

**Request for Proposals (RFP)**  
**Public Transit Operational Review and Strategic Plan Update**

**April, 2018**

## **1. Introduction**

- 1.1 The City of St. John's is conducting a public transit Operational Review and Strategic Plan Update for the St. John's Transportation Commission (hereafter referred to as "Metrobus") as well as an Operational Review of GoBus (para-transit) services within St. John's, NL, Canada. The City is seeking proposals from qualified consulting or professional firms relating to the work described.
- 1.2 The study is comprised of two sections. Section one is an Operational Review of GoBus services in the region. Section two is an Operational Review of Metrobus and an update to its current Strategic Plan. The preference is for both sections of the study to be completed concurrently. The study approach will form part of the overall score of the proposal.

## **2. Background**

### **GoBus Background**

The St. John's Area Accessible Transit System (hereafter referred to as "GoBus Accessible Transit" or "GoBus") is funded by the City of St. John's, City of Mount Pearl and Province of Newfoundland and Labrador. The GoBus mandate is to provide persons with disabilities equal access to a transportation system so as to enhance their participation in all aspects of community life. GoBus is a shared ride, door-to-door public transportation system.

The City of St. John's assumed responsibility for para-transit services in 1997. The service was contracted to Wheelway Transportation Inc. In 2009 a review was completed of the para-transit service by iTRANS Consulting Inc. As a result of recommendations made in that study, the City of St. John's established an accessible transit office and the service was rebranded as GoBus. The City of St. John's issued a Request for Proposals for a new service provider and effective January 1, 2012 the City of St. John's entered into a contract with MVT Canadian Bus Inc. to operate GoBus Accessible Transit.

In the fall of 2016 the accessible transit office was dissolved and responsibility for the contract administration and oversight was transferred to Metrobus.

### **Metrobus Background**

Metrobus currently maintains 54 buses servicing 23 routes within the cities of St. John's, Mount Pearl and the Town of Paradise. The mission of the St. John's Transportation Commission is:

- To provide safe and efficient public transit service for the City of St. John's
- To ensure that our employees have the support and resources to deliver an affordable, customer-focused service on a cost-effective basis
- To implement appropriate technologies in the delivery of innovative services.

Led by the IBI Group, in 2006 a complete system review was undertaken and a new route system was introduced in June 2007. Prior to this, the last time the route system was reviewed was in 1992 with a new route system introduced in 1993.

In the five years following the introduction of the new route system, ridership did not increase by any significant measure - a market study was commissioned to measure the impact of the new route system and to determine other factors that could be causing stagnating ridership. The market study was completed by Dillon Consulting in 2010 - the recommendations coming out of the study were used to update Metrobus' Strategic Plan for the period 2011 to 2015.

St. John's City Council have requested an operational review of Metrobus and GoBus as well as an update to the current Metrobus Strategic Plan for the next five years.

### **3. Stakeholders**

#### 3.1 General public consultation

#### 3.2 A Consultation with key stakeholders, including but not limited to:

St. John's City Council and relevant City departments  
Metrobus / St. John's Transportation Commission  
MVT Canadian Bus Inc.  
Para-transit Working Group  
Accessibility and Inclusion Advisory Committee  
Seniors' Advisory Committee  
Post-Secondary Institutions  
Major organizations with a likely public transit interest  
English School District  
Representatives of the disability community

### **4. Purpose and Intent**

#### 4.1 The objective of this study is to conduct a comprehensive review of the delivery of para-transit services provided by GoBus and provide recommendations to improve operational efficiencies and service delivery

**and**

to conduct a comprehensive review of the delivery of public transit services within the City of St. John's and provide recommendations to potentially improve service delivery. Recommendations will feed into the updating of Metrobus' current Strategic Plan for the five-year period beginning January 2019.

### **5. Definitions**

#### 5.1 Throughout this RFP the following definitions apply:

- 5.1.1 "Closing Time" means the closing date, time, and place as set out in Section 7.1 of this Request for Proposals;
- 5.1.2 "Respondent" means an individual or a company or a firm that submits, or intends to submit, a Response;
- 5.1.3 "RFP" or "Request for Proposals" means a request for proposals, inclusive of all appendices and any addenda that is issued by the City;

5.1.4 “Submission” means the consultant’s response to this RFP in the format as defined herein.

5.1.5 “City” means the City of St. John’s.

## 6. Statement of Work

To enable the City to determine the capabilities of an offeror to perform the services specified in the RFP, the offeror shall respond to the following regarding its ability to meet the City's requirements. **NOTE: Each item must be thoroughly addressed. Offerors taking exception to any requirements listed in this section may be found nonresponsive or be subject to point deductions:**

### GoBus

- 6.1 Review of the current service delivery model including a review of the MVT contract, a peer review with an analysis of best practices and funding models in other jurisdictions in Canada and recommendations for improvements in service delivery and operational efficiency within the parameters of the existing contract.
- 6.2 Review of the current administrative procedures and operational policies, including a peer review with an analysis of best practices in other jurisdictions in Canada and recommendations for improvements.
- 6.3 Based on the operational review, provide recommendations on the most appropriate future service delivery model.
- 6.4 Recommendations should include cost implications and expected benefits of such recommendations.
- 6.5 Where applicable, recommendations should support the City’s long term transportation plans.
- 6.6 Recommendations are to be incorporated into the Metrobus Strategic Plan update for 2019.

### Available Reference Materials

- 6.7 Various reports and other related documents relevant to this study are available, but are not limited to:
  - Regional Transportation Plan Discussion Paper
  - Memorial University Master Plan
  - Envision Municipal Plan
  - City of St. John’s Para-transit Review, iTRANS Consulting Inc., 2009
  - Para-transit contract with MVT Canadian Bus Inc., January 1, 2012 to December 31, 2016 Amendment dated February 28, 2013, Amendment dated January 1, 2017 to December 31, 2021

Documents are available at <https://www.metrobus.com/reports>

## **Metrobus**

- 6.8 Review of current service area, service levels and design, service hours, & fare structure compared to peer group. Service review area is not to include contracted services provided by other municipalities (City of Mount Pearl, Town of Paradise).
- 6.9 Compare how transit is funded in St. John's compared to other jurisdictions in Canada.
- 6.10 Identify opportunities for further regionalization of transit services on the Northeast Avalon.
- 6.11 Identify opportunities for further regionalization of transit services on the Northeast Avalon.
- 6.12 Review of the role of the Commission and Council in the planning, expansion and operation of transit services.
- 6.13 Review efficiency and effectiveness of internal administrative processes including information gathering and reporting of key performance indicators.
- 6.14 Review of organizational structure and its relationship to other city departments and a whether potential efficiencies can be achieved through sharing of services.
- 6.15 Key market trends and potentials including the identification of key issues and opportunities that could lead to ridership growth.
- 6.16 Based on the Operational Review, the current Strategic Plan will be evaluated and where appropriate, updated to reflect the results of the Review for five years beginning January 2019.
- 6.17 Recommendations should include cost implications and expected benefits of such recommendations.
- 6.18 Where applicable, recommendations should support the City's long term transportation plans.

## **Available Reference Materials**

- 6.19 Various reports and other related documents relevant to this study are available, but are not limited to:
  - IBI Group Overall Transit Service and Operational Review, 2006
  - Paid Parking Management Study, 2018
  - Regional Transportation Plan Discussion Paper
  - Envision Municipal Plan
  - Memorial University Master Plan
  - St. John's Cycling Plan
  - MUN Area Traffic Study
  - Metrobus Market Assessment and Strategic Directions Study, 2011
  - Metrobus Strategic Plan, 2011 – 2015
  - Metrobus U-Pass Study, 2016
  - MUN Commuting & Parking Strategies Study, Dillon Consulting, 2016

## 7. Cost Proposal

Price Sheets. Offerors *must* use the RFP Schedule, Project Outline and Price Sheet. This serves as the primary representation of offeror's schedule, outline and price. Offeror should include additional information as necessary to explain the offeror's proposal.

## 8. Submission Details

- 8.1 All bid submissions must be submitted through the City's bidding system website (bids.stjohns.ca), prior to the closing time indicated on the website.
- 8.2 Proponents shall create a bidding system Vendor Account and be registered as a Plan Taker for this bid opportunity. This will enable the proponent to download the bid opportunity, to receive addenda/addendum email notifications, download addenda/addendum, and to submit their bid electronically through the City's bidding system.
- 8.3 Bids will not be accepted if they are not submitted on the City of St. John's E bidding site, or by the time indicated on the City of St. John's E bidding site. Proponents are cautioned that the timing of the proposal submission is based on when the proposal is RECEIVED by the bidding system, NOT when a proposal is submitted by proponents, as bid transmission can be delayed in an "Internet Traffic Jam" for any number of reasons.
- 8.4 All Bid Documents shall be received no later than the time designated. The closing time and date shall be determined by the City's bidding system web clock. Late bids will not be accepted.
- 8.5 Faxed, e-mailed or hard copy submissions will not be accepted.
- 8.6 This procurement process is not intended to create and does not create a formal binding bidding process whereby every proponent is deemed to have entered into a "Contract A" with the City. Instead, the process is intended to enable City to learn what proponents can offer by way of goods or services in response to the RFP.
- 8.7 By submitting a proposal, a proponent agrees that they will not bring a claim against the City with respect to the award of a contract, failure to award a contract or failure to honor a response to this RFP.
- 8.8 In summary, this RFP is issued solely for the purpose of obtaining proposals. Neither the issuance of this RFP nor the submission of a proposal implies any obligation by City to enter into any agreement. The intent of this RFP is to identify those vendors capable of meeting City's requirements and with whom a final agreement may be made.
- 8.9 As a result, the City recommends the proponent allow sufficient time to upload their bid submission and attachments (if applicable). It is the responsibility of the proponent to ensure that the submissions are delivered on time. The bidding system will send a confirmation email to the proponent if their proposal was submitted successfully. If you do not receive a confirmation email then presume that your submission has not been submitted.

- 8.10 To ensure receipt of the latest information and updates via email regarding this bid or if a proponent has obtained this bid document from a third party the onus is on the proponent to create a Bidding System vendor account and register as a Plan Taker for the bid opportunity.
- 8.11 All Proposals and supporting documents shall become the property of the City of St. John's.
- 8.12 The City of St. John's reserves the right to: a) Accept or reject any or all proposals received in response to this Request for Proposals; b) Cancel and/or re-issue this Request for Proposals at any time without liability to any respondent.
- 8.13 Submissions will be evaluated at the discretion of the City based upon the criteria contained in section 8 of this RFP.

## **9. Qualifications**

To enable the City to determine the capabilities of an offeror to perform the services specified in the RFP, the offeror shall respond to the following regarding its ability to meet the City's requirements. **NOTE: Each item must be thoroughly addressed. Offerors taking exception to any requirements listed in this section may be found nonresponsive or be subject to point deductions.**

- 9.1 Project Manager Experience - the length and quality of the experience of the person named in the proposal as the Consultant's project manager. It must be demonstrated by providing references and contacts that the project manager has comprehensive experience in public transit planning and policy development within an urban environment.
- 9.2 References - Offeror shall provide a minimum of three references that are currently using or have previously used your services The references may include governments or other agencies for whom the offeror, preferably within the last 10 years, has successfully acted as a consultant for similar projects. At a minimum, the offeror shall provide the company name, location where the services were provided, contact person(s), contact telephone number, e-mail address, a complete description of the services provided, and dates of service. References may be contacted to verify offeror's ability to perform the contract. The City reserves the right to use any information or additional references deemed necessary to establish the ability of the offeror to perform the contract. Negative references may be grounds for proposal disqualification.
- 9.3 Company Profile & Experience - Offeror shall provide documentation establishing the individual or company submitting the proposal has the qualifications and experience to provide the services specified in this RFP. The successful respondent shall have previously and successfully completed projects of a similar size and complexity to the Statement of Work described in this RFP including, at a minimum:
- a detailed description of any similar past projects, including the service type and dates the services were provided;
  - the client for whom the services were provided;
  - and a general description of the firm including its primary source of business, organizational structure and size, number of employees, years of experience performing services similar to those described within this RFP.

9.4 Resumes - A resume or summary of qualifications, work experience, education, and skills must be provided for all key personnel, including any subcontractors, who will be performing any aspects of the contract. Include years of experience providing services similar to those required; education; and certifications where applicable. Identify what role each person would fulfill in performing work identified in this RFP.

## 10. Evaluation

The evaluator/evaluation committee will review and evaluate the offers according to the following criteria based on a total number of 100 points:

<b>Cost Proposal</b>	<ul style="list-style-type: none"> <li>• Offeror should include additional information as necessary to explain the offeror's cost/price.</li> </ul>	<b>30 Points</b>
<b>Capability</b>	<ul style="list-style-type: none"> <li>• Project Manager Experience</li> <li>• References</li> <li>• Company Profile &amp; Experience</li> <li>• Resumes</li> </ul>	<b>30 Points</b>
<b>Methodology</b>	<p>The overall quality of the proposal and the level of effort that went into its preparation:</p> <ul style="list-style-type: none"> <li>• Work Plan - the thoroughness and organization of the consultant's approach to the project.</li> <li>• Level of Effort – the total number of staff hours proposed and the distribution among team members</li> <li>• Acceptable Schedule – an evaluation of the consultant's schedule for the completion of the project.</li> </ul>	<b>30 Points</b>
<b>Understanding</b>	<ul style="list-style-type: none"> <li>• Demonstrated, clear understanding of proposal requirements</li> </ul>	<b>10 Points</b>

The selection criteria listed are for information of respondents and will be used by the City as a guide in evaluating proposals. The level of importance of each criterion is indicated on the right by way of points out of 100. The City will be the sole decider of the points awarded in the evaluation of proposals.

## **11. Enquiries and Addenda**

- 11.1** Before submitting a proposal, proponents shall carefully examine the terms of reference and fully inform themselves of all aspects of the project.
- 11.2** Clarification of terms and conditions of the RFP document and RFP process and all other inquiries shall be directed to through the City of St. John's Bidding System Website: [bids.stjohns.ca](http://bids.stjohns.ca).
- 11.3** In order to submit a question you must be a registered plan taker for this bid and click the SUBMIT a QUESTION button. Once your question(s) is submitted you will receive an onscreen confirmation message, which confirms we have received your question.
- 11.4** Representation or communications from any other persons may not be relied upon.
- 11.5** The City, its agents, consultants, elected officials and employees shall not be responsible for any information given by way of oral or verbal communication.
- 11.6** The City will only respond to questions that are submitted in writing. Any questions that are received and answered that effect the RFP process and any interpretation of, additions to, deletions from, or any other corrections to the RFP document, may be issued as written addenda by the City.
- 11.7** The decision to issue or not issue an addendum is entirely at the sole discretion of the City. Each addendum will be incorporated into and become part of the RFP document. No amendment of any kind to the RFP is effective unless it is contained in a written addendum issued by the City.
- 11.8** Submissions which fail to conform to the Format Requirements or which fail to conform to any other requirement of this RFP may be rejected by the City. Notwithstanding the foregoing or any other provision of this RFP, the City may at its sole discretion elect to retain for consideration Responses which deviate either materially from the format requirements set out in hereto or which otherwise fail to conform to any other requirement of this RFP.
- 11.9** The City will determine the suitability of proposals and is not bound to accept all or any proposals. The lowest, or any, cost proposals will not necessarily be accepted.
- 11.10** The financial value of a contract resulting from this procurement process will be publicly released as part of the award notification process.
- 11.11** This procurement process is subject to the **Access to Information and Protection of Privacy Act, 2015**.
- 11.12** This procurement process is subject to any applicable trade agreements.

## **12. Format Requirements**

Responses should consist of:

- I. Title Page (1 page)
  - a. The title page should identify the RFP title identified on the cover page of this RFP document, respondent's name, address, telephone number, fax number, email address and contact person's name.
  - b. Table of Contents/Index
  
- II. Corporate Experience:
  - a. Describe the type of company (for example: corporation, partnership, sole proprietor) and if a joint venture, clearly state this and state who the joint venture parties are and identify who is acting as the lead.
  - b. Describe the company/entity size, depth and annual sales volume (in dollars).
  - c. Provide client references.
  
- III. Corporate Capability:
  - a. Describe capability (financial, experience and workload capacity) to undertake the role of agent.
  - b. Provide resumes of proposed key personnel.
  
- IV. Completed and Current Projects:
  - a. List three relevant projects, name of client, value of the projects, company personnel involved and client/owner references with contact names and telephone numbers.
  - b. Describe capacity to undertake this project and describe any other projects that the respondent has scheduled during the anticipated time frame.
  
- V. Outline of Services to be Provided:
  - a. Provide a discussion of your methodology and approach to providing each of the requirements of the RFP as defined in Section 4
  - b. Provide a detailed fixed price cost.

## **13. Inquiries**

The City, in its sole discretion and without having any duty or obligation to do so, may conduct any inquiries or investigations, including but not limited to contacting references, to verify the statements, documents, and information submitted in connection with the Proposal and may seek clarification from the Respondent's, its bankers and/or clients regarding any financial and experience issues.

## **14. Modification of Terms**

The City reserves the right to modify the terms of this RFP at any time at its sole discretion. This includes the right to cancel this RFP at any time without liability to any Respondent.

## **15. Ownership of Submissions**

All documents submitted to the City, including responses to this RFP, and any drawings, plans and models (as applicable), become the property of the City and will not be returned to Respondents. They will be received and held in confidence by the City.

## **16. Confidentiality, Freedom of Information and Protection of Privacy**

All submissions shall become the property of the City of St. John's. This procurement process is subject to the Access to Information and Protection of Privacy Act, 2015. The proponent agrees that any specific information in its bid that may qualify for an exemption from disclosure under subsection 39(1) of the Access to Information and Protection of Privacy Act, 2015 has been identified. If no specific information has been identified it is assumed that, in the opinion of the bidder, there is no specific information that qualifies for an exemption under subsection 39(1) of the Access to Information and Protection of Privacy Act, 2015.

## **17. No Claim for Compensation of Expenses for the Preparation of Submissions**

The City is not liable to pay such costs and expenses or to reimburse or compensate a Respondent under any circumstances. As such, Respondents are advised they are responsible for bearing all costs of preparing and submitting a response to this RFP and any subsequent discussions with the City. Respondents shall have no claim for compensation in the preparation of their submissions and by submitting a response, each Respondent shall be deemed to have agreed that it has no claim.

## **18. Governing Law**

The contract for the performance of the services shall be governed by the laws of the Province of Newfoundland and Labrador.

## **19. Termination of Contract**

The City reserves the right, in its sole discretion, to terminate the contract if dissatisfied in any way with performance or any other element of the service provided.

## **20. Insurance Requirements**

- Professional Liability in the amount of \$1 million.
- Commercial General Liability in the amount of \$2 million.
- The City to be shown as an additional insured.
- A 30 day notice of cancellation clause for Professional and Commercial General Liability.

## 21. Contract Documents Required:

The City requires the successful Respondent to provide the following documents, which must be submitted prior to a contract being executed. Failure to provide these Contract documents within seven (7) calendar days from the date of request may result in the City considering the bid withdrawn. These forms include:

- Signed Contract
- Certificate of Good Standing from the Newfoundland and Labrador Registry of Companies
- Occupational Health and Safety Declaration (provided by City)
- Certificate of Insurance
- Worker's Health and Safety Certificate of Clearance (WHSCC)

## 22. Appendices

### APPENDIX A

READ CAREFULLY - The format for Appendix A – Schedule, Project Outline & Price Sheet is shown below. Please be sure to follow this format and include as many pages as are required. The entries made in the 'Project Activity' column form the basis of the Project Outline proposed by the proponent. Be as descriptive as possible. A fictional, sample entry has been provided. Please state all assumptions clearly.

Section One - GoBus							
Task 1 Operational Review							
Item #	Project Activity	Deliverable/ Milestone	Start Date	End Date	Time (hours)	Price	Assumptions
1	GoBus operational review of current contract and service delivery model	Draft of review and recommendations	06/15/2018	07/15/2018	70	\$10,000.00	Copies of current contact and operating policies are readily available.  One trip to St. John's for 5 days.
						Task 1 Sub-total	\$10,000.00
						Taxes (15% HST)	1,500.00
						Total for Task 1	\$11,500.00

# 2018069 - Request for Proposals (RFP) Public Transit Operational Review and Strategic Plan Update

Opening Date: April-03-18 1:30 PM

Closing Date: April-24-18 1:00 PM

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## Documents

### Ensure your bid submission document(s) conforms to the following:

1. Documents should be in PDF format and be compatible with Adobe version 5 or higher. Documents may also be submitted in Microsoft Word or Microsoft Excel format (version 2010 or 2013). Vendors should only submit these file types unless specifically requested to submit other file types that may be required for a specific proposal. If the City requires video or audio files do NOT upload video or audio files here. You may state a web address link in your bid submission or upload a document stating the web link for the City of St. John's staff to view and/or listen to.
2. Documents should **NOT** have a security password, as the City of St. John's staff may not be able to open the file.
3. The maximum file upload size is 500MB. To reduce the document size, Proponents may zip/compress files for upload. Also, if a vendor requires to upload more than one (1) document, the vendor may combine the documents into one zipped/compressed file, as per the instructions below. Zipped files must be named accordingly for the submission and must not be password protected.
4. When uploading a file please ensure each document is named, in relation to the submission format item responding to, for example, if responding to the Previous Experience category save the document as "Previous Experience".
5. It is the vendor's sole responsibility to ensure that their uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by the City of St. John's staff. The City of St. John's may reject any Bid where any document(s) cannot be opened and viewed by City staff.

- Proposal (required)
- Appendix A – Schedule, Project Outline & Price Sheet (required)

### **To compress (or zip) a file or folder, follow these steps**

1. Locate the file or folder that want to compress.
2. Right-click the file or folder, point to **Send to**, and then click **Compressed (zipped) folder**.

A new compressed folder is created in the same location. To rename it, right-click the folder, click **Rename**, and then type the new name.

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### **To upload a document follow these steps**

1. Click on the browse button to locate the file on your computer or network
2. Click the upload button
3. After the file has been successfully uploaded, a link to the document will appear on the screen, along with the time/date that it was uploaded.
4. If you need to remove the document, click the remove button next to the document name.

## Addenda, Terms and Conditions



I/WE agree to be bound by the terms and conditions contained in the Bid Document and any applicable Addenda, and the person named below has the authority to submit this bid on behalf of the Bidder.

The bidder shall declare any potential conflict of interest that could arise from bidding on this bid. Is there any conflict of interest arising from your bid?

Yes  No

### Electronic Bid Submission

The Bidder acknowledges and agrees that the addendum/addenda below form part of the Bid Document.

Please check the box in the column "**I have reviewed this addendum**" below to acknowledge each of the addenda.

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
There have not been any addenda issued for this bid.		