



## REQUEST FOR QUALIFICATIONS

### **Lower Connecticut River Valley Regional Bus Integration Study**

The Lower Connecticut River Valley Council of Governments (RiverCOG) is seeking a qualified consultant to conduct a comprehensive study of bus transit in the Lower Connecticut River Valley (LCRV) with a focus on integration scenarios for bus operations, administration, and governance of the Estuary and Middletown transit districts. The consultant must have expertise in transit planning as well as the ability to manage transit studies and public involvement efforts. The consultant selection and contracting process will comply with Connecticut Department of Transportation (CTDOT) guidelines.

### **Background**

The LCRV is primarily served by two small transit districts (Estuary Transit District [dba 9 Town Transit] and Middletown Transit District [dba Middletown Area Transit]) providing both fixed route, dial-a-ride, and ADA paratransit bus services (see attached map). Both districts were created and are governed by the Connecticut General Statutes (§7-273b-o). CTDOT and the municipalities that are members of the districts are interested in merging operations in order to provide better, more efficient transit services to the residents, workers, and visitors of the region.

The two districts already have overlapping service areas, with 9 Town Transit providing service into Middletown. A new 9 Town Transit Route connecting Madison to Middletown via Route 1, Route 81, and Route 9 is expected to start later in 2018. Middletown Area Transit and 9 Town Transit services also connect to and overlap with local bus services operated by *CTtransit* Hartford, Meriden, New Britain, and New Haven divisions; South East Area Transit; *CTtransit* Express Service; Shore Line East; *CTrail* Hartford Line; and Amtrak rail services.

Both districts have a need for better bus maintenance facilities and the possibility of addressing these needs jointly should be addressed before new investment is pursued. Middletown Area Transit constructed a maintenance facility in 2014, which does not fully meet their needs. Early in 2018, Estuary Transit District completed a Site Selection and Needs Assessment for a new operating and maintenance facility. The study documents can be found here:

<https://drive.google.com/file/d/0B-vraZyGsGBSYV9BMkxLVmNIVVE/view?usp=sharing>

<https://drive.google.com/file/d/0B-vraZyGsGBSaU9oT2dSNjVQUjg/view?usp=sharing>

In 2017, RiverCOG collected the following data for all services provided by Middletown Area Transit and 9 Town Transit:

- Boardings and alightings at each bus stop
- Running count of the number of passengers on the bus (load)
- Arrival and departure time at each bus stop
- Start and end time of each run
- Arrival and departure time at time points
- Carryover “beginning of line” passengers at the start of the bus run
- Carryover “end of line” passengers at the end of the bus run
- Whether the driver announced bus stops at ADA required time point locations
- Whether a passenger in a wheelchair boarded at a particular stop
- Bus stop locations not in the bus stop list
- Notes about occurrences that affected the run, such as accidents or mechanical problems.

The draft report, which presents the data, analyzes ridership trends, and makes recommendations for improvements to bus operations, will be posted here:

<http://rivercog.org/transitplanning.html>

CTDOT also published a Statewide Bus Study in 2018. That document can be found here:

[http://www.ct.gov/dot/lib/dot/plng\\_studies/ct\\_statewide\\_bus/ct\\_statewide\\_bus\\_study\\_final\\_report\\_february\\_2018v2.pdf](http://www.ct.gov/dot/lib/dot/plng_studies/ct_statewide_bus/ct_statewide_bus_study_final_report_february_2018v2.pdf)

### **Study Goals**

1. Evaluate opportunities in administration, operations and policy-making to ensure improved regional transportation for Estuary Transit District and Middletown Transit District.
2. Identify a shared structure and locations of assets and facilities to provide future service in the Lower Connecticut River Valley Region.
3. Develop recommendations for subsequent planning and integration steps

### **Requirements**

The following information is required to be submitted to RiverCOG in the respondent’s Statement of Qualifications. Any additional information should be contained in a clearly marked appendix.

1. Qualifications of the firm and any proposed sub-consultants including name, size, organizational structure under which the firm(s) conduct business, and relevant experience in transit planning and managing transit planning projects, including public involvement. All proposed sub-consultants must be clearly identified. An organizational chart shall be included. Please include the location of the primary office to be used in the project. The involvement of certified small business enterprises (SBE) and minority business enterprises (MBE) are encouraged.

<https://portal.ct.gov/DAS/Procurement/Supplier-Diversity/SBE-MBE-Program-Certification-Application-Small-or-Minority-Business-Enterprise>

2. Qualifications (resumes) of key personnel to be assigned to the project and a description of their responsibilities in conducting projects tasks. Firms must meet RiverCOG, State and Federal affirmative action and equal opportunity employment practices. The submission must include a Standard Form SF 330 and Notification to Bidders form for the prime consultant.
3. Description of relevant experience and similar projects conducted by the firm.
4. Methodology for approaching the regional bus integration study (looking for evidence that the firm understands the project and study objectives).
5. Insurance (general liability, auto, workers compensation, professional liability coverage).
6. References.

Thorough and concise responses are appreciated. The first four (4) qualifications above will be evaluated and regarded with equal weight during the scoring process. Incomplete RFQ responses may be disqualified.

#### **Inquiries**

Questions should be submitted in writing to Eliza LoPresti at [elopresti@rivercog.org](mailto:elopresti@rivercog.org) and answers will only be provided in writing. All RFQ questions and answers will posted to <http://rivercog.org/currentRFQ.html>. The identity of those submitting questions will not be posted. Please submit questions early to allow RiverCOG time to respond before the deadline.

#### **Submittal Deadline**

Responses to the RFQ are due to RiverCOG by 4 pm on Monday, September 10, 2018. Responses can be sent electronically to [elopresti@rivercog.org](mailto:elopresti@rivercog.org). Hard copies are optional. RFQ documents and/or digital media can be sent to:

RiverCOG  
145 Dennison Road  
Essex, Connecticut, 06426

Responses received after the stated deadline may be rejected. The RiverCOG reserves the right to reject any or all responses to the RFQ.

**Selection Schedule**

The selection committee is composed of representatives of RiverCOG, CTDOT, Estuary Transit District, Middletown Transit District, and a member municipality. The committee will score and rank the received responses. The top ranked firms will be invited to interviews that are currently scheduled to be held on Friday, September 21 at the RiverCOG offices in Essex, CT. It is anticipated that a consultant will be selected by the September 26, 2018 RiverCOG meeting. No agreement for this work shall be executed until all approvals and funding is in place. Costs associated with preparing a response to this RFQ and work completed prior to the execution of an agreement with RiverCOG will not be reimbursed.

**Contract and Scope**

Upon selection of the most qualified firm, RiverCOG will negotiate a budget, contract, final scope of work, and project timeline. A draft scope of work is attached (Exhibit A). It is envisioned that study tasks will be completed by the consultant, RiverCOG, transit districts, and CTDOT.

RiverCOG reserves the right to choose another RFQ respondent if a contract and scope satisfactory to RiverCOG cannot be negotiated with the selected firm.

**Fee**

The fee will be paid on a monthly basis, based upon the completion of tasks, with a percentage retainage withheld. Retainage will be paid upon RiverCOG’s determination that all project tasks are complete. Monthly billing shall include a progress report that includes the percentage completed for each task being billed and a narrative describing the work completed.

**Funding**

The study is made possible by state funds from the Connecticut Department of Transportation.

**Deadline**

The project must be completed by December 31, 2019.

**Contract Compliance Requirements**

The Contract to be awarded is subject to contract compliance requirements mandated by Section 4-11-4a of the Connecticut General Statutes. The response to this RFQ must contain the completed “Notification to Bidders” form (see attached).

**Addenda and Supplements**

In the event that it becomes necessary to revise any part of these instructions, a supplement to the instructions will be posted to <http://rivercog.org/currentRFQ.html>.

## ATTACHMENT A

### Draft Scope

#### Overview

The Lower Connecticut River Valley is primarily served by two small transit districts (Estuary Transit District [dba 9 Town Transit] and Middletown Transit District [dba Middletown Area Transit]) providing both fixed route, dial-a-ride, and ADA paratransit bus services (see attached map). The purpose of the Lower Connecticut River Valley Regional Bus Integration Study is to conduct a comprehensive study of bus services in the region and how they are provided with a focus on integrating operations, administration, and facilities of the region's two transit districts. The final study will make recommendations that will result in a more integrated regional transit system that will be more cost effective, as well as, more useful and reliable to the region's residents, commuters, and visitors.

The study will:

- Identify the opportunities to be gained from the integration of governance and administration of the two systems and impediments or drawbacks to integration;
- Evaluate the integration of operations and assess and recommend changes to operations (including service to major trip generators and shared routes), passenger facilities, and staffing; and
- Evaluate the integration of facilities to determine the need for certain types of facilities and the future location of those facilities in order to best support operations.

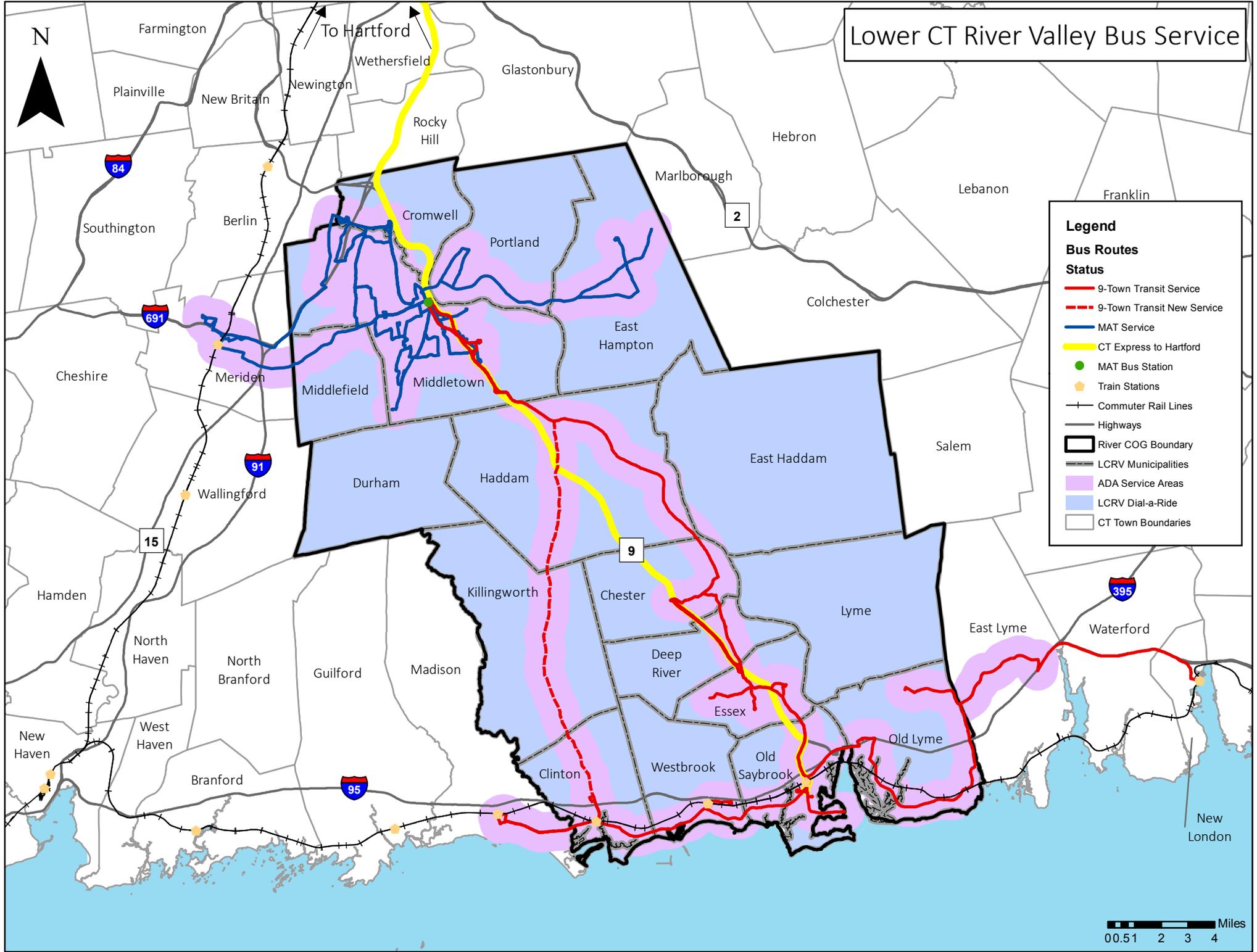
#### Proposed Study Tasks

1. Formation of a Stakeholder Committee (to take place prior to start of the project)
2. Approval of Final Scope of Work (to take place in cooperation with selected firm)
3. Creation of an Outreach Plan (to stakeholders, including member municipalities and passengers)
4. Collection of Existing Conditions Data
  - a. Current Transit Services
    - i. Transit Districts
      1. Governance
      2. Management
      3. Municipal Membership
    - ii. Facilities
      1. Passenger
      2. Maintenance
      3. Vehicle Storage
      4. Operations
      5. Administrative
    - iii. Services

1. Routes
  2. Schedules
  3. Driver Shifts Structure (paddles)
  4. Ridership
  5. Types of Services
    - a. Urban Fixed-Route
    - b. Dial-A-Ride
    - c. ADA
    - d. Rural
    - e. Express
    - f. Connections
  - iv. Fleet
    1. Age
    2. Vehicle Types and Mix
    3. Fuel type
    4. Condition
  - v. Staff
    1. Positions
    2. Contracts
    3. Wages and Benefits
    4. Assessment of Training and Skills
  - vi. Desired or Needed Capabilities
  - vii. Finances
    1. Revenues
      - a. Municipal Dues
        - i. Dues Rates
      - b. State and Federal
    2. Expenses
      - a. Operating Costs
        - i. Costs Metrics
      - b. Contracts
      - c. Debt
    3. Assets
    4. Financial protocols
  - viii. Technology and Software
    1. Fareboxes and Fare Media
    2. Scheduling Software
    3. AVL
  - ix. Service Branding, Communications, Transit Amenities
  - x. Rider priorities and unmet service needs
5. Creation of Feasible Integration Scenarios
    - a. Identify Opportunities and Impediments
    - b. Identify Assumptions

- i. Current, Interim, and Future Facilities
    - ii. Vehicle Staging
  - c. Include changes to operations (including service to major trip generators and shared route routing), facilities, staffing, management, cost, service quality, and connections
  - d. Model each scenario based on existing or planned conditions
- 6. Identification of a Preferred Scenario
  - a. Assessment of pros and cons of each scenario compared to existing conditions
    - i. Performance metrics under different scenarios
      - 1. Level of Service
      - 2. Passenger Experience
    - ii. Costs
    - iii. Staffing
  - b. Score scenarios based on feasibility and potential benefits to riders (current and future)
    - i. Improvements to operations, services, and efficiency
    - ii. Staffing, Facility, and Fleet needs
    - iii. Cost
- 7. Integration Recommendations - Identification of implementation steps for the preferred alternative, including independent and dependent improvements for the bus systems in the region
  - a. Governance
  - b. Administration
  - c. Facilities
  - d. Operations
    - i. Route Structure
    - ii. Service Area
      - 1. Major Trip Generators
    - iii. Pulse Points
    - iv. Connections
    - v. Level of Service
    - vi. Shift Structure
  - e. Staffing
  - f. Fleet
  - g. Funding, Dues, and Finances
  - h. Best Practices (including technology)
  - i. Branding and Public Outreach
- 8. Identification of additional planning studies
- 9. Creation of a final report, including presentations to the boards of directors of the Estuary Transit District, Middletown Transit District, and RiverCOG, and to CTDOT

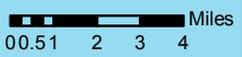
# Lower CT River Valley Bus Service



**Legend**

**Bus Routes**

- 9-Town Transit Service
- - - 9-Town Transit New Service
- MAT Service
- CT Express to Hartford
- MAT Bus Station
- Train Stations
- Commuter Rail Lines
- Highways
- River COG Boundary
- LCRV Municipalities
- ADA Service Areas
- LCRV Dial-a-Ride
- CT Town Boundaries



NOTIFICATION TO BIDDERS

The contract to be awarded is subject to contract compliance requirements mandated by Section 4-114a of the Connecticut General Statutes; and, when the awarding agency is the state, Section 46a-71(d) of the Connecticut General Statutes. There are Contract Compliance Regulations codified at Section 4-114a-1 et. seq. of the Regulations of Connecticut State Agencies which establish a procedure for the awarding of all contracts covered by Sections 4-114a and 46a-71(d) of the Connecticut General Statutes.

According to Section 4-114a-3(9) of the Contract Compliance Regulations, every agency awarding a contract subject to the contract compliance requirements has an obligation to “aggressively solicit the participation of legitimate minority business enterprises as bidders, contractors, subcontractors and suppliers of materials.” “Minority business enterprise” is defined in Section 4-114a of the Connecticut General Statutes as a business wherein fifty-one percent or more of the capital stock, or assets belong to a person or persons: “(1) Who are active in the daily affairs of the enterprise; (2) who have the power to direct the management and policies of the enterprise; and (3) who are members of a minority, as such term is defined in subsection (a) of Section 32-9n.” “Minority” groups are defined in Section 32-9n of the Connecticut General Statutes as “(1) Black Americans...(2) Hispanic Americans...(3) Women...(4) Asian Pacific Americans and Pacific Islanders; or (5) American Indians...” The above definitions apply to the contract compliance requirements by virtue of Section 4-114a-1 (10) of the Contract Compliance Regulations.

The awarding agency will consider the following factors when reviewing the bidder’s qualifications under the contract compliance requirements:

- (a) the bidder’s success in implementing an affirmative action plan;
- (b) the bidder’s success in developing an apprenticeship program complying with Sections 46a-68-1 to 46a-68-17 of the Connecticut General Statutes, inclusive;
- (c) the bidder’s promise to develop and implement a successful affirmative action plan;
- (d) the bidder’s submission of EEO-1 data indicating that the composition of its work force is at or near parity when compared to the racial and sexual composition of the work force in the relevant labor market area; and
- (e) the bidder’s promise to set aside a portion of the contract for legitimate minority business enterprises. See Section 4-114a-3 (10) of the Contract Compliance Regulations.

INSTRUCTION: Bidder must sign acknowledgment below, detach along dotted line and return acknowledgment to Awarding Agency along with bid proposal.

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The undersigned acknowledges receiving and reading a copy of the “Notification to Bidders” form.

Signature:

Date:

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On behalf of:

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