



REQUEST FOR PROPOSAL
FOR
MICRO-TRANSIT SERVICES

**PART 1
REQUEST FOR PROPOSAL**

- 1.1 Invitation:** Centro San Antonio (hereinafter “Centro”) is seeking proposals from responsible firms (hereinafter “Operator/Proposer”) for **Centro RFP #052924, Micro-Transit Services.**
- 1.2 Centro Mission:** We strive every day to catalyze a more beautiful, welcoming, playful, and prosperous downtown in the Spirit of San Antonio. Centro has managed the Downtown Public Improvement District (PID) since 1999. The PID covers .83 square miles encompassing the most iconic, exciting, and historic locations in our city, all of which weave together as the cultural, creative, and civic epicenters of San Antonio.
- 1.3 Introduction/Scope:** Centro, in collaboration with VIA Metropolitan Transit (VIA) and The University of Texas at San Antonio (UTSA), is soliciting proposals from qualified micro-transit service providers to operate an eco-friendly mobility program aimed at facilitating transportation for downtown residents, employees, visitors, and UTSA. The service will operate within the Downtown Micro-Transit Boundary (See Exhibit 1), with the potential for expansion based on available funds. The operator will provide last-mile transportation services, ensuring seamless and efficient mobility for UTSA students, faculty, staff, members of the community, and visitors. Additionally, it offers the convenience to explore other downtown destinations. Centro and partners require full access to, and ultimate ownership, of all data associated with the project. The Operator has the responsibility to ensure that the vehicles meet all state and local requirements to operate legally in San Antonio.
- 1.3.1 Anticipated Hours of Operation:** Mon. - Thur. – 7:30 am to 10:30 pm, Fri. – 7:30 am to 7:30 pm.
- 1.3.2 Route Types:** The micro-transit service will include both dynamic and fixed routes. Details on fixed route will be shared with the awarded vendor considering data is currently being evaluated with the ongoing pilot.
- 1.3.3 Performance Criteria:** The micro-transit service average wait time threshold desired is 10 minutes. The Operator shall be responsible for managing operations and fleet count to maintain service performance criteria during all aforementioned hours of operation within the boundary.
- 1.3.4 Commencement:** The micro-transit service will commence on September 2, 2024.
- 1.3.5 Term:** The term of the contract is for one (1) year. Following the initial one-year term, Centro may, at its option, extend the contract for two (2) additional one-year terms. The services are anticipated to be locally funded, but later, may be funded using federal funds, as available. Funds are not presently available for performance for all potential extension terms. The obligation for performance of this contract beyond the initial one-year term is contingent upon the availability of appropriated funds every year. No legal liability on the part of Centro for any payment may arise due to funding.

1.4 Procurement Schedule:

1.4.1 **Summary of Salient Dates:** Following are the salient tentative dates of the procurement process:

<u>DATE</u>	<u>TIME</u>	<u>EVENT</u>
May 30, 2024	8:30 a.m.	<u>Request for Proposal Issued</u>
June 11, 2024	10:00 a.m.	<u>Pre-proposal Conference will be held via teleconference</u>
June 12, 2024	4:45 p.m.	<u>Last Day to Submit Request for Clarifications</u>
June 25, 2024	4:45 p.m.	<u>Deadline for submitting Proposal Package</u>

*** ALL TIMES PROVIDED AS CENTRAL STANDARD TIME**

1.4.1 **Inquiry and Questions:** Effective immediately upon release of the Request for Proposal (RFP), and until notice of contract award, all official communications from Proposers regarding the requirements of this RFP shall be directed to Centro. Proposal Packages should be submitted to, and any requests and all questions should be directed to:

Centro San Antonio
Edward Aaron "Eddie" Romero
E-mail: eromero@centrosa.org

1.4.2 **A Pre-Proposal Conference:** will be held via teleconference at **10:00 A.M., on, June 11, 2024.** **FIRMS WISHING TO PARTICIPATE MAY REQUEST MORE INFORMATION BY SENDING AN EMAIL TO EROMERO@CENTROSA.ORG NO LATER THAN 4:45 P.M., JUNE 6, 2024.** Firms that RSVP via email prior to the deadline will receive dial-in information. All prospective Proposers are encouraged to attend.

1.4.3 **Request for Clarifications:** Proposers must submit requests for clarifications in writing. The RFP documents (which will be incorporated into the Contract) can only be modified in writing. **CENTRO MUST RECEIVE REQUESTS FOR CLARIFICATIONS TO THE RFP NO LATER THAN 4:45 P.M., JUNE 12, 2024.** Email all requests for clarifications to eromero@centrosa.org. Centro will post a response to those requests on Centro's internet site (centrosa.org). Proposers are responsible for ensuring that they have received all responses and incorporated any changes in their proposals.

1.4.4 **Preparation of Proposals:**
CENTRO WILL ACCEPT PROPOSALS SUBMITTED IN RESPONSE TO THIS RFP UNTIL 4:45 P.M., CENTRAL STANDARD TIME ON JUNE 25, 2024 (THE "SUBMITTAL DEADLINE.>"). ALL RESPONSES TO THIS RFP MUST BE SUBMITTED VIA EMAIL TO EROMERO@CENTROSA.ORG.

If the file size exceeds 25MB, the file may be broken into multiple files and uploaded as separate attachments. Early submission is strongly encouraged to ensure any technical issues are addressed prior to RFP closing. Centro is not responsible for technical errors or issues.

Proposer must submit one (1) complete electronic copy of its entire signed RFP and supporting documents outlined in the solicitation document in pdf file format. An original signature must be included on the Cover Letter.

Centro will not acknowledge or receive proposals that are delivered by telephone, facsimile (fax), or postal mail delivery.

Properly submitted proposals will not be returned to respondents.

1.4.5 Amendment and/or Postponement: Centro reserves the right to postpone, for its own convenience, the deadline for submitting proposals. Further, Centro reserves the right to unilaterally revise or amend the scope of services up to the time set for submitting proposals. Such revisions and amendments, if any, shall be announced by addenda to this solicitation. Copies of such addenda shall be furnished to all prospective Proposers and a copy will be posted on Centro's internet site. The deadline for submitting proposals shall be at least five (5) working days after the last addendum and the addendum shall include an announcement of the new date, if applicable, for submitting proposals. Proposers are requested to acknowledge receipt of all addendums as part of the proposal. Failure to acknowledge an addendum will not automatically disqualify a Proposer, but failure to address any changes in the proposal may lead to a lower score than would otherwise be the case. Any Proposer whose proposal has already been submitted to Centro when the decision to postpone is made will be afforded the opportunity to revise or withdraw their proposal.

1.5 Acceptance Period: Proposals shall remain valid for a period of ninety (90) calendar days from the date of submission. If a Best and Final Offer has been requested of the Proposer, the proposal shall remain valid for a period of up to ninety (90) additional days from the date of submission of the Best and Final Offer.

1.6 Evaluation and Selection of Proposals:

1.6.1 General:

1.6.1.1 Responsiveness: In order for a Proposer to be eligible to be awarded the Contract, the proposal must be responsive to the RFP, and Centro must be able to determine that the Proposer is responsible to perform the Contract satisfactorily. Responsive proposals are those complying in all material aspects of the solicitation. A Proposer may, at any time after the submission of the proposal, be requested to submit further written evidence verifying that the firm(s) meets the criteria necessary to be determined a responsible Proposer. Refusal to provide requested information may result in the Proposer being declared nonresponsive, and the proposal may be rejected.

1.6.1.2 Organization of Proposal Materials: Centro will appoint an Evaluation Committee to evaluate all proposals submitted for this project. To enhance comparability and facilitate evaluation, proposals must have a table of contents, cover letter and clearly identify Section 1, Section 2, and Section 3. To be acceptable, proposals shall not be more than 30 pages using twelve (12) point or greater font size. The total pages do not include the table of contents, cover letter, resumes, and requested forms such as copy of certificate of insurance.

Proposals sections shall be ordered and formatted as follows:

Table of Contents

Cover Letter - This letter should be on company letterhead and addressed to Centro with a statement of the Proposer's understanding of the project goals and needs. The names, the business address and telephone numbers of your firm's officers, directors and associates along with the names and addresses of any parent or subsidiary of your company. Your information should describe the nature of the work and the line of authority of these individuals as they relate to this project.

Clearly state which services within the scope your firm proposes to provide, and which services will be subcontracted. Include the name, office address, email and telephone number of your firm's primary point of contact. As appropriate, also include the names and qualifications of subcontractors and/or associates that will assist on this project.

SECTION 1 – PROJECT APPROACH (40 Points)

Please address each of the following questions/considerations in the Project Approach section:

- A. *Service Overview*: Describe how your operations function from the perspective of the Operator/Proposer, Centro, and the User.
1. Describe the user experience including:
 - The process for a user requesting a ride.
 - Can users see available vehicles in real-time and track their pick-up route? Explain.
 - Explain how your service effectively identifies the nearest driver through all trip booking methods (hail, app, telephone, etc.)
 - Describe how customer service is handled.
 2. Explain how you measure and manage driver productivity.
 - Provide examples of current driver productivity rates along with its respective service radius.
 3. Describe in detail your dispatching approach.
 4. Explain your experience managing fixed routes and dynamic routes.
 5. Acknowledge your ability to meet all FTA rules and regulations including the Substance Abuse Prevention Program and National Transit Database reporting.
- B. *Fleet*: Describe the year, make, and model type and quantity of vehicles required to serve Exhibit 1. coverage area.
1. Are vehicles owned, leased, or sub-contracted?
 2. Is the proposed fleet all the same vehicle type or a mix? Why?
 3. Provide details on battery type for each vehicle and its current range in miles.
 4. How many wheelchair-accessible vehicles are proposed?
 5. Are the vehicles able to be branded specifically for Centro and partners?
 6. Describe your approach and ability to scale the number of vehicles up or down based on:
 - Demand
 - Special events such as the Final Four, Fiesta, and Alamodome Concerts etc.
 - If additional funding is identified that would expand the program boundary.
 7. In the event additional vehicles can be provided to the program, what would be your approach for integration of the additional fleet?
 8. Describe the approach to fleet maintenance and replacement schedule.
 9. Describe strategies for supplementing vehicles if vehicles are unavailable due to repair needs.
 10. Describe how you will store and charge your vehicles. Clearly itemize any specific needs that you will request from Centro such as vehicle charging stations (specify amps), parking spaces, employee parking spaces, equipment storage space, etc.

- C. *Technology Platform and Hardware Capabilities*: Describe your capabilities related to technology and hardware for your micro-transit service. (In the event you outsource your technology scope, please provide subcontractor roles and responsibilities along with the information requested below.)
1. Data sharing methods with Centro and partners.
 2. Technology platform capabilities for automated scheduling, dispatching, and reservations.
 3. Confirmation that the platform provides data on:
 - Ridership (total, by type, by hour)
 - Travel times
 - Trip denial and booking abandonment rates
 - Average wait time thresholds
 - Revenue (total, by type of rider) *This would not be needed now but could be required at a later date.*
 4. Describe your technology and/or hardware related to safety.
 5. Describe how your mobile app, if applicable, is managed and how adjustments are made to update IOS and Android platforms. What is your typical timeline for addressing and implementing changes to a mobile app, from initial request to final deployment?
 6. Fare collection methods and integration with third-party systems including support for various fare structures (senior, student). *This would not be needed now but could be required at a later date.*
 7. Describe your mobile application's ability to integrate into other existing transit applications. Provide any examples of how your application has been fully integrated into another applications.
 8. Describe the app's capability to be branded by Centro as desired.
- D. *Operator(s)*: Describe your employee onboarding process and associated training.
1. Describe your background check provider's processes for drivers.
 2. List all the training that your employees receive.
 3. Will you utilize unionized labor? If so, clearly state all terms and conditions that may influence project operations.
- E. *Performance Evaluation Plan*: Describe the procedures for evaluating service area, including:
1. Frequency and methods for assessing service performance
 2. Data collection and reporting capabilities of the technology platform, including standard and customizable reports
 3. Methods for modifying driver operations if performance/productivity is unsatisfactory
 4. Vehicle performance and reliability
 5. Customer service calls and types
 6. All trip booking methods (hail, app, telephone, etc.)

- F. *Accessibility*: Describe your capabilities related to people's overall ability to utilize service.
1. How would the service accommodate limited mobility residents, such as seniors or physically impaired users?
 2. How would the service accommodate users who do not have a Smartphone or data plan?
 3. Explain how your operations provide curb-to-curb service for people with disabilities. Provide specific details from the booking process through drop-off.
- G. *System and User Training and Support*: Describe the program used to train operators and dispatchers/schedulers.
1. Describe how Centro will be trained to use any dashboard/reporting tools.
 2. Describe the technical support available if:
 - Drivers need assistance while providing service
 - Centro needs assistance using backend tools or creating reports
 - The mobile app needs to be changed and other technology platforms used
- H. *Mobilization Timeline*: Provide a detailed mobilization schedule for launching your micro-transit services by September 2, 2024.

SECTION 2 – EXPERIENCE (30 Points)

Please address each of the following questions/considerations:

- A. Please provide a brief description of the history and background of your firm, the nature and scope of the firm's experience, if any, in handling projects for public entities, transit, or transportation agencies, and how many years the firm has been in business.
- B. Describe the firm's direct experience on projects of similar size, scope, and complexity completed in the past five years. Provide:
- The name, address and telephone number of persons who may be contacted as references
 - Include dates, locations, costs, and project managers for these previous projects
 - Discuss the qualifications of all other firms proposed to be utilized in the performance of the work if joint venture partners are proposed or if subcontractors are to be used for portions of the work
 - Provide list of the five largest cities you've operate in
- C. Please also provide firm size, number of employees, primary type of business, other affiliated businesses or services, and other descriptive material. Specifically, cite any experience or knowledge of the following:
- Public transportation, higher education, and tourist planning and operations
 - Implementing projects funded through Federal Transit Administration (FTA) funds
 - Implementing demand-responsive, innovative mobility systems, including overall project outcomes and lessons learned
 - Implementing automated scheduling, dispatch, and reservations systems, including setting accuracy and performance criteria
 - Incorporating passenger fare (cash, non-cash) as part of the fare payment *This would not be needed now but could be required at a later date.*
 - Implementing marketing or other innovative strategies to attract additional public/private funding partners

- D. Include an organizational chart and an explanation of roles, responsibilities, and how local staff report to the parent company. Identify the daily operations manager for each shift. Submit resumes featuring experience, qualifications, and skills for key staff most relevant to this RFP and all known drivers planned for the service. Resumes should include dates, the number of years of experience, the number of years with the proposed firm, and other relevant information. Include the expected amount of involvement for each proposed team member.

Any changes in key personnel after the award of the contract must be approved by Centro before the change is made.

SECTION 3 – PRICE (30 Points)

Please provide cost breakdown details using **all tables** below.

- A. What is your assumed ridership for the boundary area in Exhibit 1?
- B. What is your driver productivity rate (Example: 10 passengers per hour)?
- C. Provide your driver minimum starting hourly wage.

Vehicle Count	Hourly Rate
1	\$ -
2	\$ -
3	\$ -
4	\$ -
5	\$ -
6	\$ -

	Estimated Number of Passengers	Estimated Number of Service Hours	Unit Cost Per Hour	Annual Cost	*Max Vehicle Count
Year 1			\$ -	\$ -	
Year 2			\$ -	\$ -	
Year 3			\$ -	\$ -	

***MAX VEHICLE COUNT INCLUDES CARS IN OPERATION AND CHARGING.**

The term of the contract is for one (1) year. Following the initial one-year term, Centro may, at its option, extend the contract for two (2) additional one-year terms. Funds are not presently available for performance for all potential extension terms.

1.6.2 Evaluation of Proposal:

1.6.2.1 **Initial Evaluation:** All proposals will be initially evaluated and ranked based on weighted evaluation criteria listed below or that may be issued in addenda. Evaluation criterion includes any unstated "sub-criterion" that logically might be included within the stated criterion's scope.

1.6.2.2 **Review:** The submittals shall be reviewed and evaluated by the Evaluation Committee on the basis of the 100-point rating system. The evaluation shall be based on the responsiveness of the submittal to the needs of Centro and to the requirements of the specifications with a maximum numerical rating as indicated herein.

1.6.2.3 **Evaluation Form:** Each member of the Evaluation Committee shall complete an evaluation form for each proposal submitted. The final rating for each proposal shall be based on the average of the total score compiled by members of the Evaluation Committee.

Criteria	Weight
Section 1 – Project Approach	40
Section 2 - Experience	30
Section 3 - Price	30
TOTAL	100

1.6.3 **Interviews:** The committee will determine whether acceptance of the most favorable initial proposal without discussion is appropriate, or whether interviews and/or discussions should be conducted with any additional Proposers that fall within the most favorable competitive range.

1.6.4 **Negotiations:** The committee or designated members of the committee may negotiate with each Proposer whose proposal falls within the most favorable competitive range and request a best and final offer.

1.6.5 **Best and Final Offer:** The best and final offer will contain all information and documents necessary to state the Proposer's entire proposal without reference to the original proposal or to any supplements that may have been submitted during negotiations. All Proposers that submit best and final offers will be evaluated by the committee, or designated committee members, based upon those best and final offers.

1.6.6 **Contract Award:** Award will be made to the responsible firm whose proposal is most advantageous to Centro. Accordingly, Centro may not necessarily make an award to the Proposer with the highest ranking nor award to the Proposer with the lowest price if doing so would not be in the overall best interest of Centro.

Small Business Enterprise Goal: As a valued partner in this program, VIA may establish a SBE and/or DBE participation goal.

1.7 **Proof of Insurability:** Proposers must submit a copy of their current certificate of insurance (COI) with their proposal. If the COI does not include the required coverage and minimum limits as specified below, Proposers must also submit a letter from their insurance provider stating the provider's commitment to insure the Proposer, if awarded the contract.

1.7.1 **Workers' Compensation Insurance:** Coverage is required for workers' compensation providing Statutory Benefits in accordance with the Workers' Compensation Act of the State of Texas and/or any other state or Federal law as may be applicable to the work being performed under this Contract.

1.7.2 **Employer's Liability Insurance:** Coverage is required for employer's liability with limits of liability not less than:

- \$500,000 Each Accident
- \$500,000 Policy Limit for Disease
- \$500,000 Each Employee for Disease

1.7.3 **Commercial General Liability Insurance:** The Operator shall provide commercial general liability insurance covering all operations by or on behalf of the Operator under this contract resulting in claims for personal injury (including bodily injury and death) and property damage (including loss of use) and for the following where exposure exists and for amounts not less than:

- 1) Premises/Operations
 - 2) Products/Completed Operations
 - 3) Personal and Advertising Injury
- \$2,000,000 General Aggregate
 - \$2,000,000 Products/Completed Operations Aggregate
 - \$1,000,000 Personal & Advertising Injury Per Occurrence
 - \$1,000,000 Each Occurrence

1.7.4 **Commercial Automobile Liability Insurance:** Coverage is required for automobile liability, covering all owned/leased, hired, rented, borrowed and non-owned motor vehicles including fuel transports used in connection with the work being performed under the Contract with limits of liability not less than:

- \$1,000,000 Combined Single Limit

1.8 **Documents to be Submitted with Proposal:** The following documents must be completed by the Proposer and submitted with the proposal. Failure to do so may deem the proposal as non-responsive.

Document Checklist:

- Table of Contents
- Cover Letter (Signed)
- Section 1 – Project Approach
- Section 2 – Experience
- Section 3 – Price
- Certificate of Insurance
- Addendum Acknowledgement

**EXHIBIT 1
DOWNTOWN MICRO-TRANSIT BOUNDARY**

