



Part E – Instructions to Offerors

1. General

This Request for Proposals (“RFP”) is issued by the City of Alexandria, Virginia (the “City”) to solicit proposals from qualified and responsible Offerors in accordance with the Virginia Public Procurement Act (“VPPA”), using the competitive negotiation method of source selection.

Offerors are responsible for reviewing all parts of this Solicitation and submitting a complete and responsive Proposal in accordance with these Instructions.

2. Issuing Office and Point of Contact

This RFP is issued by the City through the Issuing Office identified in **Part A – Solicitation General Information**.

All communications concerning this RFP shall be directed solely to the Point of Contact identified in **Part A – Solicitation General Information**.

Offerors shall not contact any other City employee regarding this RFP. Unauthorized contact may result in disqualification.

3. Questions and Clarifications

Offerors must submit any questions regarding this RFP in accordance with the schedule set forth in **Part A – Solicitation General Information**.

Responses to questions and clarifications or Modifications to the RFP will be issued by a written Addendum. Only information provided by the Addendum is considered binding.

4. Addenda

The City may issue Addenda to modify or clarify this RFP at any time prior to the Proposal Due Date. Addenda will be issued in accordance with the procedures specified in **Part A – Solicitation General Information**.

Offerors are responsible for monitoring the Solicitation and acknowledging receipt of all Addenda in their Proposal.

5. Award

The award will be made as provided in **Part F. 1- Evaluation and Method of Award**.

6. Contract Formation

Submission of a Proposal does not create a binding contract. A contract shall not be formed until a written contract is fully executed by the City and the successful Offeror in accordance with applicable law.

7. Disqualification of Offerors

The City reserves the right, in accordance with the VPPA, to reject or disqualify any Proposal that:

- 7.1. Fails to substantially comply with the requirements of this RFP;



- 7.2. Contains materially false or misleading information;
- 7.3. Results from prohibited communications; or
- 7.4. Is submitted by an Offeror determined to be non-responsible

8. Evaluation and Negotiation

Proposals will be evaluated in accordance with the criteria set forth in **Part F – RFP Evaluation and Method of Award**.

The City may conduct discussions and negotiations with Offerors determined to be fully qualified and reasonably susceptible of being selected for award. The City may request additional information, presentations, interviews, or best-and-final offers as part of the evaluation process.

9. Format for Proposal Response

Proposals must be organized, complete, and clearly presented to facilitate evaluation by the City. Offerors are encouraged to provide concise, well-structured responses that directly address the requirements of this Solicitation. Proposals should follow the format outlined below, with each section clearly labeled and presented in the order listed. The maximum number of pages to be submitted is 80.

This Solicitation includes five (5) Service Lines, as described in Part B – Scope of Work, Section 10: Service Line 1 (Paratransit Transportation), Service Line 2 (Adult Day Services Center Transportation), Service Line 3 (Youth Program Transportation), Service Line 4 (Other Departmental and Program Transportation), and Service Line 5 (Emergency Transportation for City Personnel). The City may award a separate Contract, or multiple Contracts, for each Service Line, and reserves the right to make awards to one or more Offerors per Service Line. Offerors may submit a Proposal for one or more Service Lines and are not required to propose on all Service Lines.

Each Proposal must clearly identify the specific Service Line(s), and any applicable service types within a Service Line (e.g., ADA Non-Ambulatory and/or Ambulatory service under Service Line 1), for which the Offeror is submitting a response, and must address the full scope of work described in Part B for each Service Line proposed. As indicated below, the Technical Proposal, Key Personnel and Staffing Plan, and Fleet and Equipment Plan sections of the Proposal must be organized by Service Line so that the City can evaluate each Service Line independently. Offerors proposing on multiple Service Lines may reference common, firm-wide information (e.g., corporate background, safety program) once, provided any Service Line-specific distinctions are clearly identified.

9.1. Cover Letter

Provide a signed cover letter on firm letterhead that:

- 9.1.1. Identifies the Offeror's legal name, address, and primary point of contact
- 9.1.2. Identifies each Service Line, and applicable service type(s) within a Service Line, for which the Offeror is submitting a Proposal, consistent with Part B, Section 10



- 9.1.3. States the Offeror's interest in and understanding of the requested services
- 9.1.4. Confirms the Offeror's ability to perform the services as described
- 9.1.5. Identifies any proposed subcontractors or teaming partners and their roles
- 9.1.6. Is signed by an individual authorized to bind the Offeror

9.2. Firm Background and Experience

Provide a summary of the Offeror's organization, including:

- 9.2.1. Year established and form of organization
- 9.2.2. Office location(s) relevant to the performance of the work
- 9.2.3. Description of core services and areas of expertise
- 9.2.4. Experience with projects of similar size, scope, and complexity

9.3. Technical Proposal by Service Line

For each Service Line for which the Offeror is submitting a Proposal, provide a separate, clearly labeled subsection (e.g., "Service Line 1: Paratransit Transportation") that describes the Offeror's understanding of the City's objectives and requirements for that Service Line and the proposed approach to performing the requested services, including:

- Understanding of the service population, service area, hours of operation, and anticipated trip volume for the Service Line, as described in Part B, Sections 10.2 through 10.7
- Key issues, challenges, or considerations specific to the Service Line and the Offeror's approach to addressing them
- Proposed methodology and work plan for meeting the Service Line's operating requirements and the on-time performance, no-show, and ride-time standards in Part B, Section 10.10
- Approach to technology use and integration with the City-provided Spare Labs Inc. CAD/AVL platform, and any proposed third-party or TNC integrations, as applicable to the Service Line
- Approach to coordination, communication, and quality control specific to the Service Line

Offerors proposing on more than one Service Line may reference common, firm-wide elements (e.g., overall safety program, general quality control procedures) rather than repeating identical narrative in each subsection, provided any distinctions specific to a given Service Line are clearly identified.

9.4. Key Personnel and Staffing Plan

Identify the personnel proposed for this engagement, including:

- 9.4.1. Project manager and key team members



9.4.2. Roles and responsibilities of each individual

9.4.3. Organizational structure and reporting relationships

9.4.4. Availability of key staff for the duration of the project

For Offerors proposing on more than one Service Line, identification of which position(s) are dedicated to a specific Service Line and which are shared across multiple Service Lines, consistent with the personnel categories described in Part B, Section 10.8

Resumes should be concise and limited to relevant experience.

9.5. Fleet and Equipment Plan

For each Service Line for which the Offeror is submitting a Proposal, describe the fleet and equipment the Offeror will use to perform the work, including:

- Proposed fleet roster by Service Line, including vehicle year, make, model, ADA accessibility configuration, and seating/wheelchair capacity, consistent with Part B, Section 10.10.5
- Vehicle acquisition and replacement plan, including any proposed use of City-provided vehicles as described in Part B
- Backup/spare vehicle ratio and contingency plan for maintaining service during vehicle downtime
- Fleet Modernization Plan addressing hybrid, plug-in hybrid, battery electric, and charging strategy, consistent with Part B, Section 10.10.7
- Required technology hardware (e.g., tablets, tablet mounts, computers) to be supplied by the Offeror to operate the City-provided Spare Labs Inc. platform

9.6. Relevant Public Sector Experience

Describe experience providing similar services to public sector entities, including:

9.6.1. Local, state, or federal government clients

9.6.2. Experience working under public procurement requirements

9.6.3. Familiarity with applicable laws, regulations, and administrative processes

9.7. Cost Proposal

The Cost Proposal is submitted separately from the Technical Proposal and must be broken out by Service Line, in accordance with Part F – RFP Evaluation and Method of Award and the forms and sample data included in Part G – Attachments. Offerors must submit pricing only for the Service Line(s), and applicable service type(s), on which they are proposing.

1. Service Line 1: Paratransit Transportation

The Offeror shall propose its own billing structure and rate methodology (e.g., per trip, per hour, per mile, platform/network fee, or a combination) that reflects its operational model. This approach allows Transportation



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Network Companies (TNCs), taxi operators, and traditional paratransit operators to each propose under a comparable process using the structure best suited to their business model.

The Offeror shall indicate the service type(s) being proposed: Non-Ambulatory, Ambulatory, or both.

The Offeror shall apply its proposed rate structure to a standardized set of sample trip data provided by the City (**Part G, Attachment H**) and produce a sample monthly invoice reflecting the total cost of service under that structure.

The City will use the total cost reflected on each Offeror's sample monthly invoice as the comparative basis for evaluating cost proposals for Service Line 1.

The Offeror shall itemize all fees included in its rate structure (e.g., platform or technology fees, no-show charges, mileage charges, fuel surcharges) so that the sample monthly invoice reflects the full, all-in cost of service. Costs not itemized and reflected in the sample invoice will not be considered part of the Offeror's proposed pricing.

2. Service Line 2: Adult Day Services Center (ADSC) Transportation

Cost proposals shall be submitted on a per-trip basis.

The Offeror shall provide separate per-trip rates for service with a vehicle attendant and service without a vehicle attendant.

The City will determine, at time of award, whether attendant or non-attendant service will be utilized, and Contractor pricing shall apply accordingly.

3. Service Line 3: Youth Program Transportation

Cost proposals shall be submitted on a per-service-hour basis (i.e., an hourly rate per vehicle), consistent with Part B, Section 10.5.

4. Service Line 4: Other Departmental and Program Transportation

Cost proposals shall be submitted on a per-service-hour basis (i.e., an hourly rate per vehicle), consistent with Part B, Section 10.6.

5. Service Line 5: Emergency Transportation for City Personnel

Cost proposals shall be submitted on a per-service-hour basis (i.e., an hourly rate per vehicle), consistent with Part B, Section 10.7.

Rates shall reflect the Offeror's ability to meet the 24-hour availability and notice requirements described in Part B, Section 10.7, including the capacity to provide up to four (4) operators and vehicles simultaneously.

Offerors shall address the following, as applicable to the Service Line(s) proposed, in a brief cost proposal narrative:

1. Pricing adjustment if the City elects to provide vehicles for Contractor use
2. Pricing adjustment if the City elects to make an operating facility available to the Contractor



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3. Any minimum trip, revenue, or volume thresholds required for the proposed pricing to remain in effect
4. Any use of subcontractors, partner carriers, or network/platform drivers, with details provided on the Sub-Contractor Form (Part G - Attachment F)

9.8. Additional Information

Provide any additional information requested elsewhere in this Solicitation or that the Offeror believes will assist the City in evaluating the Proposal.

9.9 Acceptance of Conditions

The Offeror shall indicate its acceptance of the requirements, terms and conditions, and insurance, as set forth in the RFP, including all addenda issued pursuant to the RFP

9.10 Signed Part G - Attachments A, C, D, E, and F (to be uploaded separately)

The Offeror shall complete and sign the stated attachments. The signatory must be an individual who is authorized to legally bind the Offeror.

10. Governing Terms

The Contract resulting from this RFP shall include the **City's Part C – Special Terms and Conditions and Part D – General Terms and Conditions**, which govern contract performance, administration, acceptance, payment, and remedies.

Capitalized terms not otherwise defined in this RFP shall have the meanings set forth in **Part H – Definitions**.

11. Late Proposals

Responses arriving after the specified time and date in Part A – Solicitation General **Information** will not be accepted. Please allow sufficient time for the preparation and delivery of your response.

12. Mistakes in Offers

The City may permit clarification of Proposals in accordance with the Virginia Public Procurement Act.

13. Offer Submission Information and Instructions

- 13.1. **All offers must be submitted electronically.** Submit them through the City's ERP system at <https://alexandriava.bonfirehub.com/portal/?tab=openOpportunities>. Proposals sent by mail or by hand will not be accepted. All documents submitted must be in PDF format. If a document is not in PDF format, the City may determine that the Offeror's submission is non-responsive.



- 13.2. Offerors are required to complete, including signatures, and return all Attachments included in the Solicitation Documents. Solicitation and Addenda that are not signed may be considered non-responsive and not accepted.
- 13.3. Offerors must review and comply with the requirements of the Solicitation and ensure that all required information is provided and required forms are executed and returned with its Solicitation response, including, but not limited to:
 - 13.3.1. Attachments
 - 13.3.2. Any applicable certifications and licenses.

14. Opening of Proposals

As specified in **Part A – Solicitation General Information**

15. Proposal Signature

Solicitation Responses must contain the original signature of an individual who is authorized to bind the Offeror. The original signature must be provided on all Solicitation Documents where a signature is required. Facsimile signatures, photographic reproductions of signatures, rubber stamps, etc., are not acceptable, except in cases where the Offeror submits its Solicitation Response through the City's ERP system.

16. Proposal Submission

Proposals shall be submitted in the form, manner, and by the deadline specified in **Part A – Solicitation General Information**.

17. Proposal Submission and Presentation Costs

The City must not be liable in any way for any costs incurred by any Offeror in the preparation or submission of its Proposal or its participation in any discussion, presentation, negotiation, or meeting regarding its Proposal or the Solicitation.

18. Proposal Validity Period

Proposals shall remain valid for a period of not less than 180 Calendar Days from the Solicitation Due Date specified in **Part A – Solicitation General Information**, unless withdrawn by the Offeror prior to Award in accordance with these Instructions.

19. Public Inspection and Confidentiality

Proposals submitted in response to this RFP are subject to the Virginia Freedom of Information Act ("FOIA"). Offerors shall clearly identify any proprietary or confidential information contained in their Proposals.

The City will use reasonable efforts to protect properly designated proprietary information to the extent permitted by law; however, the City makes no representation or warranty that such information will be exempt from disclosure.

20. Vendor Registration

Offerors must complete the following registration to submit an Offeror electronically and to receive grant funding (if applicable).



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- 20.1. Registered with City as an active vendor by completing the Vendor Self Service (VSS) registration on the City's ERP system located at <https://service.alexandriava.gov/MSS/Vendors/default.aspx>.
- 20.2. If the Vendor is a Small-, Women-, or Minority-owned (SWaM) business and is registered with the Commonwealth of Virginia, provide the Vendor's Virginia SWaM certification documentation with the registration on the City's VSS. To register as a SWaM business with the Commonwealth of Virginia, go to the website for the Virginia Department of Small Business and Supplier Diversity, located at <https://www.sbsd.virginia.gov/>.

21. Withdrawal or Modification of Proposals

An Offeror may withdraw or modify its Proposal at any time prior to the Solicitation Due Date by submitting written notice to the Issuing Office in accordance with **Part A – Solicitation General Information**.

No Proposal may be withdrawn after the Proposal Due Date except as permitted by applicable law.