ZEBULON
NORTH CAROLINA

ZEBULON BOARD OF COMMISSIONERS
WORK SESSION
AGENDA
SEPTEMBER 17, 2026
6:00 PM

1. APPROVAL OF AGENDA

2. **PRESENTATIONS**

A. Planning, Economic Development, Parks and Recreation

1. Overview of maps and boundaries
   Smartride Vendor RFP

2. Economic Development Update

3. Parks and Recreation Update

3. ADJOURN

ZEBULON
NORTH CAROLINA

STAFF REPORT
SMARTRIDE RFP
SEPTEMBER 17, 2026

Topic:	**SmartRide RFP**
Speaker:	Matthew Lower, Planning Director
From:	Matthew Lower, Planning Director
Prepared by:	Cate Farrell, Senior Planner

Background

In 2020, the Federal Transit Administration (FTA) awarded Wake County an Integrated Mobility Innovation (IMI) grant to establish the Northeastern Wake County Rural Microtransit Service. As part of the pilot project, Wake County identified areas surrounding the Towns of Wendell, Rolesville, and Zebulon as the initial service boundaries.

The resulting NE SmartRide Microtransit program provides on-demand, shared-ride, point-to-point transportation within the designated service area. The pilot program was supported through federal grant funding, which concluded at the end of Fiscal Year 2024.

In 2023, the Towns of Knightdale, Wendell, and Zebulon pursued funding to continue the NE SmartRide program beyond the expiration of the federal grant. Continued funding has been provided through the Capital Area Funding Program (CFAP), administered by the Capital Area Metropolitan Planning Organization (CAMPO). The Towns currently partner with GoWake to operate and administer the NE SmartRide service.

As the partner communities look to maintain and potentially expand the NE SmartRide program, staff from Knightdale, Wendell, and Zebulon have identified an opportunity to evaluate alternative service providers. A competitive Request for Proposals (RFP) process would allow the communities to seek a service provider that can deliver the program in a cost-effective manner while providing opportunities for future service expansion.

The Town of Wendell has agreed to lead the RFP process, with support and participation from the Towns of Knightdale and Zebulon. The proposed process would allow the three communities to jointly evaluate service providers and identify an operator capable of meeting the communities' current and anticipated future microtransit needs.

Attachments:

1. Draft RFP proposal

Timeline Notes:

All times shown are Eastern Time (ET):

RFP Process Summary	Date and time
RFP Advertisement Date	Monday, October 5, 2026
Pre-Submittal Conference	Wednesday, October 14, 2026 at 1:30 PM – 2:30PM Join Meeting: https://teams.microsoft.com/meet/276026146829431?p=IwMa5Jb4eJgfKlXdeM Meeting ID: 276 026 146 829 431 Passcode: 7Go2m5QH
Deadline for Questions	Wednesday, October 21, 2026 5:00 PM
Town Response to Questions (anticipated)	Wednesday, October 28, 2026 5:00 PM
Submittal Due Date and Time	***Monday, November 16, 2026 5:00 PM***
Evaluation of Responses/Consultant Interviews	*TBD*
Anticipated Selection Announcement	*December 14, 2026 7:00 PM* *Anticipated board meeting date for award*

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409 Landing View Dr. Wendell, NC 27591
Telephone: (919) 365-4450 www.townofwendellnc.gov

REQUEST FOR PROPOSALS

RFP #677-XXXX-XX

Project Title: Eastern Wake Microtransit Operations

Issue Date: Monday, October 5, 2026

Due Date: Monday, October 26, 2026 at 5:00 PM ET

Issuing Department: Planning

Direct all inquiries concerning this RFP to:

Kevin C. McCarthy, AICP

Planner III

Email: kmccarthy@townofwendellnc.gov

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1 REQUEST FOR PROPOSALS

1.1 Introduction

The Town of Wendell is issuing this Request for Proposals (RFP) to solicit qualified firms to provide microtransit service in Eastern Wake County. Firms are invited to submit proposals for an operational strategy that provides a turnkey approach to implementation. Responses should include all labor, capital, technology, and administrative capacity needed for a successful microtransit service

1.2 Purpose and Background

The Town of Wendell in partnership with the Towns of Knightdale and Zebulon, as well as Wake County (referred to collectively as "the Partner Communities") are soliciting proposals from firms to provide a microtransit service for the Town of Wendell, the Town of Knightdale, the Town of Zebulon, and unincorporated areas of eastern Wake County. Unless otherwise specified, the Town of Wendell will be the primary point of contact and shall coordinate communication among the other Partner Communities.

In addition to a microtransit system, and an operational strategy, the selected firm will provide technological integration for internal planning and a technological strategy for customer trip planning needs. Proposals should include all labor, capital, technology, and administrative capacity needed for a successful microtransit service. The service will fully replace the existing SmartRide Northeast("SmartRide NE") microtransit service., beginning July 1, 2027.

In 2016, voters in Wake County approved a half cent sales tax passed to expand and connect public transit across the county. Funds are directed through the Capital Area Metropolitan Planning Organization (MPO) and Go Triangle, a state chartered regional public transit service in the Research Triangle region. Member governments direct use of the funds through the Wake Transit Plan. The Community Funding Area (CFA) Program directs a portion of the proceeds to communities in Wake County with limited fixed-route bus service.

The SmartRide Northeast("SmartRide NE") microtransit service has provided on-demand microtransit to Eastern Wake County since 2025 following a successful pilot program that launched in 2021. It is funded through the Wake Transit CFA program. The microtransit service is the result of a partnership between Wake County and the Towns of Wendell, Knightdale, and Zebulon. The service provides residents with curb-to-curb access to public services, medical facilities, and commercial destinations throughout Eastern Wake County.

The area also enjoys limited fixed-route bus service. GoTriangle operates the ZWX express service connecting Zebulon and Wendell to Downtown Raleigh. In November of 2026 , ZWX expanded to provide hourly weekday service to stops in Wendell, and Zebulon. Both towns maintain Park & Ride lots to facilitate connections to the bus service. The GoRaleigh 33L also service Wendell and Knightdale. The route connects the New Hope Commons Shopping Center in Raleigh to stops in Eastern Wake County. In late 2025 GoRaliegh implemented important service changes which improved weekday frequency to 45-minute headways, the addition of a weekday stop at the Wake Teach campus in Wendell, and the weekend service to several stops in Knightdale.

Wendell is the fastest growing community in North Carolina. It is one of the fastest growing municipalities in the United States. Part of the Research Triangle, it is located less than 30 minutes from Raleigh, the state capital. The Town is home to the new eastern campus of Wake Tech Community College as well as headquarters for the Siemens Electrification and Automation division. Although traditionally known as a bedroom community with legacy agriculture, the development ongoing development of master planned communities, retail centers, and a major industrial park, Wendell Commerce Center, is changing perceptions of the community across the region. The Eastern Wake Senior Center and the commercial, the Wendell Community Library, and the retail portion of the Wendell Falls development are top destinations

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for the current SmartRide NE service. The Town's estimated population is more than 20,000, up from approximately 10,000 at the 2020 census.

Zebulon is the easternmost municipality in Wake County. Known for affordable living, Zebulon combines a historic core with new subdivisions and a range of housing types. It is the gateway to Eastern North Carolina, and balances suburban and rural characteristics. A handful of large regional employers have operations in the town, including GlaxoSmithKline and US Foods. Nomaco Park (formerly the Five County Stadium), home of a minor league baseball team, is also located in the Zebulon. The Super Walmart location in Zebulon is one of the most popular destinations in the current SmartRide NE service. The Town's estimated population is just under 12,000, up from approximately 7,000 at the 2020 census.

Knightdale is a fast-growing community in eastern Wake County located just nine miles from Downtown Raleigh. The Town borders the City of Raleigh and is host to the most significant retail centers is eastern Wake County. Decades removed from a small settlement in the Old Town area, Knightdale has become a thriving small town with a diverse community that is setting its sights on new opportunities for efficient transportation to accommodate its significant population growth expected over the next 10-20 years. The Shoppes at Midway, a 425,000 square foot retail center, and the Knightdale Super Walmart location are top destinations for the current SmartRide NE service. The Town's estimated population is just over 23,000, up from approximately 19,500 at the 2020 census.

Wake County is the most populous county in North Carolina. It is home to the state capital in Raleigh, the North Carolina State University (NCSU), the Raleigh Durham International Airport (RDU), and the Research Triangle Park (RTP). In addition to NCSU, the County is home to several smaller colleges and universities. There are twelve municipalities in Wake County with a combined population of over 1 million. An additional 200,000 live in unincorporated areas, mostly in the eastern and southern portions of the county. Residents of the unincorporated Wake County, especially the area along Riley Hill Road, immediately north of Wendell, frequently utilize the current SmartRide NE service.

1.3 Notice to Vendors Regarding RFP Terms and Conditions

It shall be the Vendor's responsibility to read the Instructions, the Town's terms and conditions contained within the Town's Contract, all relevant exhibits and attachments, and any other components made a part of this RFP and comply with all requirements and specifications herein. Vendors also are responsible for obtaining and complying with all Addenda and other changes that may be issued in connection with this RFP.

If Vendors have questions, issues, or exceptions regarding any term, condition, or other component within this RFP, those must be submitted as questions in accordance with the instructions in Section 1.6 Proposal Questions. If the Town determines that any changes will be made as a result of the questions asked, then such decisions will be communicated in the form of an RFP addendum. The Town may also elect to leave open the possibility for later negotiation and amendment of specific provisions of the Contract that have been addressed during the question submission period. Other than through this process, the Town rejects and will not be required to evaluate or consider any additional or modified terms and conditions submitted with Vendor's proposal. This applies to any language appearing in or attached to the document as part of the Vendor's proposal that purports to vary any terms and conditions or Vendors' instructions herein or to render the proposal non-binding or subject to further negotiation. Vendor's proposal shall constitute a firm offer. By execution and delivery of this RFP Response, the Vendor agrees that Vendor is prepared to enter into a contract in the form of the Contract should Town select Vendor's proposal and that any additional or modified terms and conditions, whether submitted purposely or inadvertently, shall have no force or effect, and will be disregarded. Noncompliance with, or any attempt to alter or delete, this paragraph shall constitute sufficient grounds to reject Vendor's proposal as nonresponsive.

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If a Vendor desires modification of the terms and conditions of this solicitation, it is urged and cautioned to inquire during the question period, in accordance with the instructions in this RFP, about whether specific language proposed as a modification is acceptable to or will be considered by the Town. Identification of objections or exceptions to the Town's terms and conditions in the proposal itself shall not be allowed and shall be disregarded or the proposal rejected.

1.4 RFP Response Timeline

The RFP process shall adhere to the following schedule:

RFP Process	Date and time	
RFP Posted	Monday, October 5, 2026	9:00 AM
Pre-Proposal Conference (if Applicable)	Wednesday, October 14, 2026	1:30 PM
Proposers Written Questions Due	Wednesday, October 21, 2026	5:00 PM
Town Responses to Proposers questions	Wednesday, October 28, 2026	5:00 PM
Proposal Submission Deadline	**Monday, November 16, 2026**	**5:00 PM**

Note: All times shown as Eastern Time (ET).

1.5 Pre-Proposal Conference/Site Visit

NOTE: All Proposers are encouraged to attend a NON-MANDATORY VIRTUAL PREPROPOSAL CONFERENCE on Wednesday, October 14, 2026at 1:30 PM. A summary of all questions and answers will be posted as an addendum on the eVP website.

It is the Proposer's responsibility to assure that all addenda have been reviewed and, if need be, signed.

1.6 Proposal Questions

Upon review of the RFP documents, Vendors may have questions to clarify or interpret the RFP in order to submit the best proposal possible. To accommodate the Proposal Questions process, Vendors shall submit any such questions by the above due date. The Town will not entertain any further questions after the due date. Written questions shall be emailed to kmccarthy@townofwendellnc.gov by the date and time specified above. Vendors should enter "RFP #677- : Questions" as the subject for the email. Questions submittals should include a reference to the applicable RFP section and be submitted in the format shown below:

Reference	Vendor Question
RFP Section, Page Number	Vendor question …?

Questions received prior to the submission deadline date, the Town's response, and any additional terms deemed necessary by the Town will be posted in the form of an addendum to the North Carolina Electronic Vendor Portal (eVP), https://evp.nc.gov/solicitations, and shall become an Addendum to this RFP. No information, instruction or advice provided orally or informally by any Town personnel, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding. Vendors shall rely *only* on written material contained in an Addendum to this RFP.

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1.7 Proposal Submission Requirements and Contact Information

Electronic responses ONLY will be accepted through the NC eVP website. Interested parties must be logged in to submit proposals electronically. Registration information is available at NC Electronic Vendor Portal (eVP). It shall be the Vendor's sole responsibility to ensure access to the NC eVP website and for submission by the designated time. Proposals must be clearly marked with name of the submitting company, the RFP number and RFP title. Proposers must submit one (1) *electronic version, submitted as a viewable and printable Adobe Portable Document File (PDF).*

Submissions that do not comply with the stated submission method will be deemed non-responsive. The Town reserves the right to reject any or all proposals for any reason and to waive any informality it deems in its best interest. Any requirements in the RFP that cannot be met must be indicated in the proposal. Proposers must respond to the entire Request for Proposals (RFP). An incomplete proposal may be eliminated from consideration at the discretion of Wendell.

Proposals must follow the format as defined in Section 2 PROPOSALS.

Respondents are cautioned not to make changes to any of the term and conditions in this solicitation. Doing so may render a Respondent's proposal unacceptable and unresponsive for award. Question and inquiries must be made in writing as outlined in Section 1.

1.8 Rights to Submitted Material

All proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts, and other documentation submitted by Proposers (other than materials submitted as and qualifying as trade secrets under North Carolina law) shall become the property of the Town when received and the entire proposal shall be subject to the public records laws of the State of North Carolina except where a proper trade secrets exception has been made by the Proposer in accordance with the procedures allowed by North Carolina law.

The Town reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the Proposer of the conditions contained in this Request for Proposal.

2 PROPOSALS

Responses must follow the format outlined herein. The Town may reject as non-responsive at its sole discretion any proposal or any part thereof that is incomplete, inadequate in its response, or departs in any substantive way from the required format. Proposal responses shall be organized in the following manner:

1. Cover Letter/Letter of Intent
   Respondents shall submit a clear and concise response identifying the following information:
   a. Full Legal Name of the Firm
   b. Primary contact person working on the Town's behalf and their contact information
   c. The Firm's contact information
   d. Why the Town should select the Firm for this work
   e. Acknowledgement of any Addenda (if applicable)

2. Qualification and Experience
   The Proposer should describe its track record in performing services comparable to those specified in the RFP and other information relevant to making a determination as to the ability of the Proposer to

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perform these services. List at least three (3) references for contracts in the past five (5) years similar to the scope and size of the project specified herein

3. Project Understanding and Approach
   This section shall include a brief summary of the Proposer's understanding of the scope of services presented in this RFP and emphasize any unique aspects or strengths of the Proposal. A description of each task and deliverable and the schedule for accomplishing each shall be included.

   Proposals should describe the proposer's understanding of the community partners, the geography and demographics of Eastern Wake County, and the Community Funding Area (CFA) program. The proposal should explain the firm's approach to working with a multijurisdictional partnership. The proposal should describe in detail the Base Case and Alternative Case for the Service Area, Days and Time of Service, and Budget.

4. Organization, Staffing and Certifications/Qualifications
   This section must include the proposed staffing, and deployment and organization of personnel to be assigned to this project. The Proposer shall provide information as to the qualifications and experience of all personnel to be assigned to this project, including resumes citing experience with similar projects and the responsibilities to be assigned to each person. For proposed subcontractors, please provide the name of each vendor, the office location, contact name and telephone number, and the services to be provided

5. Cost Proposal
   Complete, Sign and Submit Cost Proposal/Execution of Proposal section number 4. Proposals shall include pricing for the scope of work, all labor, time, and materials. Sales Tax shall not be included in any proposed prices. The Town is not tax-exempt and will pay sales tax where applicable. Any applicable Sales tax shall be invoiced as a separate item.

2.1 Request for Proposal Document

The RFP is comprised of the base RFP document, any attachments, and any addenda released before Contract award. All attachments and addenda released for this RFP in advance of any Contract award are incorporated herein by reference.

2.2 Evaluation Criteria

This is not a bid. There will not be a public bid opening. Proposals will be evaluated based on the following criteria:

Criteria	(a) Weight	(b) Score (0-3)	(a) x (b) Weighted Score
Qualifications and Experience	10%		
Project understanding and approach	40%		
Organization and Staffing	10%		
Cost Proposal	40%		
Final Score			

Score Points

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0- Missing or Does Not Meet Expectation	2- Meets Expectation
1- Partially Meets Expectation	3- Exceeds Expectation

2.3 **Proposal Evaluation Process**

The Town shall review all Vendor responses to this RFP to confirm that they meet the specifications and requirements of the RFP.

All proposals must be received by the issuing agency not later than the date and time specified on the cover sheet of this RFP.

At that date and time, the package containing the proposals from each responding firm will remain sealed and opened at time of review. Interested parties are cautioned that these costs and their components are subject to further evaluation for completeness and correctness and therefore may not be an exact indicator of a Vendor's pricing position.

At their option, the evaluators may request oral presentations or discussion with any or all Vendors for the purpose of clarification or to amplify the materials presented in any part of the proposal. Vendors are cautioned, however, that the evaluators are not required to request presentations or other clarification—and often do not. Therefore, all proposals should be complete and reflect the most favorable terms available from the Vendor.

Proposals will generally be evaluated according to completeness, content, and experience with similar projects, ability of the Vendor and its staff, and cost. Specific evaluation criteria are listed in 2.2 EVALUATION CRITERIA, above.

Vendors are cautioned that this is a request for offers, not an offer or request to contract, and the Town reserves the unqualified right to reject any and all offers at any time if such rejection is deemed to be in the best interest of the Town.

2.4 **Final Selection**

Proposals will be reviewed after opening and will be ranked in order of choice. A recommendation will then be presented to the Town Manager for approval to negotiate a contract with the #1 choice and, if unsuccessful, to then pursue negotiations with the #2 choice. All Proposers will be notified of their standing immediately following Town's decision. Price quoted must be held firm for 90 days after the RFP is due. The Town reserves the right to make an award without further discussion of the proposal submitted. The Town shall not be bound or in any way obligated until both parties have executed a contract. The Town also reserves the right to delay the award of a contract or to not award a contract. The RFP may be awarded by individual task or total proposal, whichever is most advantageous to the Town of Wendell.

The general conditions and specifications of the RFP and the selected proposal, as amended by agreement between the Town and the selected Proposer including e-mail or written correspondence relative to the RFP, may become part of the contract documents. Failure of the awarded Contractor to perform as represented may result in elimination of the Contractor from competition or in contract cancellation or termination.

2.5 **Notice to Proposers Regarding RFP Terms and Conditions**

It shall be the Proposer's responsibility to read the Instructions, the Town's terms and conditions, all relevant exhibits and attachments, and any other components made a part of this RFP, and comply with all requirements and specifications herein. Proposers also are responsible for obtaining and complying with all addenda and other changes that may be issued in connection with this RFP.

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3 SCOPE OF SERVICES

The Partner Communities will contract with the selected provider to design, implement, and fully operate a dynamic on-demand microtransit service in Eastern Wake County (see Appendix A Service Area). The system will be demand-responsive and be accessible to riders through an app and multi-lingual call-in dispatch. The proposals should include an operational cost estimate demonstrating the ability to fully operate a microtransit service that includes the service characteristics listed below.

3.1 Anticipated Annual Trip Volume and Operating Hours

This system will fully replace the current SmartRide NE system, which averages 23,000 rides and 11,000 operating hours per fiscal year. The goal of the Partner Communities is first, to make the service more cost effective, and secondly, to increase the level of service if possible.

3.2 Service Area

The current service area includes the towns of Knightdale, Wendell, and Zebulon, as well as a substantial portion of the unincorporated areas in Eastern Wake County. Most trips have an origin or destination inside the corporate limits of the municipalities. The Partner Communities intend to serve a similar geographic area with the new service, beginning **July 1, 2027**. Proposals should be based on the current service area ("Base Case").

Firms are encouraged to propose revised service areas, and node-based multizonal service models, based on their expertise and the performance measures referenced in this solicitation ("Alternative Case"). The service area should accommodate the most people possible with optimal performance and a maximum 30-minute wait time. Responses should explain the benefits of the proposed service area (costs/service enhancements). Proposals which include an alternative service area must include a map of the proposed changes.

3.3 Fares

The current system is free. All proposals should include options for collecting a fare should the Community Partners choose to implement a fare in the future. Proposing firms should describe their experience collecting fares and demonstrate the technical ability to collect monetary fares determined by the Community Partners.

3.4 Trip Performance Metrics

The operator will provide flexible, frequent, and reliable shared-ride services with an emphasis on quality of service. Vehicles will be routed dynamically in real time with the goal of maximizing the potential for shared rides to increase system efficiency. Average wait times should be minimized once a request for service has been received. The optimal maximum wait time is 30 minutes. Total trip time should be reasonable to ensure a positive user experience.

3.5 Days and Times of Service

The current system operates from 6:00 am to 7:00 pm Monday through Friday. All proposals should include a plan to provide Monday through Friday service for at least 13 hours per day, from at least 6:00 am to 7:00 pm ("Base Case").

The Partner Communities' goal is to provide services later in the evening and on Saturdays if the budget allows, to serve residents who would benefit from extended service hours ("Alterative Case"). Proposals should describer the firm's ability to adjust the service (including number of vehicles in operation and days/hours of service) based on assessment of performance by the Partner Communities within a set minimum and maximum cost of service for the duration of the contract negotiated prior to the launch of the service.

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3.6 Community Funding Area Program Financed Service

The existing program is funded through the CFA, part of the Wake County Transit Plan. The CFA program was created to provide an opportunity for areas in Wake County that would otherwise have limited fixed-route transit services to create or accelerate public transportation services and programs. The Eastern Wake Microtransit Service must be compliant with the Wake Transit Master Participation Agreement. A detailed description of program policies can be found in the Community Funding Area Program Management Plan (Appendix B). Any selection of a vendor is contingent on the Partner Communities' successful application for CFAP funding.

The selected firm must work with the Town and Partner Communities to ensure the service remains compliant with the Community Funding Area Program Management Plan (Appendix B) and the Wake Transit Microtransit Guidelines (Appendix C).

3.7 Schedule and Service Transition Date

The microtransit program operates on a July 1 – June 30 fiscal year. The selected firm must be able to begin operations on **July 1, 2027**. The Partner Communities will submit their application for continued CFA Program funding in early 2026. The selected firm must assist the Partner Communities and CAMPO during program development by providing timely information upon request.

3.8 Vehicles

The operating firm will be responsible for leasing, maintaining, cleaning, and fueling of an appropriate vehicle fleet. Proposals should describe the firm's plan to provide vehicles which meet all requirements for safety, cleanliness, and adequate insurance. Vehicles should accommodate signage on the interior and exterior, including any signage mandated by Federal Transit Administration (FTA).

3.9 Coordination

Proposing firms should describe their plan to provide timely and responsive customer support during all hours of operation. The selected firm will designate a dedicated program manager. The program manager will be responsible for hiring, on-street operations supervision, coordination, service monitoring, and training for operators. The firm will also provide poutine collaboration with and support services to the Partner Communities, as well as periodic collaboration as needed with additional project partners (e.g. CAMPO staff).

3.10 Ride Hailing

The selected firm must provide a ride-hailing mobile app and webpage that allows for riders to request rides across the service area and pay fares.

3.11 Data

Proposing firms must demonstrate the ability to generate performance metrics on a weekly, monthly, quarterly, and annual basis. The selected firm must provide comprehensive, clear, ongoing, and real-time performance data. This firm must share data in a timely manner with Partner Communities, including a data dashboard, in the categories of Ridership, Customer Service and Satisfaction, and Financial Performance.

The Partner Communities will have full access and ownership of all data associated with the service including robust reporting capabilities with administrative dashboard access.

At a minimum, data should include specific coordinates and/or addresses of trip origin and destination, such that the Community Partners may allocate fees by jurisdiction and geographic subareas. The data must be in a format that allows the Community Partners to produce maps using standard Geographic Information System (GIS) software.

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3.12 **Budget**

Proposals should include a detailed budget for a consistent level of service ("Base Case") at approximately 23,000 rides and 11,000 operating hours per year.

In addition, the submission should include an alternative budget detailing the expansion of services the vendor can provide for a total budget not to exceed $1.3 Million ("Alternative Case"). Proposers should describe the service enhancements provided by the proposed Alternative Case (e.g. weekend service, additional vehicles, improved response times, revised service area, additional trips, etc.). Proposers should utilize the cost sheet in section 4 and provide a narrative description of the Alterative Case.

The total cost of the existing Smart Ride NE program is approximately $1.3 Million. The average cost per boarding is approximately $60. The average cost per operating hour is $127.

The Partner Communities' research on existing microtransit services in North Carolina indicate typical costs per boarding between $14 and $25. Typical costs per operating hour range between $44 and $80.

3.13 **Interlocal Cooperative Contracting**

The Partner Communities ask all proposing firms to indicate their willingness to extend the terms of resulting contracts, inclusive of price, to other interested governmental entities with overlapping jurisdictions.

3.14 **Miscellaneous**

Vendors shall be responsible for adhering to all regulatory policies, permitting requirements, and approvals pre-launch and while operational.

Microtransit vehicles should be available for Town of Wendell special events outside of standard hours of service.

Process to ensure operators are fully trained, professional, background checked, and licensed.

Vendors will be required to understand and adhere to all regional, state, and federal regulations including the needs of riders under the Americans with Disabilities Act, and Title VI of the Civil Rights Act of 1964.

INSURANCE REQUIREMENTS

Successful Contractor shall procure and maintain, for the duration of the contract, insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work by the Contractor, his agents, representatives, or employees, if applicable.

MINIMUM LIMITS OF INSURANCE:

Minimum limits of insurance coverage are:

General Liability	$1,000,000 per occurrence/ $2,000,000 aggregate
Commercial Automobile Liability	$1,000,000 CSL
Commercial Excess/Umbrella Liability	$1,000,000 per occurrence
Workers' Compensation	Statutory Limits
Employer's Liability	$500,000 per occurrence

A successful Contractor will be required to provide a Certificate of Insurance with the Town, its elected officials, officers, employees and volunteers listed as additional insured.

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4 COST PROPOSAL/EXECUTION OF PROPOSAL

Use the Excel cost proposal to complete this section. Proposals should include a Base Case budget providing a consistent level of service (11,000 annual operating hours) as well as an Alternative Case describing service enhancements the firm can provide for an annual budget not to exceed $1.3 Million .Explain how an expansion of service will impact the costs of the service including relevant metrics.

By submitting this proposal, the potential contractor certifies the following:

- This proposal is signed by an authorized representative of the firm.
- The cost and availability of all equipment, materials, and supplies associated with performing the services described herein have been determined and included in the proposed cost.
- All labor costs, direct and indirect, have been determined and included in the proposed cost.
- The potential contractor has read and understands the conditions set forth in this RFP to include TOC general conditions/service terms, any addenda, and all attached exhibits and agrees to them with no exceptions.

By: _____
(Signature)

Name: _____
(Printed)

Title: _____

Date _____

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5 REFERENCES

Offeror must supply (3) three Governmental Agency or Private Company references for which microstransit services have been performed during the past (5) five years. Offerors are cautioned to provide accurate reference information. References will be checked during evaluation period.

OFFEROR: _____

CITY, STATE, ZIP: _____

Reference # 1

Firm Name & Contact Name: _____

Business Address _____

City: _____ State: _____ Zip Code: _____

Phone Number: (____) _____

Email Address: _____

Reference # 2

Firm Name & Contact Name: _____

Business Address _____

City: _____ State: _____ Zip Code: _____

Phone Number: (____) _____

Email Address: _____

Reference # 3

Firm Name& Contact Name: _____

Business Address _____

City: _____ State: _____ Zip Code: _____

Phone Number: (____) _____

Email Address: _____

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INSTRUCTIONS TO VENDORS

1. **READ, REVIEW AND COMPLY**: It shall be the Vendor's responsibility to read this entire document, review all enclosures and attachments, and any addenda thereto, and comply with all requirements specified herein, regardless of whether appearing in these Instructions to Vendors or elsewhere in this RFP document.

2. **ACCEPTANCE AND REJECTION**: The Town reserves the right to reject any and all proposals, to waive any informality in proposals and, unless otherwise specified by the Vendor, to accept any item in the proposal. If either a unit price or an extended price is obviously in error and the other is obviously correct, the incorrect price will be disregarded.

3. **BASIS FOR REJECTION**: The Town reserves the right to reject any and all offers, in whole or in part, by deeming the offer unsatisfactory as to quality or quantity, delivery, price or service offered, non-compliance with the requirements or intent of this solicitation, lack of competitiveness, error(s) in specifications or indications that revision would be advantageous to the Town, cancellation or other changes in the intended project or any other determination that the proposed requirement is no longer needed, limitation or lack of available funds, circumstances that prevent determination of the best offer, or any other determination that rejection would be in the best interest of the Town.

4. **EXECUTION**: Failure to sign EXECUTION PAGE in the indicated space will render proposal non-responsive, and it shall be rejected.

5. **ORDER OF PRECEDENCE**: In cases of conflict between specific provisions in this solicitation or those in any resulting contract, the order of precedence shall be (high to low): (1) The Contract Terms, (2) RFP Terms, (3) Instructions in INSTRUCTIONS TO VENDORS, and (4) Vendor's Proposal.

6. **INFORMATION AND DESCRIPTIVE LITERATURE**: Vendor shall furnish all information requested and, in the spaces, provided in this document. Further, if required elsewhere in this proposal, each Vendor must submit with their proposal sketches, descriptive literature and/or complete specifications covering the products offered. Reference to literature submitted with a previous proposal or available elsewhere will not satisfy this provision. Proposals that do not comply with these requirements shall be subject to rejection without further consideration.

7. **CONFIDENTIAL INFORMATION**: To the extent permitted by applicable statutes and rules, the Town will maintain confidential trade secrets that the Vendor does not wish disclosed. As a condition to confidential treatment, each page containing trade secret information shall be identified in boldface at the top and bottom as "CONFIDENTIAL" by the Vendor, with specific trade secret information enclosed in boxes or similar indication. Cost information shall not be deemed confidential under any circumstances. Regardless of what a Vendor may label as a trade secret, the determination whether it is or is not entitled to protection will be determined in accordance with G.S. 132-1.2. Any material labeled as confidential constitutes a representation by the Vendor that it has made a reasonable effort in good faith to determine that such material is, in fact, a trade secret under G.S. 132-1.2. Vendors are urged and cautioned to limit the marking of information as a trade secret or as confidential so far as is possible.

8. **COMMUNICATIONS BY VENDORS**: In submitting its proposal, the Vendor agrees not to discuss or otherwise reveal the contents of its proposal to any source, government or private, outside of the using or issuing agency until after the award of the Contract or cancellation of this RFP. All Vendors are forbidden from having any communications with the using or issuing agency, or any other representative therein, concerning the solicitation, during the evaluation of the proposals (i.e., after the public opening of the proposals and before the award of the Contract), unless the Town directly contacts the Vendor(s) for purposes of seeking clarification or another reason permitted by the solicitation. A

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Vendor shall not: (a) transmit to the issuing and/or using agency any information commenting on the ability or qualifications of any other Vendor to provide the advertised good, equipment, commodity; (b) identify defects, errors and/or omissions in any other Vendor's proposal and/or prices at any time during the procurement process; and/or (c) engage in or attempt any other communication or conduct that could influence the evaluation and/or award of the Contract that is the subject of this RFP. Vendors not in compliance with this provision may be disqualified, at the option of the Town, from the Contract award. Only those communications with the using agency or issuing agency authorized by this RFP are permitted.

9. **WITHDRAWAL OF PROPOSAL**: A Proposal may be withdrawn only in writing and actually received by the office issuing the RFP prior to the time for the opening of Proposals identified on the cover page of this RFP (or such later date included in an Addendum to the RFP). A withdrawal request must be on Vendor's letterhead and signed by an official of the Vendor authorized to make such request. Any withdrawal request made after the opening of Proposals shall be allowed only for good cause shown and in the sole discretion of the Town.

10. **INFORMAL COMMENTS**: The Town shall not be bound by informal explanations, instructions or information given at any time by anyone on behalf of the Town during the competitive process or after award. The Town is bound only by information provided in this RFP and in formal Addenda issued through the eVP website.

11. **COST FOR PROPOSAL PREPARATION**: Any costs incurred by Vendor in preparing or submitting offers are the Vendor's sole responsibility; the Town will not reimburse any Vendor for any costs incurred prior to award.

12. **VENDOR'S REPRESENTATIVE**: Each Vendor shall submit with its proposal the name, address, and telephone number of the person(s) with authority to bind the firm and answer questions or provide clarification concerning the firm's proposal.

13. **SUBCONTRACTING**: Unless expressly prohibited, a Vendor may propose to subcontract portions of the work to identified subcontractor(s), provided that its proposal clearly describe what work it plans to subcontract and that Vendor includes in its proposal all information regarding employees, business experience, and other information for each proposed subcontractor that is required to be provided for Vendor itself.

14. **INSPECTION AT VENDOR'S SITE**: The Town reserves the right to inspect, at a reasonable time, the equipment/item, plant, or other facilities of a prospective Vendor prior to Contract award, and during the Contract term as necessary, for the Town determination that such equipment/item, plant or other facilities conform with the specifications/requirements and are adequate and suitable for the proper and effective performance of the Contract.

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