

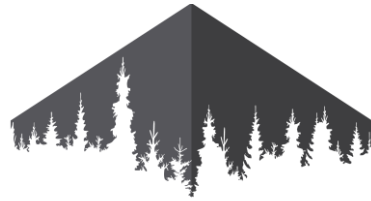
**LABRADORCITY**

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**REQUEST FOR PROPOSALS**  
**COMMUNITY ACCESSIBLE VAN**  
**TERMS OF REFERENCE**

April 29<sup>th</sup> , 2021

Town of Labrador City  
P. O. Box 280, 317 Hudson Drive  
Labrador City, NL  
A2V 2K5



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The Town of Labrador City, in partnership with Twin Cities 50+ Club and through community fundraising, have received funding in the amount of \$90,000 through Community Transportation Fund for the purchase of a Community Accessible Passenger Van.

The Town is currently seeking proposals, along with a detailed and comprehensive proposal from qualified businesses and non-profit organizations for the service provision and operation of the Community Accessible Van.

The proposal to lease and operate the van shall address the following:

- A. Developing and implementing a business plan for the provision of the service;
- B. Establishing standard practices for administration, management, and growth of the service;
- C. Employing tools and actions to achieve the financial sustainability of the Community Accessible Van;
- D. Designing and implementing a promotional strategy for the service.

Submissions will be accepted at the Town Hall up to 4:00 pm on April 9, 2021.



## SECTION ONE – INTRODUCTION

### 1.1 Purpose

The purpose of this Request for Proposals is to recruit a qualified business or non-profit organization to operate an 8-person with capacity to hold three wheelchairs accessible van to serve as a share-ride, door-to-door public transit system for persons with disabilities and/or mobility restrictions and the senior community of Labrador West.

The successful proponent will be required to enter into a service agreement with the Town of Labrador City to operate the van and manage the transportation service to meet the intended goals and objectives.

### 1.2 Location

The service will be provided in the communities of Labrador City and Wabush.

### 1.3 Additional Information

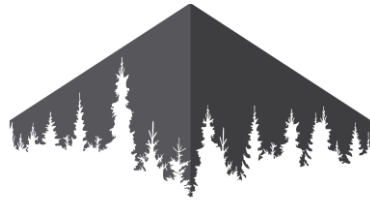
The Town can supply the following additional information and materials upon request:

- i. Vehicle Specifications;
- ii. Licensing requirements to operate the vehicle.

### 1.4 Minimum Proposal Requirements

Each proposal must contain the following information:

- i. Overview of expertise and experience in similar or related services;
- ii. Clear identification of services provided;



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- iii. Identification of possible issues, challenges and risks associated with the service provision and means to mitigate those risks;
- iv. Coordination of project requirements in conjunction with designated Staff members of the Town of Labrador City, including vehicle maintenance schedule;
- v. Proposed user fees and transportation schedule;
- vi. Detailed budget and breakdown of operations and cost allocations;
- vii. **Annual Operating Subsidy Bid:**

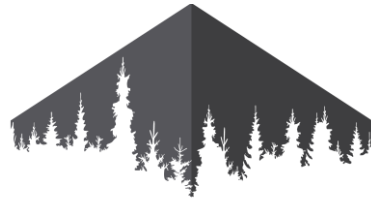
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## SECTION TWO – PROPOSAL

### 2.1 Scope of Work

The Town of Labrador City has established the following guidelines for the Community Accessible Van:

- i. To provide transportation services for persons with disabilities and/or mobility restrictions and the senior community of Labrador West;
- ii. To provide transportation services that are affordable for all users, with single ride and bundle passes that include discounts for subscriptions;
- iii. To provide an operating schedule that meets the minimum standards of four (4) days per week on Mondays, Wednesdays, Fridays, and Sundays from 8:00 am to 5:00 pm. Services can be provided outside these times but must meet the minimum standard.
- iv. To provide friendly service that extends courtesy and compassion to its clientele and strives to provide quality customer care;



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- v. To provide a transportation service that is delivered by professional and qualified individuals;
- vi. To work in partnership with the Town of Labrador City in the provision of transportation for seniors, and persons with disability and/or mobility restrictions to Town programs and events.

## 2.2 Service Requirements

The following services will be required in the performance of this contract to achieve the Towns project objectives. Modifications to this scope of work will be considered.

### A. Capital Asset

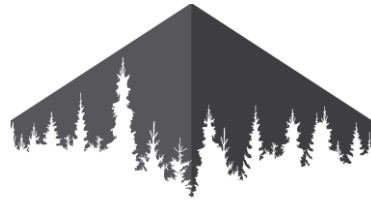
- i. House and handle the Community Accessible Van;
- ii. Provide Security for the asset;
- iii. Obtain and maintain appropriate licensing and registration;
- iv. Cleaning of interior and exterior of the vehicle. There is an expectation that the vehicle will be cleaned interior and exterior as required and to a standard that is reflective of service excellence;
- v. Work with designated Town Staff to develop a vehicle maintenance schedule;
- vi. Maintenance of the vehicle, including rotation and storage of winter and summer tires will be provided by the Town of Labrador City;

### B. Personnel

- i. Class 4 Driver's License;
- ii. Standard First Aid and CPR;
- iii. Clean Driver's Abstract;
- iv. Criminal Record Check;
- v. Vulnerable Record Check

### C. Administration

- i. Establish procedures and protocols for receiving clientele requests;



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- ii. Establish a fee schedule for transportation services, keeping the following factors in consideration:
  - Number of individuals (up to capacity of vehicle);
  - Waiting times for pick up;
  - Client accompanied by aide;
  - Bundled multiple use rates;
- iii. Maintain and Submit detailed reports on the Community Accessible Van to the Town of Labrador City, including a mileage log that reconciles mileage to the services provided;
- iv. Establish a mechanism to ensure individuals who use the Community Accessible Van;
- v. Establish Health and Safety procedures and protocols to always ensure client safety, including emergencies such as natural disasters and pandemics;
- vi. Establish a marketing and advertising strategy to inform the community of the service.

### D. Budget and Financial Information

Establish an annual budget to operate the service, reflecting the following factors:

- i. Breakdown of anticipated expenses and revenues;
- ii. Define the financial contribution required from the Town of Labrador City to help with the operational costs of the Community Accessible Van;
- iii. Establish the payment process for fees including:
  - Payment Options (ie. online, eTransfer, in-person cash or credit card, etc.);
  - Payment Receipts;
  - Payment Identification (ie. plastic swipe cards, arm bracelets, punch cards, etc.)
  - Accountability for all fee transactions.

### E. Reporting

- i. Quarterly report requirements will be established in conjunction with the Proponent and designated Town Staff;
- ii. The Proponent will meet with the Town Staff responsible for the service each quarter to review the reports, at least two weeks prior to Council meeting;
- iii. Following review, quarterly reports will be presented to Town Council;
- iv. Audited Financial Statements are to be submitted to the Town of Labrador City on an annual basis.



## SECTION THREE – GENERAL INFORMATION

### 3.1 Budget

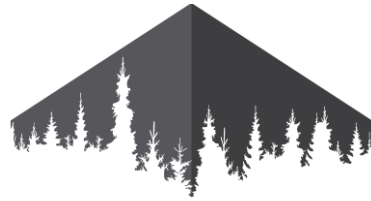
Establish a budget that includes the operational contributions that you require from the Town to operate the accessible van at a low cost to community members who require the services. There will be no payments for any expenses beyond the operational grant contributions from the Town.

### 3.1 Contract Requirements

- i. The successful proponent will be required to enter into a service agreement with Town of Labrador City (length of agreement to be determined through consultation between both parties);
- ii. The successful proponent is required to be an incorporated non-profit organization or registered business with the Town of Labrador City;
- iii. The successful proponent is required to be in good standing with the Town of Labrador City including all receivables and regulations.

### 3.3 Submission of Proposal

- i. The Proponent shall submit two copies of its proposal with all accompanying schedules and appendices in a sealed envelope or package marked with the Proponents name and the RFP Title up to the closing time set out on or before the date and at the location shown on the title page of this RFP;
- ii. Proposals received after the closing time or in locations other than the address indicated, will not be accepted and will be return;



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- iii. Amendments to a proposal may be submitted if delivered in writing prior to the closing time in a sealed envelope or package, marked with the proponent's name and the RFP title;
- iv. Proposals may be withdrawn by a written notice only provided such notice is received at the Administration Office of the Town prior to closing time;
- v. All costs associated with the preparation and submission of the proposals including any costs incurred by the proponent after the closing time will be borne solely by the proponent.

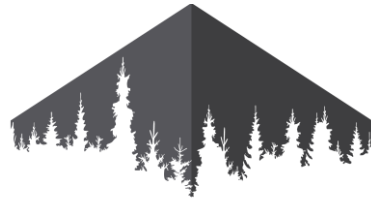
### 3.4 Conflict of Interest

By Submitting a proposal, the proponent warrants that neither it nor any of its officers or directors or any employee with authority to bind the proponent has any financial or personal relationship or affiliation with any elected official or employee of the Town or their immediate families which might in any way be seen by the municipality to create a conflict.

### 3.5 Evaluation of Proposals

- A. Proposals will be evaluated based on the overall best value to the Town based on equality service, price, and any other criteria set out herein including but not limited to:
  - i. The proponent's ability to meet the requirements, qualifications and competencies set out herein;
  - ii. The proponent's ability to deliver services when and where required
  - iii. Proposed operating schedule;
  - iv. The proponent's business and technical reputation and capabilities experience and where applicable the experience of its personnel, financial stability, track record and references of current and former customers;





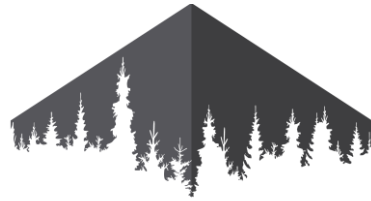
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- v. Quality of proposal;
  - vi. Any other criteria set out in the RFP or otherwise reasonably considered relevant.
- B. The Town May elect to short list some of the Proponents and may require short listed proponents to provide additional information or details including making a presentation, supplying samples, demonstrations, and additional technical literature.
- C. The Town may elect to enter negotiations with the proponent or with any other proponent concurrently. In no event will the Town be required to offer modified terms to any proponent prior to entering a contract and the Town will not be liable to any proponent because of such negotiations.
- D. All sub-contractors of the proponent will be subject to the same evaluation process. It is the responsibility of the proponent to guarantee all its sub-contractors will comply with all the requirements and terms and conditions set out herein.

### **3.6 Evaluation of Criteria:**

Proposals will be evaluated for their adherence to and interpretation of responses to the issues as set out in this document. The following established criteria will be used:

- i. Proponent organization and strength;
- ii. Expertise and experience in similar or related services;
- iii. Presentation of proposed methodologies and processes to achieve goals;
- iv. Clear identification of services to be provided;
- v. Demonstrated budget breakdowns for time and effort for each deliverable;
- vi. Proposal conveys service delivery in a clear and concise manner;

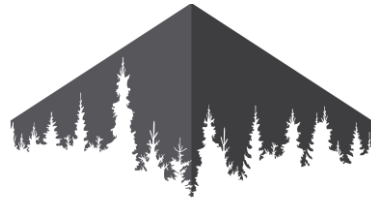


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- vii. Cost allocations and controls within the stated budget;
- viii. Co-ordination of work with designated Town Staff;
- ix. Proponent approach to risk assessment.

### **3.7 Acceptance and Rejection of Proposals**

- A. Notwithstanding any other provision in the proposal documents, the Town has in its sole discretion, the unfettered right to:
  - i. Accept any proposal;
  - ii. Reject any proposal;
  - iii. Reject all proposals;
  - iv. Accept a proposal which is not the lowest priced bid;
  - v. Accept a proposal that deviates from the requirements, specifications or the conditions specified in this RFP;
  - vi. Reject a proposal even if it is the only proposal received by the Town;
  - vii. Accept all or any part of a proposal;
  - viii. Split the services between one or more proponents.
- B. All proposals shall be irrevocable and remain open for acceptance for at least one hundred and twenty days after the closing time, whether or not another proposal has been accepted.
- C. The Town is not under any obligation to award a contract and may elect to terminate this RFP at any time.



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## **3.8 Proposal Timeline**

The Timeline for the RFP process is as follows:

- i. RFP issued to Vendors – April 29<sup>th</sup>, 2021;
- ii. RFP closes – May 13<sup>th</sup>, 2021.
- iii. Completion of evaluation process and award - TBA

## **3.9 Submission:**

- I. RFP shall be in a sealed envelope and Clearly marked as per the following:
- II. RFP addressed to the attention of the Recreation Director Town Hall P.O Box 280 Labrador City, NL A2V2K5.

Include Bidders Name and Return Address on Envelope

- i. RFP shall Close 4:00pm local Time Labrador City on May 13<sup>th</sup> 2021