

BILL C. PEACOCK
Director - Purchasing



DOUGLAS COUNTY BOARD OF COMMISSIONERS
PURCHASING DEPARTMENT

8700 Hospital Drive • Douglasville, GA 30134
Telephone (770) 920-7247 • Fax (770) 920-7219

May 24, 2017

Subject: Douglas County, Georgia, Board of Commissioners
Request for Qualifications – Transit Provider
Solicitation 17-017

Dear Gentlemen/Ladies:

Enclosed please find the Douglas County Board of Commissioners, Request for Qualifications for the services of a qualified transit provider.

Your sealed qualifications, one (1) original unbound and three (3) bound copies, in response to this Request are due **no later than 1:00 p.m. ET, Friday, June 16, 2017**. All sealed qualifications must be submitted to the Douglas County Purchasing Department, 8700 Hospital Drive, Douglasville, GA 30134. All qualifications must be submitted by this date and time and will be publicly opened. You are invited to attend, or submit your qualifications prior to the deadline as stated in the attachments.

A **Pre-Qualifications Conference** will be held on **June 7, 2017 at 10:00 a.m.**, in Purchasing Department on the third floor of the Douglas County Courthouse, 8700 Hospital Drive, Douglasville, Georgia.

Thanking you in advance for your interest and looking forward to your participation.

Very truly yours,

A handwritten signature in black ink that reads "Bill Peacock". The signature is written in a cursive style.

Bill Peacock
Purchasing Director

ATTACHMENT

DOUGLAS COUNTY GEORGIA BOARD OF COMMISSIONERS
Purchasing Department
May 2017

REQUEST FOR QUALIFICATIONS
TRANSIT PROVIDER
SOLICITATION 17-017

The Douglas County Board of Commissioners is seeking a qualified transit provider to operate fixed route bus service with the required ADA component.

The county intends to have two routes operating by the middle of January, 2018 with at least one more route being added at a future date. The two initial routes are available for review now, but actual routes and stops will be determined by Douglas County and the chosen provider.

The county will be using buses that carry 15 passengers or less, which do not require the driver to have a Commercial Driver's License. Unless negotiated otherwise, Douglas County will own the vehicles, will carry appropriate insurance on the vehicles, and perform all maintenance and repairs.

Douglas County anticipates providing day-to-day oversight of the third party provider, with the chosen provider operating the buses on a daily basis. Service is expected to be Monday through Friday, with limited service on Saturday.

All information for interested firms and qualifications documents may be obtained at the office of the Douglas County Purchasing Department, located on the third floor of the Douglas County Courthouse, at 8700 Hospital Drive, Douglasville, Georgia or by email at bpeacock@co.douglas.ga.us.

Sealed Qualifications in response to this Request will be received by the:

Douglas County, Georgia, Board of Commissioners
Purchasing Department
3rd Floor
8700 Hospital Drive
Douglasville, Georgia 30134

The Qualifications due date is June 16, 2017, no later than 1:00 PM EST. Qualifications will be opened at 1:00 PM EST on the Qualifications Due Date in the Purchasing Qualifications Opening Room on the third floor of the Courthouse. You are invited to attend, or submit your Qualifications prior to the deadline. Each response should be marked on the outside of the envelope with: **“Sealed Qualifications for Transit Provider, Solicitation No. 17-017”**.

Douglas County reserves the right to waive any informalities, to reject any and all Qualifications, to evaluate Qualifications, to accept portions of any Qualifications and to accept any Qualifications, which in its opinion, may be in the best interest of the County. The County reserves the right to add to or delete from the contract after the contract has been awarded.

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No Qualifications will be received or accepted after the above specified date and time of the Qualifications opening. Qualifications submitted after the designated date and time will be deemed invalid and returned unopened to the firm.

No Qualifications may be withdrawn within thirty (30) days after the Qualifications opening and all Qualifications shall remain firm during this period.

A pre-qualification conference to respond to all inquiries with regards to this project will be held at **10:00 AM EST, June 7, 2017** on the third floor of the Douglas County Courthouse in the Purchasing Department. Potential offerors are strongly encouraged to attend.

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The responsibilities of the chosen provider will include but are not limited to:

- Providing bus service as scheduled in a timely, efficient, cost-effective manner. Hours of operation will be negotiated between Douglas County and the provider
- Providing bus service within all applicable federal, state and Douglas County provisions
- Providing a full-time, on-site program manager.
- Hiring, training, disciplining, firing and compensating bus drivers and all other personnel necessary to operate the service
- Requiring all safety-sensitive employees of the provider to participate in Federal Transit Administration drug and alcohol testing and education
- Employing sufficient drivers and personnel to ensure continual, uninterrupted, on-time service
- Collecting and submitting appropriate National Transit Database and other Federal Transit Administration data to Douglas County as scheduled
- Submitting in a timely manner any reports or documentation required by Douglas County
- Collaborating with Douglas County on risk and safety training, programs and procedures
- Providing call center services for ADA and demand response services. Hours of operation will be negotiated between Douglas County and the provider.
- Assisting Douglas County in daily fare box collection
- Working seamlessly with Douglas County Multi-Modal Transportation Division staff and other key Douglas County personnel
- Meeting all performance standards negotiated between Douglas County and the provider.
- Providing Douglas County with a copy of the provider's operations manual
- Assisting in any other matters crucial to implementation and day-to-day operation of the bus service
- Some funding for operating the bus service will come from the Federal Transit Administration. The third party operator will be required to conduct all business in accordance with FTA guidelines and provide all information Douglas County needs to file the appropriate FTA reports.
- Handling customer/public complaints and issues in a courteous, expeditious manner.
- Immediate response to accidents/incidents involving bus service vehicles, personnel and property.
- Douglas County can offer office space in its Multi-Modal Transportation Center to the provider. Terms of occupancy can be negotiated as part of the contract.

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Douglas County intends to offer a performance-based contract to the chosen provider. Performance measures and other contract provisions will be established by Douglas County and discussed and/or negotiated with the provider. Douglas County staff will monitor the performance of the provider.

The initial contract will be for a duration of three years, renewable annually after the first year for potential cost and service adjustments.

Douglas County would like 15 percent Disadvantaged Business Enterprise participation written into the contract. If the chosen provider does not believe it can meet this goal, then good faith efforts must be documented.

The purpose of this request is to identify the qualifications of providers interested in performing the stated work for Douglas County. At the minimum, Douglas County requests the following information:

- Name of Firm
- Number of Years Firm Has Been in Business
- Owner(s) of Firms
- Names and work history/experience of managers and supervisors who will be involved in the Douglas County project
- References for company and individuals
- Experience in “starting-up” a bus service
- Prior clients and the services performed for them
- Call center capability
- Association/professional memberships and affiliations

This is a request for qualifications of various third party transit providers. Douglas County will use information gathered from this request to identify a provider who appears to have the strongest qualifications and provides the best fit for Douglas County’s proposed project. Compensation for operating the bus service will be negotiated between Douglas County and the chosen provider, and initially, will likely be performance-based.

The provider will be chosen based on the following qualifications:

- Prior experience in operating a bus/transit service
- Qualifications and experience of major participants assigned to Douglas County bus service
- Ability to provide call center services
- Safety/accident history
- References