

***Request for Proposals for
Facility Staff Transportation/Shuttle Services for
Cordilleras Mental Health Facility***



Project Development Unit

Issued: July 1, 2020

Responses due: 12:34 AM, Friday, July 17th, 2020

Scott Gurley, Project Manager
County of San Mateo Project Development Unit
1402 Maple Street
Redwood City, CA 94063

Email: c_sgurley@smcgov.org

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NOTICE INVITING FOR REQUEST FOR PROPOSALS
FOR FACILITY STAFF TRANSPORTATION/SHUTTLE SERVICES FOR CORDILLERAS MENTAL HEALTH FACILITY

1. **PROJECT INTRODUCTION:** The County of San Mateo (“Owner” or “County”) invites “Request for Proposals” (“RFP”) submittals from Prequalified Proposers with existing on-call agreement (“Proposers” or “Vendors”) to provide Cordilleras Mental Health Facility Around the Clock Facility Staff Transportation/Shuttle Services (“Services”) to provide the facility staff and visitors transportation to and from the facility and offsite parking location (“Project”). It is the County’s intent to bid competitively between prequalified county providers only for the provision of the Services.
 - a. The preliminary Facility Staff Transportation/Shuttle Service Program (“Program”) outlined in this RFP is based on the data and assumptions currently available, and may be modified based on actual and future needs.
2. **Project Overview & Background:**

San Mateo County intends to construct a new Cordilleras Mental Health Facility. The Cordilleras Mental Health Facility project consists of construction of a new facility during which the existing Mental Health Facility operations will continue. Due to Construction operations the facility staff parking will be dramatically reduced during the 3+ years of construction. This dramatic reduction in staff parking requires that the County provide the facility with an offsite parking location with the necessary parking spaces needed for the facility staff and visitors, as well as transportation/shuttle services from the offsite parking location designated in Exhibit A of this RFP to the facility and from Cordilleras Mental Health Facility to the offsite parking location designated in Exhibit A of this RFP. The service hours of operation will be per details listed in this RFP. The offsite location for parking and staging of at least 1 of the shuttle vehicles listed in Exhibit A is at St. Matthias Catholic Church located at 1685 Cordilleras Rd, Redwood City, CA 94062. Successful Proposer shall be responsible for labor, premium time, logistical support, supervision, equipment, materials, and all other items necessary to operate a high-quality Facility Staff Transportation/Shuttle Service for up to forty (40) Cordilleras Mental Health Facility staff and visitors for a time period as prescribed in this RFP.

3. **RFP Process:**

- A. **INVITATION TO PREQUALIFIED PROPOSERS.** The County of San Mateo Project Development Unit (“PDU”) is hereby soliciting for Proposals from the prequalified Proposers for Cordilleras Mental Health Facility Staff Transportation/Shuttle Services in accordance with the terms, conditions, and instructions as set forth in this RFP.

It is PDU’s objective to select the best-qualified firm who, in its opinion, will continuously provide top quality services and meet the goals to support the Project. The final decision of PDU will be made in the overall best interest and of the best value for the County.

Proposers are encouraged to initiate preparation of Proposals immediately upon receipt of this RFP so that all relevant questions and information needs can be identified and answered to allow for adequate time to prepare comprehensive and complete proposals.

- B. SERVICE DURATION. The Program will commence on a date agreed upon by PDU and the selected vendor ("Vendor") for a period of three (3) years with a month to month option for another period of up to one (1) year. PDU reserves the right to change the operations at any time for any reason. Any future extensions of the Program will be at the sole discretion of PDU.
- C. QUESTIONS. Any questions or requests for clarifications or interpretation of this RFP must be submitted in writing via email with subject line "San Mateo County Cordilleras Mental Health Facility Staff Transportation/Shuttle Services" to Scott Gurley, Project Manager, County of San Mateo at c_sgurley@smcgov.org and by 5:00 PM on July 7th, 2020. Questions received after this deadline may be answered at the discretion of the County of San Mateo.

Responses/Addendum will be posted to the PDU webpage - <http://www.smcpcdu.org> on July 10th, 2020. Proposers shall carefully review the posted information and incorporate as directed into their Proposals. Proposers should check the website regularly to make sure all notifications including addendum/addenda are read promptly. Proposers submitting Proposals that do not reflect the updated information provided may be deemed non-responsive and not accepted by the County. Proposers shall carefully review the posted information and incorporate as directed into their Proposals.

RFP submittals received late will not be opened or given any consideration for the proposed services. Late submittal(s) will be returned to Proposer(s) unopened. It is the responsibility of the Proposers to ensure that the RFP submittals are received at the specified address by the specified deadline noted in this RFP. All proposals will be date and time stamped upon receipt. The County will not be responsible for late or incomplete responses due to mistakes or delays of the Proposer or carrier used by the Proposer or weather delays. However, the County of San Mateo reserves the right to request, to receive, and to evaluate supplemental information after the above time and date at its sole discretion.

4. SCOPE OF SERVICES

The goal for the Facility Staff Transportation/Shuttle Service is to provide a safe, convenient, and timely method of transportation from the offsite facility staff and visitor parking area listed in Exhibit A to the Cordilleras Mental Health Facility and vice versa during the approximately 3+ year construction period.

1. The vendor shall all furnish materials, equipment and tools required to deliver the Services e.g. buses other vehicles, radios, signage, logs, dispatch equipment, signage, etc.
2. Parking & waiting area will be onsite at designated location at Cordilleras Mental Health Facility and offsite at location designated in Exhibit A. See attached exhibit A for exact location and routing map where Transportation/Shuttle Vehicles be picking up and shuttling passengers to and from.
- 3.

4. Proposers shall be responsible for providing, operating and managing the vehicle fleet onsite for the Facility & Visitor Transportation/Shuttle services as appropriately required based on the max occupancy of 40 persons. This is assumed to be 2 Shuttle Vehicles with 2 dedicated drivers at all times, but San Mateo County will entertain and consider other alternative scenarios at its own discretion.
5. Facility Staff Transportation/Shuttle Services shall include, but are not limited to, picking up miscellaneous debris around egress path from the mental health facility and the offsite parking area to the Transportation/Shuttle Vehicles, setting up and taking down of temp signage, providing traffic cones, and other supplies and professional materials incidental to the management and performance of an Facility Staff Transportation/Shuttle Service.
6. Proposer shall develop a process to safely, professionally, and conveniently greeting all facility Staff & Visitors at the mental health facility & offsite parking area loading zone, onboard all Staff & Visitors into the Transportation/Shuttle Vehicles, accommodate and secure any and all miscellaneous baggage or items passengers may be carrying.
7. Hours of operations will be 24 hours per day, 7 days per week, 365 days per year during the contract period. This includes all holidays including Christmas & New Years.
8. Upon ending every shift, it shall be responsibility of the Transportation/Shuttle Service providers to coordinate hand-off of keys and any and all necessary items to the next onsite person starting the next shift so there is no gaps or interruptions in service at either the offsite parking area or the Mental Health Facility.
9. The vendor shall provide sufficient number of staff, vehicles, supplies, insurance, materials and services to operate this Facility Staff Transportation/Shuttle Services to meet the needs of the County and perform in accordance to industry standards and all terms, conditions, schedules, provisions, and requirements of this solicitation and any resultant contract
10. The vendor shall provide required signage that will clearly identify the purpose of the services for County employees, Staff, construction crews, and visitors. Signs shall be professionally manufactured and easy to read. A sample drawing/sketch of recommended signs will be provided to PDU for approval prior to commencement of services.
11. The vendor shall be responsible for evaluating the available parking space square footage to maximize the space available and facilitate smooth operations.
12. The vendor shall be responsible for parking control and monitoring and coordinating it's assigned staging area and Transportation/Shuttle Vehicle parking spots at the mental health facility and offsite parking location. In the event of any emergency or if an individual requires special assistance, the vendor shall immediately notify County Project Manager, Scott Gurley and Facility Personnel in charge. The vendor shall be responsible to report any of these incidents or any violations noted during the performance of his/her duties to PDU Project Manager Scott Gurley. Such incidents shall be also included in the required monthly report.
13. The vendor's staff is expected to have a working knowledge of the layouts of the Project Site, the Mental Health Facility, Offsite Parking location, and points of ingress and egress of each.

14. The vendor must understand they are service providers for the County and must look professional and pleasant when they greet the public. The County of San Mateo PDU has the right of rejection and approval of any staff assigned to work under this contract. If PDU rejects staff, the Vendor must provide replacement staff within one (1) hour and at no additional cost to PDU.
15. The vendor agrees that all workers shall arrive in casual dress clothing. Excessive jewelry, hats, sunglasses, etc. should not be worn while working at the sites. A Safety Vest, Gloves, Hardhat, and safety glasses shall be provided to all employees in order to access the construction site if required to do so in order to perform their regular duties. PDU reserves the right to reject any personnel who arrive to work wearing clothing that may be deemed inappropriate.
16. The vendor will maintain the cleanliness and appearance of the entrance by sweeping the area regularly and keeping it clear of any trash and debris generated by the Facility Staff & Visitor Transportation Service.
17. The vendor agrees to terminate immediately any employee who, if at the sole discretion of PDU, poses a risk to the health or safety of any employee or individual requiring Services.
18. The vendor will designate a supervisor or lead during the entire hours of operation as a representative of the vendor in handling any Facility Staff Transportation/Shuttle Service concerns and incidents. Duties of the supervisor or lead shall include but not limited to customer relations, emergency evacuation planning efforts, all Staff & Visitor Transportation/Shuttle Services, and coordinating with PDU.
19. A monthly report shall be presented to PDU as a supplemental attachment to monthly payment applications. The report shall include, but be not limited to, any incidences of accidents or special situations with employees, Staff & Visitors, or visitors and incidences that took place during that month. Failure to provide reports as required could result in delay in payment. The reports must be legible and easy to understand. Reports should be signed by the Supervisor or authorized representative of the vendor.

5. PROPOSAL REQUIREMENTS AND FORMAT

1. **GENERAL PROPOSAL REQUIREMENTS.** The Proposals shall be bound & printed vertically (“portrait” orientation) on standard 8 ½” by 11” papers and not exceed 20 pages, single-sided (excluding tabs, cover letter, resumes, lists of projects, and any marketing materials), but preferably shorter. Type size should be no smaller than 10 point, but preferably larger. The Proposals shall follow the requirements as described below:
 1. Submitted in the format set forth in Section B.2 below;
 2. Made in the official name of the firm or individual under which the vendor’s business is conducted (including the official business address);
 3. Signed, using the cover page, by a person duly authorized to submit a Proposal;

4. Acknowledge the receipt of all published Addendum or Addenda by listing them on page one of the Proposal indicating the understanding and acceptance of the changes noted therein.
 5. Cover letter is optional.
2. **PROPOSAL FORMAT.** Statements submitted in response to this RFP shall be provided in the following order and shall include:
1. Identification of the entity and identity of all executives:
 - a) Legal name and address of company.
 - b) Legal form of entity (partnership, corporation, joint venture, etc.). If joint venture, identify the members of the joint venture and provide all information required within this section for each member.
 - c) Name, title, mailing address, telephone number, and e-mail address of the person to contact concerning this RFP.
 - d) Length of time that Proposer has been in business providing services similar to the scope of service described in this RFP.
 - e) A copy of the most recent Financial Statement. (Proposers are expected to demonstrate financial capability, stability, and responsibility to provide the services without issue and/or interruption. Alternative materials that demonstrate this financial capability, stability, and responsibility may be submitted.)
 - f) Lawsuits and pending litigation for the previous five (5) years.
 2. Experience and Technical Qualifications.
 - a) Proposer must have Staff & Visitor Transportation/Shuttle Service experience for a minimum of five (5) projects within the prior five (5) years all delivered in the local Bay Area projects requiring Facilities Staff Transportation/Shuttle services, , medical transport at events or facilities that are similar to the scale and size of the project(s) requiring the Services. At least one (1) of the five (5) projects listed shall include hospital or other type of medical facility transportation experience.
 3. Work Plan including staffing and schedule for the Project:
 - a) Provide well-conceived Service Plan for the Facility Staff & Visitor Transportation Plan illustrating in detail the process of safely and securely coordinating all facility Staff & Visitors at the loading zone, onboard all Staff & Visitors into the Transportation/shuttle Vehicles, accommodate and secure any and all miscellaneous bags and items passengers may have and shuttle between Cordilleras Mental Health Facility and the offsite parking location listed in Exhibit A. This plan shall illustrate the bidder's understanding of the project specific requirements. Proposers shall demonstrate their ability to satisfy the requirements, schedule, customer service component, and approach in providing the services. The vendor shall also provide a detailed analysis/comparison of different options (different size vehicles, 24 hour labor shift breakdown, required maintenance on vehicle swapping, etc.) in terms of cost, logistics, space optimization, and other factors for the Facility Staff

Transportation/Shuttle Service strategies. Proposer may also suggest technical or procedural innovations or new concepts that have been used successfully on other engagements and which may provide the County with better service delivery.

- b) The Service Plan shall include but not limited to the following at a minimum:
- A. Number of Transportation/Shuttle Service staff deployed on-site and time spent
 - B. Number of supervisory staff on-site (if any) and time spent
 - C. Number of vehicles required
 - D. Number of shifts per 24 hours
 - E. Labor Costs Separate from Vehicle, Overhead, Markup costs, etc.
 - F. Percentage of Premium Time Hourly Wages and Regular Hourly Wages
 - G. Number of additional vehicles that will be accommodated at staging & waiting location per Exhibit A (vehicle driver's personal vehicles to get to site, etc.)
 - 1. Additional on-site spaces to be determined by Proposer based on their strategy through stack parking strategy or any other feasible method(s) to accommodate the existing spaces lost due to their operational plan)
 - H. Number of Transportation/Shuttle Vehicles proposed (Transportation/Shuttle Vehicles with an optimal capacity to be determined by Proposer)
 - I. Waiting areas & operational setup at these areas.
 - J. Proposer shall be responsible for all the equipment, labor and material required for the implementation of the plan.
 - K. Single page resumés for each key proposed team member with relevant experience should be included.
4. Cost Proposal:
- a) Cost Proposal should be broken down to the below level of detail:
- A. Labor should be broken down separately and include line items for the individual vehicle drivers. Any escalation in labor over the period of the contract needs to be clearly called out.
 - B. Equipment should be broken down separately and should include line item costs for Individual Vehicles as well as another lump sum line item for miscellaneous equipment necessary for the performance of the contract.
 - C. Profit should be broken out into a separate line item.
 - D. Overhead should be broken out into a separate line item.

4. Minimum Wage Laws:

The successful Proposer must comply with any applicable County, State, or Federal wage laws.

5. Experience:

Proposer must have Staff & Visitor Transportation/Shuttle Service experience for a minimum of five (5) projects within the prior five (5) years all delivered in the local Bay Area projects requiring Staff & Visitor Transportation/Shuttle Services, Shuttle, secured transport (preferred but not required),

medical transport at events or facilities that are similar to the scale and size of the project(s) requiring the Services. At least one (1) of the five (5) projects listed shall include hospital campus experience.

6. License:

Proposer possesses a valid and current license for all the Services proposed. Proposer's license has not been revoked at any time in the last five (5) years.

Financial and Insurance Requirements:

<input type="checkbox"/>	General Liability (Including operations, products and completed operations, as applicable.)	\$2,000,000 - per occurrence for bodily injury, personal injury and property damage.
<input type="checkbox"/>	Automobile Liability	\$1,000,000 - per accident for bodily injury and property damage. Coverage shall include non-owned auto liability.
<input type="checkbox"/>	Workers' Compensation	As required by the State of California
<input type="checkbox"/>	Employers' Liability	\$1,000,000 - each accident, \$1,000,000 policy limit bodily injury by disease, \$1,000,000 each employee bodily injury by disease.
<input type="checkbox"/>	Garage Keeper's Liability	\$1,000,000 per occurrence. Coverage shall include non-owned auto liability.
<input type="checkbox"/>	Umbrella Liability	\$5,000,000 per occurrence.
<input type="checkbox"/>	Excess Liability	1 st Layer Primary Excess -- \$5,000,000 per occurrence with \$5,000,000 aggregate 2 nd Layer Excess -- \$25,000,000 each occurrence with \$25,000,000 aggregate Total Excess Limits \$30,000,000 each occurrence with \$30,000,000 aggregate

Proposer has provided financial statements (income statement and balance sheet) for the last three (3) years showing financial capability to complete this Project. Proposer shall have a minimum of insurance policies below and the County of San Mateo shall be named as additional insured and Contractor's insurance is to be primary and non-contributory.

PROPOSAL PREPARATION COST: Proposers are solely responsible for the cost of preparing their Proposals.

RESERVATION OF RIGHTS: Owner specifically reserves the right, in its sole discretion, to reject any or all Proposals, to re-issue a Request for Proposals, or to waive minor or inconsequential defects in proposals.

7. LEGAL REQUIREMENTS

REQUIRED LICENSE(S): Proposer possesses a valid and current license for all the required Services including the provision and operation of the vehicles. Proposer's license has not been revoked at any time in the last five (5) years.

MINIMUM WAGE LAWS: The successful Proposer must comply with any applicable County, State, or Federal wage laws.

8. PROPOSAL OPENING AND EVALUATION

1. **Owner will open the Proposals and perform a preliminary review to eliminate those which are clearly non-responsive to the stated requirements. Owner's action on defective Proposals may include refusal or elimination to evaluate the non-responsive Proposals. Owner reserves all rights to take any action consistent with its authority. All Proposals which remain after the preliminary review shall be evaluated by an Owner Review Panel comprised of individuals selected by the Owner.**
2. **Owner may conduct reasonable investigations and reference checks of Proposer, other persons and organizations as Owner deems necessary to assist in the evaluation of any Proposal and to establish Proposer's responsibility, qualifications, financial stability, and ability to perform the Work in accordance with this Document to Owner's satisfaction within the prescribed time. Submission of a Proposal constitutes Proposer's consent to the foregoing. Owner shall have the right to consider information provided by sources other than Proposer.**
3. **The Owner will evaluate each Proposal based upon the following factors, with the maximum number of points allocated to each factor as indicated in the Points Matrix below.**

FACTORS	MAXIMUM POINTS
Experience and Qualifications	40
Price	45
Project Plan	15
Total	100

4. Evaluation Factor Description

- a. **Experience and Qualifications** - The Proposer whose Proposal describes a team which Owner determines is the most qualified, when compared with the teams proposed by other Proposers, shall receive forty (40) points under this factor. Proposers determined to have a less qualified team shall receive less than forty (40) points, as determined by the Owner. Proposals shall be evaluated based upon the Proposer's structure of organizational chart, knowledge/skill/ability/experience of Key Personnel, valet/Staff & Visitor Transportation/Shuttle Service experience locally, knowledge of local environment, Owner/Proposer interaction strategies.
- b. **Price** - The Proposer whose Proposal whose Proposal Price is the lowest among the submitted Proposals shall receive twenty-five (45) points under this factor. The other Contractors whose Proposal Prices higher than the lowest shall receive pro-rated points calculated as a percentage of the lowest Proposal Price.
- c. **Project Plan** - The Proposer whose Proposal describes a superior Project Plan, determined as provided herein and when compared with the Project Plans proposed by other Proposers, shall receive twenty-five (15) points under this factor. Proposers determined to have less superior Project Plans shall receive less than twenty (15) points, as determined by the Owner.

5. **Tie Breaker.** In the event that there is a tie in the total number of points awarded to more than one Proposal, the Proposal that, in the Owner's sole discretion is determined to provide a superior Project as compared to the other Proposal receiving a tied score, shall be considered to provide the Best Value to the Owner.

I. SELECTION AND INTENT TO AWARD

- A. **BEST VALUE SELECTION** - Selection will be evaluated on the Best Value as demonstrated in the Proposal that scores the greatest number of points in accordance with the methodology described in this Document (Request for Proposals). If the Contract is to be awarded, Owner will award the Contract to the responsive Proposer whose Proposal is determined to provide the Best Value to the Owner.

- B. **NOTICE OF INTENT TO AWARD** - Owner shall provide its written decision and Intent to Award within thirty (30) calendar days of Proposal submission. Owner shall publicly announce its Notice of Intent to Award the Contract for the Project by posting Notice of Intent to Award on Owner's website and by electronically mailing it to the Proposers who submitted Proposals for this Project. Notice of Intent to Award will be deemed properly delivered at the time it is posted on the Owner's website.

- C. **NOTICE TO AWARD** – Owner will recommend the Best Value proposer to the County of San Mateo Board of Supervisors for issuance of the contract if required contingent on status and current funding of Pre-Approved Vendor Contract. Upon Board of Supervisors approval, the Owner will notify Awarded Vendor and transmit Task Order to Vendor via County DocuSign account.

- D. **Successful Proposer must execute and submit to Owner the agreement and Proof of Insurance set forth above, by 5:00 PM of the 10th Day following issuance of the Notice of Award to it.**

- E. If Proposer to whom Contract is awarded, within the period described above, fails or neglects to execute and deliver all required Contract Documents and file all required bonds, insurance certificates, and other documents, Owner may, in its sole discretion, rescind the award.

- F. Upon such failure to timely deliver all required Contract Documents as set forth herein, Owner may determine the next Best Value Proposer and proceed accordingly. Such Award, if made, will be made within sixty (60) days after such failure.

6. PROTEST PROCEDURES

A. SUBMISSION OF THE WRITTEN PROTEST - Any protest in connection with this contract or work described in this document must be submitted in writing to Scott Gurley, Project Manager, Project Development Unit, 1402 Maple Street, Redwood City, California 94063 (Owner's Office) before 3:00 PM of the fifth (5th) Business Day following issuance of Notice of Intent to Award. Owner will use reasonable efforts to deliver by e-mail a copy of the Notice of Intent to Award to all Proposers who submitted Proposals no later than the Business Day after issuance, although any delay or failure to do so will not extend the protest deadline described above.

1. The initial protest document must contain a complete statement of the basis for the protest.

2. The protest must refer to the specific portion of the document that forms the basis for the protest.

3. The protest must include the name, address, and telephone number of the person representing the protesting party.

4. Only Proposers whom the Owner otherwise determines are responsive and responsible are eligible to protest a decision; protests from any other Proposer will not be considered. In order to determine whether a protesting Proposer is responsive and responsible, Owner may evaluate all information contained in any protesting Proposer's Proposal and conduct the same investigation and evaluation as Owner is entitled to take regarding a Best Value Proposer.

5. **Notwithstanding any other provision of this Article VII, the party filing the protest must concurrently transmit a copy of the initial protest document and any attached documentation to all other parties with a direct financial interest that may be adversely affected by the outcome of the protest. Such parties shall include all other Proposers who appear to have a reasonable prospect of receiving an award depending upon the outcome of the protest.**

6. **Exclusive Remedy - The procedure and time limits set forth in this paragraph are mandatory and are Proposer's sole and exclusive remedy in the event of protest. Proposer's failure to comply with these procedures shall constitute a waiver of any right to further pursue the protest, including presenting a Government Code Claim or initiating legal proceedings. A Proposer may not rely on a protest submitted by another Proposer, but must timely pursue its own protest.**

9. Anticipated Schedule of Events for the RFP/ Process

County reserves the right to modify this schedule at any time at its sole discretion.

Project Development Unit Issues RFP	7/1/2020
Questions via email due 5:00 pm	7/7/2020
Responses to Questions transmitted to all prequalified bidders.	7/10/2020
Formal Proposals & all required documentation listed in RFP proposal submission Due 2:30 pm	7/17/2020
Review of proposals	7/17/2020 – 7/24/2020
Notice of Selection	7/31/2020

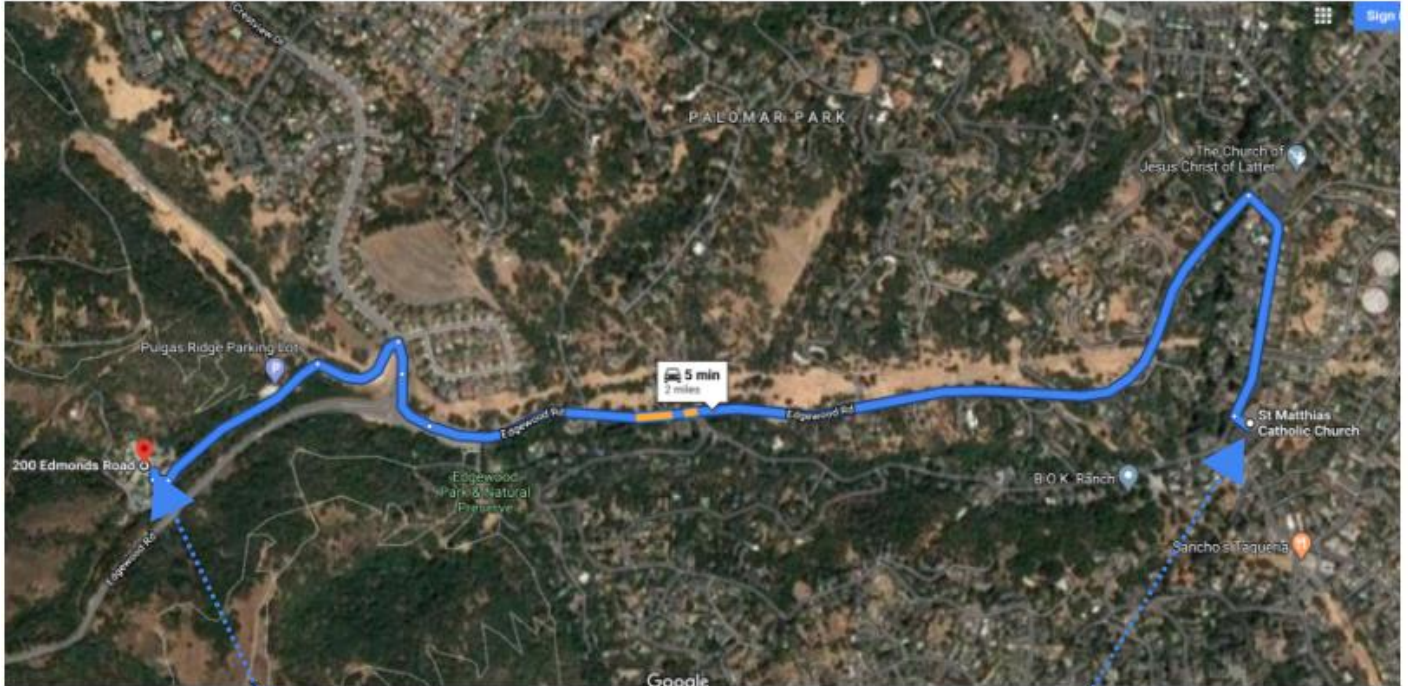
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EXHIBIT A

Exhibit A – Offsite Staging Location and Route Map to Cordilleras Mental Health Facility

EXHIBIT A

**CORDILLERAS PROJECT
EMERGENCY EGRESS TRANSPORTATION VEHICLE STAGING
LOCATION MAP & ROUTING**



PROJECT LOCATION: 200 Edmonds Rd
Redwood City, CA 94062

EMERGENCY EGRESS VEHICLE STAGING LOCATION: 1685 Cordilleras Rd,
Redwood City, CA 94062

TOTAL DISTANCE: 2.01 MILES

END OF EXHIBIT A