



NORTH CAROLINA'S INTERNATIONAL CITY™

## Request for Proposals

# ADA PARATRANSIT ELIGIBILITY ASSESSMENT SERVICES

# TRANSIT-040519-R-008

High Point Transit System  
716 W Martin Luther King Jr Dr  
High Point, NC 27262

2/11/2019

**City of High Point**  
**High Point Transit System**  
**Request for Proposals**

**PARATRANSIT ELIGIBILITY ASSESSMENT SERVICES**

**OBJECTIVE**

The City of High Point Transit System is seeking a response to the Request for Proposals (RFP) to provide Paratransit Eligibility Assessment (PEA) Services. Citizens will not be allowed to participate in the paratransit program without this assessment.

**BACKGROUND**

1. High Point Transit System is funded by the Federal Transit Authority (FTA). Paratransit Eligibility determination is required by the FTA for people using the Paratransit Service.
2. The Assessments will be done at the Paratransit Operations Center located at 716 W. Martin Luther King Jr. Dr., High Point, NC 27262.
3. High Point Transit System (HPTS) will provide the use of a desk, copier, fax, and printer for any Contractor requiring it.
4. One person will be allowed to do all assessments.
5. All assessments must be done at the Paratransit Operations Center. The facility will be available Monday – Friday from 8:00 a.m. to 5:00 p.m. Contractor will not be required to visit a client's home.
6. It is the responsibility of the contractor to decide the best cognitive assessment.
7. The estimated average number of assessments per week is four (4).

**SCOPE OF WORK**

**1. General**

- 1.1. High Point Transit System is seeking contracted services to perform the following:
  - Conduct in-person ADA PEAs of new HPTS-Access Paratransit applicants, and to evaluate the physical, cognitive, and/or visual abilities to use the High Point Transit System fixed route system in compliance with the ADA paratransit eligibility criteria, and
  - Conduct in-person ADA PEAs, of existing active HPTS-Access Paratransit clients and to evaluate the physical, cognitive, and/or visual abilities to use the High Point Transit System fixed route system in compliance with the ADA paratransit eligibility criteria.
- 1.2. Public transportation providers are also allowed to require that users of paratransit services reapply for paratransit eligibility periodically. The recertification process can be flexible and consider the customer's particular disability. While a person's disability may be permanent, other factors that impact the determination of paratransit eligibility may change. A customer may apply for recertification at the end of their eligibility

period or at any time he or she believes that there has been a significant change in their functional, cognitive, and/or visual abilities.

- 1.3. High Point Transit System's eligibility and recertification process includes:
  - An application completed by the individual or their representative; and
  - An application completed and signed by a doctor, or other licensed or certified healthcare professional; and
  - an in-person interview with functional assessment.
- 1.4. The applicant will contact the Contractor to schedule their ADA in-person assessment Monday-Friday 8:00am-5:00pm. The last interview may begin at 4:00pm.
- 1.5. The applicant will submit the application at the time of the assessment. The Contractor shall review the application for completeness and assist the applicant with minor omissions. The Transit Mobility Evaluator (TME) shall ask follow-up questions to clarify the information provided, ask additional questions to further assess an applicant's ability to use fixed-route services, and obtain any additional information needed to determine paratransit eligibility. In the event a third party completed the application, the Contractor shall attempt to verify that the applicant agrees with the responses provided. Part "A" of the application must be completed before the in-person assessment can be done. If Part "B" is not complete, the Contractor will attempt to contact the licensed professional that signed the form to obtain missing information and/or clarification of answers provided.
- 1.6. The Contractor shall be responsible for paratransit eligibility as it relates to an individual's functional and/or cognitive ability to use High Point Transit System fixed route in accordance with the ADA. Disability alone does not determine paratransit eligibility; the decision is based on the customer's functional ability to use the fixed-route bus and is not a medical decision.
- 1.7. The resources provided shall include but not be limited to management, personnel, supplies, and any other equipment needed to satisfy the requirements to conduct in-person ADA Assessment Services at the Paratransit Operations Center.

## **2. American With Disabilities Act Requirements**

- 2.1. The ADA states that each public entity required to provide complementary paratransit service will establish a process that "shall strictly limit ADA paratransit eligibility" to individuals who meet the criteria outlined under the ADA (Subpart F-paratransit as a Complement to Fixed Route Service, Section 37.123 ADA paratransit eligibility: Standards).

22. Under the ADA, the following Individuals are ADA paratransit eligible:

Category 1

“Any individual with a disability who is unable, as the result of physical or mental impairment (including a visual impairment) and without the assistance of another individual (except the operator of a wheelchair or other boarding assistance device), to board, ride or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.”

Category 2

“Any individual with a disability who needs the assistance of a wheelchair or other boarding assistance device (and is able with such assistance) to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route on the system during the hours of operation of the system at a time (or within a reasonable period of such time), when such a vehicle is not being used to provide designated public transportation on the route.”

Category 3

“Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system. (See ADA Subpart F – Paratransit as a Complement to Fixed Route Service. Section 37.123 ADA Paratransit Eligibility Standards.)”

23. The goals of the High Point Transit Assessment process are to:

- confirm the customer's disability as it relates to the use of the High Point Transit System's fixed route service;
- evaluate the customer's functional and/or cognitive abilities to perform tasks required to use High Point Transit System;
- match the customer with the most appropriate mode of travel based on his or her functional and/or cognitive abilities.

24. Tasks to independently use High Point Transit System fixed route system include the ability to:

- get to and from transit stops/stations;
- wait at a stop or station;
- board and deboard High Point Transit System buses;
- understand and remember how to use High Point Transit System;
- find one's way and navigate High Point Transit System independently.

25. Other factors to consider for independent use of High Point Transit System include:

- access to High Point Transit System stops within the transit system;
- architectural barriers that, in combination with a disabling condition, may prevent access to the stop or station;
- environmental conditions.

### **3.0 CONTRACT PERSONNEL**

- 3.1 The Contractor shall employ staff adequate to accomplish the tasks and requirements set forth in this Scope of Services. The staff shall consist of a Project Manager, and an appropriate number of TMEs to perform the requirements of the Contract which shall include on-call staff to support the appointment schedule during TME absences (vacation, sick, etc.). The Project Manager shall be dedicated solely to this Contract throughout the term of the Contract and be directly responsible for the quality of all work in strict compliance with the ADA and the Department of Transportation's (DOT) regulations in 49 CFR Parts, 27, 37 and 38 as they relate to public transportation. The TMEs shall report to the Project Manager. The Contractor shall notify HPTS of the intent to change any personnel assigned to this Contract. Changes in the position of the Contractor's Project Manager must be approved in writing by designated HPTS personnel. The Contractor shall provide a qualified replacement Project Manager for all absences up to 60 days. If the Contractor's Project Manager is to be absent for more than 60 days, the Contractor shall collect and present the resumes of qualified candidates for HPTS' approval and replacement consideration
- 3.2 Project Manager must meet or exceed these minimum qualifications in addition to the requirements stated for the TME:
- An associate or bachelor's degree in an allied health or special education field and currently licensed or certified with verification provided by the appropriate agency and/or licensed medical/education board and approved by City;
  - Five (5) years of supervisory experience including three (3) years' experience working with individuals with disabilities or related experience;
- 3.3 Project Manager shall be competent in all aspects of the ADA eligibility determination process and City's operations. The Project Manager must be able to develop, document and communicate the administrative operating procedures to administer mobility PEAs. The Project Manager shall maintain work performance-tracking systems, analyze and evaluate work processes and procedures. The Project Manager shall create and maintain a supportive work environment that employs and retains highly qualified and motivated staff. The Project Manager must have demonstrated skills in motivating staff, team building, communication, and training. The Project Manager is responsible for staff conduct and performance. The Project Manager shall have a reporting relationship to the Paratransit Supervisor and/or any other personnel assigned by HPTS to ensure ADA PEA Compliance. The Project Manager shall work closely with HPTS staff to meet the goals of the PEA process.
- 3.4 The Project Manager shall be responsible for the following which include but are not limited to:
- arranging for the assignment of on-call personnel;

- attending meetings as requested by Transit Manager or assigned personnel;
- performing all of the duties of the TMEs including conducting mobility PEAs as required to meet appointment schedule adherence;
- coordinating data collection to monitor the trend and volume of application intakes and provide regular reports regarding paratransit eligibility determinations;
- ensuring contract compliance with the Scope of Services;
- immediately informing Transit staff regarding any operations and safety/security issues; initiating new and ongoing training of all contract staff;
- maintaining complete written documentation of staff attendance;
- overseeing the day to day operation of PEAs;
- preparing monthly invoices documenting all charges;
- preparing reports as required by Transit including monthly statistical reports and annual summary reports;
- scheduling staff to conduct assessments.

3.5 The goal of HPTS is to utilize a PEA determination process that is accurate, consistent, detailed, meets the ADA requirements, and allows Transit and the customer to identify the most suitable transportation mode based on the customer's functional and/or cognitive abilities. All customers for ADA paratransit services are entitled to equal and non-discriminatory treatment. To that extent, the Contractor shall minimize the number of staff who shall be involved in these procedures during the term of the contract and ensure consistency through training of replacement or back-up staff, in order to maximize uniformity and reliability of the procedures and results for all customers. HPTS reserves the right to determine the suitability of any Contractor staff member to continue performing assessments.

HPTS may direct a Contractor staff member who is the subject of an urgent complaint or if information is received about improper, illegal, or unsafe conduct, to be placed on administrative leave pending completion of an investigation. HPTS may determine the person unfit to continue to provide service. Compensation of any staff placed on administrative leave shall be solely the Contractor's responsibility for the duration of the leave. The Contractor shall take appropriate action whenever there is a pattern of complaints against any member of the Contractor's staff.

3.6 Transit Mobility Evaluators (TMEs) shall be competent to make determinations and recommendations of functional and/or cognitive abilities in compliance with ADA PEA requirements as it relates to public transportation. The Contractor shall provide Access with written documentation of qualifications during the proposal phase for all types of assessments.

3.7 The TME must meet or exceed these minimum qualifications

- An associate or bachelor's degree in an allied health or special education field and currently licensed and/or certified with verification provided by the appropriate agency and/or licensed medical/education board and approved by City;

- Minimum of one (1) years' experience related to evaluating the functional and/or cognitive abilities of individuals with disabilities;
- Excellent interpersonal skills;
- Excellent documentation skills;
- Excellent written and oral communication skills.

3.8 The Contactor shall maintain the ability to provide interpretation services for non-English and/or limited English proficiency speaking applicants.

3.9 PEAs must be currently licensed or certified with verification provided by the appropriate agency and/or licensed medical and/or education board approved. Specialties considered appropriate by HPTS and Access staff include the following:

- Emergency Medical Technician (EMT)
- Recreational Therapist
- Recreational Therapist Assistant
- Registered Occupational Therapist
- Registered Occupational Therapist Assistant
- Registered Physical Therapist
- Registered Physical Therapist Assistant
- Rehabilitation Specialist

Any Occupation not listed, the Contractor must submit license and information stating why this occupation will be acceptable for this type of work.

3.10 The Contractor shall provide the services of an Orientation and Mobility Specialist to conduct the assessments for customers who are legally blind (based on the visual acuity statement provided by a medical professional and/or any other certified licensed state agency or department).

3.11 The TME shall conduct mobility assessments, which include but are not limited to:

- greeting and directing HPTS customers as they arrive at the Transit facility;
- confirming customer's information, use of mobility device, size of wheelchair or scooter including dimensions and weight with and without occupant and special customer needs;
- conducting formal mobility PEAs in a manner reflecting positively on the professionalism, fairness, consistency, efficiency and accuracy of the established ADA PEA process;
- rendering accurate judgments adhering strictly to ADA paratransit eligibility criteria and HPTS service policies and procedures;
- evaluating, documenting and determining the level of an individual's ability to use HPTS Fixed Route Bus System through observation and personal judgment;
- evaluating, documenting and determining the level of an individual's ability to use HPTS Fixed Route Bus System through the customer's answers to questions, limited noninvasive functional and/or cognitive test(s), and any other pertinent information provided by the customer;

- evaluating, documenting, and identifying HPTS customers for participation in a travel training program;
- evaluating, documenting and determining the trips of conditional-eligibility for Access customers to determine if the trips taken on the fixed route service are appropriately based on the customer's eligibility conditions;
- notifying HPTS staff of customer missed appointments;
- orienting individuals to accessible public transit options by providing knowledgeable and positive information about HPTS Fixed Route System;
- providing legible, accurate, thorough and complete written documentation of all aspects of mobility PEA determinations for Access use in the paratransit eligibility administrative appeals process for Access customers denied eligibility and/or conditional eligibility;
- working with Access staff to coordinate transportation for customers using Access for transportation to and from assessment appointments as needed.

3.12 It is important to recognize the unique challenges presented to all Contract staff with responsibility for communicating with people with disabilities. Communication challenges may include: understanding the customer in conversation, being understood by the customer, using the available language interpretation service for non-English speaking customers, and exercising patience and sensitivity in respect to the needs of all persons regardless of age, disability, or ethnicity. All Contractors' training shall be reviewed and approved by HPTS. Full and accurate training records shall be consistently maintained and available to HPTS staff for audits as requested. The training records shall indicate the content of the training and shall include signed attendance forms.

3.13 Contractor staff training shall at a minimum include:

- 49 C.F.R. 37.123 & 37.125
- NADTC Determining ADA Paratransit Eligibility December 2014 (Update of 2003 Manual)
- Types of disabilities and how they affect ability to use the fixed route bus service
- HPTS-Access reservations and operations procedures
- HPTS-Access application and certification process
- HPTS fare policies
- HPTS fixed route bus services
- Sufficient training in any other HPTS computer program used to perform the Services

#### 4.0 **In-Person Mobility Assessments Section**

4.1 The Contractor's Staff shall make a recommendation to Access based on the in-person PEA in accordance with the ADA. ADA paratransit eligibility must be based on a "specific impairment-related condition" that affects the customer's ability to use HPTS fixed route system at the time of the evaluation.

4.2 The Contractor shall submit assessment tools, forms, policies and procedures during the proposal phase for Access review and approval. The Contractor shall work with Access staff to develop appropriate assessment procedures during the contract start-

up. Assessment tools required to make functional/cognitive determinations may include the following:

- Physical Functional Assessments include in-person interviews and covers all aspects of determining ADA paratransit eligibility as published in 2014 by the Easter Seals Project ACTION In "Determining ADA Paratransit Eligibility: An Approach, Guidance and Training Materials". The physical functional ability assessment evaluates strength, balance, coordination, endurance, range of motion, and distance and may include simulated trips to and from a bus stop, board/deboard bus ramp, ability to wait at a bus stop, negotiating stairs, navigating slopes and various surfaces, negotiating a curb, or curb cut, and crossing a street. The Contractor may propose an alternative functional assessment method for Access review, consideration and approval during the proposal phase.
- Functional Assessment incorporating Cognitive Transit Skills (FACTS) is a functional assessment tool designed in 1996 under the direction of Easter Seals Project ACTION developed and validated to specifically predict the abilities of persons with cognitive abilities to use fixed route public transit services. FACTS is designed to represent the cognitive skills a customer needs to take fixed route transit. The structure of the assessment, built around a simulated transit trip, helps the customer become readily engaged. It is also designed to optimize community acceptance of the assessment procedure. The Contractor may propose an alternative functional assessment method for the Access review, consideration and approval during the proposal phase.
- Tinetti Gait and Balance Examination, aka Tinetti's Mobility Test;
- Tinetti Balance Test;
- Tinetti Test;
- Performance Oriented Mobility Assessment (POMA)
- These tests are common clinical tests used for assessing a person's static and dynamic balance abilities which include, examining static balance abilities in a chair, standing, and gait. The Tinetti balance test uses a series of evaluations to identify a patient's risk of falling down. The Contractor may propose an alternative functional assessment method for Access review, consideration and approval during the proposal phase.
- Mini-Mental State Examination (MMSE) or Folstein test. Mini-Mental State Examination (MMSE) or Folstein test is a brief questionnaire test that is used to screen for cognitive impairment. The Contractor may propose an alternative functional assessment method for Access review, consideration and approval during the proposal phase.
- Visual ability assessments shall determine whether a customer's visual disability prevents them from using the HPTS Fixed Route System.

4.3 The Mobility PEA Process shall include at a minimum the following steps:

- The TME shall conduct uniform functional and/or cognitive assessments of all new Access applicants and existing Access customers needing recertification as referred by Access.

- All sections of the evaluation form must be fully completed at a minimum to include legible and detailed notes to convey a full and accurate picture of a customer's functional and/or cognitive abilities related to using HPTS fixed route system.
- If a customer is unable to participate in the PEA due to severe cognitive impairments; the TME shall provide legible and detailed notes on observations of the customer's abilities and mobility related observations of customers as they approach, enter and depart the assessment center.
- Specific cognitive related observations of customers based upon their conduct and responsiveness throughout the course of the evaluation.
- Any changes in gait, pace, shortness of breath, or any other inconsistent observations during the evaluation.
- All pertinent observations fully noted and considered in making the assessment of abilities.
- If at any point in the evaluation it is determined that there is a safety concern or a medical risk. The TME should discontinue the evaluation at that point and precisely document the reason(s) for that determination.
- The TME shall ask follow-up questions appropriate to the circumstances of the customer to clarify and fully understand and explore the individual customer's abilities. All additional questions and the detailed answers shall be documented thoroughly on the evaluation form.
- The TME shall explain the accessibility and benefits of using HPTS fixed route system.

4.4 High Point Transit customers are allowed to submit any documentation they believe would be helpful in Access's efforts to make an appropriate determination for eligibility. Documentation can include, but not be limited to, medical records, doctors' notes, and/or letters of support from rehabilitation counselors or disability specialists. The TME shall accept all documentation presented by the customer at the time of the assessment and attach the documents to the customer file. All submitted documentation will be reviewed by HPTS and considered in making eligibility determinations.

4.5 Specific written notes detailing the functional and/or cognitive limitations of customers must support the assessment determination and/or recommendation and be supported by specific rationale, stated in plain language and sufficiently detailed to convey the conditions and/or circumstances under which a customer or trip is considered eligible or ineligible. The rationale for the Contractors' determination and/or recommendation must be stated clearly in writing and address the specific reasons to allow Access to make trip by trip eligibility and/or conditional eligibility or ineligible determinations on the basis of the information provided.

4.6 The assessment at a minimum shall include

- if the customer is unable to participate in the assessment process and continue with the evaluation;

- the opinion of a care provider or family member that the customer does not understand with careful attention given, not to confuse a communication disorder with an inability to participate;
- medications currently taken that may impair the customer's ability to use the fixed route system;
- the requirement for a Personal Care Attendant (PCA);
- disability information;
- specific disability type (formal name)
- disability categories including cognitive, visual, physical, auditory, and psychological.

4.7 The TME must note strengths and weaknesses for each of the following on a temporary or permanent basis:

- ability to pay fare;
- physical ability;
- cognitive ability
- ability recognize bus route numbers and/or names;
- ability to recognize landmarks;
- ability to communicate and understand;
- ability to walk or wheel independently to include orientation to place;
- ability to maintain balance;
- ability to go from sit to stand;
- ability to maneuver mobility device;
- ability to seek, act, and follow directions;
- ability to walk at least ½ mile;
- discontinue if customer shows severe signs of distress or indicates that they cannot go further (brief rest is permitted);
- ability to cross two street crossings (real or simulated), including one with a light actuator button;
- ability to ambulate up and down two curbs forward or sideways;
- ability to traverse different types of terrain;
- ability to traverse sloping walks, right and left;
- ability to cross streets -to include the ability to detect changes in surfaces and directions;
- behavior skills.

4.8 The Contractor will complete a form with their recommendation on ADA eligibility and send to Access within two (2) business days following the assessment. The report documents will include the eligibility application and recommendation forms. The forms and paratransit eligibility determinations will aid Access in making the final paratransit eligibility decision. The Contractor will be available between 8:00 A.M. and 5:00 P.M. Monday through Friday (or other times as specified by staff) to consult by phone with the staff if clarifications are required.

- 4.9 For all assessments, the TME shall complete a summary statement that:
- addresses the concerns of the customer;
  - provides an analysis of the data gathered including all observations;
  - makes a recommendation on the ability to use the Fixed route system and under what conditions, based on the level of functional and/or cognitive abilities evaluated;
  - provide reasonable conditions when customer(s) can utilize the Fixed route system;
  - provide paratransit eligibility recommendation on the basis of identified functional and/or cognitive limitations and/or environmental conditions that can prevent the customer from independently using the Fixed route system under some or all conditions which will be identified in the paratransit eligibility determination letter;
  - provide clear reasons for the denial which specifically identify the factors that the Contractor finds to be dispositive for each customer for whom paratransit eligibility is denied or limited to conditional or temporary eligibility.
- 4.10 The ADA requires a fair and effective review and an administrative appeals process for ADA paratransit eligibility determinations. Access will administer the paratransit eligibility appeals process. The Contract staff may be asked to participate in paratransit eligibility appeal hearings. The Contractor shall be available to respond with written and/or oral testimony regarding PEA services performed or regarding areas in which an expert opinion may be rendered.
- 4.11 Access reserves the right to observe at any time the Contractor(s) assessment protocols, staff performing the assessments, methods and scoring systems and/or other records in relation to the provision of services under this Contract.
- 4.12 The Contractor's staff shall maintain the confidentiality of any and all information regarding customers and employees. The Contractor shall abide by Health Insurance Portability and Accountability Act of 1996 (HIPAA). HIPAA is a US law designed to provide privacy standards to protect patients' medical records and other health information provided to health plans, doctors, hospitals and other health care providers. HIPAA took effect on April 14, 2003. This Information shall be divulged only as necessary for purposes directly related to performing PEAs under the program except with the permission of the customer or HPTS. The Contractor's staff shall be responsible for compliance with all applicable State and Federal guidelines relating to confidentiality of customer information
- 4.13 The Contractor shall maintain, prepare and submit monthly statistical reports and billing statements, and an annual summary report of all activities related to this Contract. Reports shall be available electronically and in hard copy when requested. Measurements of performance standards will be based on reports generated from the Contractor's submitted records and monthly reports. HPTS generated data such as audits, complaints, commendations, results of paratransit eligibility appeals, and other reports may also be used.

4.14 Monthly reports shall include:

- The total number of assessments completed with a breakout showing total number of new applicants and total number of recertifications.
- The number of assessments done by disability type. (type provided by HPTS)
- The number of determinations, by type, including unconditional eligibility, conditional eligibility by type, temporary eligibility, not eligible (new applicant) and not eligible (recertification);
- The average processing time;
- The number of scheduled assessments that were not completed if any;
- Length of time per assessment.
- A monthly invoice for all billable activities indicating the amount to be paid with a detailed report showing: Assessment date(s); Person(s) evaluated; Client # (provided by HPTS); Client type (new or recertification); cost of each assessment.

5.0 **Trip-By-Trip Eligibility Evaluation**

High Point Transit may confer with the Contractor in evaluating specific trips of conditionally-eligible customers to determine whether the trip complies with the customers' conditions of eligibility. The responsibility may involve evaluating the features of the trip by performing an on-site evaluation, and/or using HPTS's trip planning tools as appropriate.

6.0 **HPTS Responsibility Section**

High Point Transit System will:

- Monitor and manage the Contractor;
- Provide HPTS schedules as required for eligibility determination assessment;
- Provide all scheduling and dispatching of paratransit services;
- Provide office space for the Contractor's staff;
- Provide a training overview of HPTS transportation services;
- Review and approve the Contractor's PEA program;
- Set all policies for ADA paratransit eligibility and appeals.

## **PROPOSAL FORMAT & REQUIREMENTS**

### **Submittal Requirements:**

Contractors that submit proposals in response to this request for proposals must have the capability of providing the services listed. The City of High Point assumes no obligation of any kind for expenses incurred by any respondent to this solicitation. All submittals become the property of the City of High Point and will not be returned. The submittal shall meet the following requirements or will be deemed non-responsive and will not be eligible for consideration of this project:

- Proposals shall be signed by an officer authorized to bind the proposer and shall contain a statement to the effect that the proposal constitutes a firm offer for at least 90 days from the last day of receipt of proposals set forth herein.
- Each criterion for selection must be addressed.
- There is a minimum twelve (12)-point font requirement for the basic text of the entire submittal. Any charts, graphs, table of organizations, etc., must be of readable size.
- One (1) original, one (1) copy, and one .pdf version on a USB drive of the submittals are due no later than 4:00 p.m., Friday, April 5, 2019 to

Mr. Jamael Wiley, Paratransit Supervisor  
 High Point Transit System  
 City of High Point  
 716 W Martin Luther King, Jr. Dr  
 High Point, NC 27262.

- Submittals shall be in a sealed, opaque envelope, clearly marked “**RFP # TRANSIT-040519-R-008-ADA PARATRANSIT ELIGIBILITY ASSESSMENT SERVICES**”. The proposed fee structure and schedule shall be provided in a separate, sealed envelope.
- Late submittals, or those delivered by facsimile, electronic mail, or any other format other than bound paper copies, will be deemed non-responsive and will not be considered for the project.

The City of High Point has an overall Disadvantaged Business Enterprise (DBE) Goal. There is no specified goal for this individual project. The City of High Point encourages disadvantaged, minority, and women-owned consultant firms to respond.

From the issuing date of this RFP until 4:00 p.m. Friday, March 8, 2019, all questions and inquiries should be submitted in writing by mail, fax or E-mail to the following:

Questions regarding this Request for Proposals should be directed to Mr. Jamael Wiley, Paratransit Supervisor, [jamael.wiley@highpointnc.gov](mailto:jamael.wiley@highpointnc.gov) or by fax at 336-883-3425 or by mail at City of High Point Transit System, 716 W. Martin Luther King Jr Dr., High Point, NC 27262.

All prospective offerors will be notified of questions and responses by addendum by the close of business on Friday, March 15, 2019.

Prices shall not be made public until the contract is awarded. Proposals may not be withdrawn after the submission date.

This solicitation does not obligate the City of High Point to pay for costs incurred in the preparation of proposals or to award a contract. The City of High Point reserves the right to accept or reject any or all proposals, or to cancel in part or in whole, this solicitation.

## **Proposal Format**

### **Cover Letter**

- Include a Letter of Transmittal signed by the person(s) with the authority to bind the firm and answer questions or provide clarification concerning the submitted proposal. Include the following information:
  - Firm name, address, telephone number,
  - Contact Name & Title
  - Year Business Established
  - Type of OrganizationIndicate whether a sole proprietor, partnership or corporation and whether or not a disadvantaged business enterprise (DBE).

### **Statement of Qualifications**

- State qualifications and relevant experience in conducting business similar to that, which is required herein, within the last three (3) years.

### **References**

- Provide three (3) client references from prior transit system studies conducted in the last two (2) years. Include organization name, address, telephone number, email address, and name and title of a contact person.

### **Resumes of Key Personnel**

- Provide resumes showing the names, experience, and professional qualifications of the key personnel to be assigned to this project. If subcontractors, joint ventures, or both are contemplated, include the qualifications, experience, and references of the entire team.

### **Work Plan**

- Submit a detailed work plan describing how you intend to provide the services outlined in the scope of work. Describe the technical approach to be taken for the work required. Provide a clear explanation of how the work will be organized, including a diagram showing the name of the committed team member, how they will interact, and the intended level of involvement for each team member. If subcontractors, joint ventures, or both are contemplated, identify the entire team, and specifically identify the intended lead of the prime contractor. Provide a project start-up schedule. The schedule should provide specific milestones for the project.

### **Quality Control Plan**

- Submit a quality control plan describing how you intend to meet the requirements outlined in the scope of work.

### **Cost Factors**

- Include detailed costs. Line items should include the different tasks, the level and number of personnel to be used; hours devoted to project by level, hourly pay rate by level, travel costs, printing costs, and overhead rates. The cost proposal must include fixed cost per assessment.

### **Disclosure of Proposal Contents**

Cost and price information provided in all proposals will be held in confidence and not revealed or discussed with competitors. All material submitted becomes the property of the City of High Point and may be returned only at the City's option. Proposals submitted to the City of High Point will be reviewed and evaluated by persons of the City's choosing, other than competing proposers. The City of High Point retains the right to use any and/or all ideas presented in reply to the RFP. Eventual selection or rejection of proposals does not affect this right.

### **CONSULTANT SELECTION PROCEDURE**

Selection of the successful proposal shall be generally based on the information provided by the Consultant in response to the Request for Proposals and any subsequent interviews that may be conducted. Consultant interview will be held solely at the option and discretion of the City. The process for selection shall occur in the following sequence:

- Review and Ranking of Proposals (with cost proposal remaining sealed)
- Ranking of Proposals (with cost proposal unsealed)
- Establish a "short list"
- Interview "short-listed" firms (at the option and discretion of the City)
- Identify best qualified firm
- Award contract

A project selection committee will be formed to evaluate the proposals and to make recommendation to City Council. This committee may consist of representatives from various departments within the City and/or representatives from other neighboring transit systems. Composition of this committee is at the sole discretion of the City. Names of the committee members will not be released prior to the time of interviews.

The committee will review the proposals for format to ensure conformance with the requirements of the RFP and may select finalists to interview with the Committee as a part of the Committee's evaluation process. The City does not guarantee that an interview will take place, thus reserving the right to select a consultant based solely on the information provided in the proposals received in response to the RFP.

**Evaluation Criteria:**

The following information and criteria will be used to evaluate and rank responses and the presentation, should the City choose to conduct interviews with short-listed firms:

<b>Criteria</b>	<b>Weight</b>
1. The proposers' experience with similar projects. The proposers' past record of performance on contracts, including factors such as cost control, quality of work, and ability to meet schedules.	15%
2. The qualifications and experience of the key project members.	25%
3. Capacity to perform the work as proposed in the work plan taking into account the proposed schedule and individual workloads within reasonable limitations.	10%
4. Capacity to facilitate close coordination and oversight during the project, including firm location and its subcontractors and provisions for regular meetings with staff and/or the steering committee during the project.	5%
5. How well and thoroughly the proposal addresses the scope of work outlined in the RFP, the methodology to be utilized, the work plan including a timetable and the overall content of the proposal.	25%
6. Proposed Cost	20%
Total	100%