

RFP ANALYSIS

RFP NO. 15-25 – Transportation Services
DUE DATE – July 15, 2015 AT 2:00 P.M.

RFP INFORMATION: proposals for an annual contract with the option of 3 annual renewals for demand response transportation services for the City’s Elderly Transportation Program. The RFP requested proposals for minimum services and any discounts, incentives, or additional services for each service type listed along with response to minimum contract criteria.

The RFP content invited interested entities to propose transportation options for the following services:

-Curb to Curb service – transportation available through company dispatch receiving the call for service; service sensitive to the needs of elderly riders age 62 years and older; provided from the curb of the rider to the curb of the rider’s destination location and vice versa. Not operating on a fixed route or schedule.

-Dial-A-Ride service – transportation available within 24 hours of the request for service made by program participant; sensitive to the needs of elderly riders age 62 years and older; service may provide shared rides to destinations and may transport several passengers at different pick-up points before arrival at each passenger’s respective destination and may be interrupted in route to those destinations in order to pick up other passengers. No fixed route or schedule.

Need for the Vendor Services in the RFP:

The Killeen Community Development Department is seeking a transportation vendor to provide demand response transportation services to participants of the City’s Elderly Transportation Program (ETP). The ETP provides elderly (age 62 years and older) Killeen residents monthly transportation services, via a contract vendor, for essential appointments and activities allowing for the participants to maintain their independence while enhancing their quality of life. The ETP assists an average of 200 persons per year and is funded primarily through the City’s Community Development Block Grant from the Department of Housing and Urban Development with additional fund sources from the Area Agency on Aging of Central Texas, Texas Department of Transportation, and others as funds are available.

City Staff from Community Development worked with the Purchasing Division and Legal Department to produce a proposals packet containing a detailed description of the services requested, requested hours of operation, minimum technical requirements for the number and type of equipment (vehicles) to be used, conditions necessary to meet compliance with City of Killeen Code of Ordinances, Section 29-33, and other elements for consideration when contracting for expenditure of federal funds.

The City anticipated awarding one contract to one vendor for a minimum of one service type.

PROPOSAL SPECIFICATIONS:

The proposal contained fifteen pages of general information, service type descriptions, minimum equipment type and conditions, submittal requirements and contract obligations. Offerors were allowed to submit for one or both types of services requested.

The selection criteria and evaluation was based upon the most responsible offeror(s) whose proposal was determined to be the lowest evaluated offer resulting from negotiation, or the offeror who provides transportation services at the best value for the City taking into consideration the relative importance of price and other evaluation factors set forth in the RFP document and in accordance with Texas Local Government Code, Chapter 252. The City reserved the right to negotiate a contract with a selected offeror(s). City reserved

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the right to limit the number of trips or rides taken by program participants as budgetary controls deem necessary. The evaluation criteria will be grouped into percentage factors as follows:

30% - PROPOSED SERVICE MEETING CITY'S PRESENT NEEDS AND REQUIREMENTS AS WELL AS FUTURE NEEDS.

25% - TOTAL PROPOSED PRICE PER RIDE-MAXIMUM FEE.

25% - LEVEL OF CUSTOMER SERVICE PROVIDED WITH PROGRAM.

20% - QUALIFICATIONS/PAST EXPERIENCE.

PROJECT FUNDING SOURCE:

City of Killeen Community Development Block Grant Program funding – FY 2015 Killeen Elderly Transportation Program \$60,000.00 (account # to be assigned) and other local, state, or federal funding made available to the program.

RFP PROCESS:

The RFP packet was placed on the City's purchasing web page via Demand Star, and the Electronic State Business Daily on June 19, 2015.

The *RFP Notice* was published June 21, and 28 in the Killeen Daily Herald. Questions and clarifications were due to the Purchasing Division, in writing, by 10:00 a.m., July 6, 2015. The RFP submittal was due at 2:00 pm July 15, 2015; sealed proposals received at the Purchasing Division were recorded as received and then delivered to the Killeen Community Development Department for review.

A pre-proposal conference was conducted for this proposal at 10:00 a.m. July 1, 2015 in the Community Development Department Training Room; City Staff from Purchasing and Community Development conducted the meeting for five (5) attending vendors.

Written requests for clarification and questions were received by the July 8, 2015 due date – **One (1) Addendum** was issued for this project. The Addendum was posted on the Purchasing "city bids" page for interested vendors to obtain.

BID/RFP TABULATION and REVIEW:

One (1) proposal was received for the requested services from Cove Taxi, Inc. of Copperas Cove, Texas. City Staff conducted a thorough review of the proposal submitted confirming all requirements were met in accordance with those requirements called for by the request for proposals.

CONCLUSION:

The City of Killeen Community Development Department was seeking transportation services for its federally funded Elderly Transportation Program (ETP) through vendor contracted services beginning October 1, 2015 and with an option of 3 annual renewals. The ETP has received an annual allocation of \$60,000.00 from the FY

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2015 Community Development Block Grant (CDBG) during the annual budget process under Ordinance #15-034 and will utilize other funding made available through local, state, and federal sources as available to increase the number of elderly Killeen residents assisted annually.

One (1) qualified vendor submitted a successful proposal for the program – Cove Taxi, Inc. of Copperas Cove, Texas.

RFPs reviewed by: Celeste Sierra, CD Specialist, Leslie Hinkle, Executive Director of Community Development, and Cinda Hayward, CD Programs Manager, Community Development Department.

Prepared by: Cinda Hayward, CD Programs Manager, Community Development Department

Attachments:

Pre-Proposal Conference Sign In sheet 2 pages;

RFP Tabulation 2 pages;

RFP Proposal Review 3 pages.

PRE-PROPOSAL CONFERENCE

July 1, 2015 10:00 AM Killen Community Development Department

802 N. 2nd Street, Building E, Community Development Department training Room, Killen TX 76541

RFP #15-25 Transportation Services

PROPOSALS DUE: JULY 15 2015, 2:00 PM

PRE-PROPOSAL CONFERENCE:

Please complete the requested information recording your attendance at the Pre-Proposal Conference:

Contact Person (First and Last Name)	Company Name City, State, Zip Code	Phone Number	E-Mail Address
Lorie Callera Kimberly Bolt	Cove Taxi 806 N 1st. St. Copperas Cove, TX 76522	254 - 542 - 7172	covetaxi-admin@ hot-rr.com
BRENDA J. FERNANDEZ	MV TRANSPORTATION 5910 N CENTRAL EXPY DALLAS, TX	361-688-6016	bfernandez@mvtransport.com
Lance Lomax	LeFleur 219 Industrial Dr. Ridgeland MS 39157	601 853 1823	lance.lomax@lefleur.net
Jay Uchtman	Apple Bus Company 230 E. Main St Cleveland, MO 64734	816-618 3310	Jay.Uchtman@ AppleBusCompany.com
Harlene Resolind	CRK	714/7423	
Christine Wetzel	Ride-Right	843 940 2100	newbusiness@ ride-right.net

*Final
Approved
7/1/15 10:31am*

PRE-PROPOSAL CONFERENCE

July 1, 2015 10:00 AM Killeen Community Development Department

802 N. 2nd Street, Building E, Community Development Department training Room, Killeen TX 76541

RFP #15-25 Transportation Services

PROPOSALS DUE: JULY 15 2015, 2:00 PM

Contact Person (First and Last Name)	Company Name City, State, Zip Code		Phone Number	E-Mail Address

CA

BID/PROPOSAL TABULATION

RFP #15-25 KILLEEN TRANSPORTATION

RFP's DUE: JULY 15, 2015 2:00 PM



Proposer Name	Address	City, State, Zip Code
Cove Taxi	806 N. 1st Street	Copperas Cove Texas 76522
CHH 7/15/15		

Initials CHH

BID/PROPOSAL TABULATION

BID #15-11 2014 KILLEEN STEWART NEIGHBORHOOD PROJECT aka
KILLEEN STEWART STREET PROJECT
#14.03/B-14-MC-48-0020 BIDS DUE: MARCH 4, 2015 2:00 PM

RFPs Opened by: Harlene J. Essee Date: 2/15/15
Name and Position: Purchasing Manager

Witnessed by: [Signature] Date: 2/15/15
Name and Position: _____

Reviewed by: [Signature] Date: 7/15/2015
Name and Position: CD Specialist

Initials [Signature]

City of Killeen
RFP #15-25
Transportation Services

Review of Proposal submitted by Cove, Taxi, Inc. on July 15, 2015.

BID FORMS AND ATTACHMENTS	
X	One "wet ink" original and one copy of complete packet
X	Attachment 1, Proposal Affidavit
X	Attachment 2, Offeror's Certifications
X	Attachment 3A, Curb to Curb Services
X	Attachment 3B, Curb to Curb Services
X	Attachment 3C, Curb to Curb Services
X	Addendum No. 1, Issued July 8, 2015
X	Most current quarter audited or unaudited financial statements
X	Summary of Offeror's previous experience in providing Curb to Curb transportation services, COK, FIC, Metroplex Hospital,
	Copy of inspection report of vehicles to be used on conjunction with the program**
X	Copy of public liability policy as prescribed
X	Sample of trip tickets
X	Sample of monthly payment invoice and utilization report
X	List of Offeror's principal location address, other service locations and contact persons with telephone numbers

Cove Taxi, Inc. meets the requirement for vehicles made available to the program.

Financial statements submitted reflect activity as of May 2015. Nothing major noted.

Cove Taxi, Inc. provided outline on four diverse transportation services including a public service agency, a hospital, an airline company and a pharmaceutical provider.

Inspection reports are on file with the City Secretary and are current.

Public Liability policy is current and will expire in March 2016.

Sample trip tickets, payment invoice and utilization reports meet program requirements.

Cove Taxi, Inc. provided location address and contact information.

Cove Taxi, Inc. provided the following Optional Features:

1. Drivers will assist passengers in and out of vehicle, load groceries and unload groceries to front door.
2. If two or more participants are picked up at the same location and dropped off at the same location only one fare will be charged.
3. Reservations can be taken for future rides with at least one (1) hour notice prior to pick up time.

EVALUATION CRITERIA
For proposal submitted by COVE, Taxi, Inc.

QUALIFICATIONS/PAST EXPERIENCE

Cove Taxi, Inc. has provided transportation services for the Elderly Transportation Program continuously since 2002. The Company was selected as provider for services through the City of Killeen's RFP process in 2002, 2005, 2007, and 2011. The RFP's have called for review of service delivery and cost during the years in between the next process and agreements have been renewed between the City of Killeen and Cove Taxi, Inc. From 2011 to present, Cove Taxi, Inc. has provided 31,421 rides without major incident. Cove Taxi, Inc. included working with the following entities: Families in Crisis, Inc., Metroplex Hospital, Delta /Express Jet Airlines and Complete Delivery Solution. Input on level of satisfaction was requested from entities. Responses received are attached.

PROPOSED PRICE PER RIDE-MAXIMUM FEE

Proposed price per ride-maximum fee submitted by Cove Taxi, Inc. is in line with and unchanged from their current agreement price. The City has been able to meet these proposed costs during the course of the program during previous and current years.

LEVEL OF CUSTOMER SERVICE

During program orientations, past and current participants have expressed a high satisfaction with Cove Taxi, Inc.'s level of customer service. Cove Taxi, Inc. has continually responded positively to participant's special needs. Under the proposal submitted, drivers will continue assisting participants with entering and exiting vehicles in a safe manner. Under this proposal, they will also continue to assist with loading and unloading purchases and carrying to the participants' doors. This is extremely helpful to participants who are unable to lift or carry light or heavy items. Response times are consistently under the proposed time of 45 minutes as well. All presumed conflicts reported by participants have been due to participants not following program rules and have been resolved quickly and effectively by Cove Taxi, Inc. and/or City staff.

MEETING PRESENT AND FUTURE NEEDS

Cove Taxi, Inc. has provided transportation services under the Elderly Transportation Program continuously since 2002. They are cognizant of and have successfully met program requirements. They have been able to meet program service increases and have continued to meet pertaining City of Killeen ordinance requirements. Cove Taxi, Inc.'s administrative staff is flexible and easy to work with and have met program challenges in a professional manner. The maximum fees have remained consistent. Cove Taxi, Inc. shares the commitment with the City of Killeen in meeting elderly transportation needs in a safe, affordable and efficient manner.

After review of proposal content submitted by Cove Taxi, Inc., Staff recommends acceptance of the proposal as submitted and allocates the following criteria percentage factors for a total of 100%:

20% Cove Taxi, Inc.'s qualifications/past experience

25% Cove Taxi, Inc.'s proposed price per ride-maximum fee

25% Cove Taxi, Inc.'s level of customer service provided with program

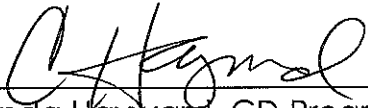
30% Cove Taxi, Inc.'s proposed service meeting present and future needs and requirements.



Leslie K. Hinkle, Executive Director of Community Development

7-17-15

Date



Cinda Hayward, CD Programs Manager

7/17/15

Date



Celeste Sierra, CD Specialist

7/17/2015

Date