

# Request for Proposals

## On-Demand Transit to Shelters and Homelessness Program Locations

### RFP 2122-53



**Responses Due:**

**May 6<sup>th</sup>, 2022**

**5:00PM**

City of Norman,  
201 West Gray  
Norman, OK 73069

**Submit written questions to: [NormanRFP2122-53@NormanOK.Gov](mailto:NormanRFP2122-53@NormanOK.Gov)**

**Questions may be submitted through 5:00 p.m., April 22, 2022.**

- No verbal questions will be accepted.
- Questions of a substantial nature will be addressed in an addendum, posted on the City's Web page, <https://www.normanok.gov/businesses/bids-rfps-rfq> for all interested parties.

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## I. Overview

The City of Norman, Oklahoma is seeking proposals from qualified non-profit agencies to partner with the City to provide on-demand transportation services to individuals and families in Norman who are currently or who have recently experienced homelessness. The selected Provider shall provide free transportation to shelters and other homeless service program locations. The City of Norman is willing to provide operational funding, vehicle(s), vehicle maintenance, and gasoline, subject to available funding. Applicants are also encouraged to identify other existing service gaps outside of the scope of this RFP that the applicant could serve in conjunction with their proposed transportation service.

## II. Community Background

Homelessness in Norman and the greater Cleveland County area is managed through the Norman/Cleveland County Continuum of Care (CoC); OK-504. The CoC includes over 40 different non-profits, faith based, and governmental entities working in Norman and Cleveland County.

The City has operated an overnight shelter for several years. However, the location of the emergency shelter has not been consistent, causing some confusion among our homeless community when they attempt to seek shelter at the beginning of the winter season. The City anticipates that the location of the shelter will change again before a permanent location has been secured.

Recently, the City contracted with the consulting firm Homebase to conduct a gaps analysis for the homeless services in Norman. Despite the City’s free public transportation system, the results of that study identified that one of the leading challenges faced by people experiencing homelessness was “lack of adequate transportation.” In fact, 73% of people experiencing homelessness replied that transportation would be most helpful to them. One of the recommendations of the study was to “consider developing a subsidized ridesharing program or creating a van service for individuals experiencing homelessness/recently housed.”

**FIGURE 1**

**Norman Point In Time Totals FY 2017 to 2020**

YEAR	Shelter	Transitional Housing	Unsheltered	Total
FY17	79	19	76	174
FY18	76	61	227	364
FY19	75	57	215	347
FY20	51	51	146	266

City Planning staff and the members of the CoC conduct an annual Point in Time Count each January to establish the approximate size of the community’s homeless population and to track any changes in the demographic makeup of it.

### III. Scope of Services

The selected Provider will be responsible for all functions of transportation services to eligible adult individuals and families to shelter and service program locations within the City. The transportation functions the Provider would be responsible for includes, but is not limited to, handling requests for transportation services, the transportation of eligible individuals to and from specified program locations, and collection of service data.

The City is willing to purchase a vehicle (or vehicles) and to provide regular maintenance and fuel. The City has identified the Dodge ProMaster 3500 as an ideal choice for such a vehicle, but remains open to collaboration with the selected Provider in choosing the appropriate vehicle that best supports their proposal.

Based on the City's recent study of homelessness in Norman, the City anticipates that the target populations for these services to include both individuals and families experiencing homelessness as well as individuals and families who have recently been housed after experiencing homelessness.

This transportation service is intended to supplement the City's current fare-free public transportation system by providing on-demand transportation to specified program and service locations for Norman's homeless community. Applicants should include a proposed list of specified program locations (such as shelters, food donation centers, etc.) that they believe would be appropriate destinations. If identified destinations are located on one of the City's public transportation routes, the Provider should work with clients to utilize the public transportation system as appropriate. This would allow both services to be used.

Additionally, applicants are highly encouraged to identify current gaps in homelessness services and to include in their proposals supplemental services not contemplated in this RFP that could be offered in conjunction with the transportation service. The recent homeless services gap analysis can be found at the following link: <https://www.normanok.gov/sites/default/files/documents/2021-11/Norman%20Cleveland%20County%20Gaps%20Analysis%20-%20complete%2010.21.21%20%281%29.pdf>

#### **A. General Requirements:**

1. The Provider shall have regular hours of operation that correspond to hours of operation of shelters and other relevant homeless service programs within the community.
2. In times of extreme cold weather, the Provider commits to coordinating with other agencies and expanding its regular hours of operation in order to provide transportation services to designated shelters and program locations. The Provider shall develop and submit a Winter Weather Transportation Plan.

3. The Provider shall establish and enforce a code of conduct for transportation staff when interacting with clients. This policy should address, at minimum, incident response procedure and reporting in incidents which include: altercations, injuries, illnesses, accidents, and/or incidents resulting in vehicle immobilization, physical or mechanical damage.
4. The Provider shall establish a communication protocol for operation that addresses how the Provider intends to coordinate requests for service and the dispatch of transportation. As a part of this process, the Provider's vehicle operators must have access to real-time communication devices (e.g. two-way radios or cell phones) that ensure the dispatcher and driver can communicate.
5. The Provider shall provide all necessary supplies and equipment to administer transportation services, which include: 2-way radios, mobile devices, cleaning products, and any necessary vehicle accessories.

## **B. Records and Tracking Requirements:**

Data collection and reporting methods are subject to final approval by the City of Norman. These requirements are not inclusive and are subject to change.

6. The Provider shall keep and maintain records relating to ridership that include the following information:
  - a. Total number of riders on a daily basis;
  - b. Pickup and drop-off locations of each rider;
  - c. The number of calls received requesting services; and
  - d. A driver's log.
7. The Provider shall provide monthly reports to the City of Norman that include:
  - a. Vehicle mileage and maintenance logs;
  - b. Fuel usage; and
  - c. Shuttle incidents (defined as an event that affects the Provider's employees, subcontractors, clients, or visitors that is a significant departure from regular or established procedure or conditions).
8. The Provider shall ensure it develops a financial tracking system that will track expenditures by quantity of goods and/or services in line item category. Line item categories may include, personnel costs, services (supportive and direct), administrative fees (i.e. supplies, materials, equipment), and other relevant operating costs. The Provider shall ensure it maintains all original invoices and receipts in a secure location.
9. The Provider shall develop and maintain a records maintenance system that includes:
  - a. A signed copy of the Agreement and RFP Award Notice;

- b. The Request for Proposal;
  - c. Program budget. The Program budget shall include expenditure line items for personnel and non-personnel costs. Personnel costs shall include, at minimum, labor and fringe benefits for each position. Non-personnel costs shall include, at minimum, services (supportive and direct), administrative fees (i.e. supplies, materials, equipment), and other operating costs;
  - d. Program personnel list with job title;
  - e. Job descriptions;
  - f. Organizational chart;
10. The Provider shall develop and submit standard operating procedures, policy documents, training plans, and monitoring plans:
- a. Submitted procedure/policy documents shall include a workplace drug testing policy.
  - b. The City of Norman reserves the right to review, approve, and/or modify documents in accordance with this Request for Proposals requirements and service delivery.
  - c. The Provider shall develop and submit a monitoring plan to ensure all services are compliant with applicable federal, State, and local laws, regulations, practice standards, and provisions related to this Request for Proposal.
11. The City of Norman agrees to provide regular vehicle maintenance and fuel. The Provider shall be responsible for any and all repairs that result from its employees or subcontractor's negligent acts. The Provider shall develop and submit a vehicle repair plan for repairs needed in such an event.
12. The Provider shall ensure all data and reports are stored electronically in an approved database system.
13. The Provider shall collaborate with the City in devising a training plan for transportation staff. Mandatory trainings shall include:
- a. Customer service training;
  - b. Cultural competency and sensitivity training;
  - c. Mental health first aid training;
  - d. Trauma informed care training;
  - e. Non-violent crisis intervention training;
  - f. CPR First Aid; Bloodborne Pathogens Training;
  - g. ADA compliance and training;
  - h. Critical Incident Reporting (CIR); and
  - i. Vehicle lift operations.

## C. Regulatory Requirements:

14. The Provider shall adhere to all federal, State, and local regulations for all services provided under this grant, including obtaining and maintaining required state and local licenses/permits relating to transportation of persons. The Provider shall ensure criminal background checks are conducted for all employees and records are maintained for a period no less than three (3) years after termination of the Agreement executed for this Request for Proposals.
15. The Provider shall ensure scheduled and unscheduled transportation is accessible in accordance with any federal, State, and local disability rules, laws, or regulations.
16. The Provider shall be responsible for establishing and maintaining the appropriate limits of liability insurance as required by law. In addition, the Provider shall provide an insurance policy or policies naming the City of Norman as an additional insured in the amount of at least \$1 million dollars. Said policy, or policies, shall provide general liability insurance and automobile insurance. In addition, workers compensation insurance must also be provided in the amount required by law.

## IV. Submittal Requirements

### A. Submission Timeline

The final schedule for adoption will be determined during the negotiation of the professional services agreement, but the schedule for proposal submittal is as follows:

RFP Released	4/15/22
Questions Due to the City	4/22/22
Deadline to Request Attendance at Pre-proposal Conference	4/22/22
Pre-proposal Conference	4/25/22
Proposals Due to the City	5/6/22
Proposal Evaluation, Shortlist Notification, and Interviews	TBD
Contract Negotiations and Contract Award by City Council	TBD

### B. Inquiries/Questions

Respondents should submit questions and/or clarifications to the City of Norman at [NormanRFP2122-53@NormanOK.Gov](mailto:NormanRFP2122-53@NormanOK.Gov) no later than **5:00 p.m. CDT on April 22, 2022**. Questions must include the proposer's name, telephone number, email address, and name of the

organization(s) being represented. All questions received by the deadline will be answered during the Pre-Proposal Conference.

### **C. Pre-Proposal Conference**

There will be a pre-proposal virtual conference held at 2:00 PM CDT on **April 25<sup>th</sup>, 2022** via Zoom. Proposers will have the opportunity to ask questions related to the information contained within this solicitation. While not mandatory, proposers are encouraged to attend. Those seeking to attend the pre-proposal virtual conference should notify the City by email at [NormanRFP2122-53@NormanOK.Gov](mailto:NormanRFP2122-53@NormanOK.Gov) before **12:00 p.m. CDT on April 22, 2022** in order to receive the link to join the Zoom event.

### **D. Proposal Submission**

Proposals shall be accepted electronically until **5:00 p.m. CDT on May 6<sup>th</sup>, 2022**. Proposals should be emailed to [NormanRFP2122-53@NormanOK.Gov](mailto:NormanRFP2122-53@NormanOK.Gov).

### **E. Minimum Content of Proposal**

At a minimum the proposal should contain the following elements:

1. Transmittal Letter
2. Table of Contents
3. Executive Summary
4. Organization Governance Documents (i.e., bylaws, articles of incorporation, board of directors, etc.)
5. Project Approach
6. Experience of Project Team with same or similar experience
7. Mobilization Schedule
8. Appendices (misc., exhibits, illustrations, etc.)
9. Proof of Insurance
10. Proof of current non-profit status or demonstration of ability to achieve current status within 30 days of receiving notice of award
11. References

### **F. Authorized Signatures**

When submitting proposals, corporate entities are required to comply with Oklahoma State law regarding authorized signatures.

The City of Norman requires that a proposal be signed by a duly authorized corporate official with authority to bind the interested party by the proposal as stated in Oklahoma State statute,



“...signed by the chair or vice chair of the Board of Directors, or the President, or by a Vice President, and attested by the Secretary or an Assistant Secretary; or by officers as may be duly authorized to exercise the duties...” 18 O.S. § 22.

However, should some other official with the corporation sign, such as a secretary signing a document, such signature needs to be accompanied by a certificate or a copy of a resolution adopted by the Board setting forth the authority of that individual to execute a contract.

With respect to limited liability corporations, every manager is an agent of the company for the purpose of business and binds the limited liability company. Therefore, instruments and documents shall be valid and binding upon the limited liability company if executed by one or more of its managers. 18 O.S. § 32

As set forth above, when submitting proposals, certification adhering to the state statutes should accompany documents being submitted for consideration.

## **G. Prohibited Interest**

No member, officer, employee of the City of Norman, or member of its governing body during his or her tenure, or one (1) year thereafter, shall have any interest, direct or indirect, in any resultant contract or the proceeds thereof.

## **H. Equal Employment Opportunities**

In connection with this proposal, the consultant shall not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, age, marital status, physical or mental disability, income or status as a war veteran.

The consultant shall furnish all necessary information and reports and shall permit access to its books, records, and accounts by the City of Norman for purposes of investigation to ascertain compliance with the non-discrimination/minority business provision of any resultant contract.

## **I. Miscellaneous**

A response to this RFP should not be deemed to be construed as a contract or an indication of a commitment of any kind on the part of the City of Norman.

Consultants may contract with sub-consultants, but a lead consultant must be identified and must take responsibility of all the deliverables. The City reserves the right to request substitution of firms.

All proposals must state their validity for a period of not less than 60 days from the date of receipt.

## V. Evaluation and Selection

### A. Selection and Award Process

The City of Norman will review responses to this RFP that meet the requirements enumerated and are received prior to the designated closing date. Upon review of the response to this RFP, City staff will prepare a short list of consultants to interview. Interviews are tentatively scheduled to occur in May, 2022.

Following the interviews, a firm will be selected for recommendation to the City Council for the purpose of negotiating contract terms, including a fair and reasonable price. Additional copies of the response to this RFP may be required for presentation to the City Council. If a satisfactory contract cannot be negotiated with that firm, the City shall formally end negotiations with that firm and select the next most favored provider and attempt to negotiate with that firm.

The City of Norman retains the right to reject any or all proposals and to re-solicit if deemed to be in the best interest of the City of Norman.

### B. Evaluation of Qualifications

The criteria for evaluating the qualifications and selecting a consultant will focus on:

- **Project Approach** – Although the City has identified the general nature of services required, the consultant is encouraged to provide an innovative approach and methodology to provide the requested services.
- **Project Team (Experience of key personnel)** – Proposer must show the qualifications of individuals who will have direct involvement in tasks on this project. The City is seeking detail on the previous experience of individual team members that have similar relevant experience evidencing their specialized knowledge and technical competence. Relevant experience and capability of key personnel and sub-contractors will be evaluated closely. Please provide name, position and details of experience and capability for each member of your team.
- **Company/Agency Capacity and Capability** – Proposer must show through similar relevant experience their ability to accomplish a project of this scope and that their firm/agency has the current ability to offer this service (for example, experience serving target populations or experience in transportation of passengers).

Illustrative and narrative material describing previous work of the proposer is recommended. The proposer shall provide a list of previous related work experience with contact persons, phone numbers, and email addresses.

The City reserves the right to request additional information from proposers submitting qualifications. The City reserves the right to reject any or all qualifications and the right, in its sole discretion, to accept the qualifications it considers most favorable to the City’s interest. The City further reserves the right to reject all qualifications and seek new qualifications when such procedure is deemed reasonable and in its best interest.

### **C. Ranking Criteria**

Proposals will be scored by the City of Norman using the following breakdown of points:

	Points Per Criterion
Project Approach including Engagement Strategy	45
Project Team (Experience of key personnel)	40
Company/Agency Capacity and Capability	15
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TOTAL POINTS POSSIBLE	100