

# **Request for Qualifications To Provide Taxi Services Community Action Program Belknap-Merrimack Counties, Inc.**

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Community Action Program Belknap-Merrimack Counties, Inc.  
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**Date of Issue:** Thursday, June 6, 2019

**Deadline for Proposal:** Friday, June 21, 2019, 4:00 p.m.

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## **A. Project Description:**

The Community Action Program Belknap-Merrimack Counties, Inc. (CAPBMCI) is calling for statements of qualifications to provide taxi services in support of the Federal Transit Administration (FTA) Section 5310 Enhanced Mobility of Seniors & Individuals with Disabilities efforts throughout the Mid-State Regional Coordinating Council (RCC) region (Belknap and Merrimack Counties, excluding Hooksett and including Deering, Hillsborough and Windsor in Hillsborough County). The efforts include providing transportation for qualified individuals needing transportation to and from the Merrimack County Department of Corrections, as well as other potential taxi services throughout the Mid-State RCC region as outlined in the Mid-State RCC's Draft Coordinated Transit and Human Services Transportation Plan.

## **B. Basic Information about CAPBMI Regional Coordinating Council Funding**

CAPBMCI is a nonprofit organization dedicated to providing assistance for the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals to become fully self-sufficient. CAPBMCI provides an assortment of transportation services using a variety of different funding sources. CAPBMCI is responsible for the FTA Section 5310 Program Funding through the NH Department of Transportation (NHDOT) in the Mid State RCC region covering fiscal years 2020 and 2021 (July 1, 2019- June 30, 2021). As the lead agency CAPBMCI is responsible for approximately \$260,000 in FTA Section 5310 funding through NHDOT at a maximum reimbursement rate of 80%. The funding is used for Mobility Management, CAPBMCI's Volunteer Driver Program and CAPBMCI's Rural Transit Service. Up to approximately \$19,000 of the Mid State RCC Region's FTA Section 5310 funding may be utilized to contract with eligible providers to purchase taxi services.

## **C. Scope of Services**

The selected Contractor(s)/Provider(s) services will include but not be limited to:

- Demand response taxi service of ambulatory individuals over the age of 60 and/or people with disabilities as defined by the American Disability Act (ADA) in any or all of the towns in the Mid State RCC region (Belknap and Merrimack Counties, excluding Hooksett and including Deering, Hillsborough and Windsor in Hillsborough County).
- Demand response transportation service shall be provided at a minimum 5am to 10pm, seven days a week, as needed.
- All rides shall be scheduled with 2 days advance and/or shorter notice when necessary and possible. All ride requests are subject to availability.

- Shared rides, whenever possible, shall be scheduled and encouraged.
- Provide monthly ride receipts and necessary documentation for all allowable trips provided through established programs for monthly reimbursement or as negotiated.

Selected provider(s) will be contracted with CAPBMCI to provide taxi services for the Merrimack County Department of Corrections (MCDOC) located at 325 Daniel Webster Hwy, Boscawen, NH 03303. These services will be for qualified individuals needing transportation for rehabilitation trips, such as trips to rehabilitation sessions, medical appointments, job searches and interviews, whom have no other means of transportation, to and from MCDOC and the surrounding communities. Services for this program are intended to begin on July 1, 2019.

In addition, selected provider(s) will also provide taxi services as needed for qualified individuals needing transportation throughout the Mid State RCC region as identified in the Mid-State RCC's Coordinated Transit and Human Services Transportation Plan 2010 which can be viewed at <http://cnhrpc.org/wp-content/uploads/2015/12/2010-coordinated-plan.pdf>

The selected provider(s) must agree to adhere to CAPBMCI's Title VI Plan which states in part:

*(CAPBMCI) operates its programs and services without regard to race, color, national origin, religion, sex, disability or age, and other protected classes in accordance with Title VI of the Civil Rights Act and statutes and authorities that prohibit discrimination in federally assisted programs and activities. To find out more about our nondiscrimination obligations or to file a complaint, please contact the Mobility Manager at 603.225.3295 or TDD/TTY 1.800.735.2964 or mobilitymanager@cap-bm.org.*

#### **D. Proposal Evaluations and Selection process**

Transportation service providers, taxi companies, drivers, etc. interested in providing taxi services shall submit the following information which will be used for evaluation and selection. All responses will be opened and reviewed for initial eligibility by the Regional Mobility Manager and submitted to the Mid-State Regional Coordinating Council subcommittee for review, scoring and selection process. Each bullet point will be awarded a score of 1-10.

- Name of service with a brief history and description;
- Location of service area
- Name, title, qualifications, including appropriate state licenses and affiliations, of key personnel
- Service Providers License to Operate
- Policies and procedures on applicable industry and accreditation standards relating to passenger safety and comfort.
- Policies and procedures for managing complaints and incident reporting procedures.
- Information regarding driver training
- Examples of service provider's similar work or contracts
- Proof of liability insurance coverage with limits of \$1,000,000 per occurrence and \$3,000,000 annual aggregate.
- Rates of service:
  - Per mile or flat rate town to town if offered
  - Paratransit Services (if offered)
- Rates of service (if provide service in the Concord/Boscawen service area):
  - MCDOC to/from Concord (one way)
  - MCDOC to/from Franklin/Tilton (one way)
  - Concord to/from Concord
  - Other/per mile
  - Paratransit Services (if offered)

**E. Submission Process:**

Questions regarding this RFQ should be directed to Cindy Yanski at [cyanski@BM-Cap.org](mailto:cyanski@BM-Cap.org) or Terri Paige at [tpaige@BM-cap.org](mailto:tpaige@BM-cap.org) or by telephone at (603) 225-3295 x1210. Copies of the response in electronic form shall be sent to Cindy Yanski, Regional Mobility Manager at [cyanski@BM-Cap.org](mailto:cyanski@BM-Cap.org). Hard copies of the submission are not required.

All statements of qualifications must be received by CAPBMCI no later than **4:00 p.m. on Friday, June 21, 2019**. Materials received after this time will not be accepted or reviewed. It is the intent of CAPBMCI to notify the selected firm on or prior to **Friday, June 28, 2019**.

The expense of preparing and submitting a statement of qualifications is the sole responsibility of the contractor. CAPBMCI reserves the right to reject any or all proposals received, to negotiate with any qualified source, or to cancel in part or in its entirety this RFQ.

CAPBMCI will afford individuals and firms full opportunity to submit proposals in response to this invitation and will not discriminate on the basis of race, color, national origin, sex, age, or disability in consideration for this award.