

REQUEST FOR PROPOSALS (RFP)

for

Transportation Dispatch Services 2023



ISSUE DATE: July 31, 2023

RESPONSES DUE: August 28, 2023

AWARD NOTIFICATION: September 22, 2023

City of Detroit

Michael E. Duggan, Mayor

Nicole A. Sherard-Freeman, Group Executive Jobs, Economy & Detroit at Work

Mayor's Workforce Development Board

Cynthia J. Pasky, Co-Chairperson

David E. Meador, Co-Chairperson

Detroit Employment Solutions Corporation

Alice Thompson, Chairperson

Terri Weems, President



An equal opportunity employer/program. Supported by the State of Michigan, Labor and Economic Opportunity-Workforce Development (LEO-WD). Auxiliary aids and services available upon request to individuals with disabilities. 1-800-285-WORK. TTY: 711.



Transportation Dispatch Services 2023 (TDS 2023) RFP

BIDDING INFORMATION	
Issue Date:	July 31, 2023
Questions Deadline:	<p>August 11, 2023 at 5:00PM (EST)</p> <p>All questions should be received in writing via email to procurement@detempsol.org.</p> <p>To be properly received, <u>Email Subject line must include:</u> Questions for TDS 2023 RFP</p> <p>DESC will provide a response to all companies/individuals that requested an RFP via email upon completion of responses.</p>
Response to Questions:	<p>August 16, 2023 at 5:00PM (EST)</p> <p>Responses to questions will be available at this link: https://www.descmiworks.com/opportunities/rfps-and-rfqs/</p>
Proposal Due Date:	<p>August 28, 2023 at 5:00PM (EST)</p> <p>Responses must be <u>received</u> electronically by email to: procurement@detempsol.org.</p> <ul style="list-style-type: none"> Files submitted via email must not exceed 25 MB. Do not include embedded links to external information in proposal submissions. Links provided in response to this RFP will not be evaluated. To be properly received, <u>Email Subject line must include:</u> Response to TDS 2023 RFP Proposal email submissions that include DESC staff will not be accepted. Confirmations of proposals received will be provided within 48 business hours of receipt. <p>Please note: Allow ample time for submitting your proposal. DESC strongly encourages submitting at least one business day prior to due date above. DESC will not extend the submission deadline due to technical issues or outages.</p> <p>DESC WILL NOT ACCEPT PAPER/HARD-COPY OR LATE PROPOSALS.</p>
Award Notice:	The award notification is planned to be provided by September 22, 2023
Contract Start Date:	The contract period is scheduled to begin October 1, 2023 .



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I. INTRODUCTION

The Mayor's Workforce Development Board (MWDB) is directly responsible and accountable to the State of Michigan, Labor and Economic Development, Workforce Development (LEO/WD) for the planning and oversight of talent development programs in the City of Detroit. Designated by the MWDB, Detroit Employment Solutions Corporation (DESC) serves as the fiscal and administrative entity and Michigan Works! Agency that provides workforce services to job seekers and employers, using a range of federal, state, local and private funds. DESC oversees nine (9) Detroit Michigan Works! One-Stop Service Centers and contracts with qualified entities to provide workforce development services to job seekers and employers. Locally, the Michigan Works! One-Stop Service Centers are branded as Detroit at Work Career Centers. DESC is also a proud member of the American Job Center network.

In July 2019, the MWDB and DESC, known collectively as Detroit at Work, launched a re-designed public workforce system. This included expanding from 3 to 9 Career Centers; doubling the number of youth service locations; physical co-location of federally funded programs with a common intake process; a centralized call center that serves as a single point of entry to our system; expansion of technology-enabled and web-based services; and integration of on-site financial coaching services. In addition, one of the most critical components of the new system has been reorienting program delivery through a trauma-informed and Human-Centered design lens that puts the customers' needs at the center of service delivery.

DESC is seeking proposals from qualified individuals and/or firms to provide Lyft transportation dispatch services for Detroit at Work customers in the PATH and other programs.

DESC plans to award **one (1) contract** for requested services as detailed in this RFP.

II. CONFIDENTIALITY

DESC will treat as confidential any non-public information that we receive from you in our discussions about the transaction contemplated by your RFP (other than information that we also receive from other, non-confidential sources, or that we independently develop ourselves).

III. ORGANIZATION QUALIFICATIONS

Eligible applicants include U.S. based non-profit organizations, private for-profit companies, units of local government including community colleges and universities, and faith-based and community organizations.

Small businesses, minority-owned firms, women's business enterprises, and labor surplus area firms are particularly encouraged to apply.

Organizations and individuals are ineligible if they are currently barred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by a federal department/agency, or if they are not in compliance with the State of Michigan Department of Revenue or Internal Revenue Service requirements.

Applicants must possess the following:



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- All required licenses, bonding, equipment, and identified core personnel necessary to perform the work as required in the RFP;
- Documentation of the business structure (e.g. corporation., LLC, sole proprietor, partnership, etc.) you have registered to conduct business; and
- Personnel policies and procedures demonstrating compliance with Equal Employment Opportunities requirements, Americans with Disability Act, and Drug Free Workplace and Byrd Anti-Lobbying Act.

Applicants must assure the ability to comply with all applicable laws and regulations, as well as the nondiscrimination and equal opportunity provisions of 29 C.F.R. § 38.25, if awarded a contract and remain in compliance for the duration of the award.

Applicants must be financially and operationally stable and must possess sufficient scale in terms of staff and other resources to support DESC throughout the term of a contract, if awarded as a result of this RFP.

- a) If a contract is awarded as a result of this RFP, Applicants must be able to comply with insurance requirements, as necessary based on the nature of the particular contract. Required coverage may include Commercial General Liability Policy (A \$3,000,000 per occurrence) with the following coverages:
 - Broad form property damage
 - Premises/Operations
 - Independent Contractors
 - (Blanket) Broad form Contractual
 - Personal Injury
- b) Workers' compensation insurance, as required by law,
- c) \$1,000,000 combined single limit automobile liability insurance, including hired and leased vehicles, owned and non-owned autos, and "no fault" coverage,
- d) Errors and omissions liability insurance with minimum limits of \$1,000,000 per occurrence and \$1,000,000 dollars aggregate,

To be considered for an award of this service, the proposing organization or individual must meet the following qualification:

- Applicant must have a minimum of two (2) years of experience providing automotive transportation dispatch services detailed in this request for proposal.
- Applicants must have an established, operational and permanent dispatch facility at the time of submitting a proposal.



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IV. SCOPE OF WORK

DESC is looking for a firm to provide, as needed, Lyft transportation dispatch services for PATH & Detroit at Work participants that are eligible to benefit from Lyft rides purchased by DESC. DESC has purchased over \$2M in Lyft credits to date, primarily using PATH funds to provide transportation to PATH participants. In Program Year 2019, DESC plans to purchase additional Lyft rides for other customers outside of the PATH program. Over the past two years, DESC's Career Center service providers have assumed the role of assisting participants to access Lyft rides. It is our intention to reduce the burden on Career Center staff by procuring a dispatch service. This will enable the Career Center staff to focus on their core business of providing career coaching, barrier reduction and job placement services. However, Career Center staff will maintain responsibility for determining whether participants are eligible for Lyft rides. On a regular basis, Career Center staff will produce a report for the selected applicant that identifies eligible participants and the specific transportation service for which they are approved.

BACKGROUND

Over the past year, Career Center staff and Lyft have activated an average of 215 codes per month. We hope to significantly increase the number of rides utilized through the transportation dispatch service. Of the 3,500 participants projected to be served over the year, we anticipate 1,500 needing two (2) to five (5) rides with the remaining participants needing ongoing assistance for several weeks or months.

REQUIREMENTS

Awarded Applicant must provide the following services and/or fulfill the following responsibilities:

1. Offer 24-hour 7 days a week incoming call dispatch services for roughly 3,500 PATH and Detroit at Work participants annually.
2. Participate in initial and ongoing training and technical assistance provided by Lyft.
3. Interface with Lyft's existing cashless transportation platform to seamlessly dispatch transportation services for eligible PATH and Detroit at Work participants.
4. Draft and maintain a reasonable referral system that accepts ride referrals from Career Center staff.
5. Interface with Career Center staff to receive referrals daily or as needed.
6. Answer in-coming calls within three rings.
7. Maintain a reasonable in-coming call wait time, if placing a customer on hold is necessary.
8. Provide an adequate number of call dispatch agents at peak hours as well as at low volume hours.
9. Coordinate with Lyft to draft monthly usage reports that identify usage by participant and Career Center, locations and cost and
10. Identify and report potential abuse of services.
11. Provide umbrella accounts as required for each DESC career center providing services.
12. Have the ability to assist individuals who need accommodation.
13. Have ability to communicate with non-English speaking individuals (for example: Spanish, Arabic etc.)



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Outcomes and Deliverables

Provider will be held accountable for achieving the following outcomes and deliverables, as well as others requested by DESC:

- Required to enter data accurately and timely as prescribed by DESC.
- Provide detailed scheduling reports to support invoice and payment requests.

V. COOPERATIVE APPLICATIONS

If two or more organizations plan to share responsibility for carrying out the main work of the grant, then those organizations may partner as co-grantees with one organization being designated as the “lead”. However, each organization will be equally responsible for the performance and financial obligations. This relationship need not result in a new legal entity being formed, but some form of a contractual relationship must be documented and submitted that reflects the roles and responsibilities of the party.

If one organization will be responsible for the overall work of the grant, with other organizations performing separate and distinct functions to serve or aid that principal effort, then such other organizations must be procured by the prospective applicant as a subgrantee or subcontractor.

Subcontractors and subgrantees cannot be identified in a bid proposal response or bid proposal budget unless they were competitively procured for the intended purpose prior to the submission of the bid/proposal. The prospective applicant must ensure that the identified parties were properly procured, or the proposal must be rejected.

All professional qualifications required of the primary provider must also be met by any subcontractors, and these qualifications must be described in the proposal.

DEFINITIONS

[Grantees] Grantees are defined as “a recipient of funds under a grant or grant agreement. Synonymous with ‘Recipient’.

[Sub-grantees] Sub-grantee is synonymous with sub-recipient which means a non-Federal entity that receives a subaward from a pass-through entity to carry out part of a Federal program.

[Sub-contractors] A sub-contractor is a vendor that provides goods or services to the contractor.

(Please note: DESC’s procurement policy follows the guidelines set forth in the Workforce Development Agency, PI 19-30, Change 1. Please see https://app.leo.state.mi.us/ppg/file-download.html?file_id=664 for more information.

VI. AWARD, TERM AND RENEWAL INFORMATION

If a contract is awarded as a result of this RFP, it will be a one (1)-year **vendor** contract. **The period of performance will be for a minimum of twelve (12) months and will not be later than September 30, 2024.**



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Award amounts will be determined solely at DESC's discretion after review and evaluation of the proposals. If more than one contract is awarded pursuant to this RFP, the applicant acknowledges and understands that contract award amounts may differ between vendors and that the determination is made at DESC's sole discretion.

Based on performance during the initial contract period and contingent upon availability of funds, contracts may be extended for two (2), one (1)-year renewal options. Any renewal option exercised under this contract is effective only after approval by the DESC Board of Directors and/or the President, as required.

In the event that additional funds become available, DESC reserves the right to use such funds to select additional providers from proposal applications received in response to this RFP. If no funds or insufficient funds are appropriated to DESC, or if funding is otherwise unavailable during the period of payment due under the contract, then DESC, upon written notice to the vendor, shall have the right to amend or terminate the contract without any penalty or expense to DESC.

VII. PROPOSAL REQUIREMENTS

Accuracy and Completeness of Information: All information pertaining to the prospective applicant's approach in meeting the requirements of the RFP shall be organized and presented in the prospective applicant's proposal. The instructions contained in this RFP must be strictly followed.

Accuracy and Completeness are Essential. Omissions and ambiguous or equivocal statements will be viewed unfavorably and may be considered in the evaluation. Since all or a portion of the successful proposal may be incorporated into any ensuing contract, all applicants are further cautioned not to make any claims or statements that cannot be subsequently included in a legally binding agreement.

Ambiguous or inaccurate budget information is a basis for proposal disqualification.

VIII. RFP PROCESS AND PROCEDURES

A. Questions, Question Deadline and Responses to Questions

Should a vendor have any questions about this RFP or be in doubt as to the true meaning of any portion of this RFP or find any patent ambiguity, inconsistency, or omission herein, the prospective vendor must make a written request for an official interpretation or correction.

Prospective vendors are advised that no oral interpretation, information, or instructions provided by an officer or employee of DESC shall be binding upon DESC. DESC will only honor questions submitted in writing.

All questions regarding the RFP shall be received by email no later than **August 11, 2023, at 5:00PM (EST)** to procurement@detempsol.org.

To be properly received, Email Subject line must include **Questions for TDS 2023 RFP**

Responses to questions will be available at this link by **August 16, 2023 at 5:00 PM (EST)**:
<https://www.descmiworks.com/opportunities/rfps-and-rfqs/>

DESC does not guarantee a response to questions received after the question deadline. NO



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TELEPHONE CALLS WILL BE ACCEPTED.

ALL INQUIRIES MUST BE VIA EMAIL at procurement@detempsol.org.

B. Preparation of Proposals

DESC reserves the right to reject proposals that do not meet these requirements and they may not be evaluated. Do not include embedded links to external information in proposal submissions. Links provided in response to this RFP will not be evaluated. Applicants must provide written notice in the proposal of intent to take exception to any requirements of the RFP. Such exceptions may reflect negatively on the evaluation of the proposal. Information detailed below must be provided for all entities identified as co-grantees in the proposal.

1. Table of Contents (listing all documents submitted for response to this RFP)

2. Proposal Response

Items 2.a-2.e. must be composed in a single document and entitled **TDS RFP Response**. Acceptable document formats are MS Word or PDF.

Page limits for the RFP response:

- Single applicant proposals are limited to twenty (20)-pages; double-spaced using a 12-point font unless stated otherwise in the preparation directions.
- Two (2) or more Co-applicants are limited to thirty (30)-pages; double-spaced using a 12-point font unless stated otherwise in the preparation directions.

Page limits do not apply to financial documents, price proposal, subgrantee and/or subcontractor agreement documents or required attachments (resumes, organizational charts, etc.). Each page should be numbered in this format '*n of N*'.

The Proposal response should be composed in response to the following inquiries and requests:

a) Summary

Provide no more than a one (1)-page summary that outlines your entity's years of experience and background/history providing transportation dispatch services for entities of a similar size/nature to DESC.

b) Qualifications

Applicant shall provide the following information that describes qualifications to successfully carry out activities described in the RFP. **This information must be provided for all entities identified as co-grantees in the proposal.**

- i. Describe where dispatch services are currently conducted – at a physical address or virtually?
- ii. If any services are conducted at a physical location, provide street address; city, state and zip code.
- iii. If any services are conducted virtually, describe the number of staff members that are located in the U.S. and by country if outside of the U.S. for staff expected to provide services directly related to this RFP. Otherwise, indicate that no services are provided



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virtually.

- iv. How many staff currently provide dispatch services?
- v. Describe the average daily number of calls each staff received from July 1, 2021 – June 30, 2023.
- vi. Describe the number of dispatches completed annually for July 1, 2021 – June 30, 2023.
- vii. Provide documentation of Incorporation (Inc. LLC, etc.) and/or include 501 (c) 3 papers (if applicable)

c) **Performance History**

The applicant shall provide the following information that demonstrates a proven track record:

- i. Provide two (2) to three (3) examples of completed projects providing services described in the scope of work, for organizations with similar size and needs as DESC. For each example, detail the organization, dates of service/contract, scope of services requested and applicant's resulting accomplishments/outcomes.
- ii. Provide customer references for organizations listed above (c.1.); include names, mailing addresses, email addresses, and contact numbers.
- iii. **Contract Termination Information.** Indicate if Applicant's has had a contract terminated for any reason within the last five (5) years?
- iv. **Claims or Lawsuits.** Indicate if any claims or lawsuits brought against the individual or organization proposing service within the last five (5) years.

d) **Service Delivery Description**

- i. **Describe** days of the weeks and hours you provide dispatch services. Indicate any Holidays dispatch services **are not** available.
- ii. **Describe** experience providing dispatch services for Lyft.
- iii. **Describe** the training and technical assistance you have obtained from Lyft. How often is training received by staff?
- iv. **Describe** your interface with Lyft's existing cashless transportation platform to dispatch transportation services for customers.
- v. **Describe** your ability to accept ride referrals from a third-party Career Center staff member.
- vi. **Describe** your ability to answer incoming calls within three rings.
- vii. **Describe** the average wait time to speak with an agent when a customer is placed on hold?
- viii. **Describe** your experience with scheduling rides with individuals who require accommodation.
 - a. How would an individual indicate that they required accommodation?



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- b. Describe an experience where an individual with hearing and sight disability would be serviced.
 - ix. **Describe** your method of communicating with non-English speaking individuals.
 - x. What are your peak hours of service? What are your low volume service hours?
 - a. How many calls are received during peak hours? Low volume hours
 - b. How many dispatch agents are scheduled at peak hours? And low volume hours?
- e) Performance History

The applicant shall provide the following information that demonstrates a proven track record:

 - i. **Provide** two (2) to three (3) examples with descriptions of completed projects for organizations with similar size and needs as DESC. For each example, **detail** the organization, dates of service/contract, scope of services requested and applicant's resulting accomplishments/outcomes.
 - ii. **Provide** customer references for organizations listed above (e.1.); include names, mailing addresses, email addresses, and contact numbers.
 - iii. **Contract Termination Information. Indicate** if Applicant's has had a contract terminated for any reason within the last five (5) years?
 - iv. **Claims or Lawsuits. Indicate** if any claims or lawsuits brought against the individual or organization proposing service within the last five (5) years.
- f) Administrative Capacity

Applicants shall provide the following information to determine operational capacity necessary to support DESC throughout the term of a contract, if awarded as a result of this RFP. This information must be provided for all entities identified as co-grantees in the proposal.

 - i. **Describe** your ability to coordinate with Lyft to draft monthly usage reports that identify usage by participant and Career Center, locations and cost.
 - ii. **Describe** your methods for identifying and reporting potential abuse of services.
 - iii. **Describe** your method for protecting personal information, where applicable (electronic and hard copy).
 - iv. **Hours of Operation.** Describe your hours of operation including:
 - a) Standard Business (Days and Time)
 - b) After Hours (Days and Times)
 - c) Holidays



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g) Price Proposal.

Applicants are requested to make a firm cost proposal to DESC. If a contract is entered into as a result of this RFP, DESC will not provide reimbursement for any activities outside of the agreed to terms and conditions.

- **Applicants must propose an all-inclusive fee for each scheduled ride.**

Fee should include all costs required to provide dispatch services described in the scope of work. If a contract is entered into as a result of this RFP, it will be a contract to provide all requested services, materials/equipment and reimbursable costs may not exceed the rate quoted in the proposal.

DESC reserves the right to select proposals from the most responsible applicants with the most reasonable costs. DESC also reserves the right to select multiple firms to perform all or separate parts of this function.

DESC will consider cost-effectiveness and projected outcomes in scoring applications.

3. **Financial Fit and Capacity Response**

Financial Fit and Capacity section of the proposal response must be composed in a separate document and submitted as an attachment with RFP proposal response. **Include Financial Fit in the attachment's title.** Acceptable file formats are MS Word, MS Excel or PDF.

Financial Fit and Capacity response must be provided for all parties identified as co-grantees in the proposal.

***Note:** any applicants and/or proposed co-grantees, subcontractors or other partners deemed by DESC or funder to be financially insolvent are subject to isqualification. A contract may not be awarded without a "Pass" determination of Financial Fit and Capacity as it relates to this RFP.*

Applicants shall provide **one (1)** of the following options to determine financial fit and capacity necessary to support DESC throughout the term of a contract, if awarded as a result of this RFP.

Options	Statement	Years:		
1	Balance Sheet and Income Statement	2022	2021	2020
2	Tax Returns	2022	2021	2020
3	Audited financial statement *	2022	2021	2020

* Required if the agency has more than \$750,000 or greater in federal funds.

Note: Provide a summary explanation if financial information cannot be provided from options stated above.

4. **DESC Cover Sheet (Form A).**

This document must be submitted as a separate attachment with RFP proposal response. Template is included as an attachment with this RFP. **This document must be signed and**



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submitted as a separate attachment with RFP proposal response. Form A must detail the full legal name and business address of the prospective subrecipient, including a street address if different from the mailing address, and must be signed and dated by the person or persons authorized to bind the prospective subrecipient. **A Separate cover sheet (Form A) is required for each co-grantee, detailed in the response.**

5. Representations and Certifications

This document must be submitted as a separate attachment with RFP proposal response. Template is included as an attachment with this RFP. Provide as applicable below.

If registered with www.SAM.gov, provide Representations and Certifications Report; otherwise; If not registered with SAM.gov, complete and provide DESC Representations and Certifications for RFP Offerors as provided in this RFP. **This information must be provided for all entities identified as co-grantees in the proposal.**

6. **Co-Grantee Agreements.** If two or more applicants are submitting a proposal as co-grantees, response must include Memorandum of Understanding (MOU) that clearly outlines the roles and responsibilities of each partner. MOU must state that all co-grantees are equally responsible for performance and financial obligations and signed by authorized Agents of each entity. Agreement must be included with Attachments as described below. Acceptable file formats are MS Word or PDF. Agreement response must be composed in a separate document and **include MOU Agreement in the title of the file.**

7. Subgrantee and/or subcontractor agreements section (if applicable)

Subgrantee and/or subcontractors that will receive funds as a result of this competitive bid process must be procured. For each subgrantee or subcontractors identified in the RFP response, the following documentation must be provided:

- a) RFP/Q Solicitation detailing issue and response dates.
- b) Bid list or copy of the advertisement.
- c) Awarded Applicant(s) response.
- d) The summary document listing all respondents and scores/rankings.

Agreement response must be composed in a separate document and **include Subgrantee Agreement in the attachment's title.** Acceptable file formats are MS Word or PDF. **This information must be provided for all entities identified as co-grantees in the proposal.**

C. Changes in Proposal Requirements

DESC may make changes to the requirements of this RFP as it deems necessary. Such changes will be in writing, issued by DESC and will be publicized or sent to applicants who have formally identified themselves as a potential vendor. If changes are made, DESC may, at its discretion, extend the time allowed for submission of proposals.

D. Submittal Information

Prospective vendors shall submit their proposals in the following order and must contain the elements listed below, including all applicable attachments. The following elements should be



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submitted separately. Document responses 1-7 together and listed below **should not** be compiled into a single PDF document.

1. Table of Contents

2. Proposal Response, required

- a. Summary
- b. Qualifications
- c. Service Delivery Description
- d. Performance History
- e. Administrative Capacity
- f. Price Proposal (*provide as a separate document*), required

3. Financial Fit/Capacity, required

4. DESC Cover Sheet (Form A), required

5. Representation and Certifications, required

6. Co-Grantee Agreements. (if applicable)

7. Subgrantee and/or subcontractor Agreements (if applicable)

E. Submittal Instructions

1. Proposals must be received electronically on or prior to the exact date and time detailed herein.
2. Attachments should be of good copy, quality, and legible.
3. Do not include embedded links to external information in proposal submissions. Links to external information provided in response to this RFP will not be evaluated.
4. Responses must be received no later than **August 28, 2023, at 5:00 PM (EST) by email to: Procurement@detempsol.org. Files submitted via email must not exceed 25 MB.**
5. To be properly received, Email Subject line must include **Response to TDS RFP**

Important Note: Allow ample time for submitting your proposal. DESC strongly encourages submitting at least one business day prior to due date above. DESC will not extend the submission deadline due to technical issues or outages.

Due to the nature of this solicitation, proposal email submissions that include DESC staff will not be accepted. Confirmations of proposals received will be provided within 48 business hours of receipt.

DESC WILL NOT ACCEPT PAPER / HARD-COPY OR LATE PROPOSALS.

F. Changes in Facts

Applicants shall advise DESC during the time the proposal is open for consideration of any changes in the principal officers, organization, the financial ability of, or any other facts presented in the proposal with respect to the applicant or the proposal immediately upon occurrence.



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G. Communications

Applicants must submit all inquiries related to this RFP in writing to procurement@detempsol.org. Due to the competitive nature of this procurement, prospective applicants should refrain from communicating with DESC staff or stakeholders regarding elements of this procurement opportunity. Individualized technical assistance is not available to assist in completing a response to this RFP. DESC reserves the right to disqualify an Applicant's proposal from evaluation for failure to comply with requirements of this RFP.

H. Evaluation Procedures, Oral Presentations, and Site Inspections

Following the receipt of the applicant's proposal, a DESC designated evaluation committee will evaluate each response. All proposals which meet the required format of this RFP will be evaluated. Any proposal determined to be non-responsive to the specifications or other requirements of the RFP, including instructions governing submission and format, will be disqualified unless DESC determines, at its sole discretion, that noncompliance is not substantial or that an alternative proposal by the prospective vendor is acceptable.

DESC reserves the right to request additional information to amplify, clarify, or support proposals. DESC also reserves the right, at its own discretion, to request oral presentations regarding proposals received in response to the RFP. Failure to make an oral presentation after one is requested by DESC will be grounds for rejection of your proposal.

Applicants will be notified by DESC of the date, time and location for any pre-award survey, site inspection, or oral presentation, if one is requested. A final determination will be made by DESC after any pre-award survey, site inspection, or oral presentations are completed.

Applicant programs will be evaluated in accordance with the criteria listed below. Please note, only finalists will be invited for an oral presentation, as required. DESC reserves the right to award or reject funding for a proposal. Decisions regarding applicant proposals are the final determination of DESC.

CATEGORY		MAXIMUM POINTS POSSIBLE
A.	Summary	5
B.	Qualifications	30
C.	Service Delivery Description	40
D.	Performance History	10
D.	Administrative Capacity	20
E.	Price Proposal	20
F.	Financial Fit/Capacity	Pass/Fail
TOTAL MAXIMUM POINTS – WRITTEN PROPOSAL		125



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I. Pre-Award Termination of RFP process

DESC in conjunction with the MWDB reserves the right to cancel this RFP in part or in its entirety, to accept or reject any or all proposals received, to waive any non-conformity, to re-advertise for proposals, or withhold the award for any reason DESC determines, and to take any other appropriate action regarding this RFP that is in the best interest of DESC.

DESC reserves the right to negotiate with all qualified entities. This RFP does not commit the MWDB or DESC to award a contract, to pay any costs incurred in the preparation of a proposal under this request, or to procure or contract for services.

J. Contract Negotiations/Stipulations

The RFP is competitive. Each proposal should be submitted in the most favorable terms that the prospective vendor can submit from a technical and price standpoint. The offer is subject to negotiation, but costs cannot increase during contract negotiation unless required by DESC.

All contracts with DESC in excess of \$10,000 are subject to termination for cause, and for convenience by DESC. DESC will not enter into a contract with any person or entity that has been debarred or suspended from contracting with any Federal or State governmental unit. All prospective vendors must accept DESC's contract boilerplate language or have a negotiated revision to said language on file with the DESC. DESC's standard contract provisions can be provided upon request.

DESC has the right to terminate the negotiation process, at any time for default, or for convenience, at the sole discretion of DESC.

K. Contract Approval

Upon award of a contract, pursuant to this RFP, DESC and the applicant shall execute a contract that shall contain all contractual terms and conditions in a form provided by DESC. No contract shall become effective until the contract has been approved and executed by DESC. Prior to the completion of this approval process, the vendor shall have no authority to begin work under the contract. The Chief Financial Officer of DESC shall not authorize any payments to the vendor prior to such approvals; nor shall DESC incur any liability to reimburse the vendor regarding any expenditure for the purchase of materials or the payment of services.

L. DESC Performance Monitoring and Evaluation Procedures

DESC may conduct periodic monitoring and evaluation of all vendors to determine contractual compliance relative to funding requirements and guidelines, performance outcomes, quality of operation, and/or customer service. Based on the results of the evaluation or monitoring efforts, DESC may request performance improvement plans. In instances of significant performance or compliance deficiencies, DESC may place the contractor on a corrective action plan.

M. Modification of Services and Funding

DESC reserves the right to modify the services provided by vendors awarded a contract during the contract period. Any modification and resulting changes in pricing shall be made by amendment to the contract and the vendor and DESC.



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DESC also reserves the right to decrease or increase contract amounts during the life of the contract, based on the utilization of funds, vendor performance, and the availability of funds, or as further described in the contract.

Any individual/organization applying under this RFP must be willing to adapt its proposal to specific funding guidelines or changes in DESC's, state, or federal regulations or policies.

Prospective vendors may be required to submit cost, technical, or other revisions of their proposal that may result from negotiations.

N. Terms and Conditions

The successful applicant will be expected to enter into a contract with DESC which will contain the Terms and Conditions outlined in a separate document that can be found on DESC's website at <https://descmiworks.org/wp-content/uploads/DESC-General-Procurement-and-Contract-Terms-and-Conditions-2023MAY05-RDLp.pdf>