop strategies for working with regional employers to better meet the needs of their workforce, development of sustainable funding streams into the future and assure that their marketing and rebranding strategies are consistent with community values and organizational goals.

SCS is the recipient of a grant for planning assistance funded through USDA and RTAP with consulting support provided by Community Transportation Association of America staff. The consultants selected through this RFQ will work in collaboration with CTAA consultants.

Goals for the project:

- To develop an Operations Plan for the transit services.
- To develop a series of transit service design alternatives for implementation.
- To develop a financial plan detailing the short-term and long-term capital and operating costs of the services.
- To identify structures for partnering with local municipalities and employers to meet workforce transportation needs.
- To assure that the marketing and rebranding is consistent with community values and organization goals

### **Preliminary Scope of Work**

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The preliminary scope of work for this project is detailed below and encompasses five tasks.

**Tasks 1 and 2 will be the responsibility of the UVLSRPC.**

#### **Task 1: General Administration**

- Oversee all reporting requirements to New Hampshire Dot; and
- Administer all disbursement, billing and financial management

#### **Task 1B: Project Coordination**

- Serve as Project Manager and Point of Contact;
- Oversee the Qualifications-based Selection process for the project consultant;
- Lead and facilitate outreach efforts and communications with the general public and other stakeholders;
- Prepare for and facilitate Advisory Group Meetings and communications with the Advisory Group; and
- Oversee the development, production and distribution of the Short Range Transit Operations Plan.
- Provide GIS

**Tasks 2, 3, 4, and 5 will be the responsibility of the Consultants in coordination with the UVLSRPC.**

## **Task 2: Development of Service Design and Operations Plan**

- Examine existing services and develop route design alternatives based on connections to existing services;
- Conduct research as necessary to understand regional and local market characteristics;
- Meet with Project Advisory Committee to gather input on possible routes/schedules;
- Work with local law enforcement or other appropriate officials to assure ensure that the location of proposed transit stops meet all applicable municipal regulations and/or ordinances;
- Develop indicative schedule(s), route(s), and proposed route stops. Develop recommendations for vehicle type, number of vehicles needed for service, and rough vehicle specifications;
- Provide information on models of similar transit services in the region and other parts of the U.S. and provide summaries of service design, funding, and ridership; and
- Attend four public meetings: Two meetings early on in the process will be held to gather transit needs information from the communities on each of the route. The third and fourth public meetings will be held to present proposed routes and schedules information in order to gather feedback from area residents and visitors.

## **Task 3: Development of Financial Plan**

- Develop both a short and long-term financial plan for capital and operating costs;
- Develop operating cost estimates including personnel/indirect costs, insurance, vehicle maintenance/repair, fuel, marketing, and capital depreciation. Cost estimates should be based on current industry costs for labor, equipment, services, and facilities in the region;
- Produce estimates of revenue, which may include fares, advertising, State, Federal, local sources, and direct contributions from private sources;
- Develop capital cost estimates based on the recommended vehicle type and number of vehicles. Capital costs may include shelters, signs and other items to improve ridership and service delivery;
- Research and propose current and future funding sources for the purchase of vehicles and proposed operating costs;

- Develop a five-year implementation plan, with key milestones, action items, and responsible agencies to carry out financial obligations.

**Task 4 will be the responsibility of the CTAA Professional Consultant:**

Task 4: Marketing and Branding Plan

- Develop a marketing plan and rebranding strategy to include implementation framework and time line.
- Once a final route/schedule is developed and approved by the Project Advisory Committee, provide a schedule and route map(s) suitable for use as a stand-alone piece and/or publication in brochures, guides, newsletters, or other advertising materials;

**Task 5 will be the responsibility of UVLSRPC and the Professional Consultant:**

Task 5: Meetings & Correspondence with Project Partners/Plan Finalization

- Organize and Staff Bi-Monthly Meetings of the Project Advisory Committee
- Compile Deliverables from Tasks 3 and 4 into a final report including service design mapping, operations plan and financial plan
- Organize and facilitate two public meetings to gather feedback from area residents/visitors.

The following are tentative, milestone dates for the progress of this project.

- **March 15 – April 15, 2018: Prepare and Issue RFQ**
- **May 18 – 31, 2018 :** Review qualifications
- **June 1 – 30, 2018:** Conduct interviews (if necessary) and select top firm to negotiate final scope and fee agreement
- **July 15 – 30, 2018 –** Begin Project Work
- **March 31, 2019:** Project Completion

**Statement of Qualifications**

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The Statement of Qualifications (SOQ) must be organized in sections containing the following information and demonstrate the firm’s capability to complete the scope of work as described above. The SOQ may not be more than ten (10) pages.

- **Description of Firm.** (15 pts.) Describe your firm's legal structure, areas of expertise, length of time in business, number of employees, and other information that would help to characterize the firm. Provide the address of the main office and the address of the office that will manage the project.
- **Experience.** (35 pts.) Briefly describe other federally-funded projects executed by

your firm that demonstrate directly-relevant experience. Extensive descriptions of vaguely related projects are discouraged. List all public sector clients for whom you have performed similar work in the past five years. For each project mentioned, include the name, address and phone number of a person who can be contacted regarding your performance on the project. When submitting projects for which your firm worked in an auxiliary capacity or in a joint venture or partnership, include the name of the lead firm.

- **Personnel.** (25 pts.) Provide a professional resume for the key personnel proposed to be assigned to the project (including any important sub-consultants), and describe relevant related experience. Describe key personnel's proposed roles and responsibilities on this project. Submittals must identify a proposed Project Manager, who would be responsible for the day-to-day management of project tasks and would be the primary point of contact with your firm. An organizational chart of the project team may be appropriate.
- **Project Approach.** (15 pts.) Describe the key tasks that you believe should be accomplished to complete the project. Provide a narrative description of how you propose to execute the tasks. If applicable, discuss any unique aspects of the project, alternative approaches that the UVLSRPC and project partners might wish to consider, or special considerations related to programmatic/ funding requirements. Your firm should rely on its expertise and experience with similar projects to demonstrate how it will effectively complete the project.
- **Project Schedule.** (10 pts.) Describe your staff workload and availability and ability of the firm to provide the resources needed.

Brochures or other material that may be helpful in evaluating your firm may be included in an appendix of the SOQ. Appendices to the SOQ may not be more than three (3) pages.

### **Additional Information**

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Questions regarding the project may be directed to:

Patricia C. Crocker, MPA

UVLSRPC, 10 Water Street, Suite 225

Lebanon, NH 03766

(603) 448-1680

[pcrocker@uvlsrpc.org](mailto:pcrocker@uvlsrpc.org)

Questions shall be submitted by 4:00 PM on Monday, May 7, 2018. Written responses to questions will be provided to all interested firms and posted on the UVLSRPC website ([www.uvlsrpc.org](http://www.uvlsrpc.org)) by the close of business on Friday, May 11, 2018.

### **Submittal Deadline**

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Six (6) copies of the qualifications submittal must be received no later than 4:00 PM on Friday, May 18, 2018 to:

Patricia C, Crocker, MPA  
UVLSRPC  
10 Water Street, Suite 225  
Lebanon, NH 03766  
(603) 448-1680  
[pcrocker@uvlsrpc.org](mailto:pcrocker@uvlsrpc.org)

### **Selection Process**

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Firms will be ranked based on qualifications and the UVLSRPC may choose to interview several of the top ranked firms. However, at its discretion, the UVLSRPC may dispense with interviews and select a firm to perform the work. Firms will be evaluated on the following factors:

- Firm History and Capability to Perform Project (20%);
- Relevant Federally-Funded Project Experience (15%);
- Qualifications of Project Team and Backup (15%);
- Familiarity with Area and Project (10%);
- Project Approach (10%);
- References (10%);
- Availability of the Project Personnel to Begin Work According to the Project Timeline (10%);
- Ability to Complete Work According to the Project Timeline (10%).

A selection committee appointed by the Executive Director of the UVLSRPC will assist with firm evaluations. The UVLSRPC will seek to negotiate a contract, a detailed scope

of work, fee, schedule, etc. with the preferred firm. If unable to reach agreement, the UVLSRPC will terminate negotiations, and commence negotiations with the second-ranked firm, and so forth.

In the evaluation of the Qualifications, the UVLSRPC, at its discretion, may obtain technical support from outside sources. The Respondents will agree to fully cooperate with the personnel of any such organization.

The UVLSRPC expects to evaluate proposals and provide written notification of the results within 30 days of receipt of qualifications. If interviews are held, you will be contacted at least seven (7) days before the interview date.

### **Limitations**

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This Request for Qualifications does not commit the UVLSRPC to award a contract, to pay any costs incurred in the preparation of a response to this Request for Qualifications, or to procure or contract for services or supplies.

The UVLSRPC reserves the right to accept or reject any or all responses received as a result of the Request for Qualifications, or to cancel in part or in its entirety this Request for Qualifications, if in the sole judgment of the UVLSRPC that it is in the best interest of the UVLSRPC to do so.