

REQUEST FOR PROPOSALS - DRAFT

ADA Complementary Paratransit Eligibility, Scheduling, Dispatch, and Operations Services

South Central Regional Transit District

RFP No. [Insert RFP Number]

Issue Date: [Insert Date]

Proposal Due Date: [Insert Date and Time]

Procurement Contact: [Insert Name, Title, Email, Phone]

Agency: South Central Regional Transit District

Address: 2001 Futurity Drive, Sunland Park, New Mexico 88063

1. Notice Inviting Proposals

The South Central Regional Transit District, referred to in this RFP as “SCRTD” or “District,” is requesting proposals from qualified firms to provide ADA complementary paratransit support services. The requested services include ADA paratransit eligibility review and certification, rider intake, trip reservation support, scheduling, dispatch coordination, customer service, reporting, and operation of ADA complementary paratransit service using vehicles provided by SCRTD.

The selected contractor will support SCRTD in establishing, operating, documenting, and expanding ADA complementary paratransit service in areas within three-fourths of one mile of SCRTD transit bus routes that are determined by SCRTD to be ADA-eligible fixed-route service. Express, commuter, intercity, or other routes not classified by SCRTD as ADA-eligible fixed routes shall not create an ADA complementary paratransit service-area obligation unless expressly identified by SCRTD.

SCRTD intends to implement the service in phases. Phase One will be based from the Sunland Park Mobility and Energy Hub and will support the Sunland Park, Santa Teresa, Anthony, and related southern service areas served by ADA-eligible fixed-route bus service. Phase Two will support the Mesilla Valley service area and will be based from the planned Venus facility in Las Cruces to support eligible fixed routes in that area.

2. Background

SCRTD is a regional public transit district providing fare-free fixed-route transit service across portions of southern New Mexico, including Doña Ana County and regional

connections. SCRTD operates multiple bus routes serving communities such as Sunland Park, Santa Teresa, Anthony, Las Cruces, Mesilla, Hatch, Chaparral, and other areas.

SCRTD is developing a phased ADA complementary paratransit program to provide origin-to-destination service for individuals whose disabilities prevent them from using SCRTD's eligible fixed-route bus service. The service is intended to complement SCRTD's fixed-route system and will be operated only in the ADA-required service areas and during days and hours comparable to the eligible fixed routes, unless SCRTD authorizes additional service.

SCRTD will provide vehicles for the service. The contractor will provide the personnel, management, eligibility review services, scheduling and dispatch support, customer service, driver operations, training, documentation, and performance reporting required to operate a compliant ADA complementary paratransit program.

3. Purpose of the RFP

The purpose of this RFP is to select a qualified contractor to assist SCRTD with the following:

1. Review prospective ADA riders and determine eligibility for ADA complementary paratransit service.
 2. Support the back-office functions necessary to operate ADA complementary paratransit, including intake, reservations, scheduling, dispatch coordination, customer service, trip documentation, and required reporting.
 3. Operate ADA complementary paratransit service in areas within three-fourths of one mile of SCRTD routes classified by SCRTD as ADA-eligible fixed-route bus service.
 4. Use SCRTD-provided vehicles to operate the service.
 5. Use space provided by SCRTD at the Sunland Park Mobility and Energy Hub to support Phase One contractor staff.
 6. Support Phase Two implementation in the Mesilla Valley service area from the planned Venus facility in Las Cruces.
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4. Contract Term)

The initial contract term shall be for (3) three years, with the option for SCRTD to renew the contract for up to two additional one-year periods, subject to satisfactory performance, funding availability, and approval by SCRTD.

SCRTD reserves the right to modify the scope of work, phase service implementation, add or remove service areas, add or remove vehicles, and adjust service levels based on fixed-

route changes, funding availability, ADA requirements, ridership demand, and Board direction.

5. Procurement Schedule

Milestone	Date
RFP Issued	[Insert Date]
Pre-Proposal Conference	[Insert Date]
Deadline for Written Questions	[Insert Date]
SCRTD Responses to Questions	[Insert Date]
Proposals Due	[Insert Date]
Evaluation Period	[Insert Date]
Interviews, if required	[Insert Date]
Notice of Intent to Award	[Insert Date]
Contract Award	[Insert Date]
Phase One Startup	[Insert Date]
Phase Two Startup, if authorized	[Insert Date]

6. Service Area and Phased Implementation

6.1 ADA-Eligible Service Area

The contractor shall provide ADA complementary paratransit only for trips where both the origin and destination are within the ADA-required service area for SCRTD routes identified by SCRTD as ADA-eligible fixed-route bus service. The ADA service area shall generally include locations within three-fourths of one mile of each eligible fixed route, including the required radius at route ends, subject to SCRTD's adopted ADA service-area map and route eligibility determinations.

The contractor shall not independently classify SCRTD routes as ADA-eligible or non-eligible. SCRTD will provide the contractor with route maps, schedules, and service-area determinations. The contractor shall be responsible for applying those maps and determinations to trip eligibility, trip scheduling, rider communication, and service delivery.

6.2 Excluded Routes

Routes identified by SCRTD as express, commuter, intercity, limited-purpose, or otherwise excluded from ADA complementary paratransit requirements shall not be used to establish an ADA complementary paratransit service area unless SCRTD expressly includes the route in the ADA service-area map.

6.3 Phase One: Sunland Park-Based Service

Phase One shall be operated from SCRTD's Sunland Park Mobility and Energy Hub located at 2001 Futurity Drive, Sunland Park, New Mexico. The contractor shall use SCRTD-provided space for contractor staff, scheduling support, dispatch coordination, driver check-in, records management, and other functions approved by SCRTD.

Phase One is expected to support eligible service areas associated with SCRTD routes operating in the Sunland Park, Santa Teresa, Anthony, and related southern service areas, as determined by SCRTD.

6.4 Phase Two: Mesilla Valley Service

Phase Two shall be implemented only upon written authorization by SCRTD. Phase Two will support ADA complementary paratransit service in the Mesilla Valley service area from SCRTD's planned Venus facility in Las Cruces. Phase Two is expected to support eligible fixed-route bus service in the Las Cruces, Mesilla, East Mesa, and related Mesilla Valley areas, as determined by SCRTD.

The contractor shall include a Phase Two implementation plan and pricing option in its proposal.

7. Scope of Work

The selected contractor shall provide all labor, supervision, management, dispatch support, eligibility review, customer service, driver operations, reporting, training, and administrative services necessary to support SCRTD's ADA complementary paratransit program.

7.1 Startup and Transition Plan

The contractor shall develop and implement a startup plan that includes, at minimum:

1. Project management structure.
2. Assignment of a contractor project manager.
3. Staffing plan and hiring schedule.
4. Driver recruitment and training plan.
5. Eligibility certification procedures.
6. Customer service and call-handling procedures.
7. Trip reservation, scheduling, dispatch, and reporting workflow.
8. Vehicle check-out and return procedures.
9. Safety, accident, and incident reporting procedures.
10. Coordination with SCRTD operations, maintenance, finance, and executive staff.
11. Public information materials for applicants and riders.

12. A proposed launch schedule for Phase One.
13. A separate implementation plan for Phase Two.

The startup plan shall be submitted to SCRTD within [insert number] days after notice to proceed.

8. ADA Eligibility Review and Certification Services

The contractor shall provide professional ADA paratransit eligibility review services for prospective riders. The eligibility process shall be functional in nature and shall determine whether an applicant's disability prevents the applicant from using SCRTD's eligible fixed-route service for some or all trips.

8.1 Eligibility Functions

The contractor shall:

1. Receive and process ADA paratransit applications.
2. Provide application materials in accessible formats upon request.
3. Review applications for completeness.
4. Conduct applicant interviews, telephone reviews, virtual reviews, or in-person assessments as approved by SCRTD.
5. Request additional information from applicants or professionals when necessary and appropriate.
6. Determine whether applicants are eligible, conditionally eligible, temporarily eligible, visitor eligible, or ineligible.
7. Identify any trip-by-trip conditions or limitations.
8. Document whether the rider uses a personal care attendant.
9. Issue written eligibility determinations on behalf of SCRTD, subject to SCRTD review and approval procedures.
10. Maintain eligibility records in a secure and confidential system.
11. Assist SCRTD with appeal files when applicants appeal eligibility decisions.
12. Support recertification at reasonable intervals established by SCRTD.

8.2 Eligibility Decision Standards

Eligibility determinations shall be based on functional ability to use SCRTD's eligible fixed-route bus service, not solely on a medical diagnosis. Determinations shall consider whether the applicant can independently get to and from a bus stop, board, ride, transfer, understand the system, navigate the route, and complete the trip under reasonable conditions.

The contractor shall distinguish among:

1. **Unconditional Eligibility:** The applicant is eligible for all ADA paratransit trips.
2. **Conditional Eligibility:** The applicant is eligible only under certain circumstances or for certain trips.
3. **Temporary Eligibility:** The applicant is eligible for a limited period due to a temporary disability or temporary impairment-related condition.
4. **Visitor Eligibility:** The applicant is a visitor who qualifies for temporary use of the service.
5. **Ineligible:** The applicant does not meet ADA paratransit eligibility criteria.

8.3 Timeliness

The contractor shall support SCRTD in ensuring that eligibility determinations are issued within 21 calendar days after receipt of a complete application. If a determination is not made within the required timeframe, the applicant shall be treated as eligible until a final determination is made.

8.4 Written Determinations

All eligibility determinations shall be provided in writing. If an applicant is denied eligibility or granted conditional or temporary eligibility, the written determination shall explain the specific reasons for the decision and describe the appeal process.

8.5 Appeals

The contractor shall support SCRTD's appeal process. The appeal decision shall be made by a person or panel not involved in the original eligibility decision. The contractor shall prepare the appeal packet, provide records to SCRTD, assist with scheduling appeal hearings, and implement SCRTD's final appeal decision.

8.6 Applicant Transportation to Assessments

If SCRTD requires an applicant to appear for an in-person eligibility assessment, the contractor shall coordinate transportation to and from the assessment at no cost to the applicant, unless SCRTD provides other direction consistent with ADA requirements.

9. Reservation, Scheduling, Dispatch, and Back-Office Support

The contractor shall provide back-office support necessary for daily ADA complementary paratransit operations.

9.1 Reservations

The contractor shall accept trip reservation requests during normal business hours and during comparable hours before a service day when SCRTD administrative offices are

closed. The contractor shall support next-day trip reservations and may accept advance reservations up to the period approved by SCRTD.

The contractor shall not require a rider to schedule a trip more than one hour before or after the rider's requested departure time.

9.2 Trip Eligibility Verification

For each requested trip, the contractor shall verify:

1. Rider eligibility status.
2. Whether the requested trip is within the ADA service area.
3. Whether the requested origin and destination are within the eligible service area at the requested time.
4. Whether the eligible fixed route is operating on the requested day and at the requested time.
5. Whether any conditional eligibility limitation applies.
6. Whether the rider will travel with a personal care attendant or companion.
7. Whether the trip is a visitor trip, subscription trip, or one-time trip.

9.3 Scheduling and Dispatch

The contractor shall schedule trips efficiently, safely, and in a manner comparable to SCRTD's fixed-route service. The contractor shall use scheduling software approved by SCRTD or propose a scheduling system for SCRTD review and approval.

The contractor shall provide:

1. Daily manifests.
2. Driver assignments.
3. Trip updates.
4. Same-day dispatch support.
5. Driver communication.
6. Monitoring of on-time performance.
7. Documentation of late trips, missed trips, cancellations, no-shows, denials, and service issues.
8. Coordination with SCRTD dispatch and operations staff.
9. Response to service disruptions.
10. Real-time communication with riders when feasible.

9.4 Customer Service

The contractor shall provide courteous, accessible, and professional customer service. Customer service responsibilities include:

1. Responding to rider inquiries.

2. Explaining application procedures.
 3. Explaining service policies.
 4. Taking trip reservations.
 5. Handling cancellations.
 6. Responding to trip status requests.
 7. Documenting complaints and commendations.
 8. Referring policy questions to SCRTD.
 9. Providing information in accessible formats upon request.
 10. Maintaining confidentiality of rider information.
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10. Operation of ADA Paratransit Service

The contractor shall operate ADA-compliant paratransit service using vehicles provided by SCRTD.

10.1 Service Type

The service shall be origin-to-destination shared-ride ADA-compliant paratransit. SCRTD may establish curb-to-curb service as the basic operating model; however, the contractor shall provide additional assistance beyond the curb when necessary to meet the origin-to-destination requirement, unless doing so would fundamentally alter the service, create a direct threat, or require the driver to leave the vehicle unattended or out of visual control in an unsafe manner.

10.2 Service Days and Hours

Service shall be provided on the same days and during the same hours as the eligible fixed-route service for the origin and destination of the requested trip. If the comparable fixed route is not operating, ADA complementary paratransit service is not required for that route corridor at that time unless SCRTD authorizes additional service.

10.3 Trip Purpose

The contractor shall not prioritize, restrict, or deny ADA-compliant paratransit trips based on trip purpose.

10.4 Capacity Constraints

The contractor shall not create operational patterns or practices that significantly limit service availability. The contractor shall not establish waiting lists for ADA-compliant paratransit service, limit the number of trips provided to an eligible rider, or create recurring patterns of trip denials, missed trips, late pickups, or excessive trip lengths.

10.5 Subscription Trips

Subscription service may be provided if authorized by SCRTD. Subscription service shall not absorb more capacity than permitted by ADA requirements unless SCRTD determines that non-subscription capacity is available.

10.6 Personal Care Attendants and Companions

The contractor shall allow eligible riders to travel with a personal care attendant when documented in the rider's eligibility file. The contractor shall also allow one companion traveling with the eligible rider, and additional companions if space is available and service to ADA-eligible riders is not displaced.

10.7 Visitor Service

The contractor shall support visitor eligibility procedures consistent with SCRTD policy and ADA requirements. Visitors who provide documentation of ADA paratransit eligibility from another jurisdiction shall be allowed to use SCRTD ADA paratransit service for the period required by law and SCRTD policy.

11. SCRTD-Provided Vehicles

SCRTD will provide vehicles for the operation of the service. The contractor shall not acquire vehicles for this service unless expressly authorized in writing by SCRTD.

11.1 Contractor Responsibilities for Vehicles

The contractor shall:

1. Use SCRTD vehicles only for authorized SCRTD service.
2. Conduct pre-trip and post-trip inspections.
3. Report defects immediately.
4. Remove unsafe vehicles from service and notify SCRTD.
5. Maintain the cleanliness of vehicles during daily use.
6. Ensure securement areas, lifts, ramps, seatbelts, and accessibility equipment are checked before service.
7. Track vehicle mileage, service hours, charging or fueling activity, and defects.
8. Coordinate with SCRTD maintenance staff.
9. Report accidents, incidents, and damage immediately.
10. Ensure drivers are trained in the use of all accessibility equipment.

11.2 Maintenance

SCRTD will retain responsibility for vehicle maintenance unless otherwise provided in the final contract. The contractor shall cooperate fully with SCRTD maintenance staff and shall not operate a vehicle that appears unsafe or noncompliant.

11.3 Fueling and Charging

SCRTD will identify fueling or charging procedures for each vehicle. The contractor shall follow SCRTD's procedures, document usage, and report any fueling or charging issue immediately.

12. SCRTD-Provided Facilities

12.1 Sunland Park Facility

SCRTD will provide space at the Sunland Park Mobility and Energy Hub to support Phase One contractor staff. The contractor shall use the facility for authorized contract purposes only and shall comply with all SCRTD facility rules, safety requirements, security requirements, and technology-use requirements.

The contractor shall identify the number of staff proposed to work from the Sunland Park facility and the type of work to be performed on-site.

12.2 Venus Facility

For Phase Two, SCRTD expects to provide space at the planned Venus facility in Las Cruces to support Mesilla Valley ADA paratransit operations. The contractor shall provide a Phase Two staffing and operations plan that explains how it will transition or expand service to the Venus facility once SCRTD authorizes Phase Two.

13. Staffing Requirements

The contractor shall provide qualified staff sufficient to meet all service requirements. At minimum, the contractor shall identify the following positions:

1. Project Manager.
2. ADA Eligibility Specialist.
3. Reservations and Customer Service Staff.
4. Scheduler/Dispatcher.
5. Drivers.
6. Road Supervisor or Field Supervisor.
7. Safety and Training Lead.

8. Data and Reporting Support.

SCRTD may approve combined positions if the contractor demonstrates that the staffing plan is adequate.

13.1 Project Manager

The contractor shall assign a project manager who will serve as SCRTD's primary point of contact. The project manager shall have the authority to make operational decisions and resolve service issues.

13.2 Driver Qualifications

Drivers shall meet all applicable licensing, safety, training, background, drug and alcohol testing, and motor vehicle record requirements. Drivers shall be trained before operating the service.

13.3 Staffing Continuity

The contractor shall maintain adequate staffing to avoid service disruptions. The contractor shall provide backup staffing plans for illness, vacancies, vacation, emergencies, and service expansion.

14. Training Requirements

The contractor shall provide training to all personnel before they perform work under the contract. Training shall include, at a minimum:

1. ADA complementary paratransit requirements.
2. Disability awareness and sensitivity.
3. Passenger assistance techniques.
4. Wheelchair lift, ramp, and securement operation.
5. Origin-to-destination service procedures.
6. Customer service and de-escalation.
7. Defensive driving.
8. Accident and incident response.
9. Emergency procedures.
10. Confidentiality of rider information.
11. Drug and alcohol program requirements, if applicable.
12. SCRTD policies and procedures.
13. Use of scheduling and dispatch technology.
14. Complaint documentation.
15. No-show and cancellation policies.

16. Service animal requirements.

17. Communication with riders who have vision, hearing, cognitive, mobility, or speech disabilities.

The contractor shall maintain training records and provide them to SCRTD upon request.

15. Performance Standards

The contractor shall meet or exceed performance standards established by SCRTD. Proposed standards shall be included in the contractor's proposal. At minimum, SCRTD expects the following performance areas to be measured:

1. On-time pickup performance.
2. On-time drop-off performance for appointment-based trips.
3. Trip denials.
4. Missed trips.
5. Excessively late trips.
6. Excessive trip lengths.
7. Telephone answer time.
8. Abandoned calls.
9. Eligibility decision timeliness.
10. Complaint response time.
11. Preventable accidents.
12. Vehicle inspection compliance.
13. Driver training compliance.
14. Data reporting accuracy.
15. Rider satisfaction.

SCRTD may establish final performance standards in the contract.

16. Reporting Requirements

The contractor shall provide monthly reports to SCRTD in a format approved by SCRTD. Reports shall include, at minimum:

1. Total trip requests.
2. Completed passenger trips.
3. Cancellations.
4. Late cancellations.
5. No-shows.

6. Missed trips.
7. Denials.
8. Trips by service area.
9. Trips by route corridor or eligibility zone.
10. Trips by rider type.
11. Trips with personal care attendants.
12. Trips with companions.
13. Subscription trips.
14. Visitor trips.
15. Revenue hours.
16. Revenue miles.
17. Deadhead hours and miles.
18. Vehicle hours and miles.
19. On-time performance.
20. Complaints and commendations.
21. Accidents and incidents.
22. Eligibility applications received.
23. Eligibility decisions issued.
24. Eligibility decisions pending.
25. Appeals received and resolved.
26. Training completed.
27. Vehicle defects reported.
28. Safety issues and corrective actions.
29. Staffing levels.
30. Monthly invoice support.

The contractor shall also provide data needed by SCRTD for federal, state, National Transit Database, civil rights, Title VI, ADA, grant, budget, and Board reporting.

17. Technology and Data

The contractor shall propose a technology approach for eligibility management, reservations, scheduling, dispatch, reporting, complaint tracking, and rider records. The contractor may propose using SCRTD's existing software platform, its own platform, or a third-party platform, subject to SCRTD's approval.

Any proposed system must be capable of:

1. Maintaining secure rider records.
2. Tracking ADA eligibility status and conditions.

3. Mapping the ADA service area.
4. Verifying trip eligibility.
5. Scheduling shared rides.
6. Producing daily manifests.
7. Tracking trip performance.
8. Tracking complaints and resolutions.
9. Producing monthly reports.
10. Exporting data in formats required by SCRTD.
11. Protecting confidential rider information.
12. Supporting future expansion to Phase Two.

All data created under the contract shall be the property of SCRTD.

18. Customer Complaints and Service Issues

The contractor shall document all complaints, commendations, and service issues. Complaints shall be reported to SCRTD within timeframes established by SCRTD.

The contractor shall not make final policy determinations on ADA complaints without SCRTD review. The contractor shall assist SCRTD in investigating complaints, preparing responses, identifying corrective actions, and maintaining complaint files.

19. Safety, Accidents, and Incidents

The contractor shall maintain a written safety program for the service. The contractor shall immediately notify SCRTD of any accident, injury, incident, vehicle damage, passenger fall, securement issue, lift or ramp failure, employee issue, threat, emergency, or service disruption.

The contractor shall submit written incident reports within [insert number] hours and shall cooperate with SCRTD, law enforcement, insurance representatives, grant agencies, and regulatory agencies.

20. Drug and Alcohol Compliance

To the extent required by federal law, state law, or SCRTD policy, the contractor shall comply with applicable drug and alcohol testing requirements for safety-sensitive employees. The contractor shall submit evidence of its drug and alcohol program, testing consortium participation, policy, training, and compliance procedures.

21. Insurance

The contractor shall maintain insurance coverage acceptable to SCRTD, including but not limited to:

1. Commercial General Liability.
2. Automobile Liability covering operation of SCRTD-provided vehicles.
3. Workers' Compensation.
4. Employer's Liability.
5. Professional Liability or Errors and Omissions for eligibility and administrative services.
6. Cyber/Data Security coverage if contractor systems will store rider data.
7. Any other coverage required by SCRTD.

SCRTD shall be named as an additional insured where applicable. Final insurance limits will be included in the contract.

22. Federal, State, and Local Compliance

The contractor shall comply with all applicable federal, state, and local laws, rules, regulations, grant requirements, and SCRTD policies, including but not limited to:

1. Americans with Disabilities Act.
 2. 49 CFR Part 37.
 3. 49 CFR Part 38, if applicable to vehicle accessibility.
 4. Title VI of the Civil Rights Act.
 5. Equal Employment Opportunity requirements.
 6. Disadvantaged Business Enterprise requirements, if applicable.
 7. Federal Transit Administration third-party contracting requirements.
 8. Drug and alcohol requirements, if applicable.
 9. New Mexico procurement requirements.
 10. Records retention and audit requirements.
 11. Confidentiality and data protection requirements.
 12. SCRTD safety, facility, vehicle, and operating policies.
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23. Proposal Content Requirements

Proposals shall include the following sections:

23.1 Cover Letter

A signed cover letter identifying the proposer, primary contact, and acknowledgement of the proposer's commitment to perform the requested services.

23.2 Firm Qualifications

Description of the proposer's experience providing ADA paratransit, demand-response transportation, eligibility certification, scheduling, dispatch, and public transit support services.

23.3 Project Understanding

Narrative demonstrating the proposer's understanding of SCRTD's phased ADA paratransit needs, including Phase One from Sunland Park and Phase Two from the Venus facility in Las Cruces.

23.4 Technical Approach

Detailed approach to:

1. ADA eligibility review and certification.
2. Intake and accessible application materials.
3. Trip reservations.
4. Service-area verification.
5. Scheduling and dispatch.
6. Driver operations.
7. Customer service.
8. Complaint documentation.
9. Vehicle use and coordination with SCRTD maintenance.
10. Facility use at Sunland Park and Venus.
11. Safety management.
12. Data reporting.
13. Phase Two implementation.

23.5 Staffing Plan

Identification of key personnel, roles, qualifications, resumes, staffing levels, backup staffing, and local staffing strategy.

23.6 Training Plan

Description of required training, training schedule, refresher training, and training documentation.

23.7 Technology Plan

Description of software, data systems, mapping tools, scheduling platform, cybersecurity measures, and reporting capabilities.

23.8 Performance Management Plan

Proposed performance standards, monitoring procedures, corrective action process, and monthly reporting format.

23.9 Startup Plan

Detailed launch plan for Phase One, including timeline, milestones, staffing, training, rider intake, eligibility processing, and first day of service.

23.10 Phase Two Plan

Separate plan for expanding service to the Mesilla Valley service area from the Venus facility in Las Cruces.

23.11 References

At least three references for similar services performed within the last five years.

23.12 Price Proposal

A separate price proposal shall include all costs for:

1. Startup.
2. Eligibility application processing.
3. Functional assessments, if proposed.
4. Reservations and customer service.
5. Scheduling and dispatch.
6. Vehicle operations.
7. Driver labor.
8. Management and supervision.
9. Reporting.
10. Technology licensing.
11. Phase One service.
12. Phase Two service.
13. Optional expanded service.
14. Any reimbursable expenses.

The proposer shall clearly identify any assumptions, exclusions, and optional costs.

24. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

Evaluation Factor	Points
Experience with ADA paratransit operations and eligibility certification	20
Technical approach and understanding of ADA requirements	20
Staffing plan, qualifications, and training	15
Scheduling, dispatch, technology, and reporting capability	15
Phase One and Phase Two implementation approach	10
Safety, customer service, and quality control	10
Price proposal and cost reasonableness	10
Total	100

SCRTD may conduct interviews, request best and final offers, negotiate with the highest-ranked proposer, or reject all proposals if in the best interest of the District.

25. Minimum Qualifications

Proposers must demonstrate:

1. Experience operating ADA paratransit, demand-response transportation, or comparable human service transportation.
2. Experience with ADA eligibility certification or access to qualified eligibility professionals.
3. Knowledge of 49 CFR Part 37 ADA complementary paratransit requirements.
4. Ability to manage reservations, scheduling, dispatch, and daily service delivery.
5. Ability to recruit, train, and supervise qualified drivers.
6. Ability to use SCRTD-provided vehicles.
7. Ability to operate from SCRTD-provided facilities.
8. Ability to provide required insurance.
9. Ability to produce reliable monthly performance and compliance reports.

10. Ability to protect confidential rider information.

26. Invoicing and Payment

The contractor shall submit monthly invoices in a format approved by SCRTD. Invoices shall include detailed backup documentation, including service hours, trips, staffing, eligibility work completed, and any approved reimbursable expenses.

SCRTD may withhold payment for unsupported charges, noncompliant service, missing reports, or disputed items.

27. Records and Audit

The contractor shall maintain complete and accurate records related to the contract, including eligibility files, trip records, complaints, training records, driver records, vehicle records, incident reports, invoices, payroll records, and performance reports.

Records shall be retained for the period required by SCRTD, federal grant requirements, state law, and the final contract. SCRTD, NMDOT, FTA, auditors, and other authorized agencies shall have access to records as required.

28. Confidentiality

The contractor shall protect all rider information, medical information, disability-related information, eligibility records, contact information, trip records, and complaint records. Such information shall be used only for authorized SCRTD service purposes.

29. Right to Modify Service

SCRTD reserves the right to modify routes, schedules, service areas, days of service, hours of service, vehicle assignments, facilities, technology, and operating procedures. The contractor shall adjust service accordingly upon written direction from SCRTD.

30. Attachments to be Provided by SCRTD

SCRTD may provide the following attachments with the final RFP or during the procurement process:

1. Current SCRTD route map.

2. Current SCRTD schedules.
 3. ADA-eligible fixed-route service classification list.
 4. Express or excluded route classification list.
 5. Preliminary ADA paratransit service-area map.
 6. Vehicle inventory for paratransit service.
 7. Sunland Park facility information.
 8. Planned Venus facility information.
 9. SCRTD ADA policy or draft ADA paratransit plan.
 10. Draft contract.
 11. Federal and state contract clauses.
 12. Insurance requirements.
 13. Price proposal form.
 14. Required certifications and forms.
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31. Reservation of Rights

SCRTD reserves the right to:

1. Reject any or all proposals.
 2. Cancel or reissue this RFP.
 3. Waive minor irregularities.
 4. Request clarification from proposers.
 5. Conduct interviews.
 6. Negotiate scope and price.
 7. Award a contract in the best interest of SCRTD.
 8. Modify the scope before contract award.
 9. Add Phase Two or additional service only upon written authorization.
 10. Terminate the contract as provided in the final agreement.
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32. Proposed Contract Award

Award will be made to the responsible proposer whose proposal is determined to be most advantageous to SCRTD, considering technical qualifications, ADA compliance experience, service approach, staffing, ability to implement phased operations, price, and overall value to the District.

33. Proposal Submission

Proposals shall be submitted no later than [insert date and time] to:

South Central Regional Transit District

Attn: [Insert Procurement Contact]

2001 Futurity Drive

Sunland Park, New Mexico 88063

Email: [Insert Email]

Late proposals may be rejected. Proposers are responsible for ensuring timely receipt.

34. Summary of Required Contractor Deliverables

The selected contractor shall provide the following deliverables:

1. Startup plan.
 2. Phase One implementation plan.
 3. Phase Two implementation plan.
 4. ADA eligibility application process.
 5. Accessible application materials.
 6. Eligibility determination templates.
 7. Appeal support process.
 8. Reservation and scheduling procedures.
 9. Daily driver manifests.
 10. Service-area verification process.
 11. Driver training program.
 12. Customer service procedures.
 13. Complaint tracking process.
 14. Safety plan.
 15. Vehicle inspection process.
 16. Monthly operating reports.
 17. Monthly eligibility reports.
 18. Monthly invoice documentation.
 19. Performance reports.
 20. Corrective action plans when required.
 21. Final transition plan at contract end.
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35. Desired Outcome

SCRTD seeks a contractor that can help the District implement a compliant, customer-focused, phased ADA complementary paratransit program. The successful contractor will provide eligibility expertise, reliable operations, professional customer service, strong

documentation, and the flexibility to support SCRTD's expansion from the Sunland Park service area into the Mesilla Valley service area from the Venus facility.

The contractor shall understand that ADA paratransit is a civil rights obligation and must be operated in a manner that is accessible, reliable, nondiscriminatory, and comparable to SCRTD's eligible fixed-route service.

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