



**Request for Proposals**

**Bluebonnet Trails Community Services**

**RELEASE DATE: NOVEMBER 9, 2018**

**PROPOSAL DUE DATE: 3:00 PM – DECEMBER 10, 2018**

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## **General Information**

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### **Request for Proposal Notice:**

Bluebonnet Trails Community Mental Health and Mental Retardation Center d/b/a Bluebonnet Trails Community Services (BTCS) requests proposals for the provision of purchased non-emergent scheduled transportation services for individuals with intellectual and developmental disabilities and mental health consumers residing in Williamson, Bastrop, Burnet, Caldwell, Fayette, Lee, Guadalupe, or Gonzales

### **Service:**

Provider will provide safe and secure scheduled transportation (round trip and one-way), for Consumers of BTCS to necessary appointments and Day Habilitation services along with transportation support for activities of daily living (grocery store, bank, etc.) if approved by BTCS. Incumbent will have capacity to provide wheelchair accessible transportation, in addition to standard van or car transport if requested. Services hours typically range from 8am to 5:00pm Monday-Friday. However, Bluebonnet Trails does provide some evening and weekend support groups and training opportunities.

### **Background Information**

BTCS is a regional Community Mental Health and Mental Retardation authority, providing services to residents of eight (8) counties in south east Texas with a population density of 696,000 people and a land mass of 6,910 square miles. The primary office is located in Round Rock, Texas. BTCS receives federal and state financial assistance through performance contracts with Texas Department of State Health Services (DSHS), Texas Department of Aging and Disability Services (DADS), Texas Department of Assistive and Rehabilitative Services (DARS) and other related grant programs.

### **Procedures for Submitting Proposals**

Proposals will be accepted in electronic PDF format to the [contracts@bbtrails.org](mailto:contracts@bbtrails.org) email address. It is the responsibility of the Respondent for the proposal to be submitted to the Contracts Management office. The proposal is not considered received until it is in the possession of Contracts Management. The time stamp on the email will be considered the time of submission. Late submissions will not be considered.

Proposals must be submitted to:

Bluebonnet Trails Community Services  
Contract Management Office  
[contracts@bbtrails.org](mailto:contracts@bbtrails.org)  
Attn: Dorothy Light  
512-244-8258

**Proposal must be received no later than 3:00pm December 10, 2018.**

Proposals should be clearly marked as a response to the Transportation RFP.

If you have any questions concerning the proposal process please contact; Dorothy Light Director of Contracts Management, at 512-244-8258 or e-mail: [dorothy.light@bbtrails.org](mailto:dorothy.light@bbtrails.org)

## ADDITIONAL PROVISIONS:

### Historically Underutilized Businesses

BTCS is committed to promoting full and equal opportunities for all businesses. In order for BTCS to promote these opportunities and as part of its good faith effort, it is important to identify Historically Underutilized Businesses (HUB). HUB's or DBE are defined as for-profit corporation, sole proprietorship, partnership, or joint venture in which 51% of all classes of the shares of stock or other equitable securities are owned by one or more persons have been historically underutilized (socially disadvantaged) because of their identification as members of the following groups; Black American, Hispanic American, Asian American, Pacific American, Native American, and Women. These persons must have a proportionate interest and demonstrate active participation in the control, operation, and management of the business.

Proposal Respondents must include answers to the HUB questionnaire included in this RFP.

### Assignment

No right, interest or obligation in or under this contract shall be assigned or transferred by the Provider without the express written consent of BTCS. Any attempted assignment or transfer by the Provider without such consent shall be considered failure of contractual obligations and BTCS will reserve the right for immediate cancellation.

### Applicable Law, Venue

This contract shall be governed, construed and interpreted under the laws of the State of Texas. Venue for any litigation arising under this contract shall lie in Williamson County, Texas.

### Advertising

Provider shall not advance or publish without BTC's prior written consent the fact that BTCS has entered into a contract, except to the extent necessary to comply with proper requests for information from an authorized representative of the state or Federal government.

### Dispute Resolution

The BTCS dispute resolution process must be used to attempt to resolve all disputes arising out of this contract.

## PROHIBITED CONDITIONS:

### Prohibition Against Personal Interest in Contracts

Employees and officers of BTCS and its contractors and subcontractors must not participate in the selection, award or administration of a contract paid with funds received from or through BTCS if a conflict of interest, real or apparent, is involved. A conflict of interest arises any time such an employee or officer has a financial interest or other interest, e.g. dual employment, in the entity selected for an award, and the existence of such conflict of interest will result in a voided contract. BTCS's Code of Conduct will apply to this proposal.

By submitting the proposal, the Provider certifies that there is no conflict of interest in performing the duties listed in the proposal and;

- is an authorized agent of the Provider and,

- is not currently employed by BTCS and,
- has not offered or provided any gifts or gratuities to any employees in the decision making process of BTCS or a Board member of BTCS and,
- is not related within the second degree of consanguinity or affinity to an employee in the decision making process which is currently employed by BTCS or a Board Member of BTCS.

#### Gratuities

BTCS may, by written notice to the Provider, cancel this contract without liability to the Provider if it is determined by BTCS that the Provider or its agent gave, offered to give or intends to give at any time hereafter any economic opportunity, future employment, gift, gratuity, special discount, trip, favor or service to a public servant in connection with the quote, proposal, or offer.

#### Collusion

Provider warrants that no person or selling agency has been employed or retained to solicit or secure this contract upon an agreement or understanding for commission percentage, brokerage, or contingent fee except bona fide established commercial or selling agencies maintained by the Provider for the purpose of securing businesses and disclosed to BTCS prior to the date of this contract. For breach of this warranty, BTCS may, in addition to another rights it may have, deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage, or contingent fee, cancel this contract without liability to BTCS.

#### Advertisement

Providers are prohibited from using contract award information, sales values/volumes and/or BTCS consumers in sales brochures or other promotions, including press releases, unless prior written approval is obtained from BTCS.

#### Funding Out

If applicable, the Purchase Order or contract is made contingent upon the continuation of federally funded programs, or upon the continued availability of state or local funds to cover the full term and cost of this contract. This contract is subject to cancellation, without penalty, either in whole or in part, if funds are not appropriated. In this instance, BTCS may cancel this contract, by giving thirty (30) days written notice to the Provider.

#### PROCESS OVERVIEW

BTCS reserves the right to accept or reject any or all proposals and to waive formalities and select the service provider that best meets the needs of BTCS and its employees. BTCS objective is to select a service provider who will provide the best possible service at the best possible cost while meeting Proposal specifications. BTCS is not obligated to award the contract based on cost alone.

During the evaluation process, BTCS reserves the right, where it may serve its best interest, to request additional information or clarifications from providers, or to allow corrections of errors or omissions. At the discretion of BTCS, firms submitting proposals may be requested to make oral presentations or web based demonstrations as part of the evaluation process.

BTCS reserves the sole right to evaluate the qualifications submitted, waive any irregularities, reject any respondent's proposals and select the firm that, in its judgment, will provide the most satisfactory service.

Timeline

Responses are due by December 10, 2018 at 3pm. A mutually agreed upon implementation date will be selected by the Provider and BTCS. The following table outlines BTCS anticipated schedule. Dates are subject to change.

RFP ISSUED	November 9, 2018
RFP Proposals Due	December 10, 2018
Review of Proposals	December 11-20, 2018
Final Vendor Selection Recommendation for Board Approval	January 2, 2018
Contract Begins	February 1 ,2018

Providers awarded the business may be asked submit an action plan and timetable for providing services to BTCS within fifteen (15) days of approval of the contract.

Objectives

Through the procurement of coordinated transportation services BTCS seeks to provide reliable, secure, and safe transportation services to the Individuals it serves.

Functional Priorities

The successful vendor will provide a solution for the above stated objectives.

Evaluation Criteria

This RFP is not intended to favor any vendor. It is solely designed to provide the best value to BTCS in meeting organization needs. The evaluation team will make a recommendation to the Executive Director who will, in turn, present the recommendation to the BTCS Board. The evaluation team will review each proposal based on the following criteria:

Vendor Performance 50%

References 20%

Pricing 30%

Application Functionality and Provided Services

Each service Vendor will be asked to respond to the functionality requirements outlined in this RFP. The evaluation team will review the responses relative to the priority assigned to that functional requirement. Service Vendors do not have to meet every functional requirement to remain in consideration. The evaluation team may waive or modify a functional requirement at its discretion. The evaluation team will also be reviewing the general user interface of the system in terms of intuitiveness and simplicity.

Costs and Service Fares

The evaluation team will be looking for the best value in terms of both cost and service features. The evaluation team will give higher weight to service Vendors who can meet the functional requirements with a standard service fare, without additional charges. In addition, the evaluation team will be looking for transportation agencies who can operate locally and may award multiple contracts to cover our entire service area.

### Support Services

The evaluation team will review the support documentation provided in conjunction with the contract for service. In addition, the evaluation team will be interested in the level of support provided during the service period. It is important that the service Vendor demonstrate that they can provide trained support staff for operational concerns. As the evaluation team may choose more than one transportation provider, applications with limited service hours will be considered.

### General Conditions and Stipulations

#### *Indemnification and Workers' Compensation*

The Proposer agrees that if the contract is awarded to their institution, the institution shall defend, indemnify and hold harmless BTCS, its officials, agents, and employees from and against all claims, damages, losses, and expenses, including attorney fees, arising out of or resulting from the Proposer's acts or omission in the performance of the duties required under the contract.

#### *Independent Contractor*

It is agreed that nothing herein contained is intended or should be construed in any manner as creating or establishing the relationship of co-partners between the parties hereto or as constituting the Service Vendor as the agent, representative or employee of BTCS for any purpose or in any manner whatsoever. The Vendor is to be and shall remain an independent contractor with respect to all services performed under this contract. The Vendor represents that it has, or will secure at its own expense, all personnel required in performing services under this contract. Any and all personnel of the Vendor or other persons while so engaged, and any and all claims whatsoever on behalf of any such person or personnel arising out of employment or alleged employment including, without limitation, claims of discrimination against the Vendor, its officers, agents, contracts or employees shall in no way be the responsibility of BTCS; and the Vendor shall defend, indemnify and hold BTCS, its officers, agents, and employees harmless from any and all such claims regardless of any determination of any pertinent tribunal, agency, board, commission or court. Such personnel or other persons shall not require nor be entitled to any compensation, rights or benefits of any kind whatsoever from BTCS, including, without limitation, tenure rights, medical and hospital care, sick and vacation leave, Workers' Compensation, Unemployment Compensation, disability, and severance pay.

#### *Audit*

The proposers agree to present an independent 3<sup>rd</sup> party audit of their books, records, documents, and accounting procedures and practices.

#### *Nondiscrimination*

In the performance of this contract, the Successful Proposer shall not discriminate on the grounds of or because of race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, disability, sexual orientation, or age against any of its employees, subcontractors or applicants for employment. The Successful Proposer shall include a similar provision in all contracts with subcontracts to this contract.

*Miscellaneous*

The proposer agrees to at all times observe and comply with all relevant laws, ordinances, regulations, and codes of the federal, state, and local government which may in any manner affect the preparation of proposals or the performance of the contract.

**Proposal Instructions**

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**Instructions**

Vendors can respond to the Request for Proposal by completing the information requested in Section 3: Required Vendor Information which includes service requirements, organization information, references and pricing. Responses may be typed directly on the electronic version of the RFP and returned with attachments, but must be sent to the designated email in PDF form for final submission.

**Current Method of Meeting Needs**

BTCS currently contracts with multiple entities and individuals to provide coordinated transportation services. BTCS also uses relief pool drivers and staff transport in BTCS vehicles.

**Required Company Information**

Prepared marketing materials may be submitted in addition to answering the questions below, however they will not be accepted in lieu of answering the below questions directly.

Please indicate which of the following services your agency can currently provide:

Fixed Route     Charter     Demand Response (paratransit)  
 Other: can specify designated routes in specific locations

BTCS serves 8 Counties in Central Texas, please circle which county(s) is(are) included under this response:

Williamson   Burnet   Bastrop   Caldwell   Lee   Fayette   Guadalupe   Gonzales   All

Please answer the following questions:

- Average number of miles operated per weekday:
- Days of Operation:
- Hours of Operation:
- Average number of vehicles operated per day:
- Types of vehicles operated:
- Types of users served (General public, disabled, etc.):
- Method(s) to schedule services

Include information on your Company’s safety, training, drug testing programs and other background checks:



What is the average length of years your drivers have been employed with your Company?

Give a brief description of your organization's mission and business model. Indicate whether the business is a parent or a subsidiary in a group of companies.

Where is your company headquartered and where is the closest facility in relation to BTCS?

List a description of your fleet equipment. Please list equipment that will be used to serve BTCS Individuals.

Do you engage in sustainable practices that serve to reduce or minimize an impact to the environment? Please describe.

Supply a copy of your certificate of insurance.

Tell us about your Company's strategy, company philosophy or objectives. Describe your Quality Control Program. How do you handle customer service? Do you conduct customer surveys? Are you available to meet with program directors on a monthly or quarterly basis or as needed to discuss service issues?

Describe your organization's approach to coordinated transportation

Describe your scheduling policies and procedures

Describe the training your staff receives to ensure quality interactions with individuals with disabilities?

## **References**

List any relevant clients within the same industry and client size that you work with. Provide contact information for at least two organizations.

List all Texas MHMR Centers that currently use one of your services. Provide contact information for these organizations.

## **Pricing**

Please provide pricing information for both dedicated routes and individually scheduled transports. :

Describe services that would require additional fees and the cost for those additional services. Please include additional fees (if any) for travel in rural areas.

How long would the proposed fee structure remain in place?

Describe how your standard contract is structured. Include any contract template with your response.

What fee increases have your clients experienced over the five years?

**Please Review and Complete HUB/DBE Form attached**

**Federal Consolidation Form posted on Website- all contractors need to review the form and be willing to execute this document if offered a contract under this RFP**

**END OF RFP –**

**Historically Underutilized Business (HUB or DBE)  
Questionnaire**

Historically Underutilized Businesses are defined as for-profit corporation, sole proprietorship, partnership, or joint venture in which 51% of all classes of the shares of stock or other equitable securities are owned by one or more persons who have been historically underutilized (socially disadvantaged) because of their identification as members of the following groups: Black American, Hispanic American, Asian American, Pacific American, Native American, and Women. These persons must have a proportionate interest and demonstrate active participation in the control, operation, and management of the business.

1. Appropriate structure of business: sole proprietorship, partnership, corporation, limited liability partnership, joint venture
2. Which group best describes the owner or primary stockholder (51%) of the firm which demonstrates active participation in the control, operation, and management of the firm's business affair.

Black American:                      Female/Male

Hispanic American:                  Female/Male

Asian Pacific American:          Female/Male

American Woman:

Other:

3. Contractor is eligible to do business in the State of Texas.    YES    NO
4. Is this company a Foreign Owned Corp.?    YES    NO
5. Has your business or any of its owners ever been denied HUB certification by any organization?
6. Are you a certified Historically Underutilized Business/ Disadvantage Business Enterprise (DBE) by any Federal or State Agency, city, county, or government entity?    YES    NO