



EXPRESSION OF INTEREST (EOI)

for

Middlesex County Community Transportation Project

CLOSING

Date: Tuesday, November 19, 2019

TIME: 11:59 pm local time

ADDRESSED TO:

Cindy Howard

choward@middlesex.ca

Middlesex County

399 Ridout Street North,

London, ON, N6A 2P1

EXPRESSIONS OF INTEREST RECEIVED LATE WILL NOT BE ACCEPTED

Community Transportation Project

An **emailed** EOI for the Middlesex Community Transportation Project will be received by:

Cindy Howard
choward@middlesex.ca
Middlesex County
399 Ridout Street North,
London, ON, N6A 2P1

The EOI should be submitted as an electronic Word or PDF document by **11:59 pm local time on Tuesday, November 19, 2019**. EOIs received later than the specified closing date and time will not be accepted.

Questions about the EOI can be directed to Cindy Howard at the provided contact information. **Questions will be received until 12 pm local time on Monday, November 4, 2019**. Answers to the questions will be posted on the Middlesex County website (<https://www.middlesex.ca/rfps/rfp>), in the form of an Addendum, by **Thursday, November 7, 2019**.

1. OVERVIEW

Middlesex County (the “Municipality”) has received funding up to \$1,500,000 through the advancement of the municipal stream of Ontario’s Community Transportation Grant Program. This funding is to be used for a microtransit service that will link communities in the Municipality of Thames Centre to London and Woodstock. The Middlesex County microtransit service will offer a fixed route and fixed schedule transit service, departing from a set start/end point at designated times, regardless of whether passengers are on board. A scheduled number of service hours will be provided each day and each week.

A test-and-learn approach will be used to shape the development of a microtransit system in Middlesex County that meets the needs of residents. Our project is based on this approach, building in a phase of community engagement, and ongoing monitoring and evaluation of the project. During phase one (September 2019 to March 2020), the community (individuals, employers, service providers, etc.) will be engaged to provide comments and feedback about the proposed routes, fixed and flex stops, destinations, fares, and service delivery model. Based on this feedback, the service model for the project will be finalized.

The microtransit service must be operational as of April 30, 2020, with the provincial grant ending March 31, 2023. It is expected that the microtransit service will be sustainable as of this date.

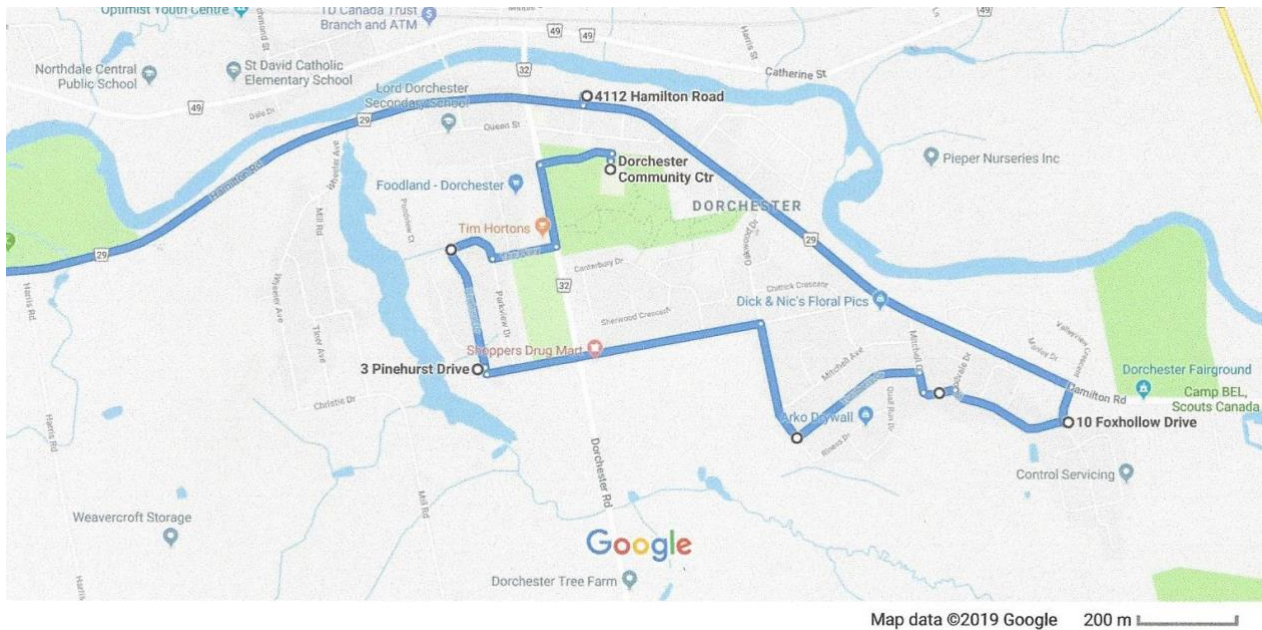
2. SCOPE OF WORK

At this time, two routes are being proposed for the Middlesex County microtransit service. One route will operate between Dorchester and London, and the second route will operate between Dorchester and Woodstock. Each of these routes are discussed in more detail below. As noted above, routes will be finalized based on feedback obtained during phase one of this project.

Proposed Route #1: Dorchester to London

Route #1 will run from Dorchester to London, connecting the municipality of Thames Centre and London. It is envisioned that the route will start at the Dorchester Community Centre and Arena (on Dorchester Road), with the final destination being Fanshawe College in London. The route **may** be as follows:

- **Start Location:** Dorchester Community Centre and Arena
- South on Dorchester Road (32)
- West on The Parkway
- North on Parkview Drive
- South on Pinehurst Drive
- East on Byron Avenue
- South on Oakwood Drive
- East on Turnberry Drive
- East on Woodvale Drive
- North on Foxhollow Drive
- West on Hamilton Road (29)
- North on Dorchester Road (32)
- West on Catherine Street (49)
- North on Veterans Memorial Parkway
- West on Oxford Street
- **Destination:** Fanshawe College



The route is 21.5 km in length. Regular, fixed stops will be identified through the community engagement process.

Other communities, such as Thorndale, may also be added to the route between Thames Centre and London. See the map below for the proposed DRAFT configuration of this route. This may change based on public feedback.



Proposed Route #2: Dorchester to Ingersoll to Woodstock

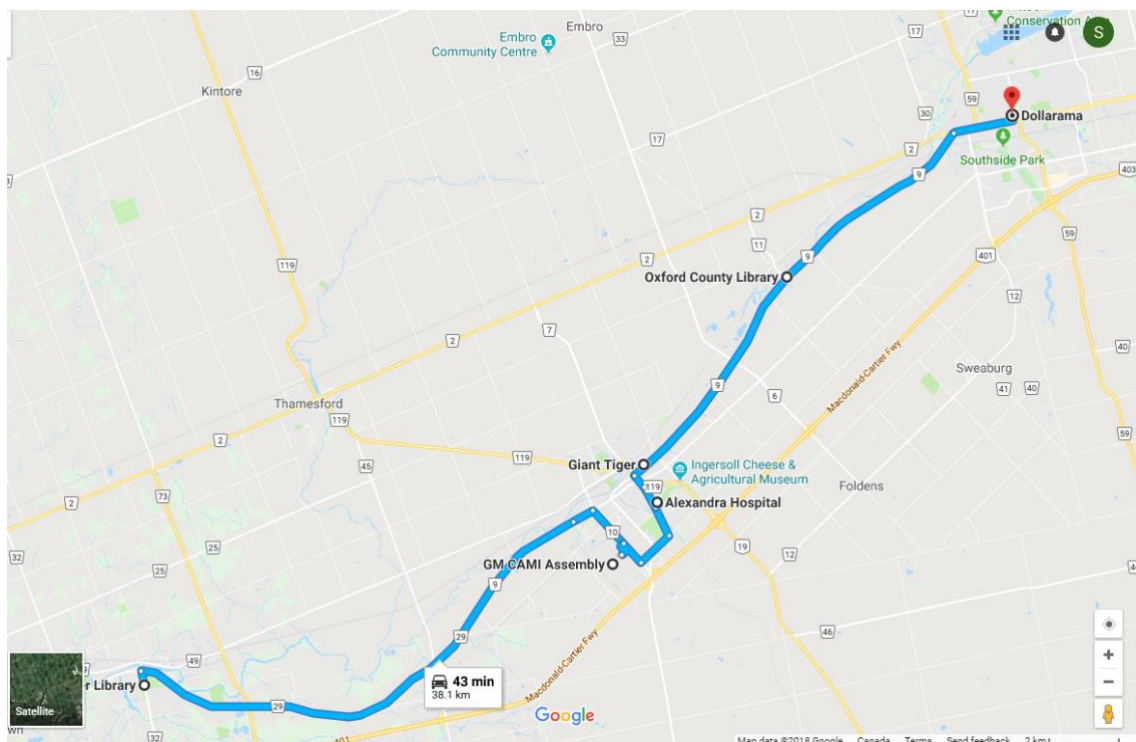
Route #2 will run from Dorchester through Ingersoll to Woodstock, connecting the municipality of Thames Centre with key urban areas in Oxford County. The route starts at the Dorchester Community Centre and Arena (on Dorchester Road), with the final destination being the Transit Terminal in downtown Woodstock. The route **may** be as follows:

- **Start Location:** Dorchester Community Centre and Arena
- North on Dorchester Road (32)
- East on Hamilton Road (29)
- Continue on County Road 9 into Ingersoll
- South on Ingersoll Street South (10)
- East on Clarke Road

- North on Thames Street South
- East on Charles Street East (9)
- East on Dundas Street (2)
- **Destination:** Woodstock Transit Terminal (Dundas Street)

In addition to the final destination in Woodstock, the route the microtransit service takes through Ingersoll allows for access to key employers in Ingersoll's industrial area located on Ingersoll Street South (i.e. CAMI), and Alexandra Hospital in Ingersoll (on Thames Street South).

The route is 38.1 km in length. Regular, fixed stops will be identified through the community engagement process. Other communities, such as Thorndale, Thamesford, and Beachville, may also be added to the route between Thames Centre and Woodstock. See the map below for the proposed DRAFT configuration of this route. This may change based on public feedback.



Days and Hours of Operation

The microtransit service will operate five days per week (Monday to Friday). For both proposed routes there will be a minimum of two return trips per day. It is anticipated that the hours of service will be from 6:30 am to 9:30 am and from 3:30 pm to 6:30 pm. These days and hours of service will ensure access to appointments, employment, education (Fanshawe College and Western University), and other necessary programs and services during main hours of operation.

Through the community engagement process and evaluation of the project we will gauge the level of demand for weekend service and for hours beyond the traditional 9 am to 5 pm work day. This may be especially important for youth wanting to access activities in London on weeknights and Saturdays.

Role of Middlesex County

Middlesex County will provide the following to the project:

- Marketing and communication of the new microtransit system
- A website with route and schedule information
- Evaluation of the project
- Erecting bus stop signs, shelters, etc. as deemed necessary by the County, and maintaining these locations including clearing of ice and snow
- Approval of the annual budget, including the cost of fares

Role of the Microtransit Service Operator

The administration and provision of the Middlesex County microtransit service will be contracted to a third-party service provider. The role of this service provider is outlined below. In its submission, the service provider should indicate whether it will be providing service for the vehicle component, technology component, or both; and the approximate costs for the service they will be providing.

It is anticipated that the service provider will be responsible for:

A. Vehicle Component

- Providing vehicles (note: the vehicles used must be accessible, with a minimum of one wheelchair space, and include a bike rack)
- Providing professional and properly licensed vehicle operators
- Providing training for any new vehicle operators hired to fill these positions
- Providing vehicle maintenance, repair, and replacement

B. Technology Component

- Collecting fares
- Providing a variety of methods for fare collection

C. Administration Component

- Providing sufficient and competent local supervision and management to oversee the effective, efficient, and safe operation of the system, including effectively investigating and dealing with customer complaints
- Collecting ridership and other service delivery data for municipalities to use for optimizing routes and schedules

- Submitting quarterly performance reports to the County
- Meeting with the County on a quarterly basis, or as required by the County
- Submitting an annual budget for the microtransit service to the County

Below are requirements the service provider **must** meet.

- a) Service needs to be in operation for a minimum of 5 days per week; with a minimum of 2 return trips per day
- b) Service needs to propose schedules that are not currently offered by other carriers
- c) Use vehicles that carry a minimum of 10 passengers (vehicles must comply with O.Reg 629 – Accessible Vehicles)
- d) Commitment to provide service to the expiry of the community transportation program (March 31, 2023)
- e) Please review the following link for a more in-depth list of requirements under this grant stream. Part 4, section b.ii of the document relates specifically to this project
https://www.grants.gov.on.ca/prodconsum/groups/grants_web_contents/documents/grants_web_contents/prdr017950.pdf

3. CONTRACTED SERVICES BUDGET

A total of \$1,049,948 in project funding has been allocated for the contracted transportation services portion of the project. It has been allocated across the period of the grant in the following way:

April 1, 2019 to March 31, 2020	April 1, 2020 to March 31, 2021	April 1, 2021 to March 31, 2022	April 1, 2022 to March 31, 2023
\$124,738	\$291,210	\$317,000	\$317,000

Note: Additional project funding has been allocated for software/IT purchasing or licensing.

4. EOI CONTENT AND DOCTRINE OF SUBSTANTIAL COMPLIANCE

This EOI includes both mandatory and rated requirements. The County requests EOI submissions which:

- i. confirm and demonstrate compliance with all of the stated mandatory requirements; and,
- ii. should address or respond to each of the stated rated requirements.

a) **Mandatory Requirements**

Mandatory requirements are expressed in this EOI using terms such as “must” or “shall” and are followed by the letter (M) in section 5 of this EOI.

These mandatory requirements will be understood to constitute imperative requirements of the County with respect to this EOI. Respondents are required to provide a clear response to each mandatory requirement item in their EOI submission. If a mandatory requirement is not provided in an EOI submission, that EOI submission will be considered non-compliant with this EOI request and will be unable to be evaluated/scored under the Rated Requirements Evaluation Criteria (see Evaluation Methodology in section 8 of this EOI) unless the doctrine of substantial compliance (as defined in this EOI) is deemed to apply by the County in its sole and absolute discretion.

If a Respondent believes that a mandatory requirement is not technically feasible, is not in line with industry standards, or contradicts other requirements, the Respondent should state so in writing to Cindy Howard (choward@middlesex.ca) on or before Monday, November 4, 2019 at 12:00 p.m. such that the concern may reasonably be addressed by the County at its sole and absolute discretion through an Addendum, pursuant to page 1 of this EOI.

b) Rated Requirements

EOI submissions will be evaluated and scored by an Evaluation Committee pursuant to the Evaluation Methodology set out in section 8 of this EOI. The Rated Requirements Evaluation Criteria rates how beneficial or advantageous to the best interests of the County that the characteristics of the EOI submission addresses the mandatory requirements provided in EOI submissions based on a “best overall value”. Rated requirements in this EOI are followed by the letter (R) in section 5 of this EOI and will be assessed/scored by the County in accordance with the Rated Requirements Evaluation Criteria set out in section 8 of this EOI.

Note to Respondents: It is essential that EOI submissions are stated in a clear and concise manner. Failure to provide complete information as requested will be to a Respondents’ disadvantage.

c) Doctrine of Substantial Compliance

While it remains the County’s prerogative in its sole and absolute discretion to exclude any EOI submission from further evaluation or consideration for having failed to meet a mandatory requirement, the County nevertheless reserves the right in its absolute and sole election to determine that an EOI submission substantively complies with a mandatory requirement. In such a case, substantive compliance means where the response in the EOI submission or the EOI submission itself:

- i. accomplishes a mandatory requirement using an alternative method than that envisaged by the County; and,
- ii. the degree that the EOI submission is apparently non-compliant with the specified requirement is considered by the County to be minor and not material to the intent of the County’s request of this EOI.

5. MANDATORY AND RATED REQUIREMENTS OF THIS EOI

This EOI is intended to identify partners who demonstrate the desire to use the next four years to develop a transportation service that will continue to meet the needs of our community, and become sustainable after the four year grant ends. EOI submissions **must** (M), at a minimum, provide the following to be compliant with this EOI, subject to the Doctrine of Substantial Compliance:

a. Corporate Profile, Experience, and Qualifications (M, R)

Include a brief summary of your firm's background, area of expertise, location of office(s), organization chart, and number of employees. List any sub-contractors you will be using, including their background, expertise, location, and number of employees.

b. References (see Attachment) (M, R)

Provide at least two references that outline previous projects where your company has provided similar operating and maintenance functions. The referenced projects shall be of a similar or greater cost and magnitude and shall have been successfully completed by your company in the past three years. The project descriptions shall include the project value, years of service, location, client names, and contact name, title, email, phone, and address such that County staff can contact. The County shall verify references through direct contact.

c. Project Team (M, R)

Provide a brief resume of the lead supervisor and staff that will be directly involved in providing oversight and management of this contract, indicating relevant experience, qualifications, credentials, and notable achievements in the area of this work assignment.

d. Project Understanding and Approach (M, R)

Confirm your understanding of the Scope of Work (section 2 above) and clearly define and/or describe your proposed approach and how it will meet project requirements. The description of the approach should include:

- a. An outline of the company's risk mitigation policies and procedures
- b. Quality control of the service
- c. Driver selection, training, and evaluation processes
- d. Incident reporting and analysis
- e. Flexibility to meet service demand

e. Proposed Vehicles and Maintenance Facility (M, R)

Include the number of vehicles that will be provided for the service, including a plan for providing sufficient spare vehicles. For each vehicle to be provided under this contract, detailed information including the make, model, special features, specifications, and date the vehicle will be available shall be included. This information must demonstrate compliance to the AODA. Additionally, identify the location and provide a description of the proposed vehicle maintenance facility.

f. Value Added Services Offered (M, R)

Include any value added services and their pricing for the County to consider such as environmental initiatives the company is undertaking to reduce greenhouse gas emissions, or the use of technology to enhance customer experience through real-time arrivals, mobile payment, etc.

g. Other Relevant Information (M, R)

Include any other relevant information required to administer and maintain a transportation service which may not have been captured elsewhere in your submission. If no additional information is required, please acknowledge as “Not Applicable” or by leaving this section blank.

h. Pricing Details (M, R)

Based on the information contained in the Scope of Work (section 2 above), provide a detailed budget for year one of the project. Include a description of your ability to meet budget, any one-time capital costs, and the cost to run the service per km.

6. ACCESSIBILITY CONSIDERATIONS

Under the AODA, the Integrated Accessibility Standards (IASR), O.Reg 191/11 has substantial requirements relating to this EOI. These requirements fall under the Transportation Standard Part IV sections 33-80. Please see following link for more information:
<https://www.ontario.ca/laws/regulation/110191#BK34>.

7. MUNICIPAL FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT (MFIPPA)

In accordance with the Municipal Freedom of Information and Protection of Privacy Act, as amended, personal information Bidders provide is being collected under the authority of the Municipal Act and will be used in the selection process. All bids submitted become the property of the County of Middlesex. Because of MFIPPA, bidders are reminded to identify in their bid material any specific scientific, technical, commercial, proprietary, or similar

confidential information, the disclosure of which could cause them injury. Complete bids are not to be identified as confidential.

8. EVALUATION METHODOLOGY

Proposals will be reviewed and evaluated by a Proposal Evaluation Committee to be established by the Chief Administrative Officer. The committee will be comprised of members from Middlesex County and Thames Centre. Interviews will be held with selected proponents on December 2, 2019.

The rated requirements of compliant EOI submissions will be evaluated under the Rated Requirements Evaluation Criteria provided in the table below. The Rated Requirements Evaluation Criteria rate how strongly and the ease at which the mandatory responses provided in EOI submissions meet the County's needs based on a "best overall value" rated formula.

The EOI submission or any EOI submissions at all will not necessarily be accepted by the County. Should an EOI submission receive an award to be able to attempt to negotiate a potential Agreement for the provision of a microtransit service with Middlesex County, the basis of the Award will be the EOI submission that provides the best overall value as determined by the exercise of the Rated Requirements Evaluation Criteria.

The County reserves the right to accept or reject any and or all EOI submissions and/or to cancel this EOI in its entirety for final cancellation or potential reissue either in advance of or following the receipt of EOIs without providing reasons should such be determined by the County in its sole and absolute discretion to be in its best interest. Should only one EOI submission be received, the County reserves the right to reject it.

ITEM	RATED REQUIREMENTS EVALUATION CRITERIA	EVALUATION WEIGHTING
1.	Proposed Cost Model	50%
2.	Service Delivery Approach	35%
3.	Experience and Qualifications including References	10%
5.	Value Added Services Offered	5%
TOTAL:		100%

9. AWARD AND NEGOTIATION

The County reserves the right to accept or reject any and or all EOI submissions and/or to cancel this EOI in its entirety either prior to the receipt of EOI submissions, after the receipt of EOI submissions, or after declaring an award without providing reasons, should such be determined by Middlesex County to be in its best interest of the County in its sole and absolute discretion. Should only one EOI submission be received, the County reserves the right to reject it.

The County does not guarantee that any EOI submission will lead to an award to exclusively attempt to negotiate a potential Agreement concerning the provision of a microtransit service or that any respondent to this EOI who does receive an award will subsequently succeed in entering into an Agreement for the provision of a microtransit service with Middlesex County.

In the event an award is conferred by Middlesex County in response to EOI submissions, the award is the right to attempt to negotiate a potential Agreement for the provision of a microtransit service which may be approved by Middlesex County. In the event an award is conferred by Middlesex County to this EOI but the end result of negotiations is not an Agreement for the provision of a microtransit service approved by Middlesex County, the County reserves the right and ability to commence negotiations with the next highest scoring respondents' submission to this EOI.

Regardless of whether or not an award is conferred by Middlesex County pursuant to this EOI and in the event that no Agreement is approved by Middlesex County for whatever reason, the respondent does hereby acknowledge that no damages or liability flow from any inability for an Agreement for the provision of a microtransit service to be reached and does hereby release and hold completely harmless the County, its Warden, Councillors, officers, directors, employees, legal counsel and agents from any costs, expenses or damages incurred by the bidder in preparing an EOI or negotiating with the County.

10. EOI TIMELINE OF EVENTS

Event	Date
Posting of EOI on www.middlesex.ca	Thursday, October 24, 2019
Final date for submission of clarification questions	Monday, November 4, 2019 before 12 pm local time
Posting of answers to clarification questions on https://www.middlesex.ca/rfps/rfp ONLY	Thursday, November 7, 2019
Deadline for receipt of EOI submissions	Tuesday, November 19, 2019 by 11:59 pm local time
Interviews (if required)	December 2, 2019
Service Agreement Negotiations	December 4, 2019 to December 10, 2019
Potential announcement of award of Service Agreement	During the week of December 16, 2019

ATTACHMENT: LIST OF REFERENCES

Please provide the information requested below. Reference checks will be completed and the decision to award the proposal will be based on the Municipality's assessment of overall qualified bidder. Experience listed below must be relevant to the current project in scope and value. If there is additional information you wish to provide with regard to references, please do so on another sheet and attach it to your bid submission. Please list references other than Middlesex County.

Project Name		
Company for whom the work was completed		
On the project did your firm act as	<input type="checkbox"/> General Contractor	<input type="checkbox"/> Subcontractor
Description of the work		
What was the value of the project or your portion of the project?		
Contact name at the owner's facility		
Telephone number with area code		
Date of completion of this project		

Project Name		
Company for whom the work was completed		
On the project did your firm act as	<input type="checkbox"/> General Contractor	<input type="checkbox"/> Subcontractor
Description of the work		
What was the value of the project or your portion of the project?		
Contact name at the owner's facility		
Telephone number with area code		
Date of completion of this project		

Pursuant to Section 29(1) of the Municipal Freedom of Information and Protection of Privacy Act, as amended, and Section 39(1) of the Freedom of Information and Protection of Privacy Act, as amended, I authorize Middlesex County to contact the person or company listed for purpose of obtaining reference information.

Signature of authorized signing officer

Date