



**PHOENIX
TRANSPORTATION
2050** 

RFP PTD25-003

**Phoenix Dial-A-Ride (DAR) Quality Assurance Monitoring
Program Services**

**Pre-Offer Meeting
January 16, 2025**

Housekeeping

- Meeting purpose is to provide solicitation overview and clarifications
- Attendance
 - RSVP attendees only
 - No recording allowable (the slides will be posted to the solicitation website)

WebEx Meeting Question Format

- Use the chat feature to direct questions to Judson Hathaway (not “everyone”)
- Procurement Officer will read the question to city staff for the response

Pre-Offer Conference Agenda

RFP Schedule

Solicitation Overview

Proposal Instructions

Scope of Work

Special Terms and Conditions

Transparency Policy

RFP Schedule

Pre-Offer Conference	January 16, 2025, 10:00am
Written Inquiries Due	January 24, 2025, 5:00pm
Offer Due Date	February 7, 2025, 2:00pm
Award Recommendation	~ March 2025
Contract Start Date	~ July 1, 2025



Solicitation Overview

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Solicitation Overview

ATTACHMENTS:

Attachment A Price Schedule

EXHIBITS:

A - Sample QA Monitoring Reports

B - Phoenix Dial-a-Ride Service Area

C - Phoenix Dial-a-Ride Service Statistics and Characteristics

D - Phoenix Dial-a-Ride Paratransit Services Contract

Solicitation Overview

SUBMITTALS:

B - Submittals - Pre-Award Minimum Qualification Certification

C - Submittals - Addenda Certification

D - Submittals - Financial Responsibility Questionnaire

E - Submittals - Conflict of Interest and Transparency

F - Submittals - References

G - Submittals - 24 Hour Emergency Contact

H - Submittals - Costs and Payments

I - Submittals - Offer Page

J – Acceptance Form

Proposal Instructions

PHYSICAL SUBMITTALS ONLY

Sealed envelope/package(s) submitted to:

302 N. 1st Ave., Suite 900, Phoenix, AZ 85003

Proposal Instructions

Evaluation Criteria (maximum 1000 points)

Criteria #1: Method of Approach - 300 Points

Criteria #2: Qualifications and Expertise of Personnel - 300 Points

Criteria #3: Qualifications and Experience of Offeror - 200 Points

Criteria #4: Price – Attachment A – 200 Points

Submittal Copies

Section No. 9.1 – Copies

TECHNICAL PROPOSAL

One (1) Original (Printed and Electronic)

Three (3) Printed Copies

Three (3) Electronic Copies

PRICE PROPOSAL

One (1) Original (Printed and Electronic)

One (1) Printed Copy

One (1) Electronic Copy

Proposal Instructions

Section No. 2.6 – Exceptions

“Offerors **must not take any exceptions** to any terms, conditions, or material requirements of this solicitation. Offers submitted with exceptions may be deemed **non-responsive and disqualified** from further consideration in the CITY’s sole discretion.”

Scope of Work

Background:

The CITY's Dial-a-Ride Quality Assurance Monitoring Program was established specifically to provide a qualitative measure of assurance of Phoenix Dial-a-Ride services. The program was developed to gather data and rate services in different areas and provide a summarized detailing of measured service performance.

Scope of Work

Purpose:

The services are for the provision of the professional administration of a Phoenix Dial-a-Ride Quality Assurance Monitoring Program. Services, at a minimum shall include one hundred (100) and a maximum of one-hundred and twenty-five (125) monthly monitored trips to assess program alignment with the City's paratransit services requirements and goals.

The main function of this service is to provide an objective view of the City's current Dial-a-Ride service (refer to Exhibit D - Phoenix Dial-a-Ride Paratransit Services Contract). Because of this, the current Phoenix Dial-a-Ride service Contractor cannot tender an Offer in response to this RFP.

Special Terms and Conditions

Term:

- The term of this Contract will commence on or about July 1, 2025, and will continue for a period of three years, with one two-year option to extend thereafter, which may be exercised in the sole discretion of the City.

Price:

- All prices submitted shall be firm and fixed for the initial two-years of the contract. Thereafter, price increases will be considered annually provided the adjustments are submitted in writing with 60 days' notice to the Procurement Officer. Price increase requests shall be accompanied with written documentation.

Questions and Answers Reminder

QUESTIONS

Inquiries Form

All questions must be submitted in writing to ptdprocurement@phoenix.gov by January 24, 2025, 5:00pm.

ANSWERS

RFP Addendum

All answers will be provided in an RFP Addendum

Transparency Policy

City Code 43-36

All respondents and their representatives under penalty of disqualification will refrain from contacting anyone involved in this process other than the procurement officer.

OFFERORS THAT VIOLATE THIS POLICY SHALL BE DISQUALIFIED