



February 08, 2023

RFI001-23
GWINNETT COUNTY REQUEST FOR INFORMATION

The **Gwinnett County Board of Commissioners** is soliciting a Request for Information (RFI) from qualified respondents for the **Shuttle Bus Service (SBS) connecting Gwinnett County and Hartsfield-Jackson Atlanta International Airport (ATL)**.

This RFI will be used to obtain information about shuttle bus services between Gwinnett County and ATL Airport.

RFIs should be typed or submitted in ink and returned in a sealed container marked on the outside with RFI001-23 and the Company Name to the below email address. Submittals will be received **until 2:50 pm local time on March 03, 2023** at the Gwinnett County Financial Services - Purchasing Division – 2nd Floor, 75 Langley Drive, Lawrenceville, Georgia 30046. *One (1) original marked "original", five (5) copies and one(1) thumb drive of the submittal should be returned.*

A virtual pre-submittal meeting has been scheduled for **10:00 am February 16, 2023**. To join the meeting, dial 1-408-418-9388, access code 2348 517 3528. All respondents are urged to attend.

Questions regarding this request should be directed to Lindsey Gravitt, Purchasing Associate II, at lindsey.gravitt@gwinnettcountry.com, **no later than February 17, 2023 at 3:00pm**.

Gwinnett County does not discriminate on the basis of disability in the admission or access to its programs or activities. Any requests for reasonable accommodations required by individuals to fully participate in any open meeting, program or activity of Gwinnett County Government should be directed to the ADA Coordinator at the Gwinnett County Justice and Administration Center, 770-822-8165.

The written documents supersede any verbal or written prior communications between the parties. Respondents should ensure that they have all applicable addenda prior to the submittal.

Lindsey Gravitt
Purchasing Associate II

REQUEST FOR INFORMATION (RFI)
Gwinnett County Atlanta Airport Shuttle Bus Service

SECTION I – INSTRUCTIONS

1. DESCRIPTION – STATEMENT OF NEED:

- 1.1** Gwinnett County (County) and the Gwinnett County Department of Transportation (DOT) invite responses to this Request for Information (RFI) from qualified respondents interested in administering and managing all functions of shuttle buses connecting Gwinnett County and Hartsfield-Jackson Atlanta International Airport (ATL). The purpose of this request is to obtain information about the Shuttle Bus Services (SBS) to (or from) Hartsfield-Jackson Atlanta Airport Domestic and International Terminal North and South (ATL Concourses A, B, C, D, E, F and T) from (or to) Gwinnett County within Gwinnett County boundaries.
- 1.2** This RFI is issued to explore potential strategies and approaches for Gwinnett County Shuttle Buses Services to ATL. This could be the first step of a multi-step process. Gwinnett County will use the information for planning purposes and making strategic decisions regarding the future shuttle bus services to ATL, including a determination of whether there is depth and breadth of interest from respondents to proceed with a competitive solicitation.
- 1.3** The County and DOT will not pay for the preparation of any information submitted by a Respondent or for the County's use of that information.

2. SCHEDULE OF EVENTS:

Public Posting of RFI	February 08, 2023
Pre-Submittal Conference via WebEx	10:00 a.m. (EDT) February 16, 2023
Written Questions Due Date	February 17, 2023
RFI Due Date	2:50 PM March 03, 2023

The County and/or DOT reserves the right to change dates and/or locations as necessary.

3. PRE-SUBMITTAL CONFERENCE:

The Pre-Submittal Conference will be held via WebEx on the date and time listed above in Section 2 – Schedule of Events.

The meeting number and access code for the Pre-Submittal Conference is:

You can call into the meeting by dialing:	1-408-418-9388.
Meeting number (access code) is:	2348 517 3528

4. INQUIRIES:

All questions that arise relating to this RFI should be directed in writing via e-mail or U.S. Mail to the Purchasing Representative:

Ms. Lindsey Gravitt, Purchasing Associate II
75 Langley Drive, 2nd Floor
Lawrenceville, GA 30046
lindsey.gravitt@gwinnettcounty.com

All questions must be received by the due date indicated.

No informal contact initiated by Respondents on the proposed service will be allowed with members of the County or Airport Authority from the distribution of this RFI until after the closing date and time for the submission of responses. All questions concerning the RFI, or issues related to this RFI must be presented in **writing** to the Purchasing Representative.

The Purchasing Representative will answer written inquiries in an addendum and publish any addendums on the Purchasing Webpage to ensure all parties have the same information available to them.

5. PUBLIC RECORD:

All responses submitted in response to this RFI will become the property of Gwinnett County. All information submitted in response to this RFI will be kept confidential until final award or other public action by the Gwinnett County Board of Commissioners in accordance with the Georgia Open Records Act. By submitting a proposal, Respondent acknowledges that all hard copy and electronic documents, correspondence, and audio recordings will become part of the files subject to open records requests in accordance with the Georgia Open Records Act.

6. RESPONDENT EXPERIENCE:

The County and DOT encourage interested parties with a record of accomplishment in shuttle bus services, and planning, deployment and management of similar services to respond to this RFI.

7. GENERAL INFORMATION:

- A. Disclaimer: There is no warranty or representation as to the accuracy of the information included in this RFI.
 - B. This RFI, submissions from Respondents to this RFI, and any relationship between the County/DOT and Respondent arising from or connected or related to this RFI, are subject to the specific limitations and representations expressed below, as well as the terms contained elsewhere in this RFI. By participating in the selection process, Respondents are deemed to accept and agree to these conditions. By submitting a response to this RFI, the entity acknowledges and accepts Gwinnett County's rights as set forth in the RFI.
 - C. County/DOT reserves the right, in its sole discretion, without liability, to qualify or reject any or all of the RFI responses, and to develop and operate the development, in whole or in part, independently of this selection process. This RFI shall not be construed in any manner to create an obligation on the part of the County/DOT to enter into any agreement, nor to implement any of the actions contemplated herein, nor to serve as a basis for any claim whatsoever for reimbursement of costs for efforts expended in preparing a response to the
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RFI or participating in the selection process.

- D. County/DOT reserves the right in its sole discretion to hold discussions with, to obtain information from, to request presentations from, and to conduct negotiations with, any or all Respondents that County/DOT deems appropriate. County/DOT reserves the right, as it deems its interests may require in its sole discretion, to accept or reject any or all submissions, to waive any informality, informalities or nonconformity in the submissions received, and to accept or reject any or all items in a submission.
 - E. Failure to respond to any of the items required by the RFI could result in a Respondent's RFI response being rejected. In any and all events, County/DOT shall not be liable for any costs associated with the preparation, clarification, or negotiation of responses submitted to this RFI.
 - F. A response to this RFI is not an offer to enter into an agreement with any party and cannot be accepted to form a binding contract. This document is not an offer to enter into an agreement with any party. No agreements or understandings between County/DOT and the selected Respondent(s) shall be binding until after Gwinnett's Board of Commissioners, in a public meeting, has authorized binding documents that will be executed by all appropriate parties. County/DOT reserves the right to reject any and all submittals and to waive any immaterial defects and irregularities in proposals at any time in its sole discretion.
 - G. County/DOT will not reimburse any party for costs incurred in responding to this RFI, including the development of architectural or planning documents or drawings.
 - H. As this process continues, County/DOT must adhere to all County procurement, bonding, and other legal obligations.
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SECTION II – SCOPE OF INFORMATION REQUEST

1. INTRODUCTION:

Gwinnett County is the second largest county in Georgia and one of the fastest growing counties, located in the northwest portion of the Atlanta urbanized area, 437 square miles with a population of over 960,000. Ride Gwinnett, fka Gwinnett County Transit (GCT), currently operates seven local bus routes and five Commuter Express routes to the City of Atlanta, with a fleet of 92 vehicles, including local buses, commuter buses, and paratransit vehicles. Ride Gwinnett maintains the Gwinnett Place Transit Center and three Park-and Ride lots (Indian Trail PnR, Sugarloaf PnR, and I-985 PnR), and shares in the use of MARTA rail stations.

Gwinnett County is currently conducting a detailed study of the County's public transit service via an update to the countywide Gwinnett Transit Development Plan (TDP). This study will evaluate travel demands, project future public transportation needs, and make recommendations to connect Gwinnett County and its residents to the places they want to go.

The purpose of this RFI is to obtain information, ideas, comments and feedback from qualified respondents and shuttle bus service-related businesses who are interested in providing airport shuttle bus services for residents of the county. The County and DOT will use information gathered through this RFI to determine the feasibility of shuttle bus service within County boundaries. The goal of this RFI is to seek insight from Respondents that will enhance Gwinnett County transit system with additional Airport Shuttle Bus Services that pick up and drop off Gwinnett County citizens between Gwinnett County and ATL. The County and DOT seek responses from qualified Respondents who have experience deploying and operating a safe, reliable, efficient shuttle bus service network.

This RFI is issued solely for information and planning purposes and does not constitute a solicitation or commitment to contract. Responses to this notice are not an offer and cannot be accepted by Gwinnett County to form a binding contract.

Gwinnett County is not obligated to conduct subsequent discussion with Respondents to this RFI and reserves the right to conduct discussions regarding its subject matter with firms that do not respond to this RFI. Upon submission, Responses to this RFI shall become the property of Gwinnett County that shall have unrestricted use thereof. Responses may be subject to public disclosure under applicable law. By submitting a Response, the Respondent agrees to the terms and conditions of this RFI.

2. BACKGROUND:

Gwinnett County is a cosmopolitan community in the northeast metropolitan Atlanta area that is home to a vibrant, diverse blend of people and places. It is the second most populous county in Georgia and has been one of the fastest growing counties in the United States for several decades.

Our transit division, housed within the Department of Transportation of Gwinnett County, has operated service since 2001. The backbone of Gwinnett County's transit system is fixed route service. Gwinnett County's population is approximately 960,000 and more than 126,000 transit trips are provided on a monthly basis. In 2021, Gwinnett County delivered 808,825 fixed route trips (i.e., unlinked passenger trips). Approximately 20 percent of Gwinnett County residents have

access to fixed route service, while approximately 40 percent of Gwinnett County workers have access as well. Americans with Disabilities Act (ADA) complementary paratransit is provided, as well as demand-response senior services transportation organized by the Senior Services Department of Gwinnett County. In 2021, Gwinnett County delivered 20,342 ADA paratransit trips (i.e., unlinked passenger trips). Gwinnett County has 81 buses to support fixed route service and 11 vehicles to support ADA paratransit service. With extensive experience providing demand-response transportation options for 21 years, Gwinnett County staff have been exploring the potential for recent technological developments to improve various types of existing demand-response transportation and provide on-demand transportation options. More details regarding Gwinnett County's transit service are available online.

Gwinnett County continues to work toward enhancing the mobility options as it is taking a phased approach to launch expansion services to citizen with three new local fixed routes and two Microtransit services. The new planned transit service will include three new routes, servicing new areas in Snellville, Stone Mountain, Buford, and Suwanee. The new service will also provide extended transit coverage in Lawrenceville, Lilburn and Duluth. This service expansion includes a new local route to Buford (Route 50) from the Sugarloaf Mills Park and Ride located in Lawrenceville, through downtown Suwanee, providing customers access to attractions such as Mall of Georgia, the Exchange and the Coolray Field. It will include a new local route in Snellville (Route 70) that will provide service from downtown Snellville to MARTA Indian Creek Station in Stone Mountain utilizing Hwy 78 and incorporating stops along the corridor in Gwinnett County to include the Amazon distribution warehouse. The new service will also include a new route to Stone Mountain (Route 25) that will provide service from Gwinnett Place Transit Center in Duluth, through Lilburn City Hall to Stone Mountain's Amazon distribution warehouse, providing a connection to the Snellville route 70. This new service expansion includes the addition of Microtransit service, which is an on-demand transit option new to Gwinnett County. The planned implementation of Microtransit service will provide additional mobility options in Snellville/Centerville and Lawrenceville better connecting these communities to our local routes. Gwinnett County piloted the microtransit service in 2018 and 2019 in order to serve areas of the County that do not have enough density to support fixed route transit. With the new expanded service, the transit service area will increase approximately 61.49 square miles and cover a total of 104.66 square miles of Gwinnett County, 50 percent of Gwinnett residents will have access to the transit services. The proposed expansion is shown in the following map.

3. PROJECT OVERVIEW:

Gwinnett County is looking to obtain information to understand the implementation barriers, cost effectiveness, benefits and burdens, and technology trends of Shuttle Bus Services (SBS). The Key objectives for the RFI include:

1. The fundamental aspects and concept of operation on how a SBS system works.
 2. Description of key deployment components for a SBS system, as well as financial consideration to service delivery including estimated cost for capital, operation and maintenance, and insurances.
 3. The benefits of SBS , such as, flexibility, safe, time and cost effectiveness, secure, sustainability.
 4. Implementation of new technologies, for example, online trip planning/booking, contactless fare payment.
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5. Identification of opportunities for SBS within the County and any barriers that are preventing carriers from servicing the Gwinnett County area.
6. Synergy of SBS and Ride Gwinnett to coordinate services and improve accessibility.
7. Any additional resources or regulations that would be necessary for the implementation of SBS.

SECTION III – RESPONSE REQUIREMENTS

Respondents should outline each of the categories below in their responses.

1. **Company Background:**
 - Company history, including date established, the type of ownership, size of the organization, years in business.
 2. **Qualification:**
 - Qualification of the firm.
 - Organizational chart
 - Vision and mission of the company
 - Areas of expertise in Bus Transportation Service
 - resumes of the key personnel (including a manager, qualified admin support, drivers and mechanics).
 3. **Experience:**
 - Detailed information of bus service provided in Metro Atlanta and surrounding counties (Barrow, DeKalb, Forsyth, Fulton, Hall, Jackson, Rockdale, and Walton including the size, name and location, capital costs of services, annual operating expenses, special capital or equipment requirements, highlights of the projects, obstacles encountered, and lessons learned.
 - Experience and successful examples of related Shuttle Bus Service (SBS) planning, implementation, and management.
 4. **Feasibility:** Respondent shall provide a
 - Demonstration of the feasibility of operations and financial stability (sufficient cash liquidity to fund payroll and other expenses for a period of at least three (3) months).
 5. **Project Approach:**
 - Describe the respondent's methodology in route planning to address high levels of passenger demand at multiple terminals to ensure all passengers are loaded within stated maximum passenger wait times.
 - Describe the fundamental aspects and concept of operation on how a SBS system works. Include key deployment components for a SBS system, as well as financial consideration to service delivery including estimated cost for capital, operation and maintenance, and insurances.
 - Identify opportunities for SBS within the County and any barriers that are preventing carriers from servicing the Gwinnett County area. Include ways for SBS and Ride Gwinnett to coordinate services and improve accessibility. Share additional resources or regulations that would be necessary for the implementation of SBS.
 - Describe the respondent's customer service program at the driver operational level (passenger and baggage loading/unloading, ADA compliance, and special situations).
 - Describe the respondent's office and corporate customer service program in processing passenger questions, complaints and other input.
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- Describe the respondent's approach to maximizing operational and budgetary efficiency.
 - Describe the respondent's proposed preventative maintenance program, including training and experience requirements for the maintenance staff.
 - Describe the respondent's program to respond to emergency situations (i.e., aircraft evacuations, other short notice requirements to transport passengers in response to unforeseen events).
 - Describe specific recommendations to ensure the Airport Shuttle Bus program is maximizing participation in the County.
 - Describe what technologies the respondent plans to deploy in the operation of this contract. Specify how such technologies will be utilized and how they will benefit the operations.
 - Describe the technology the respondent will provide to automate the billing component for in-service shuttle bus hours.
6. **Safety Program and Accident History**
- Describe the respondent's program for safety training, monitoring performance, and employee follow-up (recognition or disciplinary action)
 - Describe the key program reports and other management procedures planned to ensure integrity of the safety program.
 - Describe experience operating buses on the airfield in close proximity to operating aircraft.
 - State what is the respondent's accident frequency rate per 100,000 miles of bus operations over the last five (5) year period.
7. **Management and Operating Plan**
- Describe the components of the respondent's Shuttle Bus Service (SBS) management and operating Plan.
8. **Interview/Demonstration:** Respondents may be invited to a formal interview/presentation. This could be a presentation, a video, or a report.

SECTION IV – SUBMITTALS

1. PREFERRED SUBMITTAL FORMAT:

The County and Authority requests that the Respondents organize and submit their response (One original marked "original", five copies and one thumb drive) in the following tabbed order with as specified below:

- Typewritten
 - Submitted in a binder, single-sided
 - Submitted with a one-page cover letter prepared on the company's letterhead and signed by an authorized representative of the company. Provide a summary in the cover letter that provides the company's expertise as it relates to this RFI.
 - Submitted with a table of contents and tabbed accordingly reflecting the information requested in the corresponding section of this RFI and organized in the same manner:
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SECTION V – RESPONSE EVALUATION

After the closing date of the RFI, the county DOT technical evaluation committee will review and evaluate the received proposals. Proposals will be evaluated based upon, but not limited to, the following criteria:

- Demonstrated understanding of the Scope of Services;
 - Responsiveness to the RFI;
 - Experience with similar services;
 - Quality of the proposal;
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Respondents should include this page with their submittal.

Respondent Information

Legal Business Name _____

Federal Tax ID _____

Address _____

Does your company currently have a location within Gwinnett County? Yes No

Representative Signature _____

Print Authorized Representative's Name _____

Telephone Number _____ Fax Number _____

E-Mail Address _____

Contact Person (if someone other than the authorized representative listed above) _____

Telephone Number _____ Fax Number _____

E-Mail Address _____
