



Request for Proposals

Transportation Services

Release Date: October 18, 2024
Proposal Due Date: December 6, 2024

Table of Contents

I. General Information

- A. Request for Proposal Notice
- B. Service
- C. BTCS Background Information
- D. Procedures for Submitting Proposals
- E. Additional Provisions
- F. Prohibited Conditions
- G. Process Overview
- H. Objectives
- I. Functional Priorities
- J. Evaluation Criteria
- K. General Conditions and Stipulations
- L. Instructions
- M. Addendum Federal Funding Consolidated Certification Form (see website)

II. Required Vendor Information

- A. System Requirements
- B. Vendor Organization Information
- C. References
- D. Pricing

III. Attachments

I. General Information

A. REQUEST FOR PROPOSAL NOTICE:

Bluebonnet Trails Community Mental Health and Mental Retardation Center d/b/a Bluebonnet Trails Community Services (BTCS) is requesting 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, and Gonzales counties.

B. SERVICE:

The service requested is to serve individuals with disabilities (living in the counties of Bastrop, Burnet, Caldwell, Lee, Fayette, Guadalupe, Williamson and Gonzales) who are unable to drive independently and do not have access to reliable transportation. The qualified service provider will provide individual (*door-to-door*) transport, as well as provide transportation planning assistance and driver scheduling for individual transports. These options will support individuals in their community integration and reduce barriers to accessing community services by allowing individuals to attend their medical and housing appointments, employment, vocational training, and court hearings. The door-to-door transportation services will remove barriers for individuals with safety concerns who may not be able to utilize paratransit services. Provider must be able to hire qualified individuals to work in all eight counties, safely transport individuals to and from scheduled community appointments, providing individual riders with a safe and equitable ride regardless of their needs. The contracted drivers will provide escorts into and out of the vehicles and, if needed, into the home or appointment setting.

C. BTCS BACKGROUND INFORMATION:

BTCS is a local mental health and intellectual development disorder authority in eight counties in central Texas with population density of 1,105,325 person and a land mass of 6,903 square miles. The primary office is located in Round Rock, Texas. BTCS receives federal and state financial assistance through performance contracts with the Health and Human Service Department and other related grant programs.

D. PROCEDURES FOR SUBMITTING PROPOSALS:

Proposals will be accepted by email to the following address: contracts@bbtrails.org. It is the responsibility of the Vendor 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.

Proposal must be received no later than December 6, 2024, at 3:00pm CT.

- Proposals must be electronically submitted to: contracts@bbtrails.com
- Subject Line of email should note: "Response to Transportation RFP".
- The time on the received email will be considered the time the proposal has been submitted.
- If you have any questions concerning the proposal process please contact Monica Rodriguez, Director of Contracts Management, at email: Contracts@bbtrails.org. All questions for this proposal must be in writing and received no later than 3:00pm CT on Friday, November 1, 2024.

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). HUBs 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 Vendor without the express written consent of BTCS. Any attempted assignment or transfer by the Vendor without such consent shall be considered failure of contractual obligations and BBT will reserve the right for immediate cancellation.

Applicable Law, Venue

Any future 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

Vendor shall not advance or publish without BTCS'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 and Protest Procedures

The BTCS dispute resolution process must be used to attempt to resolve all disputes arising out of this contract. Potential bidders, contractors, or proposers can lodge written protests as a remedy to correct a perceived wrong that may have occurred during the procurement process. Written protests must be submitted in email to Contracts@bbtrails.org within 3 business days from the vendor notification. BTCS Chief Executive Officer has the final decision in any submitted protests.

E. 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 Vendor certifies that there is no conflict of interest in performing the duties listed in the proposal and;

- is an authorized agent of the Vendor 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 Vendor, cancel any future contract without liability to the Vendor if it is determined by BTCS that the Vendor 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

Vendor 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 Vendor 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 other rights it may have, deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage, or contingent fee, or cancel this contract.

Advertisement

Vendors 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 party, if funds are not appropriated. In this instance, BTCS may cancel this contract, by giving thirty (30) days written notice to the Vendor.

F. PROCESS OVERVIEW:

BTCS reserves the right to accept or reject any or all proposals and to waive formalities and select the service Vendor that best meets the needs of BTCS and its employees. BTCS’s objective is to select a service Vendor 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 Vendors, or to allow corrections of errors or omissions.

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 6, 2024. BTCS expects to make a Vendor recommendation for approval to the BTCS Chief Executive Officer on January 13, 2025. A mutually agreed upon start date will be selected by the Vendor and BTCS. The following table outlines BTCSs anticipated schedule. Dates are subject to change.

RFP Issued	October 18, 2024
RFP Question(s) Deadline	November 1, 2024
RFP Due	December 6, 2024
Final Vendor Selection	January 13, 2025
Board Approval	January 27, 2025
Vendor Notifications	January 28, 2025

G. OBJECTIVES:

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

H. FUNCTIONAL PRIORITIES:

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

I. 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 Chief Executive Officer for final approval and then notify the vendor according to the schedule included in this proposal. The evaluation team will review each proposal based on the following criteria:

- Vendor Qualifications and Years of Experience
- Quality and reliability of Vendor Services
- Service costs
- Proper completion of proposal requirements

J. GENERAL CONDITIONS AND STIPULATIONS:

Indemnification and Workers' Compensation

The Proposer agrees that if the contract is awarded to their company, the company 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 3rd 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.

K. INSTRUCTIONS:

Vendors can respond to the Request for Proposal by completing the information requested in Section 2: Required Vendor Information, which includes, service, 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 agency email address.

II. Required Vendor 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.

A. SYSTEM REQUIREMENTS:

1. Please indicate which of the following services your agency can currently provide:
 Fixed Route Charter Demand Response (paratransit)
 Individual Transport Other: If providing paratransit routes, please state specific service areas and times individual counties
2. 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
3. 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:
4. Include information on your Company's safety, training, drug testing programs and other background checks:
5. What is the average length of years your drivers have been employed with your Company?
6. 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.
7. Where is your company headquartered and where is the closest facility in relation to BTCS?

8. List a description of your fleet equipment. Please list equipment that will be used to serve BTCS Individuals.
9. Do you engage in sustainable practices that serve to reduce or minimize an impact to the environment? Please describe.
10. Supply a copy of your certificate of insurance.
11. 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?
12. Describe your organization's approach to coordinated transportation.
13. Describe your scheduling system, policies and procedures.
14. Describe the training your staff receives to ensure quality interactions with individuals with disabilities.
15. Will your drivers/staff be able to document in BTCS's electronic medical record system?

B. REFERENCES:

1. List any relevant clients within the same industry and client size that you work with. Provide contact information for at least two organizations.
2. List all Texas MHMR Centers that currently use your services. Provide contact information for these organizations.

C. PRICING:

1. Please provide pricing information for both dedicated routes and individually scheduled transports:
2. 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.
3. How long would the proposed fee structure remain in place?
4. Describe how your standard contract is structured. Include any contract template with your response.
5. What fee increases have your clients experienced over the five years?

III. Attachments

- HUB Questionnaire (see attached and complete)

END OF RFP –

**Attachment A
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