

CITY OF PORTSMOUTH, NH
REQUEST FOR QUALIFICATIONS
RFQ#34-19
MICROTRANSIT SERVICE

Sealed submissions, plainly marked "RFQ#34-19 for Microtransit Service" on the outside of the mailing envelope, addressed to the Finance/Purchasing Department, City Hall, 1 Junkins Avenue, Portsmouth, NH 03801 will be accepted until 2:00 p.m. on March 14, 2019.

The City of Portsmouth is requesting proposals from qualified firms for the operation of a short-distance public transportation service within a fixed geographic service area within and adjacent to the downtown core. The pilot project will be designed to reduce traffic congestion and decrease parking demand in the downtown area while providing residents and visitors a safe and convenient transportation alternative to single occupancy vehicles. For the purposes of this RFQ, the term microtransit shall refer to services as broadly described above that provide shared rides for multiple passengers using a single vehicle. The service may be provided by request to specific addresses or locations (on-demand) or as a combination fixed route and on-demand service.

The Request for Qualifications document may be obtained by visiting the Finance / Purchasing Department section of the City of Portsmouth website <https://www.cityofportsmouth.com/finance/purchasing-bids-and-proposals>. Addenda to this RFQ, if any, including written answers to questions, will be posted on the City of Portsmouth website under the project heading by the end of the day February 26, 2019. Any technical questions concerning the RFQ should be submitted to Juliet Walker, Planning Director, in writing at jthwalker@cityofportsmouth.com by the end of the day February 22, 2019.

Any questions concerning the bidding process should be directed to the Purchasing Coordinator in writing at purchasing@cityofportsmouth.com, or by phone at (603) 610-7227.

The City of Portsmouth reserves the right to reject any or all submissions, to waive technical or legal deficiencies, to proceed or not with any proposal or process, and to negotiate such terms and conditions of any proposal, agreement, lease or other contract that may be in the best interest of the City.

The City reserves the right to terminate or amend this process at any time.

Community Context

The City of Portsmouth is a historic New Hampshire port city settled in 1623. It is a compact community (16 square miles) of 21,800 residents situated directly off of Interstate 95 on the Maine / NH border.

Portsmouth has a reputation as a highly desirable place to live, work, and recreate due to a variety of factors. The City has a rich history, reflected in its many remaining historic properties as well as its public spaces. It has a vibrant downtown with a concentration of retail and restaurant establishments, accommodations, civic and religious uses, performance spaces and cultural institutions, as well as a mix of residential types. Commercial areas outside of the downtown continue to thrive, as well, and building permit applications for new development and redevelopment of all types continue to be submitted at a steady pace. Portsmouth is a regional employment hub with over 250 businesses located at Pease International Tradeport alone, along with a number of medium to large-size enterprises located throughout the City.

Portsmouth is located within a highly developed regional transportation network and has a mature local transportation system. Interstate 95, a major corridor for travelers in New England, bisects Portsmouth approximately three-quarters of a mile from the central downtown area, and there are five exits off the interstate within Portsmouth city limits. The Spaulding Turnpike (Routes 4 and 16) is a limited access highway, which provides access from the northwest. Route 33 is another important gateway from the west of the City, and Route 1 provides regional access from Maine and towns to the south and is also an important local connector.

Summary of Service Objectives

This pilot project will include short-distance public transportation service within a fixed geographic service area within 1/2 mile and potentially up to 2 miles of the downtown core (see reference map). The pilot project will be designed to reduce traffic congestion and decrease parking demand in the downtown area while providing residents and visitors to the downtown a safe and convenient transportation alternative to single occupancy vehicles. For the purposes of this RFQ, the term microtransit is used to refer to services as broadly described above that provide shared rides for multiple passengers using a single vehicle. The service may be provided by request to specific addresses or locations (on-demand) or as a combination fixed route and on-demand service.

The proposed microtransit service will serve as a mobility option and parking management tool for downtown visitors, workers and residents. Service objectives include:

- Providing transportation to and from available and affordable parking areas outside the immediate downtown core;
- Decreasing the time employees of and visitors to the downtown spend in their vehicles looking for parking adjacent to their destination;
- Reducing traffic congestion;
- Providing an alternative transportation option for downtown residents/employees/visitors to get to and from destinations within the downtown

Time Frame

The City is interested in implementing a pilot project in the near future. The term of the pilot project shall be determined at the time of contract negotiation. The commencement of the pilot will be determined by the availability of funding and authorization by City Council.

Service Terms and Conditions

Final Terms and Conditions of Service shall be negotiated after initial provider selection. However, at a minimum any responders to this RFQ should:

- Have access to a sufficient vehicle fleet size to be able to provide a regular service with minimal wait and ride times during weekday and weekend hours (actual hours and days of service to be determined at contract negotiation).
- Provide vehicles shall be street legal according to the applicable local, state and federal laws, safety-inspected with a minimum of 8 seats in each vehicle.
- Provide at least one vehicle that is equipped to accommodate a wheelchair (and 4 passengers).
- Be responsible for maintenance of the vehicles.
- Have experience providing this type of service in at least three communities.

Service Requirements

Final Service Requirements shall be negotiated after initial provider selection. At a minimum, the pilot service project shall:

- Serve the City's residents, guests and commuters.
- Be provided weekdays and weekends within agreed upon service hours.
- Provide trips that begin and end within an agreed upon coverage area.
- Be provided in the designated vehicles approved by the City.
- Allow users to request a ride through a mobile app, website, and by phone.
- Provide a mobile app for requesting rides compatible with both Android and iPhone.
- Pick riders up promptly and safely deliver them to their destination within less than 15 minutes.
- Be able to immediately provide riders with an estimated time of arrival based on driver availability.
- Have the ability to quickly assign multiple ride requests to one driver.
- Stage vehicles adequately and safely, utilizing legal staging spaces, without congesting the surrounding area, leaving the intersections and streets clear at all times.
- Provide qualified drivers that are screened, hired and trained by the contractor, with satisfactory background checks.
- All drivers must have valid NH driver's license(s) and adhere to all city, county, and state traffic and driving laws.
- Provide a designated service supervisor that is available at all times to ensure full compliance with correct operating procedures and conditions.
- Maintain accurate and complete records of the service and submit a monthly report to the City.
- The contractor will have the right to suspend operation of the vehicles without penalty in the case of extreme weather.
- The option to add service for special events shall be negotiated on a case by case basis.

RFQ Submission Requirements

Submittal requirements are intended to enable the City to make an objective comparison of each submission and to select a partner that best meets the City's stated objectives.

Responders shall submit four (4) bound copies of a statement of qualifications as well as one digital copy on a CD-ROM or flash drive.

The following items shall be included in the submission:

1. *Cover Letter* –cover letter should identify who will be the key business negotiator and be signed by an individual who is authorized to commit the proposer to the obligations contained in the statement of qualifications. In addition, the team member who will be assigned primary responsibility for the project should be identified. If the proposer consists of a team or joint venture, an authorized representative of each of the participating organizations is required to sign the letter.
2. *Firm Description* – provide a brief description of the lead firm including firm size and areas of specialization, the full name and address of the proposer’s organization(s), potential satellite office (if any) proposed to handle this project, the state of incorporation or in which it is licensed to operate, the form of business, and the name and contact information for your organization or team for this proposal.
3. *Project Team* – Provide names and resumes of key professional staff who would be assigned to the project. Each team member’s qualifications and experience shall be listed as well as their anticipated role in the operations of the service. The team leader (City’s primary contact with the team) shall be designated.
4. *Relevant Experience* – Provide the details of relevant experience and past performance of the responder and any team members on comparable contracts. This item should cover, at a minimum, the substantive nature of comparable contracts. Consultants are required to give sufficient information of their experiences to permit the City to understand and verify the exact nature of the contributions made by the team members to the projects listed.
5. *Estimate of Availability* -- A statement how soon the team will be able to provide services to the City pending a successful outcome of a contract negotiation and an estimated time frame for start-up to implement the negotiated scope of work.
6. *References* – Provide the name, title, locations, and phone number of persons who can substantiate the consultant’s referenced experiences as listed in Item #3 above.
7. *Statement of Project Requirements* – The consultant shall state in succinct terms its understanding of the services being requested and the terms and conditions as outlined above.

Selection Process

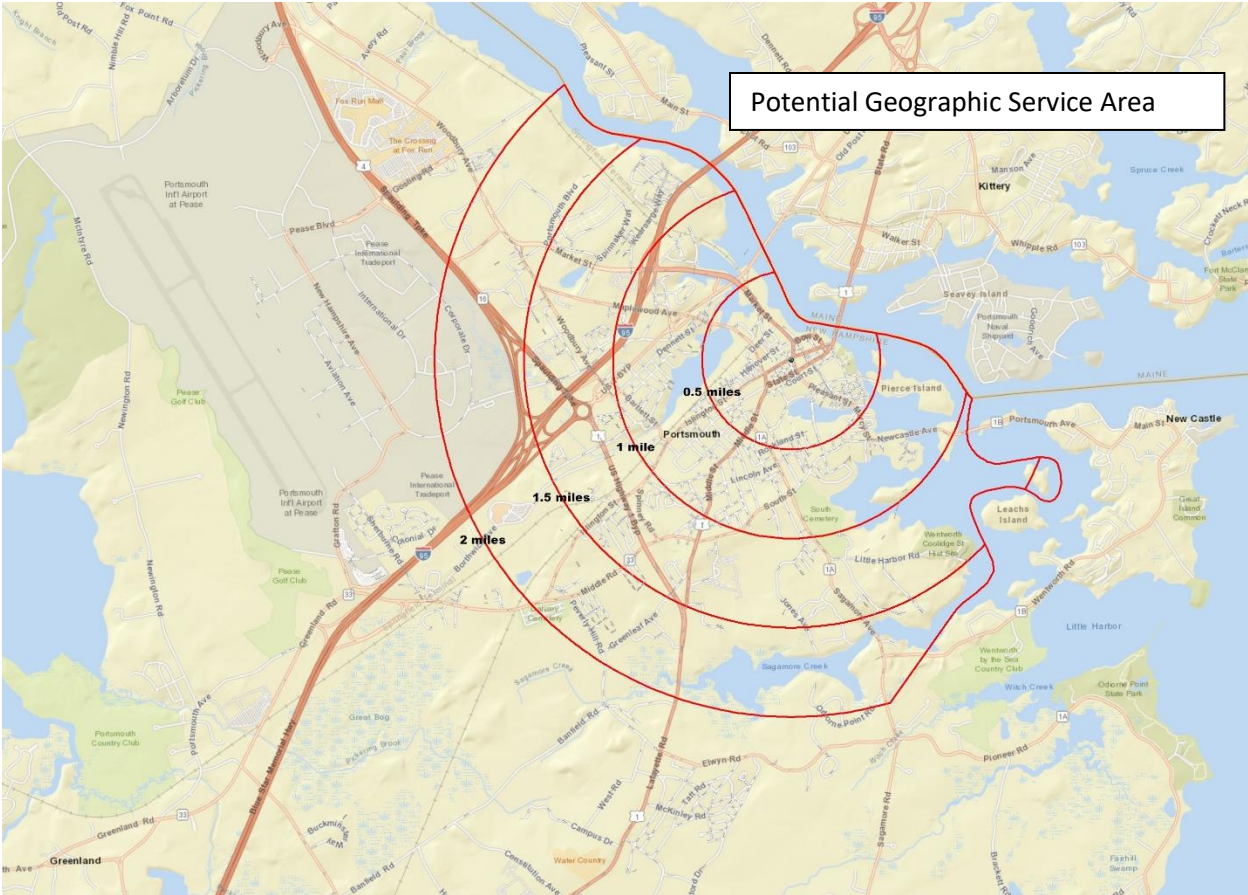
All responsive submittals shall be reviewed and the City may conduct interviews of short-listed firms. Each team shall be evaluated based on the following criteria:

- A. Team Qualifications
- B. Qualifications of Project Manager, Lead Designers, and other Key Staff
- C. Related Experience and References

Upon review of the submissions, and interviews, if so used, the City shall rate the firms in order of preference. The City reserves the right to request detailed proposals from the top ranked firms or to select one firm to negotiate a mutually satisfactory contract with the top ranked firm. The City shall negotiating scope and price as may be in the city’s best interest. The City may terminate the negotiations with the top-ranked firm without prejudice at any time and commence

negotiations with the second ranked firm. If no agreement can be reached with the second rated firm, the City may move to the third, and so forth.

The City of Portsmouth reserves the right to reject any and all responses to this RFQ, to waive technical or legal deficiencies, to accept any proposals that are deemed to be in the best interest of the City, and to negotiate terms and conditions of any proposal leading to acceptance and final execution of a contract.



Please complete the attached questionnaire.

