



TULARE COUNTY REGIONAL TRANSIT AGENCY

RFP # 2021-01

TRANSIT OPERATIONS SERVICES

Pre-proposal meeting
January 5, 2022

MEETING GUIDELINES

- Please mute your microphone
- Purpose of the conference is to provide an overview of the Project
- Highlight important elements of the RFP
- Oral explanations or instructions given will not be binding
- RFP documents @ www.tularecog.org

INTRODUCTIONS

Richard Tree – TCRTA Executive Director

- 🚌 21+ yrs. of Transit Management Experience
 - 10 yrs. in Operations
 - 11 yrs. in Administration

Albert Barragan – Transit Manager

- 🚌 10+ yrs. of Transit Management Experience
 - 5 yrs. in Operations
 - 4.5 yrs. in Administration



TITLE VI

This project is funded by federal financial assistance from the Federal Transit Administration (FTA) and California Department of Transportation (Caltrans)

The Tulare County Regional Transit Agency does not discriminate on the basis of race, gender, ethnicity, age, national origin, religion or disability in its employment opportunities, programs, services, contracting opportunities or activities. It is the Agency's policy to ensure compliance with the Title VI of the Civil Rights Act of 1964 in its contracting opportunities.

SUBJECT TO AVAILABILITY OF FUNDING

TCRTA's obligation is contingent upon the availability of funds from which payment for the Contract purposes can be made. No legal liability on the part of TCRTA for any payment shall arise until funds are made available for this Contract. Any award of Contract will be conditioned upon said continued availability of funds for the Contract. TCRTA also reserves the right to cancel the procurement for any reason whatsoever, at any time, before the Contract is fully executed.



1

General
Information

2

Bid Instructions
& Requirements

3

Evaluation &
Selection

4

Contract
Provisions

5

Special COVID-
19 Requirements

PRE-PROPOSAL MEETING AGENDA

6

Scope of Work

7

Incentives &
Deductions

A

Pricing Templates

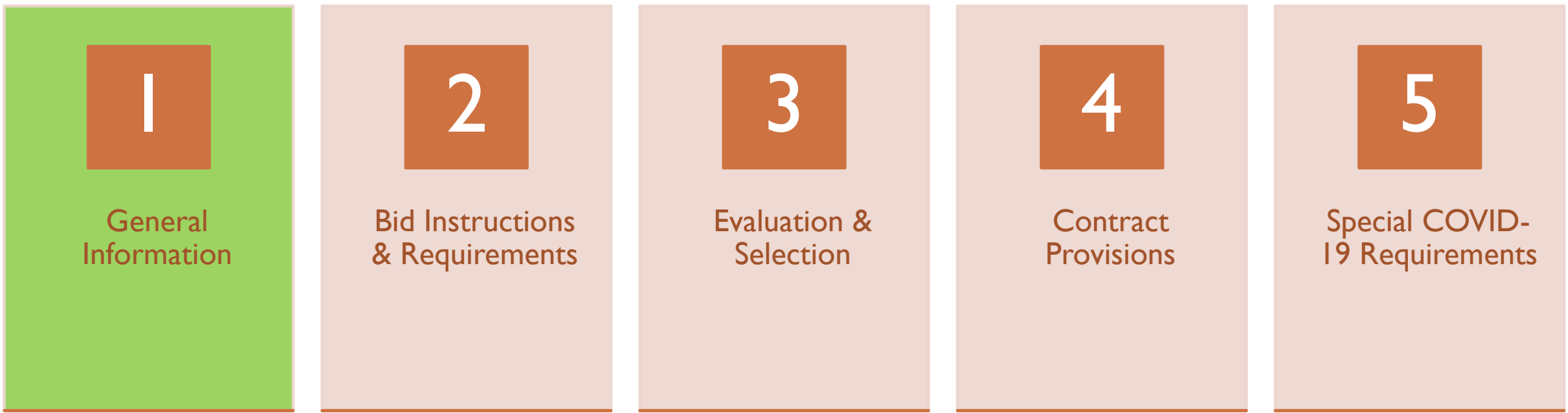
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Addenda

G

DBE

PRE-PROPOSAL MEETING AGENDA



SECTION I – GENERAL INFORMATION

SECTION I – GENERAL INFORMATION

Purpose

- TCRTA Is Requesting Proposals for
 - Local & Commuter Route Service
 - ADA Complementary Paratransit Service
 - On-Demand Service
 - Customer Service/Ticket Sales
 - Fleet Cleaning
 - Bus Stop Cleaning & Maintenance
 - Transit Center Cleaning
 - Innovative Technology (CAD/AVL/CRM)
- Optional Services
 - Fleet Maintenance
 - Automobile Insurance



FTA BEST PRACTICES PROCUREMENT MANUAL

BEST VALUE



“Best Value describes a competitive procurement process in which the recipient (TCRTA) reserves the right to select the most **advantageous** offer by evaluating and comparing factors in addition to cost or price such that TCRTA may acquire technical superiority even if it must pay a premium price.”

“A premium price is the difference between the price of the lowest priced proposal and the one that TCRTA believes offers the **best value**.”

“Best value means the expected outcome of an acquisition that, in TCRTA’s estimation, provides the greatest overall benefit in response to its material requirements and the elements that are **most important to TCRTA**.”



PARTNERSHIP

TCRTA is seeking a third-party contractor that is interested in a spirit of partnership and cooperation to operate the TCRTA system on a turn-key basis.

The primary goal of TCRTA acquiring such services is to provide the region with the advantages of quality transit services that offer an alternative to driving in Tulare County.

CONTRACT TERM

Base Five Years

- July 1, 2022 – June 30, 2027

Optional 3, 1 Year Extensions

- July 1, 2027 – June 30, 2028
- July 1, 2028 – June 30, 2029
- July 1, 2029 – June 30, 2030



About TCRTA

- Joint Powers Agreement

- August 11, 2020

1. County of Tulare
2. City of Dinuba
3. City of Exeter
4. City of Farmersville
5. City of Lindsay
6. City of Porterville
7. City of Tulare
8. City of Woodlake





Service Type	# of Vehicles	Peak # of Vehicles
Local/Circulator	50	16
Commuter	14	5
ADA Paratransit	22	8
On-Demand	20	16
Total	106	45

TCRTA STATISTICS & ASSETS		
Population	460,000	
Ridership	1,500,000	*2018/2019
Bus Stops	580+	
Transit Center	4	Porterville, Tulare, Dinuba, Woodlake
Maintenance	4	Porterville, Tulare, Dinuba, County
Charging Stations	30	Porterville

TCRTA

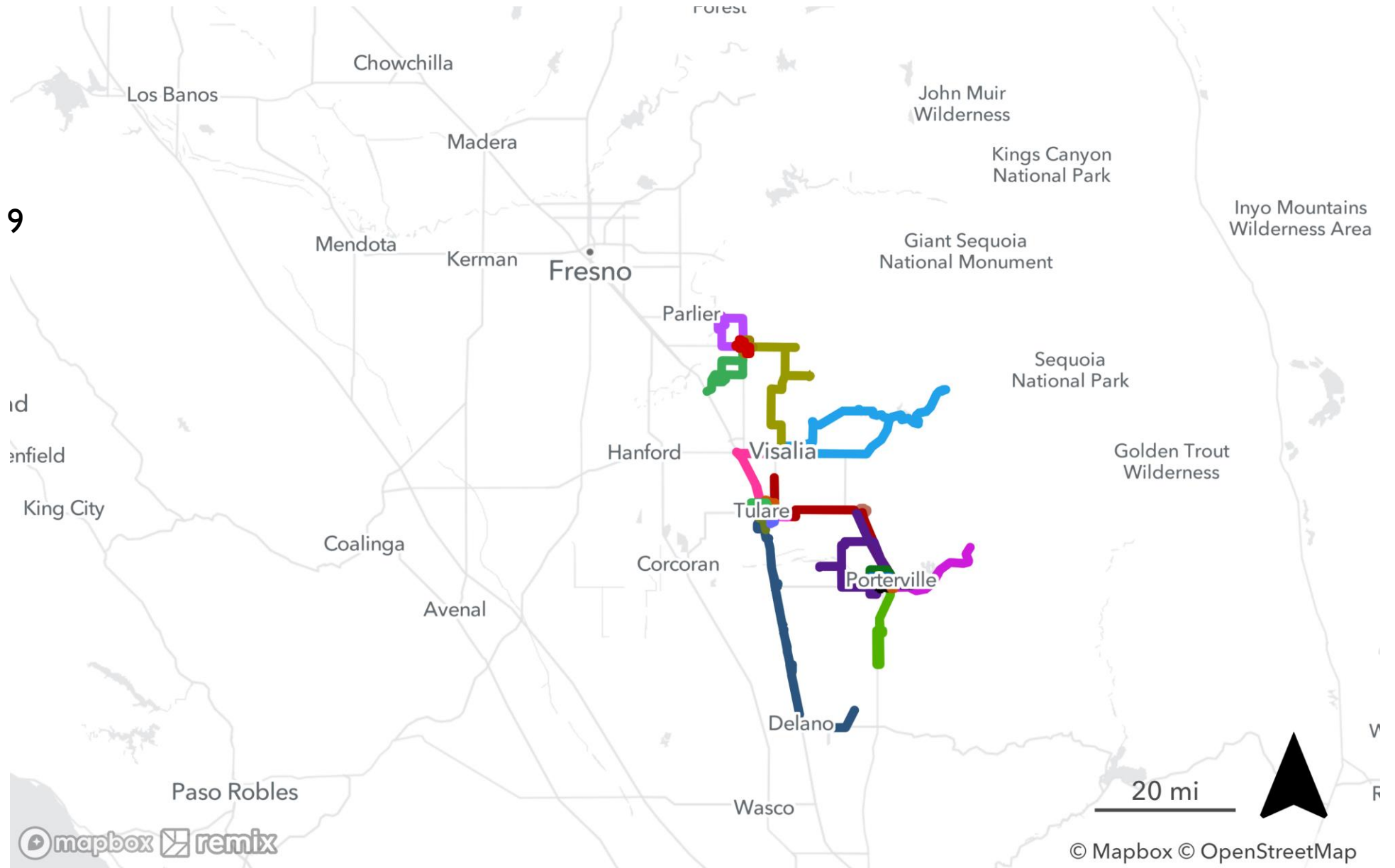
FLEET SIZE

Local Routes – 18

Commuter Routes – 9

Paratransit – 6

On-Demand – 1



	Fixed Route	ADA Paratransit	On Demand	LOOP Bus Service	Vehicle Maintenance
County of Tulare	X	X		X	X
City of Dinuba	X	X			
City of Exeter (operated by Visalia)	X	X			X
City of Farmersville (operated by Visalia)	X	X			X
City of Lindsay (operated by County)	X	X			X
City of Porterville	X	X	X		
City of Tulare	X	X			X
City of Woodlake (operated by Porterville)		X			

TCRTA

CURRENT CONTRACTED SERVICES

- Policy Making
- Planning, Including Routes and Fares
- Grant Management
- Capital Acquisition
- NTD Reporting
- FTA and Caltrans Compliance
- Community Relations
- Marketing
- Drug & Alcohol Testing Compliance
- Safety & Training Compliance

Starting on July 1, 2022

- Customer Service
- Trips Reservations
- Utilities @ Facilities
- In-Bus Cellular Backbone
- Unified 2-Way Radio System

TCRTA

Responsibilities



1

General Information

2

Bid Instructions & Requirements

3

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4

Contract Provisions

5

Special COVID-19 Requirements

SECTION 2 – BID INSTRUCTIONS & REQUIREMENTS

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1. RFP Timeline
2. Proposer Communications
3. RFP Acknowledgements'
4. Conditions, Exception, Reservations or Understandings
5. RFP Submission Instructions
6. Proposal Outline
7. Modification & Withdrawals



I. RFP TIMELINE

ACTIVITY	DATE
Request for Proposals Release	December 15, 2021
Mandatory Pre-Proposal Conference	ZOOM-January 5, 2022
Deadline for Submission of Clarifications	January 21, 2022
Post Date of Responses to Clarifications	January 28, 2022
Request for Proposals Due	February 17, 2022
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BAFO Period	March 7, 2022
Notice to Intent to Award	March 15, 2022
Negotiations with Selected Operator(s)	TBD
Recommendation of Award(s) to Board of Directors/Notice to Proceed	March 21, 2022
Mobilization	TBD
Commencement of Services	July 1, 2022

2. PROPOSER COMMUNICATIONS

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- Proposer Representatives shall not make any contact with or communicate with any members of TCRTA other than the Executive Director.
- Proposer may email the Executive Director (January 21, 2022)
 - A request for a clarification or interpretation of any aspect
 - Change to any requirement of the RFP
 - May include suggested substitutes for specified services or cost cutting measures

3. RFP ACKNOWLEDGEMENTS

1. Right to Amend The RFP at Any Time

- Addenda Will Be Posted on Website
- Final Addenda Will Be Posted January 28, 2022

2. Failure To Acknowledge Addenda Shall Not Relieve Proposer From Any Obligation

- All Addenda Issued Will Become Part Of This RFP
- Failure To Acknowledge Receipt of Addenda May Disqualify Proposal

4. CONDITIONS, EXCEPTION, RESERVATIONS OR UNDERSTANDINGS

1. Proposals stating conditions, exceptions, reservations or understanding may be rejected
2. Proposer may submit an alternate proposal
 1. Basic proposal not containing deviations is submitted in the same package.
 2. Complete form titled Form for Proposal Deviation

5. RFP PACKING & SUBMISSION INSTRUCTIONS

Sealed Package

- One Original and One Electronic Copy

MAILED TO:


TULARE COUNTY REGIONAL TRANSIT AGENCY
ATTN: RICHARD TREE, EXECUTIVE DIRECTOR
210 N. CHURCH ST., SUITE B
VISALIA, CA 93291

PROPOSAL DEADLINE
5:00 P.M. (PDT)
FEBRUARY 17, 2022

PROPOSERS NAME

PROPOSERS ADDRESS

RFP 2021-01 – TCRТА TRANSIT OPERATIONS SERVICES



TCRTA is subject to the California Public Records Act. However, any information considered proprietary or confidential in nature such as actual salary information which is clearly marked as confidential can be considered exempt from public disclosure under the California Public Records Act.

6. PROPOSAL PACKAGE OUTLINE – PAGE 15

1. Transmittal Letter
2. Qualifications and Ability to Provide Services Statement
3. Required Forms
 1. Price List Sheets
 2. Acknowledgement of Addenda
 3. Lobbying Certification
 4. Non-Collusion Affidavit
 5. Debarment & Suspension Certificate
 6. DBE and Good Faith Efforts
 7. Transit Employee Protective Agreement
4. Plans & Schedules
 - a. Price List Narrative
 - b. Staffing Plan
 - c. Management Plan
 - d. Operations Plan
 - e. Maintenance Plan (Optional)
 - f. Mobilization & Start-Up Plan
 - g. Safety and COVID-19 Plan
 - h. Training Program
 - i. Drug & Alcohol Program

PLANS - CONTINUED

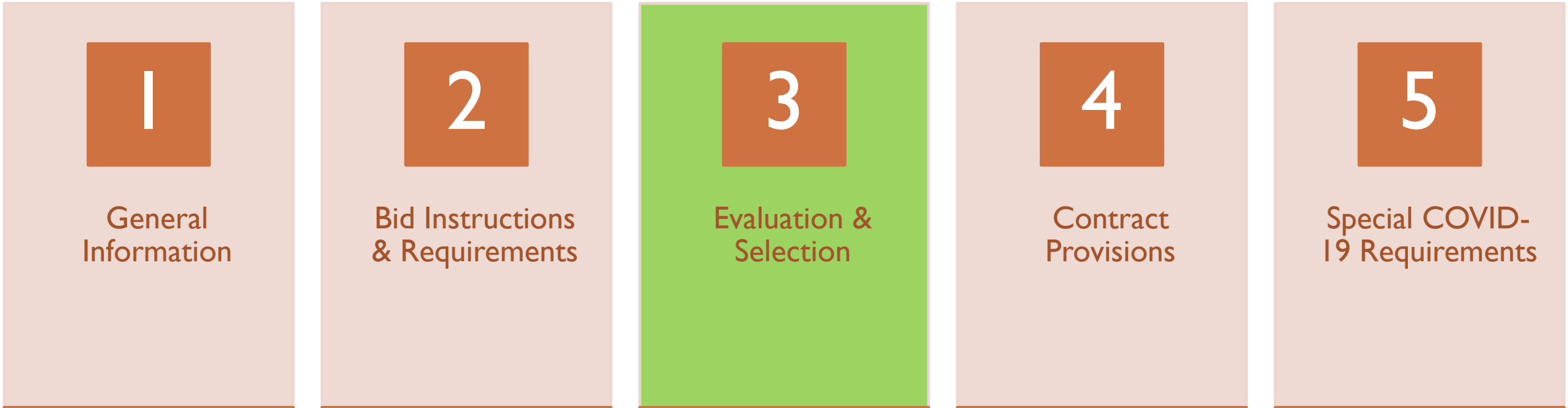
- Proposers are to describe how the requirements in Scope of Work will be met.
 - Sufficient detail to enable evaluators what is anticipated at every stage
 - Make a judgment as to the probable success of the proposed effort.
- General Manager, Assistant General Manager, & Safety and Training Manager
 - Must be dedicated to TCRTA
- Compliance with California Labor Code 1070-1074
 - Public Transit Service Contracts

PLANS - CONTINUED

- Bilingual bus operators and customer service agents is of great value
- At a minimum, 1 dedicated dispatcher for each service (Bus, Paratransit & On-Demand)
- At a minimum, 4 dedicated road supervisors

5. MODIFICATIONS OR WITHDRAWAL OF PROPOSALS

- Modification of a proposal previously submitted will be accepted
 - If the modification is received prior to the Proposal Due Date.
- Proposer may withdraw a proposal prior to the Proposal Due Date
 - Written Request



SECTION 3 – EVALUATION AND SELECTION PROCESS

SECTION 3 – EVALUATION & SELECTION PROCESS

1. Overview
2. Opening of Proposals & Confidentiality
3. Evaluation Committee
4. Proposal Selection Process
5. Determination of Responsiveness
6. Determination of Responsible Proposers
7. Proposal Evaluation Criteria (Points)
8. Award Process



- The award selection is based upon consideration of a combination of technical and price factors to determine the offer deemed most advantageous and the greatest value to TCRTA.
 - May not be **highest ranking** or **lowest price proposal**
 - But **Overall Best Interest** of TCRTA.
- TCRTA reserves the right to reject any or all proposals for any reason, to undertake discussions with one or more Proposers, and to accept that proposal or modified proposal which, in its judgment, will be most advantageous to TCRTA regarding price and other criteria considered.
- If there is any evidence indicating that two or more Proposers are in collusion to restrict competition or otherwise engage in anti-competitive practices, the proposals of all such Proposer(s) shall be rejected.

I. OVERVIEW

- Proposals will not be publicly opened
- All proposals and evaluations will be kept confidential
- Only TCRTA and Selection Committee will be provided access to proposals and evaluations
- California Public Records Act
 - Exempt from Disclosure
 - Proprietary Information
 - Trade Secrets
 - Confidential Financial Information
 - Blanket-type disclosure will not assure confidentiality

2. OPENING PROPOSALS & CONFIDENTIALTY

- **Evaluation Committee**

- Internal/External Transit Professionals
- Report findings to Executive Director

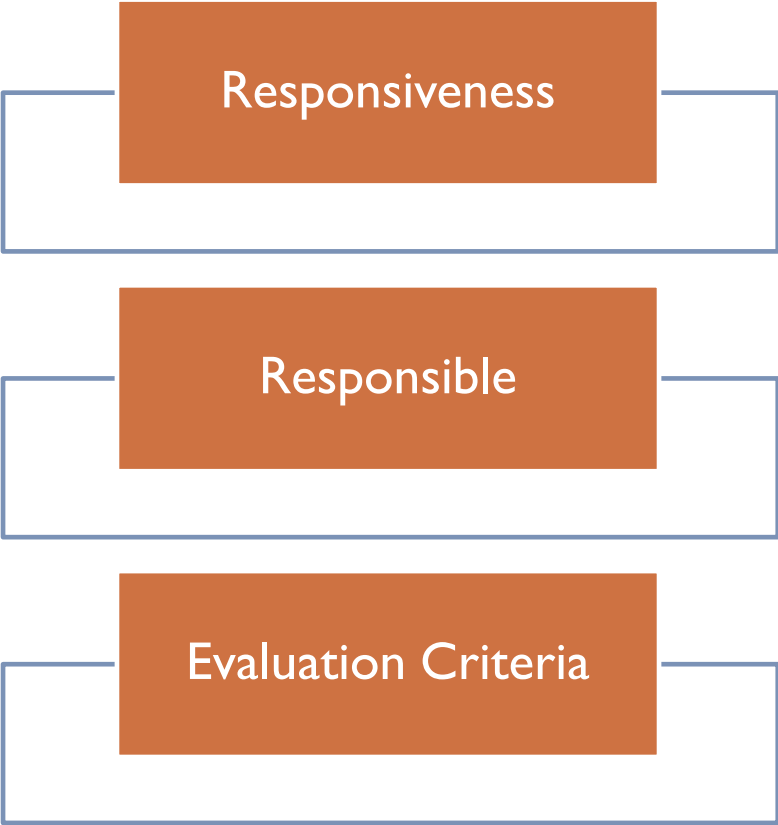
- **Executive Director Will Participate In:**

- Interviews
- Presentations
- Negotiations
- Selections



3. EVALUATION COMMITTEE

4-6. SELECTION PROCESS



- Background & Experience (40 Points)
- Qualifications & Approach (40 Points)
- Creative/Innovative Solutions (20 Points)

7. EVALUATION CRITERIA

100 POINTS

1. **Best and Final Offers**
2. **Award to Other than Recommended Proposal**
3. **Single Proposal Response**
4. **Protests**
 1. **Pre-Award**
 2. **Post-Award**



8. AWARD PROCESS



SECTION 4 – GENERAL CONTRACT PROVISIONS

Highlights

- Bonding
 - \$500,000
- Insurance
 - Workers' Compensation
 - General Liability and Auto
 - \$5,000,000
- Insurance "Optional"
 - Commercial General Liability
 - \$20,000,000
 - Automobile Liability
 - \$20,000,000
 - Garagekeeper's Liability
 - \$1,000,000
 - Employee Dishonesty
 - Client Property
 - Computer Fraud
 - Depositors Forgery
- Compliance with Federal Laws & Regulations
- Venue
 - Tulare County





1

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2

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3

Evaluation & Selection

4

Contract Provisions

5

Special COVID-19 Requirements

SECTION 5 – SPECIAL COVID-19 REQUIREMENTS

SPECIAL COVID-19 REQUIREMENTS

- Service May Be Temporarily Decreased
- Enhanced Vehicle Cleaning
- Protect The Workforce
- COVID-19 Expenses



6

Scope of Work

7

Incentives &
Deductions

A

Pricing Templates

C

Addenda

G

DBE

SECTION 6 – SCOPE OF WORK



TRANSIT OPERATIONS SERVICES

Trained & Certified Operators, Support Staff, Supervision, High-Quality Transit Service, Innovative Technology (CAD/AVL/CRM)

PROJECTED REVENUE HOURS AND MILES

TCRTA is finalizing service changes and will provide updated projected revenue hours and miles as an addendum

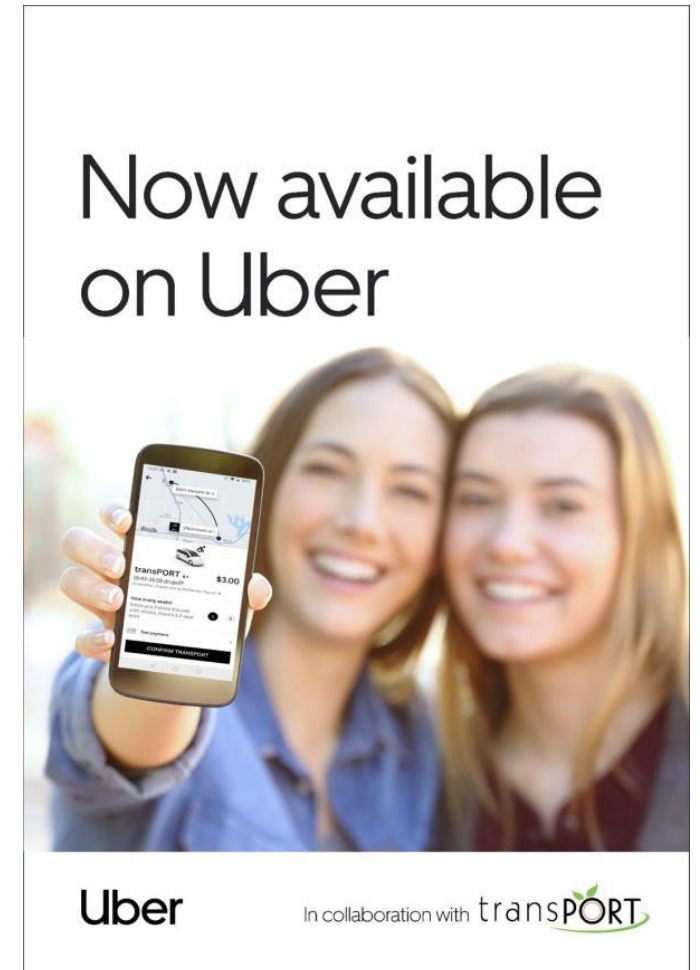
Projected Revenue Hours Table

FY 2022/23 – FY 2029/30					
Location	Commuter Route Service Hours	Local Route/Circulator Service Hours	ADA Paratransit Service Hours	On Demand Service Hours	LOOP Service Hours
Dinuba	N/A	N/A	2,000	12,000*	N/A
Exeter	N/A	N/A	N/A	5,500*	N/A
Farmersville	N/A	N/A	N/A	5,500*	N/A
Lindsay	N/A	N/A	450	5,500*	N/A
Porterville	N/A	25,000	3,000	12,000	N/A
Tulare	9,000	25,000	3,000	10,000*	N/A
Woodlake	N/A	N/A	2,000	2,500*	N/A
County	35,236	N/A	1,800	N/A	2,400
Total	44,236	50,000	12,250	53,000	2,400

**New Service Starting July 1, 2022*

TECHNOLOGY NOTES

- TCRTA will seek to install video security systems in all revenue vehicles
- TCRTA is in the process of GTFS-Real Time
- TCRTA is responsible for providing Cellular Data and Modems/Routers
- TCRTA is responsible for providing Fareboxes
- TCRTA On-Demand powered by Uber
- TCRTA is seeking:
 - CAD - Computer Assisted Dispatching (Local, Commuter, Paratransit)
 - AVL - Automatic Vehicle Locating
 - CRM – Customer Relations Management Software



TCRTA SERVICES

SERVICE	AREA COVERED
Local Fixed Route	Exeter 1 (<i>Optional</i>) Farmersville 1 (<i>Optional</i>) Porterville 1, 2, 3, 4, 5, 6 Tulare 1, 2, 3, 4, 5, 6
Local Circulator Route	60, 70, 80, 90
Commuter Fixed Route	TCAT 10, 11x, 20, 30, 40
Complementary ADA Paratransit	Complimentary ADA Paratransit are provided in the same cities that provide local fixed routes.
General Paratransit	General paratransit service is provided in the City of Woodlake.
On-Demand	On-Demand is provided in the Cities of Dinuba, Exeter, Farmersville, Lindsay, Porterville, Tulare, Woodlake.
Customer Service (Ticket Sales)	Dinuba, Transit Center, Porterville Transit Center, Tulare Transit Center.

LOCAL & CIRCULATOR ROUTES

City of Exeter (Local Fixed Routes) – E1 (*Optional*)

City of Farmersville (Local Fixed Routes) – F1 (*Optional*)

City of Porterville (Local Fixed Routes) – P1, P2, P3, P4, P5, P6

City of Tulare (Local Fixed Routes) – T1, T2, T3, T4, T5, T6

County of Tulare (Local Circulatory Routes) – 60, 70, 80, 90

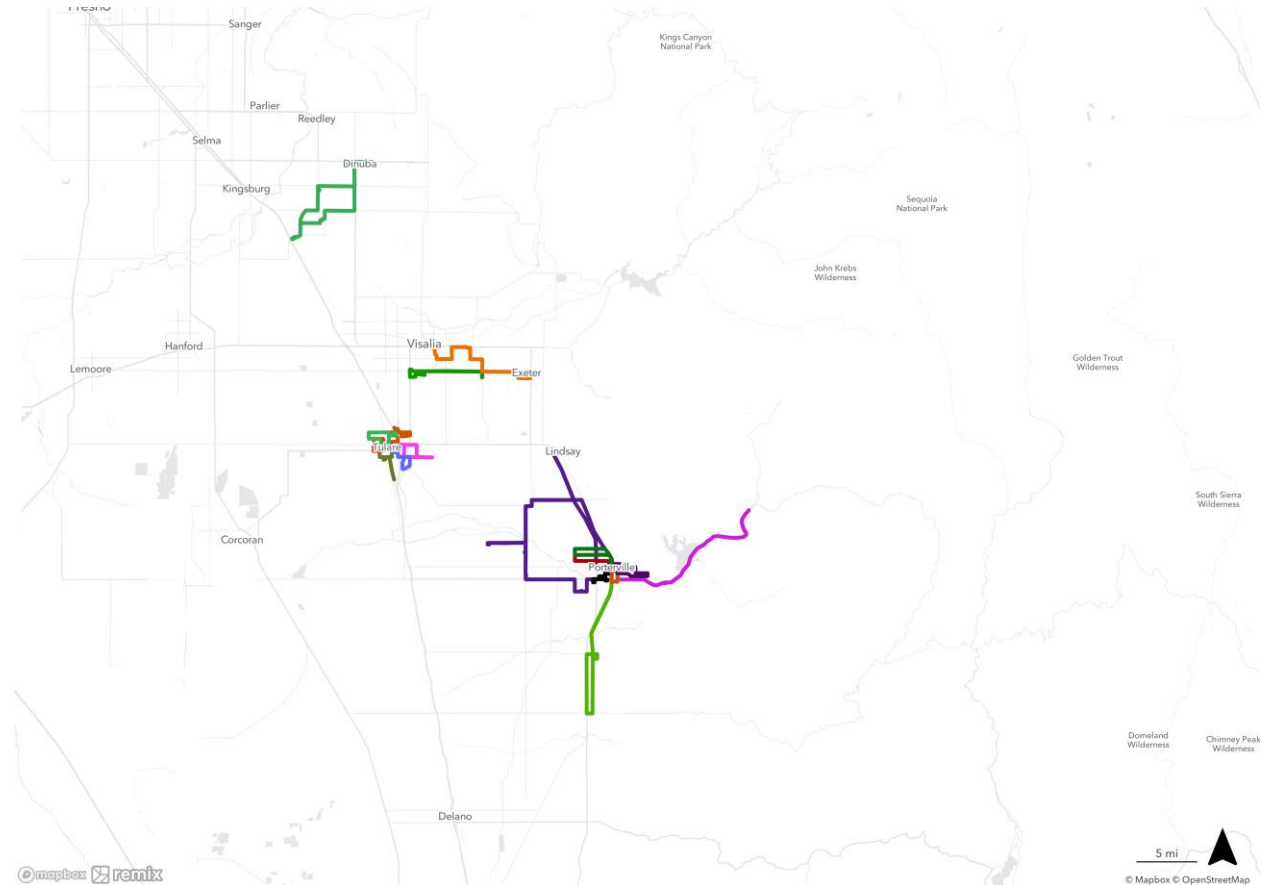
Service Hours

Monday – Saturday

7:00 am to 7:00 pm

Sunday

8:00 am to 5:00 pm



COMMUTER ROUTES

10, 11x, 20, 30, 40

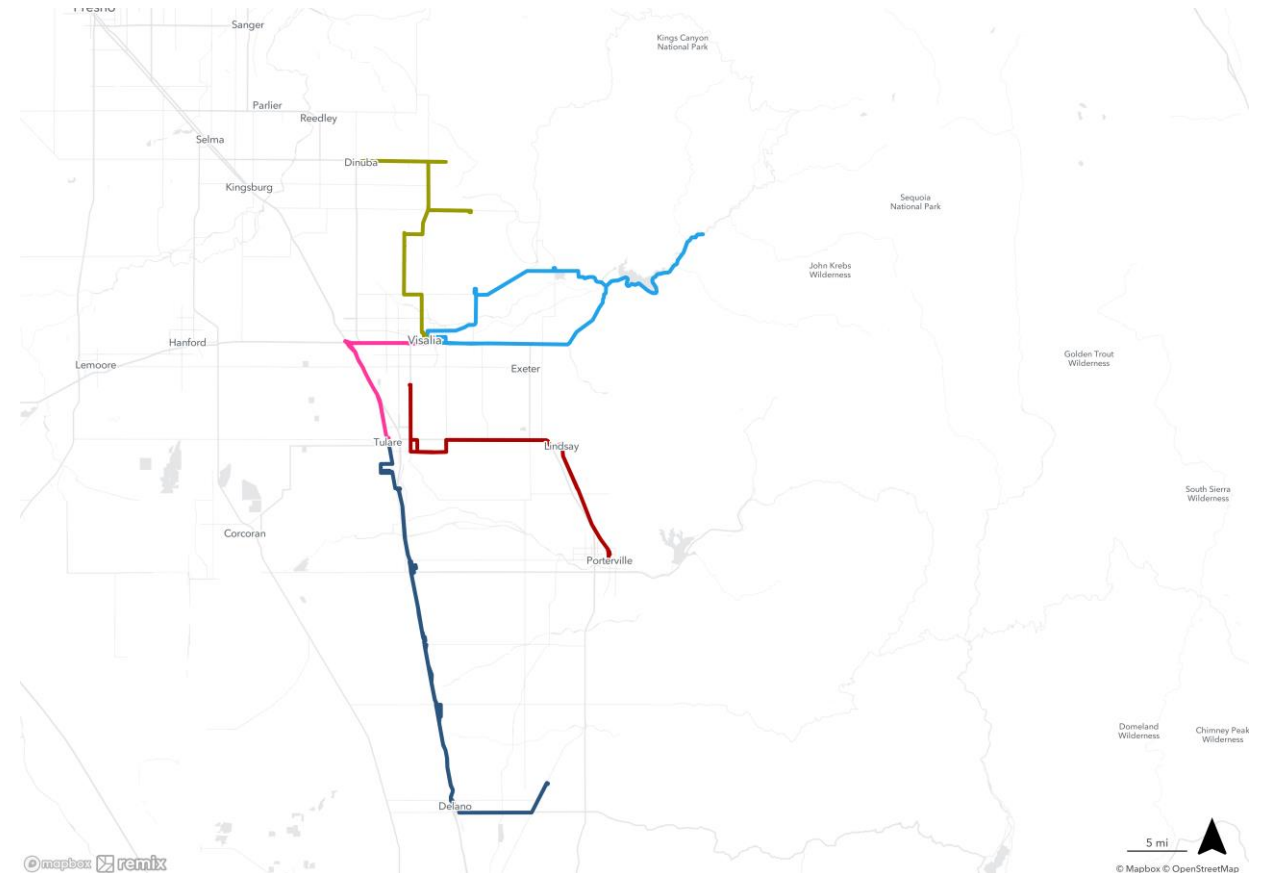
Service Hours

Monday – Saturday

Sunday

5:00 am to 9:00 pm

8:00 am to 8:00 pm



COMPLEMENTARY ADA PARATRANSIT

Cities

Exeter
Farmersville
Porterville
Tulare

Service Hours

Monday – Saturday
Sunday

7:00 am to 7:00 pm
8:00 am to 5:00 pm



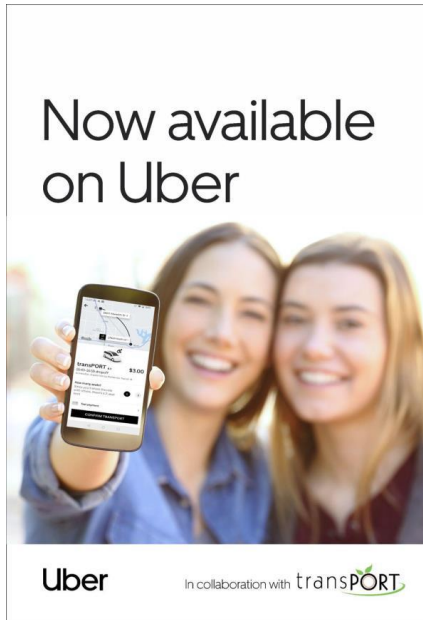
ON-DEMAND

Cities

Dinuba
Exeter
Farmersville
Lindsay
Porterville
Tulare
Woodlake

Service Hours

Monday – Saturday
Sunday



6:00 am to 10:00 pm
8:00 am to 8:00 pm



LOOP BUS SERVICE

Special Charter Service

- Priced Separately
- SPAB (School Pupil Activity Bus) Certificate Required



VEHICLE MAINTENANCE

North County Yard (Dinuba)	Central County Yard (County)	South County Yard (Porterville)
Performed by City of Dinuba	Performed by TCRTA or Contractor	Performed by City of Porterville
CNG & Gas	CNG	CNG/Gas/Electric



CENTRAL CALL CENTER

Operated by TCRTA

- Customer Service
- Trip Reservations
- ADA Certification
- Mobility Management

Proposer to Provide:

- Computer Assisted Dispatching (CAD)
- Automatic Vehicle Locating (AVL)
- Customer Relations Management (CRM)



TRANSIT CENTERS

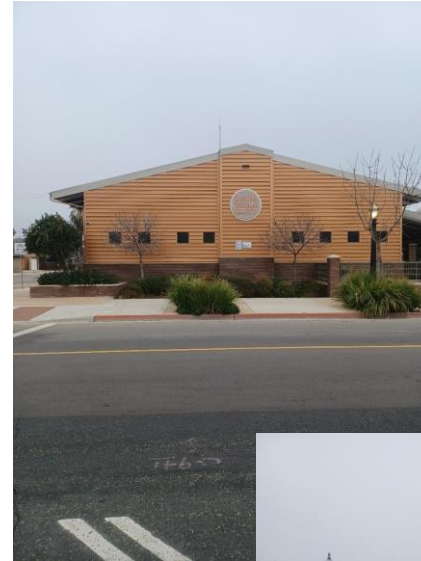
- Dinuba
- Porterville
- Tulare
- Woodlake (No Offices)

TCRTA Responsibilities

- Facility Maintenance
- Landscape Maintenance
- Utilities

Proposer Responsibilities

- Customer Service/Ticket Agent
- Janitorial
- Cleaning Supplies and Equipment



TCRTA BUS STOPS

- 580+ Bus Stops
- Transit Shelters (County, Porterville, Tulare)

TCRTA Responsibilities

- Bus Stop Signage & Equipment
- Shelters
- Utilities


Proposer to Provide:

- Daily Cleaning
- Minor Repairs
- Dismantle, Move, Install Poles, Signs, Shelters
- Supplies and Equipment



OPERATIONS

Proposer to Provide:

- Equal Opportunity Employer
- Retain Qualified Non-Management Employees
- Qualified Operators
- Road Supervision (minimum of 4)
- Training and Safety Program
- Optional Fleet Maintenance (Central Yard)
- Fleet Cleaning 
- Dispatching
- Customer Service/Ticket Agents
- Detailed Reporting by Service Mode
- Innovative Technology (CAD,AVL,CRM)



6

Scope of Work

7

Incentives &
Deductions

A

Pricing Templates

C

Addenda

G

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SECTION 7 – INCENTIVES & DEDUCTIONS



“TCRTA WISHES TO RECEIVE THE HIGHEST LEVEL OF SERVICE FROM ITS PROPOSER”

Incentives Matrix

Definition of Incentive	Rate
An incentive for each month a customer submits a comment about the cleanliness of the vehicles . Not to exceed \$1,000 per month.	\$100
An incentive for each month in which TCRTA receives zero customer complaints .	\$500
An incentive per month where productivity for ADA paratransit exceeds 4 passengers per revenue hour in a single month.	\$1,000
An incentive per month where productivity for On-Demand exceeds 4 passengers per revenue hour in a single month.	\$1,000
An incentive for each month in which the unclassified revenue is below 1% in a single month.	\$1,000
An incentive for each month when on-time performance is validated to have a monthly percentage of 98% or higher .	\$1,000

Deductions Matrix

Definition of Deductions	Rate
A deduction per occurrence if Proposer fails to submit a report as required by TCRTA.	\$100
A deduction per occurrence when a driver fails to login properly to the GFI, CAD, AVL systems before beginning work.	\$100
A deduction per occurrence when a vehicle’s exterior is not properly cleaned prior to pull-out.	\$500
A deduction per occurrence when a vehicle’s interior is not properly cleaned prior to pull-out.	\$500
A deduction per occurrence when a Transit Center interior or exterior is not properly cleaned .	\$500
A deduction per occurrence when a Transit Center bathroom is not properly cleaned .	\$500
A deduction per occurrence where the TCRTA bus stop or bus shelter is not properly cleaned .	\$100

6

Scope of Work

7

Incentives &
Deductions

A

Pricing Templates

C

Addenda

G

DBE

PRICING TEMPLATES

PRICING TEMPLATES

- Multi-Year Pricing Templates Have Been Provided
 - Proposers Can Modify
- Routes, Paratransit, On-Demand Combined
 - Cost per Revenue Hour
- LOOP Bus Service
- Fixed Operational Costs
 - Cost per Month
- Bus Stop Cleaning/Maintenance
 - Cost per Month
- Fleet Cleaning
 - Cost per Month
- Transit Center Janitorial
 - Cost per Month
- Optional – Exeter & Farmersville Service
- Optional – Liability, Physical Damage, Risk Control
- Optional – Fleet Maintenance
 - Cost per Revenue Mile

6

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A

Pricing Templates

C

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C

Addenda

G

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DBE OPPORTUNITIES

- TCRTA DBE Goal – 2%
- Required DBE Forms
- Good Faith Effort Documentation
 - Transit Center Janitorial
 - Bus Stop Cleaning and Maintenance
 - Fleet Cleaning





THANK YOU!

AND GOOD LUCK