KING GEORGE COUNTY, VIRGINIA

REQUEST FOR INFORMATION

ISSUE DATE: May 18, 2012 **RFI # 06192012-1400**

TITLE: Public Transportation Services

The deadline for the submission of responses to this Request for Information (RFI) is **2:00 PM on June 19, 2012**. Facsimile and/or electronic responses will be accepted. All inquiries must be directed to:

Kelly S. Dixon, CPPO CPPB – Procurement Manager
Phone: (540) 775-8575
Fax: (540) 775-7692
E-Mail: kdixon@co.kinggeorge.state.va.us

Responses are to be delivered to:

King George County Procurement Manager
10459 Courthouse Drive, Suite 201
King George, VA 22485

kdixon@co.kinggeorge.state.va.us
Fax: (540) 775-7692

Name and Address of Firm/Individual Submitting Response:

_____ **Date:** _____

_____ **By:** _____
Signature In Ink (Preferably Blue Ink)

_____ _____
Print/Type

Telephone: _____ **Fax:** _____

E-mail Address _____ **State Corporation Commission #** _____

How did you hear about this RFI? (Check all that apply) ___ Newspaper (Which One?_____), ___ eVA, ___ KG Web Site, ___ Other (Explain_____)

1.1 PURPOSE OF THIS REQUEST FOR INFORMATION:

King George County, Virginia, a political subdivision of the Commonwealth of Virginia and a body politic, (KGC), is requesting information (letter of interest, qualifications, references, and estimated pricing) from qualified and experienced companies to provide annual renewable business hour (over a 12-hour period per day) Public Transportation (bus route) Services Monday – Friday to and from designated points in KGC, as indicated on the attached map (Attachment A); and, on-demand transportation services within the County limits in between established business hours. Transportation to/from a regional transfer site, outside King George County, may be desired. The company shall strive to maximize ridership, fare box recovery and on-time performance, while minimizing road calls, vehicle damage and complaints. Information received may be used to develop a comprehensive Request for Proposals for contracted services.

1.2 RESPONDING FIRMS MINIMUM REQUIREMENTS:

Responding Firms, at a minimum, shall:

- Be a legal entity licensed and permitted to provide public transportation services in the Commonwealth of Virginia with complete in-house operation capabilities including, but not limited to: human resources, dispatching, and maintenance capabilities;

- Have current experience providing public transportation services to rural communities;

- Have familiarity, and proven compliance with local, state and federal standards, and regulations applicable to providing public transportation services;

- Be well versed in fixed-route, deviated fixed-route, and on-demand operations; including dual service options; and,

- Have available resources (vehicles, equipment, highly trained staff, office space, vehicle maintenance and storage space, etc.) to provide efficient and safe public transportation services in KGC.

1.3 RESPONSE REQUIREMENTS:

Provide the following information:

- State your firm's interest in providing annual and multi-year Monday through Friday public transportation services for King George County;

- Describe your firm's experience in providing public transportation services for rural communities, including the number of years the firm has been providing public transportation services in the Commonwealth;

- Provide references from at least three localities in the Commonwealth that daily public transportation services have been provided in the past three years. Provide locality's name and address, point of contact name and phone number, and number of years public transportation services have been provided for each locality;

- Describe your firm's management and operation philosophy and process;

- Describe the qualifications of staff, including drivers and dispatchers (list certifications, licenses held, etc);

- Describe how the maintenance of staff licenses and certifications is maintained;

- Describe your fleet's maintenance and replacement process;

- Describe your firm's emergency plan;

- Describe your firm's process for fare/revenue collection/distribution, and discuss fare schedule options including income/expense statements and grant opportunities;

- Detail how your firm monitors and reports all aspects of system operation, including but not limited to: ridership, quality of service, route performance, safety and security, emergency preparedness, coordination of vehicle maintenance, fare collection and performance of personnel to KGC;

- Describe the accommodations made for passengers with disabilities;

- Describe the process for addressing customer service/complaints;

- Describe the marketing/public and media relations process. Includes sample marketing materials;

- Detail the program monitoring and reporting available to KGC;

- Describe the firm's flexibility in adjusting services as needed for KGC;

- Provide an estimated cost model for the Monday – Friday public transportation services under consideration.

Please direct all questions to Kelly S Dixon, CPPO CPPB, Procurement Manager at the phone number or e-mail address listed on page 1 of this RFI.

King George County does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1 or against any Bidder/Offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by law relating to discrimination in employment.