



REQUEST FOR PROPOSALS

For Regional Transportation Call Center Model Feasibility Study

Issued: February 1, 2021

Ohio Mid-Eastern Governments Association
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SECTION 1: Basics of the Request for Proposals

1.1 INTRODUCTION

The Ohio Mid-Eastern Governments Association (OMEGA), an eight-county Regional Transportation Planning Organization (RTPO) in Eastern Ohio, is issuing a request for proposals from consultants to conduct a Regional Transportation Call Center Model Feasibility Study for the nine-county region which includes Belmont, Carroll, Coshocton, Guernsey, Harrison, Holmes, Jefferson, Muskingum, and Tuscarawas Counties.

1.2 PROCURING AND CONTRACTING AGENCY

This Request for Proposal (RFP) is being issued by OMEGA, which is the sole point of contact during the selection process. The person(s) responsible for managing the procurement process is Kevin Buettner, Transportation Director.

1.3 SCOPE OF STUDY

Consultant will submit a proposal for a Regional Transportation Call Center Model Feasibility Study. Currently, a regional call center exists within the nine-county region. The purpose of this study is to assess the effectiveness of the regional call center responsible for coordinating public transit/human services transportation options. This study should determine if the current call center structure is meeting the needs of the region, whether the current call center structure should be adjusted/revamped, or whether a new call center structure should be implemented in the region. The selected consultant will work closely with OMEGA's Transit Planner and four other regional professionals who attended a national "One-Call/One-Click" training.

Proposals will need to include the following items in the Scope of Work as well as the Consultant's approach to completion of these work activities:

- Review documents from National Center from Mobility Management's One-Call/One Click training.
- Research other types of regional transportation call centers from the United States
- Interview OMEGA's Transit Planner and four other regional professionals that completed above training.
- Review operations of the existing regional call center, which is hosted by the Mid-Ohio Mobility Solutions, a non-profit.
- Conduct a SWOT (or equivalent) analysis of the operating structure of the existing call center with members of the OMEGA Steering Committee (a subcommittee of the Regional Coordinated Council).
- Assess viability and effectiveness of existing call center and provide recommendations on the optimal operating structure of a regional call center that will meet the needs of the nine-county region.
- Provide recommendations for financial sustainability and regional acceptance.
- Prepare draft written report for review by OMEGA, and revise report as needed to incorporate comments.
- Conduct a minimum of two meetings (virtual) with core project team (OMEGA Transportation Director & Transit Planner and four other regional professionals) as needed to complete outlined scope of work.

- Present results of study to OMEGA's Steering Committee and/or Regional Coordinated Council

1.4 QUESTIONS AND CLARIFICATIONS

Any questions concerning this RFP may be submitted in writing or by email on or before **February 19, 2021** as follows:

Kevin Buettner, AICP
Ohio Mid-Eastern Governments Association
326 Highland Avenue, Suite B
Cambridge, Ohio 43725
kevinb@omegadistrict.org

Entities are expected to raise any questions, exceptions, or additions they have concerning the RFP document or its requirements at this point in the RFP process. If an entity discovers any significant ambiguity, error, conflict, discrepancy, omission or other deficiency in this RFP, the entity should immediately notify OMEGA.

1.5 SUBMITTING THE PROPOSAL

Proposals should be limited to no more than 15 pages and should include the following:

- Approach
- Purpose of study/clearly defined scope of work
- Schedule with milestones
- Resumes of key personnel assigned to project.
- Experience with similar projects
- Total cost to complete Scope of Work to include labor, expenses, and other costs needed to complete project.
- Minimum of three references with contact name, phone number, e-mail address, and brief description of work performed.
- Point of contact/Project Manager.

All proposals are due by **4:30 PM on February 26, 2021** by e-mail only to:

Kevin Buettner, AICP
Transportation Director
Ohio Mid-Eastern Governments Association
kevinb@omegadistrict.org

Late proposals will not be accepted.

1.6 SELECTION SCHEDULE

Listed on the following page are the anticipated dates and times by which events related to this RFQ are scheduled. All dates after the “Proposals Due” date are estimated.

<u>DATE</u>	<u>EVENT</u>
February 1, 2021	Date of issue of the RFP
February 19, 2021	Last day for submitting inquiries
February 26, 2021	Proposals due
March 16, 2021	Notification of Selected Consultant

SECTION 2: Proposal Procedure & Entity Information

2.1 GENERAL INSTRUCTIONS AND INFORMATION

The evaluation and selection of the Regional Transportation Call Center Model Feasibility Study will be based on the information submitted in the entity’s proposal including estimated cost of study, scope of work, and creativity. Failure to respond to each of the requirements in the RFP may be the basis for rejecting a response. Entities should respond clearly and completely on all requirements. Entities must be as concise as possible with respect to presenting a clear and complete proposal.

2.2 DEVIATION AND EXCEPTIONS

Deviations and exceptions from terms, conditions, or specifications from this RFP shall be described fully on the entity’s letterhead, signed, and attached to the response. In the absence of such statement, the proposal shall be accepted as in strict compliance with all terms, conditions, and specifications and the entity shall be held liable.

2.3 AFFECTIVITY OF OTHER MEDIA

This RFP is the official media governing proposal procedures. No other documents, letters, or oral instructions shall have any influence whatsoever, unless incorporated by reference herein, or unless an official AMENDMENT is made to this document.

SECTION 3: Non-Discrimination

To effectuate compliance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d et seq.); as amended, OMEGA is required to include the following in any solicitation or contract and these provisions will be incorporated into the contract between OMEGA and the selected consultant (CONSULTANT). The CONSULTANT will need to abide by these provisions:

1. CONSULTANT will ensure that applicants are hired and that employees are treated during employment without regard to their race, religion, color, sex (including pregnancy, gender identification and sexual orientation), national origin (ancestry), disability, genetic information, age (40-years or older), or military status (past, present, or future). Such action shall include, but not be limited to, the following: Employment, Upgrading, Demotion, or Transfer; Recruitment or Recruitment Advertising; Layoff or Termination; Rates of Pay or other forms of Compensation; and Selection for Training including Apprenticeship.
2. CONSULTANT agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause. AGENCY will, in all solicitations or advertisements for employees placed by or on behalf of AGENCY, state that all qualified applicants will receive consideration for employment without regard to race, religion, color, sex (including pregnancy, gender identification and sexual orientation), national origin (ancestry), disability, genetic information, age (40-years or older), or military status (past, present, or future).
3. CONSULTANT agrees to fully comply with Title VI of the Civil Rights Act of 1964, 42 USC Sec. 2000. CONSULTANT shall not discriminate on the basis of race, color, or national origin in its programs or activities. The Director of Transportation may monitor the CONSULTANT's compliance with Title VI.
4. Compliance with Regulations: The CONSULTANT will comply with the Acts and Regulations relative to nondiscrimination in Federally-assisted programs of the U.S. DOT 49 CFR Part 21, as amended, (hereinafter referred to as the "Regulations"), which are herein incorporated by reference and made a part of this Agreement.
5. Nondiscrimination: The CONSULTANT, with regard to the work performed by it during the Contract will not discriminate on the grounds of race, color, national origin, sex (including pregnancy, gender identification and sexual orientation), age (40 years or older), disability, low-income status, or limited English proficiency in the selection and retention of contractors and consultants, including in the procurement of materials and leases of equipment. The CONSULTANT will not participate either directly or indirectly in the discrimination prohibited by the Acts and Regulations as set forth in section 10 below, including employment practices when the contract covers any activity, project or program set forth in Appendix B of 49 CFR Part 21. 49 CFR 21.5 including employment practices when the contract covers a program set forth in Appendix B to Part 21 of the Regulations.
6. Solicitations for Contracts. including Procurement of Materials and Equipment: In all solicitations either by competitive bidding or negotiation made by the CONSULTANT for work to be performed under this contract, including procurement of materials or equipment, each potential contractor or supplier will be notified by the CONSULTANT of the CONSULTANT's obligations under this Agreement and the Acts and Regulations relative to nondiscrimination on the grounds of race, color, national origin, sex (including pregnancy, gender identification and sexual orientation), age (40-years or older), disability, low-income status, or limited English proficiency.
7. Information and Reports: The CONSULTANT will provide all information and reports required by the Acts, Regulations and directives issued pursuant thereto, and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by ODOT, FHWA, or FTA to be pertinent to ascertain compliance with such Acts,

Regulations and directives. Where any information required of the AGENCY is in the exclusive possession of another who fails or refuses to furnish this information, the AGENCY will so certify to ODOT, FHWA or FTA as appropriate, and will set forth what efforts it has made to obtain the information.

8. Sanctions for Noncompliance: In the event of the CONSULTANT's noncompliance with the nondiscrimination provisions of this Agreement, OMEGA will impose such Agreement sanctions as OMEGA, ODOT, FHWA, or FTA may determine to be appropriate, including, but not limited to:
 - a. withholding of payments to the CONSULTANT under the Agreement until the CONSULTANT complies, and/or
 - b. cancellation, termination, or suspension of the Agreement, in whole or in part.
9. Incorporation of Provisions: OMEGA will include the provisions of paragraphs one through nine in every contract, including procurement of materials and leases of equipment, unless exempt by the Acts, Regulations, or directives issued pursuant thereto. OMEGA will take such action with respect to any contracts or procurement as ODOT, FHWA, or FTA may direct as a means of enforcing such provisions including sanctions for noncompliance; provided, however, that, in the event OMEGA becomes involved in, or is threatened with, litigation by a contractor, consultant, or supplier as a result of such direction, OMEGA may request ODOT to enter into such litigation to protect the interests of ODOT, and, in addition, OMEGA may request the United States to enter into such litigation to protect the interest of the United States.

The CONSULTANT agrees to comply with the following non-discrimination statutes and authorities, including but not limited to:

Pertinent Non-Discrimination Authorities:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252) (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (42 U.S.C . § 4601) (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-Aid programs and projects)
- Federal-Aid Highway Act of 1973 (23 U.S.C. § 324 et seq.) (prohibits discrimination on the basis of sex)
- Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794 et seq.), as amended (prohibits discrimination on the basis of disability) and 49 CFR Part 27
- The Age Discrimination Act of 1975, as amended (42 U.S.C. § 6101 et seq.) (prohibits discrimination on the basis of age)
- Airport and Airway Improvement Act of 1982 (49 U.S.C. § 471, Section 47123), as amended (prohibits discrimination based on race, creed, color, national origin, or sex)
- The Civil Rights Restoration Act of 1987 (PL 100-209) (broadened the scope, coverage, and applicability of Title VI of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of Federal-Aid recipients, sub-recipients, and contractors, whether such programs or activities are Federally funded or not)
- Titles II and III of the Americans with Disabilities Act (42 U.S.C. §§ 12131-12189), as implemented by Department of Transportation regulations at 49 CFR parts 37 and 38 (prohibits discrimination on the basis of disability in the operation of public entities, public

and private transportation systems, places of public accommodation, and certain testing entities)

- The Federal Aviation Administration's Non-Discrimination Statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex)
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations (ensures non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations)
- Executive Order 13166, Improving Access to Services for People with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100)
- Title VIII of the Civil Rights Act of 1968 (Fair Housing Act), as amended (prohibits discrimination in the sale, rental, and financing of dwellings on the basis of race, color, religion, sex, national origin, disability, or familial status (presence of child under the age of 18 and pregnant women)
- Title IX of the Education Amendments Act of 1972, as amended (20 U.S.C. 1681 et seq.) (prohibits discrimination on the basis of sex in education programs or activities)
- Uniformed Services Employment and Reemployment Rights Act (USERRA) (38 U.S.C.4301-4333) (prohibits discrimination on the basis of present, past or future military service)
- Genetic Information Nondiscrimination Act (GINA) (42 U.S.C. 2000ff)

SECTION 4: Proposal Evaluation & Acceptance

4.1 EVALUATION AND SELECTION

All qualified proposals submitted in accordance with the terms of the RFP will be evaluated to determine the most responsive entity. A uniform selection process will be used to evaluate all proposals.

OMEGA staff, responsible for this project, will review and evaluate all proposals received in response to this Request for Proposal. OMEGA staff will make a recommendation to the OMEGA Executive Board for review and approval.

4.2 SELECTION CRITERIA

OMEGA will evaluate proposals based upon the following criteria:

- Experience and ability to successfully complete the scope of services.
- Knowledge of rural transportation systems, coordination of transportation services, and funding mechanisms.
- Demonstrated experience with similar projects in rural communities.
- Effective communication skills and ability to work with a diverse group of stakeholders.
- Ability to complete Scope of Work by December 15, 2021.
- Ability to complete Scope of Work within budget (maximum budget available is \$35,000)

4.3 RIGHTS RESERVED

OMEGA reserves the right, in its sole discretion, to reject all submissions, reissue a subsequent RFP, terminate, restructure, or amend this procurement process at any time. Evaluation criteria contained herein shall be used in evaluating interested firms, groups, or persons for selection. OMEGA may contact any RFP respondent after receiving its submittal to seek clarification on any portion thereof. OMEGA reserves the right to request additional information from any RFP respondent if OMEGA deems such information necessary to further evaluate selection. OMEGA reserves the right to select several consultants to perform task under the contract. All RFP material submitted to OMEGA becomes property of OMEGA and will not be returned to the RFP respondents.