



Request for Qualifications

To Provide Taxi Services and/or Wheelchair Accessible Rides

Community Action Program Belknap-Merrimack Counties, Inc.

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Date of Issue: Thursday, May 11, 2023

Deadline for Proposal: Thursday, June 15, 2023, 11:59 p.m.

A. Project Description:

The Community Action Program Belknap-Merrimack Counties, Inc. (CAPBM) is calling for statements of qualifications to provide taxi services and/or wheelchair accessible transportation 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 for Community Transportation (RCC) region (Belknap and Merrimack Counties, excluding Hooksett and including Deering, Hillsborough and Windsor in Hillsborough County).

- i.) The first opportunity is to provide taxi service transportation for qualified individuals needing transportation originating within Merrimack County for our Taxi Voucher Program.
- ii.) The second opportunity is to provide wheelchair accessible transportation to medical or other appointments for the CAPBM Volunteer Driver Program and the Taxi Voucher Program when eligible riders need such accessible transportation option. Up to approximately \$20,000 per year for 2 years.
- iii.) Other potential efforts to include transportation 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 Regional Coordinating Council Funding

CAPBM is the lead agency for the Mid-State RCC. It 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. CAPBM provides an assortment of transportation services using a variety of different funding sources. Mid-State RCC is responsible for determining the programs and projects the FTA Section 5310 Program Funding through the NH Department of Transportation (NHDOT) in the Mid State RCC region covering fiscal years 2024 and 2025 (July 1, 2023- June 30, 2025) will be funded.

C. Scope of Services

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

- Demand response wheelchair accessible transportation for eligible non-ambulatory individuals and/or 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).
- Taxi service shall be provided 5am to 10pm, seven days a week, as needed.
- Wheelchair accessible transportation service is needed 7am – 7pm, Monday-Friday.
- All rides shall be scheduled with at least 2 days advance notice whenever 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 CAPBM to provide taxi services and/or wheelchair accessible rides. These services will be for qualified individuals in Belknap and Merrimack County communities. Trips will include but not be limited to rehabilitation sessions; medical appointments; job searches and interviews; and employment. Services for this program are intended to begin on July 1, 2023.

In addition, selected provider(s) will also provide wheelchair accessible or regular 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 2019, which can be viewed at <https://midstatercc.org/wp-content/uploads/2019/10/2019-Mid-State-RCC-Coordinated-Transit-Human-Services-Transportation-Plan.pdf>.

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

“[CAPBM] operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the 1964 Civil Rights Act. 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@capbm.org. “

D. Proposal Evaluations and Selection process

Transportation service providers, taxi companies, drivers, etc. interested in providing wheelchair accessible transportation or 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]
- Clearly state if submitting qualifications for taxi service, wheelchair accessible transportation or both
- 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 rate, per trip or flat rate town to town, if offered
 - Paratransit Services\wheelchair accessible services (if offered)

E. Submission Process:

Questions regarding this RFQ should be directed to Cindy Yanski at cyanski@capbm.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@capbm.org. Hard copies of the submission are not required.

All statements of qualifications must be received by CAPBM no later than **11:59 p.m. on Thursday, June 15, 2023**. Materials received after this time will not be accepted or reviewed. CAPBM anticipates selecting more than one provider for fiscal year 2024 starting July 1, 2023 with renewable contracts for fiscal year 2025. All selected providers will be notified the week of **June 26, 2023**.

The expense of preparing and submitting a proposal\statement of qualifications is the sole responsibility of the contractor. CAPBM 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.

CAPBM will afford individuals and providers 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.