MICHIGAN DEPARTMENT OF TRANSPORTATION

OFFICE OF PASSENGER TRANSPORTATION

STATEWIDE MICHIVAN COMMUTER VANPOOL PROGRAM

REQUEST FOR QUALIFICATIONS

January 17, 2014

TABLE OF CONTENTS

SECTION I – GENERAL INFORMATION 1
I.1 Issuing Office 1
I.2 Proposal Deadline and Submission Location 1
I.3 Proposal Format and Method of Delivery 1
I.4 Questions 1
I.5 Proposal Withdrawal 2
I.6 Modification of Proposals 2
I.7 Protest Procedures 2
I.7.1 Pre-Proposal Protests 2
I.7.2 Pre-Contract Award Protests 2
I.7.3 Requirements for Protests 3
I.7.4 Protest Response 3
I.8 Terminology 4
I.9 Project Description 4
I.10 Purpose of the Procurement 5
I.11 Incurring Costs 5
I.12 Allowable Costs 5
I.12.1 Marketing Cost 5
I.12.2 Capital Assistance 7
I.13 Project Duration 8
I.14 Selected Contractor(s)' Responsibilities and Work Specifications 8
I.14.1 Responsibilities 8
I.14.2 Work Specifications 8
I.15 Proposer Qualifications 11
I.16 Selection Criteria 12
I.17 MDOT's Reserved Rights 13
I.18 Proposal Evaluation and Contract Award 14
I.18.1 Standards for Award 14
I.18.2 Evaluation and Award Process 14
I.19 Non-Performance Penalty 15

SECTION II - PROPOSAL REQUIREMENTS 16
II.1 Proposal Content 16
II.2 Proposer Qualifications 17
II.3 Notice to Proposers 18

SECTION III - APPENDIXES 19
Appendix A – MichiVan Commuter Vanpools Currently in Service as of September 2013 19
Appendix B – Local Rideshare Office Map 20

SECTION I – GENERAL INFORMATION

I.1 Issuing Office

This Request for Qualifications (RFQ) is issued by the Office of Passenger Transportation (OPT), Michigan Department of Transportation (MDOT), which is the procuring agency on this project.

I.2 Proposal Deadline and Submission Location

Responses to this RFQ must be received at the following address, by 5:00 p.m. (ET) on Friday, February 14, 2014. The selected Contractor(s) must provide service starting on April 1, 2014.

Elaine Luo, Federal Program Manager
Office of Passenger Transportation
Michigan Department of Transportation
Mailcode: B425
Van Wagoner Building
425 W. Ottawa
P.O. Box 30050
Lansing, MI 48909
E-mail: luoy@michigan.gov

I.3 Proposal Format and Method of Delivery

Proposals must be submitted to the above address in **both** electronic Portable Document Format (PDF) on a compact disc (CD) and in four hard copies.

All proposals must be prepared and submitted in accordance with the proposal document format and content requirements specified in Section II below. Proposals must be typed in English. As a condition of proposal responsiveness, all support documents that require the signature of Proposer must be signed and incorporated into the proposal document.

MDOT will send the confirmation of receipt to Proposer upon receipt of a proposal. It is the sole responsibility of the Proposer to ensure that its proposal is successfully delivered to MDOT by the specified date and time. MDOT is not responsible for late or lost proposal deliveries.

I.4 Questions

Questions regarding this RFQ must be submitted in writing to the above address via letter on official firm/agency letterhead by U.S. postal mail or electronic mail received by 5:00 p.m. (ET) on January 27, 2014. Electronically submitted questions must include "Questions – FY 2014 MichiVan RFQ" on the subject line.

Responses to questions received will be posted on MDOT's website on or before 5:00 p.m. (ET)

on February 5, 2014. To obtain a copy of the response, go to http://www.michigan.gov/mdot, select "Doing Business" from the left side of the page, then select "Vendor Consultant Services," from the body of the page, select "Request for Proposal," scroll down to "Multi-Modal Transportation Services."

MDOT will not respond to written questions received after the submission deadline.

I.5 Proposal Withdrawal

Proposals may be withdrawn prior to the submission deadline by a Proposer's authorized representative by writing to the attention of Elaine Luo as identified in Section I.2. Electronically submitted protest must include "Withdrawal – FY 2014 MichiVan RFQ" on the subject line.

I.6 Modification of Proposals

No proposal may be modified after the submission deadline identified in Section I.2.

I.7 Protest Procedures

I.7.1 Pre-Proposal Protests

All protests concerning RFQ specifications, criteria and/or procedures shall be submitted in writing to the OPT Administrator not later than ten business days prior to the deadline for proposal submission as specified in Section I.2. See Section I.7.3 for protests requirements.

The OPT Administrator may, within her discretion, postpone the deadline for proposal submission, but in all cases, shall provide a written response to protests not later than five business days prior to the submission deadline. If the deadline for proposal submission is postponed by the OPT Administrator as the result of a protest, the postponement will be announced through an addendum to the RFQ posted at the MDOT website as indicated in Section I.4.

I.7.2 Pre-Contract Award Protests

Protests made after the deadline for proposal submission as specified in Section I.2 but before contract award by MDOT, shall be limited to those protests alleging a violation of federal or state law, a challenge to the proposal evaluation and award process, MDOT's failure to have or follow its protest procedures or its failure to review a protest. Such protests shall be submitted in writing to the OPT Administrator as specified in Section I.7.3 not later than five business days after the Recommendation for Contract Award announcement by MDOT.

The OPT Administrator may, within her discretion, postpone the contract award, but in all cases, shall provide a written response to protests not later than three business days prior to the date that MDOT shall enter into the contract award.

The OPT Administrator's decision shall be the final agency decision on all protests.

I.7.3 Requirements for Protests

All protests must be submitted to MDOT in writing via letter or facsimile on official firm/agency letterhead or by electronic mail, with sufficient documentation, evidence and legal authority to demonstrate that the Protester is entitled to the relief requested. The protest must be certified as being true and correct to the best knowledge and information of the Protester, be signed by the Protester, and be notarized. The protest must also include a mailing address to which a response may be sent.

Protests received after the deadlines for receipt of protests specified in Sections I.7.1 and I.7.2 above are subject to denial without any requirement for review or action by MDOT.

All protests must be directed in writing via letter or facsimile on official firm/agency letterhead or by electronic mail to:

Sharon Edgar, Administrator
Office of Passenger Transportation
Michigan Department of Transportation
Mailcode: B425
Van Wagoner Building
425 W. Ottawa
P.O. Box 30050
Lansing, MI 48909
E-mail: edgars@michigan.gov
Fax: (517) 373-7997

Electronically submitted protests must include "Protest – FY 2014 MichiVan RFQ" on the subject line.

I.7.4 Protest Response

The MDOT's OPT Administrator shall issue written responses to all protests received by the required protest response dates (as specified in Sections I.7.1. and Section I.7.2 above). All protest responses shall be transmitted by first-class U.S. Postal Service to the address indicated in the protest letter.

For convenience, MDOT will also send a copy of the protest response to the Protester by facsimile and/or electronic mail if a facsimile number and/or electronic mail address are indicated in the protest letter. The protest response transmitted by U.S. Postal Service shall be the official MDOT response to the protest and MDOT will not be responsible for the failure of the Protester to receive the protest response by either facsimile or electronic mail.

I.8 Terminology

Project: The MichiVan Commuter Vanpool Program.

Project Coordinator: MDOT's authorized representative for the MichiVan Commuter Vanpool Program who will direct the Contractor(s).

Statewide: For purposes of this document, statewide means existing MichiVan commuter vanpools currently in operation in the State of Michigan. The operation areas include the southeastern area with the following counties: Livingston, Macomb, Monroe, Oakland, St. Clair, Washtenaw, and Wayne; Genesee County; Tri-Counties: Clinton, Eaton, and Ingham.

See Appendix A – MichiVan Commuter Vanpools Currently in Service.

Vanpool Service: Defined on this proposal as a vanpool consisting of a minimum number of riders and a designated driver with set pick up and drop off points per day to work or work training.

User: A person participating in a vanpool as the driver or a rider.

Commuter Vanpool: Means a group of individuals voluntarily participating in a ridesharing arrangement on a month-to-month basis utilizing a seven- to fifteen-passenger vehicle. Vanpool drivers and back-up drivers are themselves commuters who are volunteers receiving no compensation for their efforts or are volunteers who are reimbursed by riders for the vehicle and its operating expenses. A vanpool driver uses the van to pick up, transport, and deliver the other vanpool passengers to and from their residences (or a common staging area) and their places of employment. The vehicle makes one trip to work and one trip home. The use of the van will not be construed as "being engaged in transportation as a business." The vehicle may be used for personal use but may not be used to carry passengers for hire or outside the scope of the regular home-to-work commute. Vans can be subsidized by fare from individual riders and employers.

I.9 Project Description

The MichiVan Commuter Vanpool Program has offered MichVan commuter vanpools throughout most of the state since 1980. The goals of the Program are to reduce traffic congestion, improve air quality, and encourage drive-alone commuters to rideshare. Vanpools are a transit mode comprised of vans operating as a ride sharing arrangement providing transportation to a group of individuals traveling directly between their homes and a regular destination within the same geographical area. Vanpools must have origins or destinations within MDOT's county jurisdiction in Michigan. The MichiVan Program will operate in all Michigan counties except vanpools with trip destinations in Allegan, Kent, and Ottawa Counties. Expansion vans with trip destination in Washtenaw County will not be allowed. Vanpools must be open to the public and that availability must be made known. MDOT designates a Project Coordinator responsible for its responsibilities and to serve as the point of contact. MDOT intends to contract with one or more vanpool service providers to operate the

Program. Contractor(s) selected by MDOT must provide fully insured vans for qualified commuter vanpool groups, and is responsible for marketing, customer service, and other administrative services. The vanpool service providers also must assume all responsibilities and liabilities of the Program and ensure that vanpool drivers are qualified to operate the vehicles. MDOT is not responsible for fleet administration or passenger fare collection nor does it have any legal or financial responsibility for vehicle operations.

Vanpool drivers enter into agreements with the MDOT's MichiVan service provider(s). Vanpool groups pay the passenger fare directly to the vanpool service provider. MDOT does not administer the agreements between the vanpool service providers and the drivers nor does it provide direct customer service.

I.10 Purpose of the Procurement

The purpose of this RFQ is to secure qualified private vanpool service provider(s) to operate and market a statewide commuter vanpool program, known as MichiVan. Project description and MDOT's criteria for qualification as a vanpool service provider are included as Sections I.9 and II.2 of this RFQ.

The selected Contractor(s) will carry out the Project responsibilities as directed by MDOT under the names MichiVan or MichiVan Commuter Vanpools. The MichiVan Program may allow for expansion vans during the contractual period of two years, contingent on the availability of federal and state funds. Service shall start on April 1, 2014.

I.11 Incurring Costs

MDOT is not liable for any cost incurred by the Proposers prior to execution of a contract to proceed with the project.

I.12 Allowable Costs

The cost of the MichiVan Program will be covered by MDOT and user fees. Capital and marketing costs (as specifically described in Section I.12 of this RFQ and as approved by MDOT) are eligible for reimbursement under the contract. All other costs are the responsibility of the selected Contractor(s) and should be covered by user fees.

Project costs will be in accordance with the following:

I.12.1 Marketing Cost

MDOT will pay up to ten percent of the capital cost of the vehicles used for MichiVan service for marketing expenses, in addition to a lump sum of $25,000. Reimbursement will be based on actual eligible marking expenses. For more information regarding capital cost, refer to Section I.12.2.

Marketing cost includes the following:

a. **Salaries and Wages:** Only the selected Contractor(s)' staff time for delivering and overseeing the marketing program may be included in this line item. Wages will be based on employees' actual hourly rates of pay and the actual hours of performance on delivery and oversight of the marketing program (based on an approved cost allocation plan). The selected Contractor(s) must have methods in place to track, document, and report to MDOT such costs and will ensure that only eligible salaries and wages are charged to the Contract.

b. **Direct Labor Overhead:** This will be billed as a percentage of the salaries and wages of the selected Contractor(s)' staff time for delivering and overseeing the marketing program (i.e., the Salaries and Wages line item). The following items may be included in the direct labor overhead (employee fringe benefit) percentage: vacation, retirement, social security, unemployment compensation, sick leave, workers' compensation, hospitalization/life insurance, and holidays.

c. **Other Expenses:** Only items used to deliver and oversee the marketing program may be included. Costs may include rental of office space, purchase or rental of general office equipment, purchase or rental of computer equipment and software, local and toll free telephone service, cellular telephone service, answering/paging service, and utilities. Direct and allocated expenses will be reimbursed. Any allocated expense must include the methodology used to calculate the expense and must be approved by MDOT.

   MDOT will retain right of first refusal to develop and print promotional material such as folders and brochures and procured promotional items for the program. The Project coordinator will coordinate these efforts to the mutual satisfaction of MDOT and the selected Contractor(s). The selected Contractor(s) will be required to seek pre-approval from the project coordinator for any marketing expense reimbursement that exceeds $5,000

d. **Travel:** Actual costs in accordance with and not to exceed the amounts set forth in the current State of Michigan Standardized Travel Regulations, incorporated herein by reference. In-state travel includes statewide travel and mileage or gasoline reimbursement to attend conferences, meetings, and/or training directly related to the marketing program. The gasoline reimbursement will apply to travel using the selected Contractor(s)' vehicles; if a personal vehicle is used for marketing purposes, the reimbursement will be for mileage. MDOT does not foresee a need for out-of-state travel to fulfill contract obligations; however, MDOT will consider out-of-state travel requests to attend conferences directly related to the marketing program. Out-of-state travel will be contingent on prior written approval by MDOT. Current State of Michigan Standardized Travel Regulations can be found on the Internet at http://www.michigan.gov/dtmb - Service & Facilities – Travel.

e. **Guaranteed Ride Home (GRH):** The selected Contractor(s) will provide a GRH program to MichiVan riders if one is not available through a local rideshare office. The GRH program is intended for rider or rider family member illness or injury, rider personal crisis at home, death in the family, or unscheduled overtime required by the employer. Personal errands, personal pre-scheduled appointments (i.e., doctor appointments), natural disasters for which the workforce is dismissed early, weather emergencies and any other unexpected acts of nature, pre-arranged overtime, and business-related travel will not be eligible. The GRH will be limited to six times a year, with no more than two times per quarter. The maximum amount allowed per ride is One Hundred Dollars ($100.00), excluding tips. If a taxi or rental car service provider [(as determined by the selected Contractor(s)] is not available, mileage reimbursement will be made available in accordance with the Standardized Mileage Rate set forth in the current State of Michigan Standardized Travel Regulations. The selected Contractor(s) will ensure that the GRH costs meet the eligibility requirements specified in this section.

MDOT will reimburse one percent of the capital cost for the vehicles used for MichiVan service for the GRH expenses, in addition to a lump sum of $5,000.

I.12.2 Capital Assistance

Capital assistance will be provided to reimburse the depreciation value of the vehicles using the straight line depreciation method. The monthly reimbursement for purchased/leased vehicles will be based on the capital cost* of the vehicle/60 or annual depreciation value/12. Annual depreciation is calculated as (capital cost/60) x 12. The number of vehicles submitted for monthly payment must be consistent with the number of vehicles in the Vanpool Report submitted to MDOT for that month. The reimbursement is limited to the capital assistance budget provided in the contract. MDOT does not reimburse the capital costs for vehicles that are fully depreciated.

For a vanpool to be eligible for capital cost reimbursement, it must have a minimum number of riders as shown below. If ridership for a van drops below this level for more than 60 consecutive days, monthly capital cost reimbursements will not be eligible.

7 passenger van: no less than five users
10 passenger van: no less than seven users
12 passenger van: no less than nine users
15 passenger van: no less than eleven users

*Capital cost of the vehicle is defined as the cost of the vehicle plus any additional equipment normally capitalized and required to fulfill the obligations of the Contract.

I.13 Project Duration

The project duration will be for two years upon execution of the contract with up to three one-year extensions. MDOT reserves the right to extend the duration of the contracts, if conditions warrant. Any extension is to be agreeable to both MDOT and the selected Contractor(s) and will be as described in the contract terms and conditions and shall be mutually negotiated at a reasonable time (at least 60 days) and rate prior to contract expiration.

I.14 Selected Contractor(s)' Responsibilities and Work Specifications

I.14.1 Responsibilities

The selected Contractor(s) will be required to provide all services offered in this RFQ. Primary responsibilities include, but are not limited to, fleet procurement, fleet maintenance, fleet insurance, organization of vanpools, reporting, and statewide promotion of the MichiVan Program with assistance to local rideshare offices (LROs). Appendix B provides a map of the LRO service areas. For details, go to http://www.michigan.gov/mdotptd, Programs & Data, Rideshare Program, Rideshare Office Map and Contacts. Demonstrated superior customer service and the ability to efficiently respond to program changes is required.

Further, MDOT will consider each of the selected Contractor(s) to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract. If any part of the work is subcontracted, the prime Contractor(s) must provide a complete description of the work to be subcontracted and descriptive information about the subcontractor(s)'s organization and capabilities to perform the work. The prime contractor(s) is responsible for adherence of the subcontractor(s) to all provisions of the contract.

The selected Contractor(s) will be required to establish and maintain accurate records, in accordance with generally accepted accounting principles, of all revenues and expenses incurred for which payment is sought. Separate accounts shall be established and maintained for all costs incurred. In addition, the selected Contractor(s) will be required to permit MDOT, or its representative to inspect, copy, or audit the records pertaining to this project at any time.

I.14.2 Work Specifications

<u>Fleet Procurement and Management</u>

The selected Contractor(s) is responsible for the procurement and delivery of vehicles; the provision of backup vehicles for emergency and replacement use; the procurement and delivery of vehicles for new and replacement vanpools; and a preventative maintenance and inspection program.

The selected Contractor(s) is responsible for supplying all vehicles. A combination of new or used vehicles may be used; however, all vans must be less than five years old and have less than 125,000 miles. A combination of Contractor(s) owned or leased vehicles may be used.

At the present time there are no riders in need of an accessible vehicle and there are no accessible vehicles in service. However, the selected Contractor(s) must provide an accessible vehicle within 30 days upon request from a rider.

The selected Contractor(s) shall have a process to identify a van that drops below the required minimum ridership level as described in Section I.12.2 and ensure the van operates no more than 60 consecutive days below this level. Through the marketing program, the selected Contractor(s) shall aggressively assist the users in soliciting replacement riders when an existing van falls below the minimum number of riders including drivers.

The selected Contractor(s) shall establish and enforce driver eligibility requirements including but not limited to:

- Driver has a valid driver's license
- Driver is 25 years of age or older
- Driver has a minimum of five years current and uninterrupted licensed driving experience
- Driver does not have more than one moving violation or at-fault accident in the past 12 months

Fare Collection

The selected Contractor(s) shall have a system of collecting passenger fares for all vanpools in service. The fare structure may allow the price per user (or van) to increase with the increase of one-way mileage of the daily commute, changes in the number of riders, and the size of the van. In addition, the fare structure and fare collection system should accommodate, upon majority vote of the riders in a vanpool, a provision for permitting the equivalent of one volunteer vanpool driver per vanpool to ride free of charge, with the cost being shared among the other riders.

While variations in the fare per user or per van depending on the number of riders, the commute mileage, and whether the driver is paying a fare can be a useful tool to encourage the most effective use of vanpool service, it can also complicate the fare structure. The Proposer is encouraged to propose the simplest, most effective structure possible.

The selected Contractor(s) shall have a system in place for providing passenger rosters to drivers.

Marketing Program

Marketing Program activities may include only the following:

1. Promotional activities in accordance with the selected Contractor(s)' marketing plan to solicit potential riders for existing vanpools, and for expansion vanpools. This shall include the specific media that will be used, the frequency and the content, marketing strategies and events, and a website that shows current routes and user fees,

organizational and communications activities to retain existing riders and provide riders and drivers with the information they need for the vanpool to successfully operate.

The selected Contractor(s) shall maintain a database (or work with the LRO) of potential riders that can be added to existing vanpools as capacity becomes available.

The selected Contractor(s) must coordinate with MDOT and LROs to promote and coordinate vanpooling or other transportation alternatives.

2. Guaranteed Ride Home

The selected Contractor(s) must provide a GRH program to provide for the reimbursement of users' emergency transportation costs. Eligible uses for vanpoolers include, but are not limited to, unexpected overtime at a supervisor's request, personal or family illness or emergency, and unexpected departure of the vanpool. Refer to Section I.12.1, e, for details.

Reporting

Vanpool Reports
The selected Contractor(s) shall have a system of distributing and collecting monthly vanpool reports for all vans managed. The report should include the following columns in a spreadsheet format: Van Number, Origination City/County, Destination City/County, Current Fare Type (individual rider or employer), Active Riders Including Drivers, Passenger Capacity, Capacity Percentage, and Mileage Category. The selected Contractor(s) will submit such report electronically to MDOT along with their payment request or 15 days of the end of each month, whichever is earlier. The Proposer shall provide a summary of the distribution and collection procedures and provide a copy of the proposed policy, contract clause, or plan that will successfully result in user compliance with this provision.

This report should also include a monthly and a year-to-date Low Capacity Report that list the Van Number, Seating Capacity, Number of Riders Including Drivers, Capacity Percentage, and the selected Contractor(s)' Marketing Efforts for each low-capacity van. The year-to-date Low Capacity Report should be sorted by van number and then by month to show the van(s) that are below the MDOT's required capacity as described in Section I.12.2.

A fleet mix statistics should be also included in the report that outline the changes in the vehicle fleet mix over the previous reporting period.

Marketing Report
The selected Contractor(s) will provide a monthly marketing report to MDOT 15 days of the end of each month. The report will include, but is not limited to, a summary of communication with LROs, customer retention activities, efforts to address low capacity issues, and summary of marketing efforts.

Reports to LROs
The selected Contractor(s) will provide a quarterly report to each LRO that lists MichiVan Commuter Vanpools that are operating with a destination in the LRO's region; the report will identify vans that are low on riders and will include van identifiers. This report will be provided to MDOT within 15 days of MDOT's request.

Annual Report
The selected Contractor(s) will submit to MDOT a written final summary report 40 days after the end of each fiscal year that summarizes their results of the MichiVan Commuter Vanpool services with respect to the success of the promotional activities in increasing the use of MichiVan Commuter Vanpools. The report must include the following data: the number of passengers, miles, and number of MDOT subsidized vans by trip destination (county), and program growth and/or decline as compared to the previous fiscal year will be noted in the report.

National Transit Database Reporting
The selected Contractor(s) will be responsible for collecting and analyzing all required data to report to the National Transit Database (NTD) annually. The data must be audited by an independent auditor before submission to MDOT. The selected Contractor(s) can be granted rights by MDOT to submit all the required information directly to NTD. MDOT will work with the selected Contractor(s) to assure accuracy of data submitted.

Incident Reports
The selected Contractor(s) will have procedures in place that requires the driver or a designated rider in each vanpool to report unusual incidents, such as accident, theft, driver/passenger complaint, or injury to the selected Contractor(s) within specified time frames. This report will be provided to MDOT within 15 days of MDOT's request.

I.15 Proposer Qualifications

The Proposer must have experienced vanpool personnel and past performance of work very similar in nature. The Proposer must demonstrate, at a minimum, the ability to maintain human resources to operate and market the vanpool service, collect data and complete necessary reporting.

The Proposer must demonstrate the financial ability to sustain operational expenses and maintenance of the program. Financial information submitted in response to this RFQ is considered confidential and would be exempt from disclosure under the Michigan Freedom of Information Act, as amended, by 1996 Public Act 553.

The Proposer must provide and maintain the vehicles specified in this proposal needed to provide the service. The vehicles must be maintained in accordance with federal and state safety laws as well as the manufacturer's scheduled maintenance plan. The selected Contractor(s) may perform work at its own facility or subcontract with a maintenance provider. Qualifications of the Contractors' maintenance staff or of a subcontractor(s)' maintenance staff must be included in the proposal.

The Proposer must have the ability to purchase and maintain liability insurance coverage for protection of the company, MDOT, and the LROs and their employees against loss or damage to vehicles in the program and from claims which may arise out of or result from the use, operation, or maintenance of the vehicles. Minimum insurance coverage and limits of liability for vanpool services must be included in the proposal.

I.16 Selection Criteria

A team of MDOT staff will evaluate responses to the RFQ based upon the following factors as presented in the Proposer's proposal. See Section I.18.2 for more information. These are listed in order of importance and a scoring factor has been provided for each category.

Fleet Procurement and Management (30 points)

- Ability to provide vans, as needed.
- System for fare collection from individual users or employers for vanpool service.
- Simplicity of the fare structure.
- Maintenance and repair program in place that provides for timely preventative maintenance and repair with minimal disruption to users.
- Plan for providing accessible vehicles for individuals with disabilities.
- Ability to provide vouchers, or coordinate with a third party administrator, to promote the use of the federal Commuter Choice Program as provided for in Section 132(f) of the Internal Revenue Code.

Past Performance/Experience in Providing Vanpool Services (25 points)

- Capability and qualifications of key individuals including previous work on similar projects, technical experience, education, and training.
- Records of past performance based on quality of work, ability to meet deadlines/schedules and control costs.
- Understanding of vanpooling concepts and objectives demonstrated in this RFQ.
- Demonstrated ability to provide all required reports.

Financial Capability (20 points)

- Ability to provide for and maintain vans and effectively operate and market the service to be determined by evaluating the Proposer's working capital (current assets to current liabilities).
- Demonstrated ability to purchase and maintain adequate insurance at all times.
- Proof that the Contractor(s) is current with all federal and state tax obligations.

Marketing Program (15 points)

- Ability to present and implement a general plan for promoting the program statewide through standard marketing efforts to:
  - Secure new riders in order to increase ridership in vans with excess capacity.
  - Replace riders that leave the program.
  - Communicate with users for purposes of fleet and ridership retention.
  - Recruit potential riders for new vanpool placements .

- Ability to share information in a timely manner with LROs concerning vehicles that are added, switched, or terminated.
- Ability to provide a GRH Program.
- Ability to coordinate with LROs to address riders' needs.

Quality of Proposal (5 points)

- Quality of information submitted in the proposal based on the completeness, relevance, conciseness, and organization of material submitted.

Disadvantaged Business Enterprise (DBE) (5 points)

- If the Proposer is a DBE and/or there are any plans to use a qualifying DBE in the operation of the service it should be noted in the proposal.

Only proposals that receive 70 points will be considered qualified.

I.17 MDOT's Reserved Rights

MDOT reserves the right to revise or amend the RFQ up to the time set for the submission of proposals. Such revisions and amendments, if any, shall be announced by written addenda to the RFQ and will be posted at the website specified in Section I.4 of this RFQ. If an addendum significantly changes the RFQ, the date set for the submission of proposals may be postponed by such number of days as in the opinion of MDOT shall enable potential Proposers to revise their proposals. In any case, the proposal submission deadline shall be at least five business days after the last addendum, and the addendum shall include an announcement of the new date, if applicable, for the submission of proposals.

MDOT reserves the right to reject all proposals.

A contract will only be offered if MDOT receives federal funds sufficient to cover the capital and marketing expenses.

Award of a contract is subject to final agreement on the scope of service, contract provisions, and availability of funds.

MDOT may conduct a pre-award evaluation to ensure that the selected Contractor(s) has adequate facilities, staff, and financial capability to provide the proposed service. MDOT may also perform a compliance review regarding safety, maintenance, and vanpool driver policies, as well as the price and condition of the fleet.

MDOT may require bank statement verification, an aging accounts receivable statement, an aging accounts payable statement, and/or current tax statements. MDOT may also require the last three years of audited financial statements illustrating the selected Contractor(s)' ability to sustain the service and maintain the vehicles. Financial statements include: balance sheet, statement of revenue and expenses, and cash flow statement. In the event that the selected Contractor(s) has not been in business for three years, financial statements covering the period of operation are acceptable.

I.18 Proposal Evaluation and Contract Award

I.18.1 Standards for Award

MDOT intends to award contracts to all Proposers who submit proposals that conform to the solicitation and that are determined by MDOT to be responsible Proposers. In order to be eligible for contract award a proposal must meet both of the following criteria:

- The proposal submitted is responsive to the solicitation.
    - A proposal shall be considered responsive if it conforms in all material aspects to the requirements of the solicitation at the scheduled time of submission and does not require further discussions with the Proposer.
    - It shall be at the sole discretion of MDOT to determine if a proposal "conforms in all material aspects to the requirements of the solicitation."
- The Proposer who submitted the proposal is a responsible Proposer.
    - A Proposer shall be considered responsible if the Proposer possesses, at the time of contract award, the ability to perform successfully and a willingness to comply with the terms and conditions of the proposed contract.

I.18.2 Evaluation and Award Process

All proposals shall be evaluated by a MDOT Proposal Review Committee. Following the receipt of proposals, proposals will be evaluated and a contract(s) will be awarded in accordance with the following process:

I.18.2.1 Proposals will first be evaluated by MDOT staff for responsiveness in accordance with the standard set forth in Section I.18.1 above. Only those proposals that are determined to be responsive shall be evaluated for Proposer responsibility.

I.18.2.2 Proposers who submitted responsive proposals will be evaluated by the Proposal Review Committee for responsibility in accordance with the standard set forth in Section I.18.1.

I.18.2.3 A List of Responsible Proposers, as solely determined by the Proposal Review Committee, and that meets the standards for contract award specified in Section I.18.1 will be forwarded to the OPT Administrator along with a Recommendation for Contract Award(s).

I.18.2.4 If the Recommendation for Contract Award(s) is approved by the OPT Administrator, a Notice of Contract Award(s) will be sent to all Proposers, and contract negotiations with the successful Proposer(s) will commence. Negotiations for contracts may commence prior to consideration by the State Transportation Commission; however, negotiations may not be completed until the State Transportation Commission

approves the contract award.

I.18.2.5 A contract(s) will be executed with the successful Proposer(s) and will become effective on April 1, 2014.

I.18.2.6 The OPT Administrator may, at her sole discretion, delay consideration of the Recommendation for Contract Award(s) or reject the recommendation and award the contract(s) to another Proposer(s) or cancel the solicitation altogether.

I.19 Non-Performance Penalty

Failure to comply with the contract document shall be grounds for breach and will result in contract termination upon 30 days written notice.

SECTION II - PROPOSAL REQUIREMENTS

The following items need to be included in the proposal:

II.1 Proposal Content

There is no prescribed format for this document. The format of the document shall be at the discretion of Proposer.

Cover Letter

- This document summarizes key acknowledgements and representations made by and agreed to by the Proposer with regard to its proposal.
- As a condition of proposal responsiveness, this document must be fully completed, signed, and submitted with the proposal.
- Execution of this document and attestation to the acknowledgements and representations listed thereon will be considered by MDOT as part of its evaluation of responsibility of Proposers.

Description of Service

- Detailed description of vanpool services to be provided.
- Proposed Driver eligibility criteria and methods for ensuring compliance.
- Copies of vanpool application(s) and payment agreements to be used.
- Methods for coordinating with LROs to promote ridership retention and ridership expansion.

Fleet Procurement

- Provide detail how requests for vanpools will be accommodated.
- If reasonable accommodations are requested for individuals with disabilities, detail how the need will be met within 30 days.

Fleet Management

- Description of overall fleet operation including
    - Provisions for routine scheduled maintenance and repair services.
    - Provisions for emergency roadside assistance.
    - Provisions for replacing disabled or out-of-service vanpool groups with a backup vehicle, when required.
- Procedures for mileage reporting.
- Procedures and compliance monitoring to ensure the safety of driver, users, and vehicle.
- Fare collection process for individual users and employer sponsored vans.
- Policy for handling user past due accounts. Include a description of any miscellaneous or late fees that are imposed.

- Criteria and process for short term and long term replacement of existing vans that must be taken permanently out of service during the contract period.

Reporting Requirements

- Description of methods used to fulfill the reporting requirements as specified in Section I.14.2 of this RFQ.

Marketing Program

- The goal and objectives of the marketing program.
- Description of type and frequency of media that will be utilized.
- General summary of marketing concepts and strategies that will be incorporated.
- Description of marketing efforts to be utilized for purposes of fleet and ridership retention and expansion.
- Description of efforts to address low ridership.
- Plan for providing information and reimbursement to vanpool passengers under the GRH Program.
- User complaint resolution process.
- Process to provide vouchers, or coordinate with a third party administrator, to promote the use of the federal Commuter Choice Program as provided for in Section 132(f) of the Internal Revenue Code.

II.2 Proposer Qualifications

Experience Providing Vanpool Services

- Description of Proposer's prior experience with providing vanpool or equivalent service, including the ability to maintain existing vanpools and manage potential new vanpools.
- Identify persons in the organization that are authorized to negotiate/expedite and manage the proposed contract.
- Provide an organizational chart of staff assigned to providing service and maintaining equipment. Include position descriptions outlining the roles and responsibilities of key staff involved in the day to day activities of the program, as well as, key staff's past experience in similar work and related technical experience, education, and training.
- Description of how staffing plan will fulfill customer service needs including ability to coordinate with LROs.
- Description of mechanic(s)' qualification, contractor(s) or a subcontractor(s).
- Brief descriptions of subcontractor firms to be utilized during the performance of the contract (if applicable) and their specific roles in the services to be provided.

Financial Capability

- Proof of a line of credit or up-front performance bond for the project at a minimum amount of fifty thousand dollars ($50,000).
- Financial data indicating that the Proposer is current with payment of federal and state taxes.

Insurance

- Detailed itemization of minimum insurance requirements and limits of liability that would be provided for vanpool services according to Michigan insurance requirements.
- Proof that the Proposer can secure and maintain the liability insurance needed to operate vanpool service. This can be accomplished by providing a copy of the provider's insurance policy or a letter from an insurance agency stating that it will issue insurance to the Proposer upon application that contain the provisions set forth above.

Disadvantaged Business Enterprise (DBE)

- Identify if the Proposer is a DBE and/or if a qualifying DBE will be used in the operation of the service.

Compliance with Laws

- The selected Contractor(s) will comply with all applicable state, federal, and local statutes, ordinances, and regulations and will obtain all permits that are applicable to the entry into and performance of the contract for the MichiVan Program.

Other

- List a minimum of three references including names, addresses, phone numbers, fax numbers, and e-mail addresses.
- Additional information to be considered pertinent but not specifically requested in the RFQ.

II.3 Notice to Proposers

Each Proposer shall file a notarized affidavit executed by, or on behalf of the person, firm, association, or corporation, that verifies that the bidding parties have not either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action, in restraint of free competitive bidding in connection with the submitted bid. Failure to submit the notarized affidavit as part of the bid proposal will result in rejection of the bid.

SECTION III - APPENDIXES

Appendix A – MichiVan Commuter Vanpools Currently in Service as of September 2013

Destination Counties	**Number of Vans**
Macomb, Oakland, Washtenaw, and Wayne	355
Ingham and Eaton	57
Genesee	3
Calhoun and Kalamazoo	11
Total	**426**

Estimated Number of Vans by March 31, 2014: **484**

Appendix B – Local Rideshare Office Map

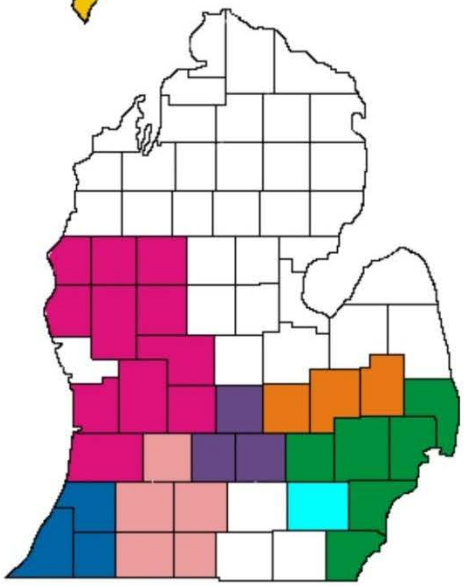
MDOT Department of Transportation Michigan.gov

Michigan.gov Home Rideshare Home | MDOT Home

Find Your Local Rideshare Office

Local Rideshare Offices (LRO) help commuters find vacancies in existing vanpools, or match people who are interested in forming a new carpool or vanpool group.

Learn about the Guaranteed Ride Home Program



To find your Rideshare office:
Click on the map area where your employer is located (your destination). You can also list all local Rideshare Agencies

Counties shown in white are not currently served by a Local Rideshare Office, but do offer MichiVan service for groups of five or more.

The Rapid
Kalamazoo Metro Transit
Southeast Michigan Council of Governments
Alternative Commute Programs
Southwest Michigan Planning Commission
Ann Arbor Transportation Authority
Capital Area Transportation Authority
Central Upper Peninsula Planning & Development Regional Commission
Genesee County Metropolitan Planning Commission

MichiVan Commuter Vanpools, contact vRide:
Toll Free Phone Number: 800-VAN-RIDE
Local Phone Number: 248-539-0627
Fax Number: 248-539-0961
E-mail: michelle.romano@vride.com
Website: www.michivan.com

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