

RFP # 8044 - LTA Paratransit Services

Evaluator: \_\_\_\_\_

Proposer: \_\_\_\_\_

Date: \_\_\_\_\_

Ratings: 1= Poor, 3 = Less than Adequate, 5 = Satisfactory, 7 = Good, 10 = Excellent

	Criteria	Rating	x	Weighted Percentage	=	Score (Rating multiplied by Percentage)
A	Firm Identification References & Experience Submission of proof of MGO 11.06 Licensing or MA Provider Status			15% x 100		
B	Organizational Capabilities CITY will evaluate operational capabilities and structure, decision-making authority, supervisory roles and accountability as related to this type of service, specifically with regard to the following: receiving and reporting ride cancellations and no-shows, timeliness of pick ups, daily (as needed) route adjustments, road supervision for emergencies, safety issues, problem-solving, etc., quality assurance, including procedure adherence, timeliness, and manifest auditing. Submission & merits of Proposer's federally mandated Drug & Alcohol Program proposal.			10% x 100		
C	Data Capabilities CITY will evaluate data collection capabilities with regard to the following: Daily manifest or report of riders' name, pick up & destination addresses, actual pick up time, actual drop time, ambulation capabilities of rider and no-show/cancellation recording, Daily trip record including beginning time and mileage, end time and mileage, time and mileage of passenger pick up and passenger drop off, passenger fares collected, Monthly service summary, including number of service hours (as applicable) pre-paid fares collected, and productivity(as applicable), if not currently performing in such a manner, then a detailed plan for implementing these abilities. Evaluate samples.			10 % x 100		
D	Qualifications & Experience of Key Managers Names and Ability to respond to Feedback. Name of Liaison with Contractor and listing of responsibilities in addition to support of this proposal.			10% x 100		
E	Qualifications & Selection of Employees Name and experience of Schedule Coordinator Sensitivity Training program for PDWs & Seniors			10% x 100		
F	Cost Proposal			20% x 100		
G	Financial Capacity & Fuel Clause (if any) Financial reports, Proof of Insurance- send to Risk Manager for approval Fuel purchasing plan			5% x 100		
H	Cost for Additional, Reduced, or Termination of Services			5% x 100		
I	Quality of Operating and Maintenance Procedures Vehicle Inventory or Acquisition (timeline, meets minimum # of vehicles & capacity) Facilities for vehicle storage & maintenance program			15% x 100		
J	Certifications - Submitted all required and signed.			Pass or Fail		

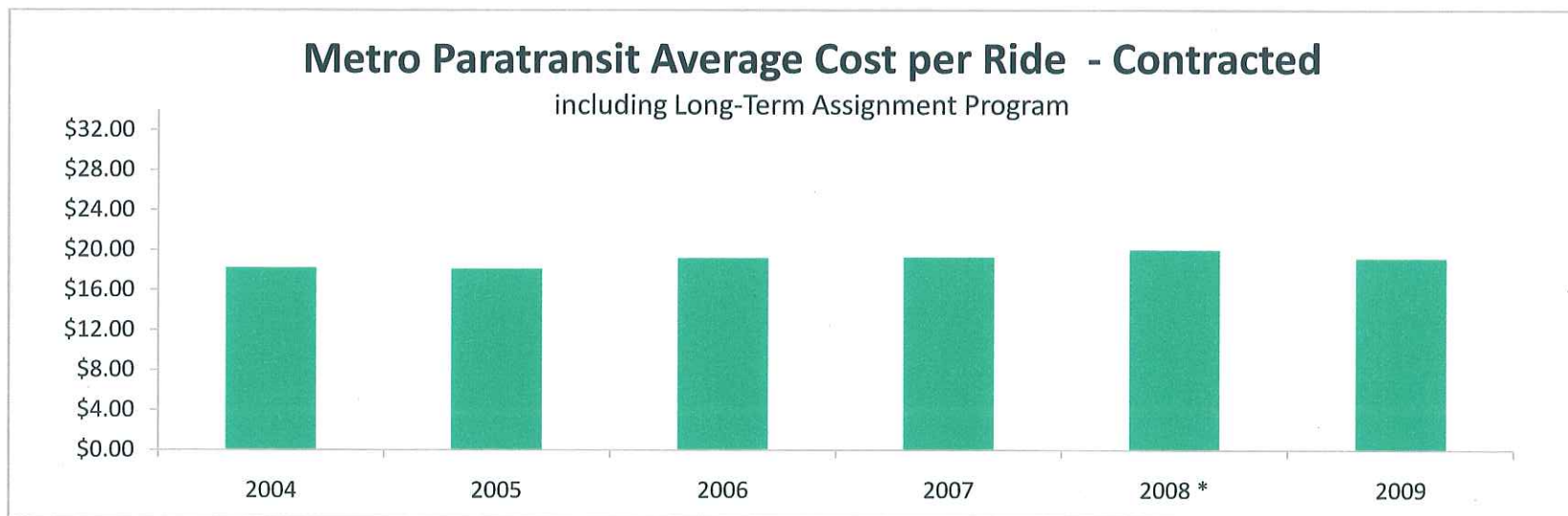
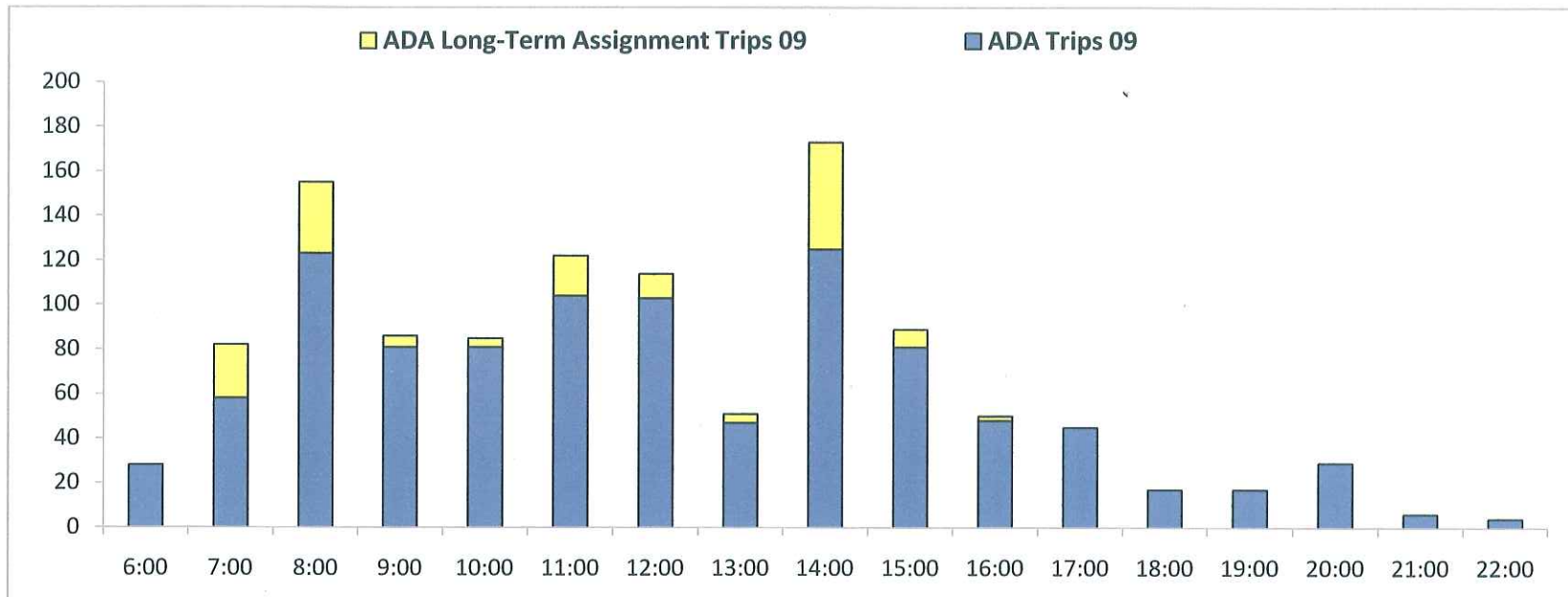
- (c) Price Alone Not Determinative. Due to the nature of the procurement, contract award need not be based exclusively on price or price-related factors. In different types of negotiated acquisitions, the relative importance of cost or price may vary. When the recipient's material requirements are clearly definable and the risk of unsuccessful contract performance is minimal, cost or price may play a dominant role in source selection. The less definitive the requirements, the more development work required, or the greater the performance risk, the more technical or past performance considerations may play a dominant role in source selection and supersede low price.
  
- (2) Procurement Procedures. The following procedures apply to procurements by competitive proposals:
  - (a) Publicity. The request for proposals is publicly advertised.
  - (b) Evaluation Factors. All evaluation factors and their relative importance are specified in the solicitation; but numerical or percentage ratings or weights need not be disclosed.
  - (c) Adequate Sources. Proposals are solicited from an adequate number of qualified sources.
  - (d) Evaluation Method. A specific method is established and used to conduct technical evaluations of the proposals received and to determine the most qualified offeror.
  - (e) Price and Other Factors. An award is made to the responsible offeror whose proposal is most advantageous to the recipient's program with price and other factors considered.

**RFP 8044 ADA Complimentary Paratransit Service - Long Term Assignment Program**

**Selection Scores**

Maximum possible points	150	100	100	100	100	150	50	200	50	Total Max.
	Firm Identification (references & Experience)	Organizational Capabilities	Data Capabilities	Manager Qualifications & Experience	Employee Qualifications & Selection	Quality of Operations & Maintenance procedures	Cost of Change in Service	Lowest Price	Financial Capacity & Fuel Clause	
<b>Badger Bus</b>										Total Score Rank
Ranker 1	135.000	80.000	80.000	80.000	70.000	90.000	50.000			791.750
Ranker 2	150.000	70.000	70.000	70.000	70.000	120.000	50.000			
Ranker 3	105.000	70.000	70.000	70.000	70.000	105.000	50.000			
Ranker 4	120.000	100.000	100.000	80.000	70.000	150.000	50.000			
Ranker 5								168.000	25.000	
average	127.500	80.000	80.000	75.000	70.000	116.250	50.000	168.000	25.000	
Rank by Category	1st	2nd	1st	1st	1st	1st		4th	4th	791.750 1st
<b>Abby Van</b>										Total Score Rank
Ranker 1	120.000	60.000	70.000	70.000	60.000	75.000	50.000			775.000
Ranker 2	105.000	60.000	70.000	70.000	70.000	120.000	50.000			
Ranker 3	105.000	70.000	50.000	70.000	50.000	75.000	50.000			
Ranker 4	150.000	100.000	100.000	70.000	50.000	60.000	50.000			
Ranker 5								200.000	50.000	
average	120.000	72.500	72.500	70.000	57.500	82.500	50.000	200.000	50.000	
Rank by Category	2nd	1st	2nd	2nd	2nd	2nd		1st	1st	775.000 2nd
<b>Badger Cab</b>										Total Score Rank
Ranker 1	45.000	40.000	50.000	30.000	10.000	45.000	50.000			615.250
Ranker 2	105.000	70.000	70.000	100.000	70.000	30.000	50.000			
Ranker 3	105.000	70.000	70.000	50.000	50.000	15.000	50.000			
Ranker 4	135.000	50.000	-	70.000	60.000	105.000	50.000			
Ranker 5								171.000	33.000	
average	97.500	57.500	47.500	62.500	47.500	48.750	50.000	171.000	33.000	
Rank by Category	3rd	3rd	3rd	3rd	3rd	3rd		3rd	2nd	
<b>Amer Logistics</b>										Total Score Rank
Ranker 1	105.000	80.000	90.000	70.000	70.000	45.000	50.000			579.500
Ranker 2	105.000	50.000	50.000	70.000	50.000	30.000	50.000			
Ranker 3	75.000	30.000	50.000	50.000	10.000	45.000	50.000			
Ranker 4	75.000	40.000	100.000	40.000	-	-	50.000			
Ranker 5								167.000	30.000	
average	90.000	50.000	72.500	57.500	32.500	30.000	50.000	167.000	30.000	
Rank by Category	4th	4th	2nd	4th	4th	5th		5th	3rd	579.500 4th
<b>Kobussen</b>										Total Score Rank
Ranker 1	15.000	-	10.000	10.000	10.000	45.000	50.000			

Ranker 2	30.000	10.000	30.000	10.000	10.000	45.000	50.000				
Ranker 3	75.000	30.000	30.000	50.000	70.000	105.000	50.000				
Ranker 4	15.000	10.000	10.000	-	-	-	50.000				
Ranker 5								193.000	30.000		
average	33.750	12.500	20.000	17.500	22.500	48.750	50.000	193.000	30.000	428.000	
Rank by Category	5th	5th	4th	5th	6th	3rd		2nd	3rd	428.000	5th



\* 2008 increases reflect fuel price spike

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## Riders Caught In Middle Of Transit Dispute

### Union Transit Upset Over Madison Metro Mailing

MADISON, Posted 6:40 p.m. CDT April 7, 2000 -- One person who uses Madison Metro's service for people with disabilities calls the current situation "a mess."

The city's sole private provider is threatening to quit -- even as Madison Metro threatens to sue.

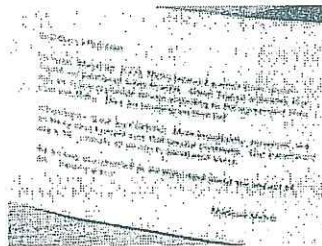


At the center of the controversy is the lack of a city contract between Madison Metro and Union Transit, the city's only help with providing federally mandated transportation to people with disabilities.

About 500 disabled people daily use Union Transit to get around the city. The city hired Union Transit in January to help service people who can't ride the city bus.

But now riders said that they are worried they are going to lose their ride soon.

In a recent mailing, Madison Metro told riders with disabilities that Union Transit says it is unable to provide the service, that it's renegeing on its bid and that Metro is exploring legal options.



Union Transit officials said that they are furious, and Friday they sent off letters calling the postcards a "public assault on Union Transit" and a "gross distortion."

Union officials said that because Madison Metro walked away from the bargaining table, it had to set a

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## TODAY'S ARTICLES

Posted: Monday, May 1, 2000

[Diverse music attracts crowd to 'Party in the Park'](#)  
Sara Schroeter and Meredith Smerchek

## Metro arranges service to continue paratransit

[Former UW dean faces child porn charges](#)  
Alicia Hammond

**Colin Finan**  
city/county editor

As Union Cab's contract to provide paratransit is up today, a temporary package was arranged with Madison Metro to continue paratransit service. However, an agreement was not yet worked out between the city and other paratransit providers about continued service in the future.

[Suspensions spark controversy in case against firefighters](#)  
Colin Finan

Paratransit riders include those who qualify for special service to their destination because they are not able to ride the public bus for a documented reason.

[Metro arranges service to continue paratransit](#)  
Colin Finan

"The paratransit system is set up for people who can't use the bus and need to get to the mall or meet friends or relatives," said Ald. Mike Staude, District 8.

[Hundreds rally against Crandon mine](#)  
Katie Dix

Staude, a member of the Madison Transit and Parking Commission, said a public hearing will be held by the committee on May 9 to get the public's input on the situation. The city budget shortfall for the paratransit system was approximately \$1.3 million, which includes \$600,000 in annual fuel costs and the \$750,000 it costs a year to run the system.

[Students, alumni turn out for run/walk](#)  
Cathy Lind

"The situation is currently looking pretty grim," Staude said. "At the meeting we will cover the possibility of eliminating routes and a rise in rates."

[On Campus: First student council meeting of term tonight](#)  
Badger Herald

The rise in rates could be significant, he said. Paratransit currently costs \$1.25 per ride, but could be bumped up to as much as \$3.00 per ride to help reduce the debt.

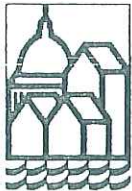
[Holocaust Remembrance Week activities begin today](#)  
Hilary Ruesch

The UW-Madison student bus pass, however, will not be affected by anything in the near future. The university has a three-year contract with Madison Metro that is not yet up, meaning that student segregated fees will not increase to help

## Madison Metro Transit System

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City of  
Madison




Paul J. Larrousse, Transit General Manager

1101 East Washington Avenue  
Madison, Wisconsin 53703  
608 266 4904 (Administrative Office)  
608 266 4466 (Customer Information)  
608 267 1143 (TDD/Device for Deaf)

**DATE:** April 27, 2000

**TO:** Mayor Susan J.M. Bauman  
President and Members of the Common Council  
Members of the Transit and Parking Commission  
Members of the ADA Paratransit Oversight Subcommittee

**FROM:** Paul J. Larrousse, Transit General Manager 

**SUBJECT:** Paratransit Service

Attached to this memo is information regarding paratransit service.

Metro staff has arranged a package of service providers to continue paratransit service as of May 1, 2000. Metro, Laidlaw, Evergreen and Transit Solutions will provide wheelchair service. Metro and Badger Cab will provide ambulatory service. In order to ensure that service continues, purchase orders will be issued for 60 days until the Commission, Board of Estimates and Common Council approve a resolution formally awarding the service to these vendors. You should see the resolution at your May meeting. You will note that Union Transit does not have a role in providing service. A letter to Union is enclosed with this package.

We have included a profile of paratransit ridership and details on March ridership (time of day, vendor, ambulatory or wheelchair) for your review.

We will be holding a press conference today at Noon to announce the service plan for next Monday. We will do everything we can to make the transition to these service providers as smooth as possible. However, we know that any change in service always has glitches. If you hear from any customers, please let us know so that we can correct any problems as soon as possible.

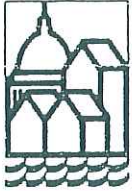
Please let us know if you have any questions or need any additional information.



## Madison Metro Transit System

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### TO ALL METRO PARATRANSIT USERS:

By now, you have probably heard that paratransit service will continue to operate on Monday, May 1. This brief letter will provide you information on what you need to know.

Union Transit will no longer provide service.

Metro will be the primary provider of service for people who use a wheelchair or mobility aid. For ambulatory paratransit users, Badger Cab and Metro will be the primary providers. Laidlaw, Transit Solutions, and Evergreen will supplement the primary service providers. Please keep your eyes out for these providers since you may not know in advance who will be providing your ride.

There will be many new drivers providing service. Please make them aware of any needs you have. With all of the new drivers providing service, we may not run on time and the drivers may not be familiar with the places that you travel to. Any help you can provide would be appreciated.

We know that some glitches will occur during this transition. Let Metro know of problems and difficulties that arise. Our phone lines will be crowded. Phone lines are most heavily used at the beginning and end of the day, so try calling midday. Hopefully, it won't take more than a week or so to iron out any problems.

Please be patient with us during this transition. Everyone is committed to making the service run smoothly. Let us know how we can help.

MADISON METRO