

**PUBLIC NOTICE
REGIONAL TRANSIT AUTHORITY
TRANSIT OPERATIONS CONSULTANT
REQUEST FOR PROPOSALS (RFP) #2025-038**

Project Description: The New Orleans Regional Transit Authority (RTA) seeks proposals from qualified firms to provide consulting services to conduct an assessment of current operations, identify gaps or inefficiencies, and recommend actionable improvements., per specifications in RFP 2025-038.

How to Obtain a copy of the RFP: Scope of Work and further information concerning the RFP may be obtained beginning October 13, 2025, from the RTA's Procurement website at <https://norta.procurement.com/home>. You will be required to first register on this website. The RFP can also be obtained at the Regional Transit Authority's website at <http://www.norta.com>.

Clarifications: Any questions or further information concerning this RFP must be submitted through <https://norta.procurement.com/home> by 1:00PM on October 30, 2025. Only written questions submitted through Procurement site shall be considered official. All answers to questions shall be by formal addenda posted to the website under RFP 2025-038.

Responding to RFP: Proposals shall be submitted through RTA's Procurement website on or before 1:00 P.M., Monday, November 10, 2025.

RTA in accordance with 49 Code of Federal Regulations (CFR) Part 26 has an obligation to ensure nondiscrimination of Disadvantaged Business Enterprises (DBEs) and to comply with all federal, state and local regulations relative to utilization of DBEs on publicly funded projects. The RTA is committed to utilization of DBEs on all federally funded projects toward attainment of the agency's established overall goal of 32%. **No DBE goal has been established for this project as there are no subcontracting opportunities on this project.**

Notice to all offerors is hereby provided that in accordance with all applicable federal, state and local laws the RTA will ensure that DBEs are afforded full opportunity to submit offers and responses to this solicitation and to participate in any contract consummated pursuant to this advertisement. Additionally, no offeror will be discriminated against on the basis of age, sex, race, color, religion, national origin, ethnicity or disability.

The RTA reserves the right to accept or reject any and all submittals.

Lona Hankins
Chief Executive Officer
Regional Transit Authority

**REGIONAL TRANSIT AUTHORITY
REQUEST FOR PROPOSALS (RFP) #2025-023
TRANSIT OPERATIONS CONSULTANT**

REQUEST FOR PROPOSALS NO. 2025-038

SUBJECT: Transit Operations Consultant

DATE: October 13, 2025

SUBMITTAL RECEIPT DEADLINE: Monday, November 10, 2025 at 1:00 pm

The Regional Transit Authority invites Qualifications Submittals for the services set forth above in accordance with the specifications enclosed herewith.

Proposals **MUST** be received at the RTA's Offices by date and time set as the Proposal Receipt Deadline.

Enclosures ("X" indicates item enclosed)

X	Instructions to Proposers
X	General Provisions
X	Evaluation
X	Attachments

TABLE OF CONTENTS

I.	INSTRUCTIONS TO PROPOSERS	<u>PAGE NUMBER</u>
1.1	Proposals Submittal	1
1.2	Submittal Submissions	1
1.3	Submittal Review Procedures	1
1.4	Contract Documentation	3
1.5	Cost of Proposal	4
1.6	Proposal Postponement and Addenda	4
1.7	Cancellation of Request for Proposals	4
1.8	Proposal Rejection	5
1.9	Single Proposal Response	5
1.10	Proposal Withdrawal	5
1.11	Acceptance of Proposals	5
1.12	Evaluation of Proposals	5
1.13	Award Procedure	5
1.14	Offers	6
1.15	Addenda	7
II.	GENERAL PROVISIONS	
2.1	Written Change Orders/Amendments	8
2.2	Change Order/Amendment Procedure	8
2.3	Omissions	8
2.4	Priority	8
2.5	Communications	8
2.6	Interests of Members of, or Delegates to Congress	9
2.7	Conflict of Interest	9
2.8	Equal Employment Opportunity	9
2.9	Privacy Requirements	10
2.10	Indemnification	10
2.11	Performance	10
2.12	Status of Contractor and Its Employees	11
2.13	Insurances and Licenses	11
2.14	Subcontractors	11
2.15	Assumption of Risk of Loss	11
2.16	Acceptance	11
2.17	Quality Inspection	11
2.18	Correction by Contractor	12
2.19	Unavoidable Delays	12
2.20	Notification of Delay	12
2.21	Request for Extension	12
2.22	Access Requirements for Individuals with Disabilities	12
2.23	Application of Federal, State and Local Laws and Regulations	13
2.24	Contract Period	14
2.25	No Obligation by the Federal Government	14
2.26	Federal Changes	14
2.27	Incorporation of Federal Transit Administration (FTA) Terms	14

2.28	Exclusionary or Discriminatory Specifications	15
2.29	Geographic Restrictions	15
2.30	Prompt Payment	15
2.31	Confidentiality	16
2.32	Disputes	16
2.33	Ownership of Documents	17
2.34	State and Local Law Disclaimer	17
2.35	Participant Information	17
2.36	Non-Collusion Affidavit	17
2.37	Regional Transit Authority General Provisions	17

III. EVALUATION

3.1	Administrative Evaluation	18
3.2	Evaluation Criteria	18
3.3	Contract Award	19
3.4	Place of Performance	20

ATTACHMENTS	Attachment I – Supplier Submission Checklist
	Attachment II – Scope of Work

I. INSTRUCTIONS TO PROPOSERS

1.1 PROPOSALS

Each submittal must include a Letter of Interest that addresses the suggested structure or organization of the proposed team (prime and sub-consultants), a detailed description of your team's approach and capability to handle project-specific issues, a schedule of the proposed work, and any other information that may assist the RTA in making a selection. Letters of Interest should be concise and limited to three (3) pages.

Proposals shall provide a straightforward, concise delineation of the proposer's capability to satisfy the requirements of the Request for Proposals. Each proposal shall be submitted in the requested format and provide all pertinent information including but not limited to information relevant to personnel assignments, specifications/scope of work, work completion, schedules, etc., as provided in this Request for Proposals. Each proposal shall be signed in ink by a duly authorized officer of the company.

1.2 PROPOSAL SUBMISSIONS

Proposals can be sent electronically through RTA's Procureware system and uploaded through our electronic system <https://norta.procureware.com/home> until 1:00 P.M., on the date established as the submittal receipt deadline or upon request a hardcopy may be mailed to: Regional Transit Authority, Attn: Leah LeBlanc - Procurement Department, 2817 Canal Street, New Orleans, LA 70119. Proposals received after the specified date shall be considered late and, therefore, shall not be considered for award. Each proposal shall be in the form specified in this Request for Proposals and shall be in a sealed envelope with the name of the Proposer, the date scheduled as the proposal receipt deadline, and the title of the Request for Proposals marked on the outside.

1.3 PROPOSER REVIEW PROCEDURE

For the purposes of this paragraph, all submissions must be received by the RTA no later than 1:00 p.m. (Central time) on the date specified as the clarification deadline.

A. Request for Modification or Clarification

This section establishes procedures for proposers to seek review of this Request for Proposals and any addenda. A proposer may discuss this Request for Proposals and any addenda with the RTA. Such discussions do not, however, relieve proposers from the responsibility of submitting written, documented requests.

Proposers may submit to the RTA requests for interpretations, clarifications or modifications concerning any term, condition and/or specification included in this Request for Proposals and/or in any addendum hereto. Any such request must be received by the RTA, in writing, by the date of the scheduled proposal clarification deadline. All requests

must be accompanied by all relevant information supporting the request for modification, interpretation, clarification or addendum of this solicitation.

All questions or further information concerning this RFP must be submitted through <https://norta.procureware.com/home>. Only written questions submitted through Procureware site shall be considered official. RTA will issue a written determination relating to received requests pursuant to this procedure. The written determination shall be by formal addenda posted to the website.

B. Protest Procedures

The following is an explanation of the RTA protest procedures which must be followed completely before all administrative remedies are exhausted.

Any person who is aggrieved in connection with the solicitation or award of a contract may protest to the Director of Procurement/RTA. Protests shall be submitted in writing specifically identifying the area of protest and containing any support data, test results, or other pertinent information substantiating the appeal. A protest with respect to a solicitation must be submitted in writing to the RTA at least seven (7) calendar days prior to proposal receipt deadline. A protest with regard to the award of a contract shall be submitted, in writing, within seven (7) calendar days after award of the contract.

Prior to any action in court, the Director of Procurement/RTA shall have the authority to settle or resolve a protest from an aggrieved person concerning the solicitation or award of a contract.

If the protest is not resolved by mutual agreement, the Director of Procurement/RTA or his designee shall within thirty (30) calendar days of protest issue a decision in writing. The decision shall:

1. State the reasons for the action taken; and
2. Inform the protestor of his/her right to administrative and judicial review.

A copy of this decision shall be mailed or otherwise furnished immediately to the protestant and any other party intervening. This decision shall be final and conclusive unless:

1. The decision is fraudulent; or
2. The person adversely affected by the decision has submitted a timely administrative appeal to the CEO/RTA.

In the event of a timely protest under these regulations, the RTA shall not proceed further with the solicitation or with the award of the contract unless the Director of Procurement/RTA makes a written determination that the award of the contract is necessary without delay to protect the substantial interests of the RTA.

The CEO/RTA shall have the authority to review and determine any appeal by an aggrieved person from a determination by the Director of Procurement/RTA or his designee.

The aggrieved person must file an appeal within five (5) calendar days of receipt of a decision from the Director of Procurement/RTA.

On any appeal of the decision of the Director of Procurement/RTA, the CEO/RTA shall decide within thirty (30) calendar days whether the solicitation or award was made in accordance with the constitution, statutes, regulations, and the terms and conditions of the solicitation. Any prior determination by the Director of Procurement/RTA or his designee shall not be final or conclusive.

A copy of the CEO's/RTA decision shall be mailed or otherwise furnished immediately to the protestant or any other party intervening.

The decision of the CEO/RTA shall be final and conclusive unless:

1. The decision is fraudulent; or
2. The person adversely affected by the decision has timely appealed to FTA after having exhausted the local protest procedures stated above.

The RTA reserves the right to designate any person(s) other than the CEO/RTA or the Director of Procurement/RTA to perform the duties provided for in this Paragraph.

Any appeal to FTA under these protest procedures will be made pursuant to Circular 4220.1F, as amended.

1.4 CONTRACT DOCUMENTATION

Any contract resulting from this solicitation shall contain the terms and conditions included in this Request for Proposals and any addenda issued pursuant hereto.

Confidential Information, Trade Secrets, and Proprietary Information

The designation of certain information as trade secrets and/or privileged or confidential proprietary information shall only apply to the technical portion of the proposal. The financial proposal will not be considered confidential under any circumstance. Any proposal copyrighted or marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

For the purposes of this procurement, the provisions of the Louisiana Public Records Act (La. R.S. 44.1 et. seq.) shall be in effect. Pursuant to this Act, all proceedings, records, contracts, and other public documents relating to this procurement shall be open to public inspection.

You are reminded that while trade secrets and other proprietary information you submit in conjunction with this procurement may not be subject to public disclosure, you

must claim such protections at the time of submission of your technical proposal. You should refer to the Louisiana Public Records Act for further clarification.

The City will not credit any blanket exemption claims lacking specific justification.

You shall clearly designate the part of the proposal that contains a trade secret and/or privileged or confidential proprietary information as “confidential” to claim protection, if any, from disclosure. You shall mark the cover sheet of the proposal with the following legend, specifying the specific section(s) of the proposal sought to be restricted in accordance with the conditions of the legend:

“The data contained in pages ____ of the proposal have been submitted in confidence and contain trade secrets and/or privileged or confidential information and such data shall only be disclosed for evaluation purposes, provided that if a contract is awarded to this Respondent as a result of or in connection with the submission of this proposal, the RTA of New Orleans shall have the right to use or disclose the data therein to the extent provided in the contract. This restriction does not limit the RTA of New Orleans’s right to use or disclose data obtained from any source, including the Respondent, without restrictions.”

Further, to protect such data, each page containing such data shall be specifically identified and marked **“CONFIDENTIAL”**.

1.5 COST OF PROPOSAL

Any costs incurred by proposers responding to this Request for Proposals in anticipation of receiving a contract award will not be reimbursed by the RTA. Payments will only be made pursuant to a contract between the RTA and the successful proposer.

1.6 PROPOSAL POSTPONEMENT AND ADDENDA

The RTA reserves the right to amend the instructions, general conditions, special conditions, plans, scope of work, and specifications of this solicitation up to the deadline date for proposal receipt. Copies of such addenda shall be made available to all prospective proposers via posting to RTA’s procureware website. Where such addenda require changes in the services or prices quoted, the final date set for proposal receipt may be postponed by such number of days as in the opinion of the RTA shall enable prospective proposers to revise proposals.

1.7 CANCELLATION OF REQUEST FOR PROPOSALS

The RTA reserves the right to cancel this Request for Proposals in whole or in part upon written determination by the Director of Procurement/RTA that such cancellation is in the best interest of the RTA.

1.8 PROPOSAL REJECTION

The RTA reserves the right to accept or reject any and all proposals submitted.

1.9 SINGLE PROPOSAL RESPONSE

If only one proposal is received in response to this Request for Proposals, a detailed cost proposal may be requested of the single proposer. A cost/price analysis and evaluation and/or audit may be performed in order to determine if the offer is fair and reasonable. Award of a contract to the proposer submitting the only proposal received in response to this Request for Proposals may be subject to approval by the FTA.

1.10 PROPOSAL WITHDRAWAL

Prior to the date and time set for the Proposal Receipt Deadline, proposals may be modified or withdrawn by the proposer's authorized representative in person, or by written, facsimile or electronic notice. If proposals are modified or withdrawn in person, the authorized representative shall make his identity known and shall sign a receipt for the proposal. Written, facsimile or electronic notices shall be received in the RTA Canal St. offices no later than the date scheduled as the proposal receipt deadline. After the Proposal Deadline, proposals may not be withdrawn for sixty (60) calendar days.

1.11 ACCEPTANCE OF PROPOSALS

Each proposal shall be submitted with the understanding that it is subject to negotiation at the option of RTA. Upon acceptance in writing by RTA of the final offer to furnish any and all of the services described herein, the parties shall promptly execute the final contract documents. The written contract shall bind the Proposer to furnish and deliver all services as specified herein in accordance with the conditions of said accepted proposal and this Request for Proposals, as negotiated.

1.12 EVALUATION OF PROPOSALS

The evaluation criteria are provided in this Request for Proposals. The proposer receiving the highest point total during the evaluation phase of the selection process may be called in for negotiations. The contract will be awarded based on the Best Value to the RTA. RTA reserves have the right to conduct any reviews it deems necessary and audit the business records of any and all proposers to determine the fairness and reasonableness of the offer. RTA reserves the right to award this contract without conducting negotiations.

1.13 AWARD PROCEDURE

Within a reasonable time after the proposal receipt deadline, the RTA will transmit the contract documents to the Contractor. The contract documents will, at a minimum, consist of this Request for Proposals and any addenda thereto, the Contractor's proposal, RTA's standard contract provisions and provisions required by FTA.

1.14 OFFERS

Each proposal submitted shall include all labor, materials, tools, equipment, and other costs necessary to fully complete the scope of services pursuant to the specifications provided herein. Any omissions derived from such specifications which are clearly necessary for the completion of the work specified herein shall be considered a portion of this Request for Proposals.

1.15 ADDENDA

Proposers shall acknowledge receipt of all addenda to this Request for Proposals. Acknowledged receipt of each addendum shall be clearly established and included with each proposal. The undersigned acknowledges receipt of the following addenda.

Addendum No. _____, dated _____

Addendum No. _____, dated _____

Addendum No. _____, dated _____

Company Name

Company Representative

RFP 2025-038

II. GENERAL PROVISIONS

2.1 WRITTEN CHANGE ORDERS/AMENDMENTS

This contract may be changed/ amended in any particular allowed by law upon the written mutual agreement of both parties.

2.2 CHANGE ORDER/AMENDMENT PROCEDURE

Within ten (10) calendar days after receipt of the written change order to modify the contract, the Contractor shall submit to the RTA a detailed price and schedule proposal for the work to be performed. This proposal shall be accepted or modified by negotiations between the Contractor and the RTA. At that time, a detailed modification shall be executed in writing by both parties. In the event that federal funds are used in this procurement, the FTA may reserve the right to concur in any change order or any dispute arising under such change order. Disagreements that cannot be resolved by negotiation shall be resolved in accordance with the contract disputes clauses. Regardless of any disputes, the Contractor shall proceed with the work ordered, if the RTA has obtained the concurrence of FTA, should such concurrence be required. Regardless of any other requirement herein, RTA shall negotiate profit as a separate element of cost for any change order or amendment to any contract awarded pursuant to this solicitation.

2.3 OMISSIONS

Notwithstanding the provision of drawings, technical specifications or other data by the RTA, the Contractor shall supply all resources and details required to make the supplies complete and ready for utilization even though such details may not be specifically mentioned in the drawings and specifications.

2.4 PRIORITY

In the event of any conflicts between the description of the supplies and/or services in the Technical Specifications and drawings and other parts of this Request For Proposals, the Technical Specifications and drawings shall govern.

2.5 COMMUNICATIONS

All official communications in connection with this contract shall be in writing. Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and award, any employee or officer of RTA or the Regional Transit Authority, including the Board of Commissioners, concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a response.

2.6 INTEREST OF MEMBERS OF, OR DELEGATES TO CONGRESS

In accordance with 18 U.S.C. Subsection 431, no member of, or delegates to, the Congress of the United States shall be admitted to a share or part of this contract or to any benefit arising there from.

2.7 CONFLICT OF INTEREST

No Board Member, employee, officer or agent, or employee of such agent of the RTA shall participate in the selection or in the award or administration of a contract if a conflict of interest, real or apparent, would be involved. Such a conflict would arise when:

- a. The Board Member, employee, officer or agent, or employee of such agent;
- b. Any member of his immediate family;
- c. His or her partner; or
- d. An organization that employs, or is about to employ any of the above, has a direct or indirect, present or future financial or other interest in the firm selected for award.

The RTA's Board Members, officers, employees or agents shall neither solicit nor accept gratuities, favors or anything of monetary value from contractors, potential contractors or parties of sub agreements.

Each entity that enters into a contract with the RTA is required, prior to entering into such contract, to inform the RTA of any real or apparent organizational conflicts of interest. An organizational conflict of interest exists when the contractor is unable or potentially unable to provide objective assistance or advice to the RTA due to other activities, relationships, contracts, or circumstances; when the contractor has an unfair competitive advantage through obtaining access to nonpublic information during the performance of an earlier contract; and during the conduct of an earlier procurement, the contractor has established the ground rules for a future procurement by developing specifications, evaluation factors, or similar documents, in accordance with Chapter VI, 2.a.(4)(h) of FTA C 4220.1F.

2.8 EQUAL EMPLOYMENT OPPORTUNITY

The Contractor shall comply with Executive Order No. 11246 as amended, entitled "Equal Employment Opportunity" as supplemented in Department of Labor Regulations (41 C.F.R. Paragraph 60). In connection with the execution of this Agreement, the Contractor shall not discriminate against any employees or applicant for employment because of race, religion, color, sex, age, or national origin. The Contractor shall take affirmative action to ensure that applicants are employed and that employees are treated during their employment without regard to their race, religion, color, sex, age, or national origin. Such actions shall include, but not be limited to, the following: employment,

upgrading, demotion, or transfer, recruitment or recruitment advertising; layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. Contractor further agrees to insert a similar provision in all subcontracts, except subcontracts for standard commercial supplies or raw materials.

2.9 PRIVACY REQUIREMENTS

The following requirements apply to the Contractor and its employees that administer any system of records on behalf of the Federal Government under any contract:

(1) The Contractor agrees to comply with, and assures the compliance of its employees with, the information restrictions and other applicable requirements of the Privacy Act of 1974, 5 U.S.C. § 552a. Among other things, the Contractor agrees to obtain the express consent of the Federal Government before the Contractor or its employees operate a system of records on behalf of the Federal Government. The Contractor understands that the requirements of the Privacy Act, including the civil and criminal penalties for violation of that Act, apply to those individuals involved, and that failure to comply with the terms of the Privacy Act may result in termination of the underlying contract.

(2) The Contractor also agrees to include these requirements in each subcontract to administer any system of records on behalf of the Federal Government financed in whole or in part with Federal assistance provided by FTA.

2.10 INDEMNIFICATION

The Contractor covenants and agrees to fully defend, protect, indemnify and hold harmless the RTA, and RTA, their directors, officers, employees, agents, and assigns from and against all liability, including strict liability, claims, demands, and causes of action brought by others against RTA, and/or RTA, and expenses, including but not limited to reasonable attorney's fees; and expense incurred in defense of RTA, and/or RTA arising out of, or in any way incidental to, or in connection with the work hereunder, and other activities by contractor; provided, however, that such indemnification shall apply only to the extent permitted by applicable law, and except and to the extent such liability, claim, demand or cause of action results from RTA's negligence.

2.11 PERFORMANCE

Contractor shall perform all work diligently, carefully and in a good and workmanlike manner and shall furnish all labor, supervision, machinery, equipment, material and supplies necessary, therefore. Contractor shall obtain and maintain all permits and licenses required by public authorities in connection with performance of the work, and, if permitted to subcontract, shall be fully responsible for all work performed by subcontractors. Contractor shall conduct all operations in Contractor's own name and as an independent contractor, and not in the name of, or agent for RTA.

2.12 STATUS OF CONTRACTOR AND ITS EMPLOYEES

For all purposes specified under the terms of this Agreement the Contractor shall be considered an independent contractor as defined in R.S. 23:1021 (5), and as such, the RTA shall not be liable to the Contractor for benefits or coverage provided by the Workers' Compensation Law of the State of Louisiana (R.S. 23:1021 et seq.), and further, under the provisions of R.S. 23:1034, no person employed by the Contractor shall be considered an employee of the RTA for the purpose of Workers' Compensation coverage.

2.13 INSURANCES

The contractor shall, upon request by the RTA, submit a copy of their standard insurance certificates for this project. During the term of this Agreement, the Contractor shall obtain and maintain the following types and amounts of insurance naming the Regional Transit Authority as an additional insured. The Contractor shall furnish to the RTA certificates showing types, amounts, class of operations covered, effective dates and dates of expiration of policies:

- A) Worker's Compensation Insurance as required by Louisiana Law;
- B) Vehicle Liability Insurance in the amount of \$1,000,000.00; and
- C) General Liability Insurance in the amount of \$1,000,000.

2.14 SUBCONTRACTORS

No portion of this contract may be, reassigned, transferred, or sublet without the written approval of the RTA. If allowed to subcontract, no subcontractor may be replaced without the written approval of the RTA.

2.15 ASSUMPTION OF RISK OF LOSS

Prior to acceptance, Contractor shall bear the risk of loss of the supplies, except that upon delivery, as defined in this Request For Proposals, the RTA will bear the risk of loss due to the negligence of the RTA.

2.16 ACCEPTANCE

Within seven (7) days after delivery, the RTA, its agents or assigns, will conduct an acceptance inspection. Acceptance shall be conditioned upon satisfactory results of such inspection, promptly communicated in writing to the Contractor, subject however, to revocation upon discovery of defects.

2.17 QUALITY INSPECTION

All goods and services installed and supplied shall be good quality and free from any defects and shall at all times be subject to RTA's inspection; but neither RTA's inspection nor failure to inspect shall relieve Contractor of any obligation hereunder. If, in RTA's opinion, any goods or service (or component thereof) fails to conform to specifications or is otherwise defective, Contractor shall promptly replace or correct same

at Contractor's sole expense. No acceptance or payment by RTA shall constitute a waiver of the foregoing, and nothing herein shall exclude or limit any warranties implied by law.

2.18 CORRECTION BY CONTRACTOR

After non-acceptance of the work, the Contractor shall begin implementing correction procedures within five (5) calendar days after receiving notification from the RTA. The RTA will make the site timely with Contractor's correction schedule. The Contractor shall bear all expense incurred to complete correction of the work after non-acceptance, and Contractor shall diligently implement correction procedures.

2.19 UNAVOIDABLE DELAYS

If completion of the work furnished under this contract should be unavoidably delayed, the RTA may extend the time for satisfaction of the Contractor's obligations pursuant thereto for a number of days determined by RTA to be excusable due to unavoidability. A delay is unavoidable only if the delay was not reasonably expected to occur in connection with or during the Contractor's performance, and was not caused directly or substantially by acts, omissions, negligence or mistakes of the Contractor, the Contractor's suppliers or their agents and was substantial and in fact caused the Contractor to miss completion dates and could not adequately have been guarded against by contractual or legal means.

2.20 NOTIFICATION OF DELAY

The Contractor shall notify the RTA as soon as the Contractor has, or should have, knowledge that an event has occurred or will occur which will delay progress or completion. Within five (5) days there from, the Contractor shall confirm such notice in writing furnishing as much detailed information as is available.

2.21 REQUESTS FOR EXTENSION

The Contractor agrees to supply, as soon as such data are available, any/all reasonable proof required by the RTA to make a decision relative to any request for extension. The RTA shall examine the request and any documents supplied by the Contractor, and RTA shall determine if the Contractor is entitled to an extension and the duration of such extension. The RTA shall notify the Contractor of this decision in writing. It is expressly understood and agreed that the Contractor shall not be entitled to damages or compensation and shall not be reimbursed for losses on account of delays resulting from any cause under this provision.

2.22 ACCESS REQUIREMENTS FOR INDIVIDUALS WITH DISABILITIES

During the performance of this contract, the contractor, for itself, its assignees and successors in interest agree to comply with all applicable requirements of the Americans with Disabilities Act of 1990 (ADA), 42 U.S.C. sections 12101 et seq.; section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. section 794; section 16 of the Federal

Transit Act, as amended, 49 U.S.C. app. section 1612; and the following regulations and any amendments thereto:

- (a) U.S. DOT regulations, "Transportation Services for Individuals with Disabilities (ADA)," 49 C.F.R. Part 37;
- (b) U.S. DOT regulations, "Nondiscrimination on the Basis of Handicap in Programs and Activities Receiving or Benefiting from Federal Financial Assistance," 49 C.F.R. Part 27;
- (c) U.S. DOT regulations, "American With Disabilities (ADA) Accessibility Specifications for Transportation Vehicles," 49 C.F.R. Part 38;
- (d) Department of Justice (DOJ) regulations, "Nondiscrimination on the Basis of Disability in State and Local Government Services," 28 C.F.R. Part 35;
- (e) DOJ regulations, "Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities," 28 C.F.R. Part 36;
- (f) General Services Administration regulations, "Accommodations for the Physically Handicapped," 41 C.F.R. Subpart 101-19;
- (g) Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provision of the Americans with Disabilities Act," 29 C.F.R. Part 1630;
- (h) Federal Communications Commission regulations, "Telecommunications Relay Services and Related Customer Premises Equipment for the Hearing and Speech Disabled," 47 C.F.R. Part 64, Subpart F; and
- (i) FTA regulations, "Transportation of Elderly and Handicapped Persons," 49 C.F.R. Part 609.

2.23 APPLICATION OF FEDERAL, STATE AND LOCAL LAWS AND REGULATIONS

(a) Federal Laws and Regulations

The Federal requirements (laws, regulations policies, and related administratively) contained in this contract may change (from time to time) after the date the contract has been executed. Any changes in federal requirements shall apply to this contract and be incorporated therein.

(b) State or Territorial Law and Local Law

This contract shall be entered into in the State of Louisiana and shall be governed and/or construed in accordance with the laws and jurisprudence of the State of Louisiana, except to the extent that a Federal Statute or regulation preempts State or territorial law.

2.24 CONTRACT PERIOD

THE TERM OF THIS CONTRACT SHALL BE SET FORTH IN THE CONTRACT AGREEMENT.

2.25 NO OBLIGATION BY THE FEDERAL GOVERNMENT

- (1) The Purchaser and Contractor acknowledge and agree that, notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying contract, absent the express written consent by the Federal Government, the Federal Government is not a party to this contract and shall not be subject to any obligations or liabilities to the Purchaser, Contractor, or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying contract.
- (2) The Contractor agrees to include the above clause in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

2.26 FEDERAL CHANGES

Contractor shall at all times comply with all applicable FTA regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the Agreement (Form FTA MA (2) dated October, 1995) between RTA and FTA, as they may be amended or promulgated from time to time during the term of this contract. Contractor's failure to so comply shall constitute a material breach of this contract.

2.27 INCORPORATION OF FEDERAL TRANSIT ADMINISTRATION (FTA) TERMS

The preceding provisions include, in part, certain Standard Terms and Conditions required by DOT, whether or not expressly set forth in the preceding contract provisions. All contractual provisions required by DOT, as set forth in FTA Circular 4220.1F, are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Agreement. The Contractor shall not perform any act, fail to perform any act, or refuse to comply with any RTA requests which would cause RTA to be in violation of the FTA terms and conditions":<https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/third-party-contracting-guidance>

2.28 EXCLUSIONARY OR DISCRIMINATORY SPECIFICATIONS

Apart from inconsistent requirements imposed by federal statute or regulations, the RTA will comply with the requirements of 49 U.S.C. § 5323(h) (2) by refraining from using any Federal assistance awarded by FTA to support procurements using exclusionary or discriminatory specifications.

2.29 GEOGRAPHIC RESTRICTIONS

Except as expressly mandated, encouraged or permitted by FTA or Federal statute, RTA will refrain from using state or local geographic preferences.

2.30 PROMPT PAYMENT

Payment shall be made thirty (30) days from date of approved and accepted invoice unless changed in the contract agreement. The prime contractor agrees to pay each subcontractor under this prime contract for satisfactory performance of its contract no later than five (5) days from the receipt of each payment the prime contractor receives from the RTA. The prime contractor further agrees to return retainage payment to each subcontractor within five (5) days after the subcontractor's work is satisfactorily completed and accepted by RTA, and all lien delay's under applicable laws have expired. Any delay or postponement of payment from the above-referenced time frame may occur only for good cause following written approval of the RTA. This clause applies to both DBE and non-DBE subcontractors.

Identification of subcontractors: All prime contractors submitting offers in response to this Request For Proposals must provide the following information for All subcontractors whether the firm is identified as a Disadvantaged Business Enterprise or not. The required information is:

- (1) Firm Name
- (2) Firm Address
- (3) Firm's status as a DBE or non DBE
- (4) The age of the firm
- (5) The annual gross receipts of the firm

Additionally, each contract RTA enters into with a contractor (and each subcontract) the prime contractor signs with a subcontractor shall include the following assurance:

The contractor, sub recipient or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of DOT assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy, as the RTA deems appropriate.

Further, each contract RTA enters into with a contractor (and each subcontract the prime contractor signs with a subcontractor shall include the following assurance:

The contractor, sub recipient or subcontractor shall make prompt payments for all satisfactory work performed under this agreement. The contractor shall within thirty (30) days of receipt of payment from RTA make all payments due subcontractors and suppliers. This requirement shall flow down to all levels including subcontractors making payments to sub subcontractors and suppliers, etc. Additionally, upon release of retainage(s) by RTA, Contractor shall in turn within thirty (30) days release retainage(s) it holds. The requirement for release of retainage(s) within thirty (30) days shall flow down to all subcontractors, etc. performing under this contract. Contractor or any of its subcontractors, etc. may not delay or postpone payments or release of retainage without prior RTA written approval. RTA may delay, or withhold up to twenty-five percent of Contractor's payments, retainage, etc. if there is evidence that Contractor is not complying with any provision hereunder. RTA may withhold monies due Contractor until such time as Contractor by its actions or assurances has, to RTA satisfaction, proven that it will or has complied with all the requirements hereunder.

2.31 CONFIDENTIALITY

Contractor agrees that any and all information, in oral or written form, whether obtained from RTA, its agents or assigns, or other sources, or generated by Contractor pursuant to this contract shall not be used for any purpose other than fulfilling the requirements of this contract. Contractor further agrees to keep in absolute confidence all data relative to the business of RTA and RTA, their agents or assigns. No news release, including but not limited to photographs and film, public announcement, denial or confirmation of any part of the subject matter of any phase of any program hereunder shall be made by Contractor without written approval of RTA.

2.32 DISPUTES

Disputes arising in the performance of this Contract which are not resolved by agreement of the parties shall be decided in writing by the Director of Procurement. The decision of the Director of Procurement shall be final and conclusive unless within [seven (7)] days from the date of receipt of its copy, the Contractor mails or otherwise furnishes a written appeal to the Vice President-RTA. In connection with any such appeal, the Contractor may be afforded an opportunity to be heard and to offer evidence in support of its position. The decision of the Vice President-RTA shall be binding upon the Contractor and the Contractor shall abide by the decision.

Performance During Dispute – Unless otherwise directed by RTA, Contractor shall continue performance under this contract while matters in dispute are being resolved.

Claims for Damages – Should either party to the Contract suffer injury or damage to person or property because of any act or omission of the party or of any of his employees, agents or others for whose acts he is legally liable, a claim for damages therefore shall be

made in writing to such other party within a reasonable time after the first observance of such injury or damage.

Remedies – Unless this contract provides otherwise, all claims, counterclaims, disputes and other matters in question between the RTA and the Contractor arising out of or relating to this agreement or its breach will be decided by arbitration if the parties mutually agree, or in a court of competent jurisdiction within the State of Louisiana.

Rights and Remedies – The duties and obligations imposed by the Contract Documents and the rights and remedies available thereunder shall be in addition to and not a limitation of any duties, obligations, rights and remedies otherwise imposed or available by law. No action or failure to act by the RTA, (its agents or assigns) or Contractor shall constitute a waiver of any right or duty afforded any of them under the Contract, nor shall any such action or failure to act constitute an approval of or acquiescence in any breach thereunder, except as may be specifically agreed in writing.

2.33 OWNERSHIP OF DOCUMENTS

Any documents, drawings, specifications, reports or data generated by the Contractor in connection with this project shall become the sole property of the RTA, subject to any rights asserted by FTA of the U.S. Department of Transportation. The Contractor may retain copies of such items for its files. The Contractor shall not release any documents, reports or data from this project without prior written permission from the RTA.

2.34 STATE AND LOCAL LAW DISCLAIMER

The use of many of the Clauses herein are not governed by federal law, many of the clauses contained herein contain FTA suggested language in certain instances these clauses may be affected by State Law.

2.35 PARTICIPANT INFORMATION FORM

All participants and their subcontractors are required to submit a completely executed, Participant Information Form available on <http://www.norta.com>.

2.36 NON-COLLUSION AFFIDAVIT

The Non-Collusion Affidavit is a required submittal. The necessary form is available on <http://www.norta.com>.

2.37 REGIONAL TRANSIT AUTHORITY GENERAL PROVISIONS

The Regional Transit Authority's General Provisions shall apply to this solicitation and resulting contract.

III. EVALUATION CRITERIA

3.1 ADMINISTRATIVE EVALUATION

Prior to the distribution of submittals to the Technical Evaluation Committee, the RTA shall perform an administrative evaluation of each submittal to determine completeness and responsiveness to this RFP.

3.2 EVALUATION CRITERIA

The following evaluation criteria will be used by the Technical Evaluation Committee. The criteria and the weighted values (in parentheses) to be used by the Technical Evaluation Committee in evaluating responses for the selection of a firm(s) to perform this service(s) are listed below:

1. Technical Approach & Understanding of Scope (35%)

- Alignment with Scope of Work: Demonstrates a thorough understanding of RTA's objectives, tasks, and deliverables.
- Methodology & Innovation: Details specific tools, techniques, and innovative practices for assessing operations, dispatch protocols, internal controls, and pilot governance.

2. Qualifications & Relevant Experience (30%)

- Project Portfolio: Provides at least three prior engagements with comparable transit agencies involving paratransit, ADA compliance, or performance-based consulting.
- Demonstrated Results: Includes measurable improvements (e.g., on-time performance, policy standardization) supported by outcome metrics and client references.

3. Key Personnel & Staffing Plan (20%)

- Expertise & Tenure: Project Manager, Data Analyst, Policy Specialist, and Training Lead each have 5+ years of transit consulting experience.
- Team Capacity: Clearly defined roles, time commitments, and availability to execute within the 6-month performance period (or until requested services are fulfilled).

4. Cost Proposal (15%)

- Budget Reasonableness: Total cost is appropriate and reflects value of the planned approach for delivery of effective and quality services.
- Cost Breakdown: Includes itemized fees for personnel, travel, materials, and indirect costs, aligned with each deliverable/task.

3.3 CONTRACT AWARD

(1) The RTA intends to award a contract or contracts resulting from this solicitation to the responsible offeror(s) whose proposal(s) represents the best value after evaluation in accordance with the factors and sub-factors in the solicitation.

(2) The RTA may reject any or all proposals if such action is in the RTA's interest.

(3) The RTA may waive informalities and minor irregularities in proposals received.

(4) The RTA intends to evaluate proposals and award contracts without discussions with offerors. Therefore, the offeror's initial proposal should contain the offeror's best terms from a cost or price and technical standpoint. The RTA reserves the right to conduct discussions if the Contracting Officer later determines them to be necessary. If the Contracting Officer determines that the number of proposals that would otherwise be in the competitive range exceeds the number at which an efficient competition can be conducted, the Contracting Officer may limit the number of proposals in the competitive range to the greatest number that will permit an efficient competition among the most highly rated proposals.

(5) The RTA reserves the right to make an award on any item for a quantity less than the quantity offered, at the unit cost or prices offered, unless the offeror specifies otherwise in the proposal.

(6) The RTA reserves the right to make multiple awards if, after considering the additional administrative costs, it is in the RTA's best interest to do so.

(7) Exchanges with offerors after receipt of a proposal do not constitute a rejection or counteroffer by the RTA.

(8) The RTA may determine that a proposal is unacceptable if the prices proposed are materially unbalanced between line items or subline items. Unbalanced pricing exists when, despite an acceptable total evaluated price, the price of one or more line items is significantly overstated or understated as indicated by the application of cost or price analysis techniques. A proposal may be rejected if the Contracting Officer determines that the lack of balance poses an unacceptable risk to the RTA.

(9) If a cost realism analysis is performed, cost realism may be considered by the source selection authority in evaluating performance or schedule risk.

(10) A written award or acceptance of proposal mailed or otherwise furnished to the successful offeror within the time specified in the proposal shall result in a binding contract without further action by either party.

(11) If a post-award debriefing is given to requesting offerors, the RTA shall disclose the following information, if applicable:

(i) The agency's evaluation of the significant weak or deficient factors in the debriefed offeror's offer.

(ii) The overall evaluated cost or price and technical rating of the successful and the debriefed offeror and past performance information on the debriefed offeror.

(iii) The overall ranking of all offerors, when any ranking was developed by the agency during source selection.

(iv) A summary of the rationale for award.

(v) For acquisitions of commercial items, the make and model of the item to be delivered by the successful offeror.

(vi) Reasonable responses to relevant questions posed by the debriefed offeror as to whether source-selection procedures set forth in the solicitation, applicable regulations, and other applicable authorities were followed by the agency.

RTA shall score and rank all proposals based upon the evaluation criteria contained herein. An interview and/or presentation may be required. Award of this contract shall be to a properly licensed, responsible offeror deemed the most qualified, for which fair and reasonable compensation can be determined.

Proposers are reminded that price/cost shall not be used as an evaluation factor during the initial evaluation. However, price proposals will be evaluated and proposers are required to submit cost data separately with their proposal. Proposals which do not contain cost/price information may be considered non-responsive to the administrative requirements of the RFP.

3.4 PLACE OF PERFORMANCE

(a) The offeror or respondent, in the performance of any contract resulting from this solicitation, _____ **intends**, _____ **does not intend [check applicable block]** to use one or more plants or facilities located at a different address from the address of the offeror or respondent as indicated in this proposal or response to request for information.

(b) If the offeror or respondent checks “intends” in paragraph (a) of this provision, it shall insert in the following spaces the required information:

Place of Performance (Street Address, City, State, County, ZIP Code)	Name and Address of Owner and Operator of the Plant or Facility if Other than Offeror or Respondent
--	---

_____	_____
_____	_____

ATTACHMENT I
SUPPLIER SUBMISSION CHECKLIST

The following items must be submitted as noted in order to be considered responsive.

Letter of Interest

Consultant Questionnaire Form

Non-Collusion Affidavit

Certificate on Primary Debarment

Certificate Regarding Debarment– Lower Tier

Participant Information Form

To be determined responsive, all forms are due on the proposal submittal date.

INSTRUCTIONS FOR OBTAINING FORMS

Go to RTA’s official web site at:

[New Orleans Regional Transit Authority - Procurements and Contracts \(norta.com\)](https://www.norta.com/get-to-know-us/doing-business-with-us/procurements-contracts)

(<https://www.norta.com/get-to-know-us/doing-business-with-us/procurements-contracts>)

Click on “Vendor Form Library”

ATTACHMENT II

SCOPE OFWORK

New Orleans Regional Transit Authority
Request for Proposal (RFP) 2025-023
TRANSIT OPERATIONS CONSULTANT

The consultant will support the New Orleans Regional Transit Authority (NORTA) in enhancing the effectiveness, efficiency, and overall quality of its in-house paratransit services and fixed route operations, including bus, streetcar, and ferry service. The selected firm will be responsible for conducting a comprehensive assessment of current operational practices, identifying gaps or inefficiencies, and recommending actionable improvements.

This engagement will include evaluating scheduling procedures, service delivery standards, resource allocation, technology integration, and compliance with Americans with Disabilities Act (ADA) requirements. Emphasis will also be placed on establishing or refining Key Performance Indicators (KPIs), updating Standard Operating Procedures (SOPs), and supporting the implementation of innovative, data-driven strategies to improve service reliability, customer experience, and multimodal connectivity across the transit network.

Recommendations should align with industry best practices and support NORTA's commitment to providing equitable, accessible, and efficient transit solutions to the residents and visitors of New Orleans.

SECTION 1 – DEFINITIONS

The following definitions apply to terms used within this Scope of Work:

A. NORTA: Refers to the New Orleans Regional Transit Authority.

B. Consultant: The individual or firm contracted by RTA to perform the services described in this Scope of Work.

C. Paratransit Services (LIFT Program): Paratransit Services, known within RTA as the LIFT Program, provide door-to-door, shared-ride transportation for eligible individuals with disabilities who are unable to utilize fixed route services. This service operates 24 hours per day, 7 days per week, and utilizes accessible vehicles to meet the mobility needs of qualified riders in accordance with Americans with Disabilities Act (ADA) requirements.

D. SOP: A Standard Operating Procedure (SOP) is a set of written, detailed instructions that describe routine processes and practices to ensure consistency, efficiency, compliance, and quality across operations. Within the context of RTA services, SOPs are used to standardize tasks across departments such as vehicle operations, maintenance, customer service, safety, and scheduling.

E. KPI: A Key Performance Indicator (KPI) is a quantifiable metric used to evaluate the effectiveness, efficiency, and performance of an organization, program, or service against defined goals or benchmarks. In transit operations, KPIs may include measures such as on-time performance, ridership levels, trip denials, customer satisfaction, vehicle availability, or response time.

F. Fixed Route Services: Fixed Route Service refers to regularly scheduled public transportation that operates along established routes with designated stops and consistent timetables. As operated by the New Orleans Regional Transit Authority (RTA), this includes bus, streetcar, and ferry services that are open to the general public and do not require advance reservations.

G. New Links: New Links is a comprehensive bus network redesign implemented by RTA in 2022 to improve transit frequency, reduce wait times, and enhance access to key destinations. Developed through community engagement and data analysis, New Links reflects a strategic initiative to modernize and optimize fixed route services throughout Orleans Parish.

H. Revenue Service: Revenue Service refers to any transit service in operation that is available to the public and during which fares may be collected. This includes all trips scheduled on fixed route or paratransit systems that are reported for performance monitoring and federal compliance purposes.

I. Federal Transit Administration (FTA): The Federal Transit Administration (FTA) is a division of the U.S. Department of Transportation that provides financial and technical assistance to public transportation systems. The FTA supports capital projects, planning efforts, and operational improvements through various grant programs and regulatory oversight.

SECTION 2 – PROJECT BACKGROUND

The New Orleans Regional Transit Authority (NORTA) operates a comprehensive public transportation network that includes fixed-route bus, streetcar, and ferry services, as well as paratransit and on-demand options. These fixed-route services are integral to the mobility of residents and visitors, providing scheduled transportation along established routes with designated stops.

NORTA's fixed-route system encompasses thirty-four bus routes, five streetcar lines, and two ferry routes, collectively facilitating over nineteen million rides annually. The bus network serves diverse neighborhoods across Orleans Parish, offering 24-hour service on several key lines. The historic streetcar lines, such as the St. Charles Avenue line, are not only vital for daily commuting but also serve as cultural icons of the city. Ferry services provide crucial connections across the Mississippi River, linking communities and supporting regional commerce.

In 2022, NORTA implemented the "New Links" network redesign, a comprehensive overhaul of the bus system aimed at improving access to employment centers, reducing wait times, and enhancing overall service reliability. This initiative was informed by extensive community engagement and data analysis, reflecting NORTA's commitment to responsive and equitable transit planning.

Complementing the fixed-route services, NORTA provides in-house paratransit services, known as the LIFT program, for individuals with disabilities who are unable to use the standard fixed-route system. This service operates 24 hours a day, every day of the year, offering shared-ride transportation using accessible buses and vans to meet the needs of eligible riders.

In April 2022, NORTA introduced twenty-one new paratransit vehicles into revenue service. These vehicles feature a new purple and grey design, complementing the agency's fixed-route buses. The addition was funded by a competitive \$13 million grant through the Federal Transit Administration's (FTA) 2020 Grants for Bus and Bus Facilities Program. This investment aims at improving reliability, on-time performance, and comfort for paratransit riders.

Furthermore, in August 2022, RTA launched the FLEX on-demand pilot program, allowing current paratransit clients in East New Orleans to book on-demand services within Orleans Parish. This initiative seeks to enhance mobility and connectivity for residents, with plans for future expansion to other areas around the city.

To address scheduling challenges, NORTA has issued a request for proposals for new paratransit scheduling software. The goal is to implement a system that improves efficiency and service quality.

NORTA's integrated approach to fixed-route and paratransit services underscores its dedication to providing accessible, reliable, and efficient transportation options for all

residents of New Orleans. The agency continues to invest in infrastructure and technology to enhance service delivery and meet the evolving needs of its riders.

SECTION 3 – GENERAL TERMS AND CONDITIONS

Period of Performance: The contract term shall be six (6) months, or until all requested services are satisfactorily completed, whichever occurs first.

Insurance Requirements: The Consultant shall maintain workers' compensation, general liability, and automobile insurance as required by RTA's Risk Management policies.

Grounds for Disqualification: Submission of false or misleading information, or failure to disclose material facts, may result in disqualification.

Debarment and Suspension: The Consultant must certify that neither the firm nor any of its principals is currently debarred, suspended, proposed for debarment, or declared ineligible for federal funding.

Payment Terms: The Consultant shall submit itemized invoices on a monthly basis, or as otherwise agreed upon in the resulting contract. Invoices must reference the contract number and clearly detail services performed, hours worked (if applicable), and associated deliverables. Payment will be made within thirty (30) days of receipt of a complete and accurate invoice and RTA's written acceptance of the associated work. All payments are contingent upon compliance with contract terms and satisfactory performance.

Contract Value: The total compensation for services provided under this contract shall be based on the cost proposal, inclusive of all professional fees, travel, materials, and associated costs. Final compensation will be negotiated with the selected consultant based on the approved scope of work.

SECTION 4 – SCOPE OF WORK

Task 1: Organizational Review and Management Structure

- Evaluate the current management structure of Paratransit and Fixed Route operations, including roles such as but not limited to, Manager of Mobility Services and Alternative Modes, Road Supervisors, Dispatchers, and Routers, Schedulers.
- Provide recommendations to improve reporting relationships, span of control, communication, staff accountability, and create checks and balances throughout the systems.

Task 2: Operations and Dispatch Assessment

- Assess road supervision and dispatch protocols, on-time performance, and software effectiveness.
- Recommend changes to improve incident response and coordination between dispatch and vehicle operators.

Task 3: Performance Monitoring and Evaluation

- Establish or refine key performance indicators (KPIs) for paratransit and fixed route operations including:
 - I. On-time performance
 - II. Missed trips
 - III. No-shows
 - IV. Customer complaints and satisfaction
 - V. Operator's response to incidents
 - VI. ADA compliance
- Recommend monitoring tools and reporting structures to ensure ongoing evaluation of performance.
- Reconcile historical OTP data and define standardized reporting methodology.

Task 4: Operator and Staff Training Development

- Evaluate existing training programs for routers, schedulers, drivers, dispatchers, supervisors, and managers.
- Recommend or develop updated training content, with a focus on:
 - I. ADA service requirements
 - II. Defensive driving
 - III. Conflict resolution and customer sensitivity
 - IV. Incident and accident response protocols
 - V. Scheduling and dispatching best practices
- Propose a structured onboarding process and recurring training framework with defined learning outcomes.

Task 5: Policy Development and Documentation

- Review existing standard operating procedures (SOPs) and policies (eligibility, scheduling, inspections, incident reporting).
- Standardize formatting and maintain centralized repository.
- Ensure all policies align with FTA and ADA guidance.

Task 6: Strategic Planning and Recommendations

- Conduct a gap analysis between current practices and industry standards.
- Recommend phased implementation strategies to improve service delivery.

Task 7: Internal Controls & Compliance Framework

- Map existing controls against GAO Green Book and IIA standards.
- Design and document preventive controls (e.g., preapproval of overtime, data entry checks).
- Train staff on control responsibilities and reporting protocols.

Task 8: Data Management & Quality Assurance

- Review data flows from Trapeze PASS and any ancillary systems.
- Define standard data definitions (e.g., what constitutes an “on time” trip).
- Develop dashboards and centralized reporting suites for RTA leadership.

Task 9: PASS Violations Monitoring & Remediation

- Classify violation types (capacity, early/late, no-show, etc.) and thresholds.
- Establish a routine review process for violations, including root cause analysis and corrective action procedures.
- Recommend reporting and escalation protocols for chronic violations.

Task 10: Rider Compliance & Roster Management

- Audit active and inactive client profiles.
- Establish cancellation thresholds and automated warnings.
- Create communication templates for non-compliant riders.

Task 11: Pilot Program Governance & Grant Compliance

- Develop formal pilot management templates.
- Define cost tracking methods for grant accountability.
- Establish closeout and lessons-learned review processes.

Task 12: ADA Oversight Structure Review

- Map current ADA compliance responsibilities and identify gaps.
- Benchmark against FTA’s recommended ADA Coordinator model.
- Recommend an organizational realignment or dotted line reporting structure to strengthen independent ADA oversight.

SECTION 5 – DELIVERABLES

The Consultant will provide the following deliverables:

- Organizational and management structure evaluation report
- Dispatch and supervision assessment and recommendations
- KPI framework, reconciliation methodology, and dashboard suite
- Operator and supervisory training curriculum and materials
- Comprehensive SOPs and standardized policy manual
- Internal control and compliance recommendations
- Rider compliance enforcement plan and communication templates
- Data validation protocols and reporting structure

- PASS violation classification system and escalation process
- Pilot program management tools and grant tracking guidance
- ADA oversight realignment proposal
- Final consultant report with short- and long-term implementation roadmap

SECTION 6 – REPORTING AND COORDINATION REQUIREMENTS

- The Consultant shall provide biweekly written progress updates to RTA's Paratransit Manager or designee(s).
- All work products, findings, and recommendations must be submitted in both editable and PDF formats.
- The Consultant may be required to present findings and recommendations to RTA's senior leadership, governing board, or public stakeholders.
- Consultants must coordinate with key RTA staff throughout the project and adjust activities based on agency feedback and operational realities.

SECTION 7 – QUALIFICATIONS & EXPERIENCE REQUIREMENTS

Mandatory Minimum Qualifications

Respondents must demonstrate the following minimum qualifications by submitting evidence and descriptions in their Statement of Qualifications (SOQ):

1. Relevant Project Experience

- Provide at least three (3) comparable engagements where the firm delivered improvements in organizational design, internal controls, data integrity, performance monitoring, policy standardization, and staff training for ADA paratransit or equivalent public transportation programs.
- Include project scope, duration, deliverables, and outcome metrics (e.g., on time performance improvements, policy rollout success).

2. Technical & Regulatory Expertise

- Demonstrate in-depth knowledge of Federal Transit Administration (FTA) grant rules, National Transit Database (NTD) reporting requirements, and ADA compliance standards.
- Provide examples of dispatch/scheduling software evaluations or optimizations performed.

3. Key Personnel Qualifications

- Submit résumés (including years of relevant experience) for proposed key staff: Project Manager, Data Analyst, Policy Specialist, and Training Lead. Each must have a minimum of five (5) years' experience in transit consulting or equivalent public-sector roles.

4. Performance & References

- a) Provide three (3) client references from transit agencies for whom similar work was performed. Include client contact information, project description, contract value, and measurable results achieved.

Preferred Qualifications

Firms meeting additional attributes will receive favorable consideration though they are not mandatory for qualification:

- **Firm Capacity & Stability** – Details on staffing levels, organizational structure, and financial stability.
- **Quality Management & Innovation** – Description of formal QA/QC processes, use of innovative tools (dashboards, exception reporting), and continuous improvement methodologies.
- **Safety & Compliance Record** – Evidence of clean audit results, successful FTA Triennial Reviews, and participation in DBE programs.
- **Conflict of Interest & Ethics** – Disclosure of potential conflicts and summary of corporate ethics/compliance programs.

SECTION 8 – SUBMISSION REQUIREMENTS – SUBMISSION REQUIREMENTS

Proposals should include:

- The anticipated budget for this engagement is not to exceed \$100,000. Respondents should ensure that their proposed approach and qualifications reflect the ability to meet project goals within this budget framework.
- A cover letter summarizing the firm's interests and qualifications.
- Detailed firm profile and organizational chart.
- Resumes of key personnel assigned to the project.
- Descriptions of up to three (3) relevant projects with scope, approach, and results.
- Demonstration of capacity to meet the project timeline and deliverables.
- Completed DBE/Vendor diversity forms, if applicable.

The selected consultant is expected to work closely with RTA's internal operations team and provide actionable, data-driven recommendations with a focus on compliance, safety, and service quality improvement.