



Ride Connection, Inc.
 9955 NE Glisan St
 Portland, OR 97220

REQUEST FOR QUOTES (RFQ) #2024-101
Issue Date: December 27, 2024

Project Name:	Business Leader – Non-Profit, Non-Emergency Medical Transportation (NEMT) (“Ambulance Company”)		
Quote Due Date/Time:	January 17, 2025, 5:00 PM Pacific Time		
Deadline for Clarifying Questions:	January 13, 2025, 3:00 PM Pacific Time		
Procurement Representative:	Dean Orr	Phone:	503-528-1752
		Email:	<u>dorr@rideconnection.org</u>

SUBMIT QUOTES VIA EMAIL TO

[CONTRACTS@RIDECONNECTION.ORG](mailto:contracts@rideconnection.org)

**PLEASE NOTE: EMAIL SUBMISSIONS MUST HAVE
 “2024-101” IN THE SUBJECT LINE**

1. ANNOUNCEMENT AND SPECIAL INFORMATION

Quoters are required to read, understand, and comply with all information contained within this Request for Quotes (“RFQ”). All are binding upon Quoter for sixty (60) days from the Quote Due Date/Time. Quotes received after the Quote Due Date/Time may not be considered.

RFQ Documents can be downloaded from the following locations:

- Directly from Ride Connection’s website at <https://rideconnection.org>, or
- OregonBuys at the following address: <https://oregonbuys.gov/bsol>

If using OregonBuys, Prospective Quoters will need to sign in to download the information.

Prospective Quoters are responsible for obtaining any addenda or clarifying questions from Ride Connection’s website or OregonBuys.

Complete Quotes must be emailed to contracts@rideconnection.org. The subject line of the email must identify the RFQ title “2024-101”. Quoters are encouraged to contact the Procurement Representative to confirm receipt of the Quote.

All questions regarding this RFQ are to be directed to the Procurement Representative named above. The deadline for clarifying questions related to this solicitation is no

later than Monday, January 13, 2025, at 3:00 PM Pacific Time. It is Ride Connection's intent to respond to all appropriate questions and concerns as soon as practicable following the deadline for questions. Ride Connection's projected date to finish posting questions and answers to OregonBuys and Ride Connection's website by 11:00 AM Pacific time on January 14, 2025. However, Ride Connection reserves the right to decline to respond to any question or concern.

2. BACKGROUND

Ride Connection is a nonprofit organization established in 1988 to provide adaptable and accessible transportation for older adults and individuals with disabilities. Originating as a TriMet initiative in the 1980s, it has grown into a model of public-private collaboration, delivering over 315,000 rides annually with a network of over 1,000 drivers, including 150 volunteers.

The organization also offers programs such as the RideWise Travel Training Program and many others, assisting individuals in accessing transit. In late 2019, Ride Connection achieved a major milestone when it was awarded the contract for managing the Portland Metro region's **Non-Emergent Medical Transportation (NEMT)** services for Medicaid recipients. The organization officially assumed this responsibility in February 2020, collaborating with CareOregon®, Comtrans, and Transdev. Each partner contributes specialized expertise to the program, creating a robust and collaborative structure that diverges from the traditional model where a single entity manages the entire Medicaid transportation program.

As the NEMT network manager, Ride Connection has spearheaded transformative changes in a system fraught with systemic challenges. Since assuming leadership of the NEMT program, Ride Connection has made significant strides in enhancing service delivery and program performance, reinforcing its reputation as a trusted and innovative transportation leader.

3. SCOPE

Ride Connection is looking to contract with either a Business or a Business Leader ("Contractor") to start a **Non-Profit, Non-Emergency Medical Transportation (NEMT) Ambulance Company ("Ambulance Company")**. This would involve the initial conception of how a new non-profit ambulance service can address the community in the Portland, Oregon Tri-county region in a financially sustainable way. This would begin with consulting to establish an ambulance company, with the potential to transition into a full-time leadership position responsible for strategically guiding the operation for its growth.

The Contractor will be responsible for supporting Ride Connection's Executive Leadership, Senior Project Manager, and Policy Analyst in creating a robust business case, identifying solutions for potential financial sustainability barriers, and helping develop a comprehensive business implementation plan to present to the Board of Directors for approval. The Contractor will provide guidance to help the Project Manager and Ride Connection implement the business plan once approved.

Additionally, this role will foster a positive and productive work environment, inspire and support staff, build strategic partnerships with local agencies and transportation network stakeholders, and support the Policy Analyst's coalition efforts. Ensuring compliance with relevant laws and regulations is essential.

The Consultant may be able to transition to a leadership role in the Ambulance Company.

KEY RESPONSIBILITIES:

Business Development and Strategic Planning:

- Update Ride Connection's market research to identify community needs and service gaps
- Develop a detailed business case and feasibility analysis.
- Lead presentations and facilitate approvals with Ride Connection's Board of Directors.
- Create and execute a strategic business plan for the Ambulance Company

Operational Leadership:

- Support in potentially managing the day-to-day operations to support the mission and goals.
- Utilize critical thinking to solve operational challenges and optimize efficiency.
- Serve as a role model and leader for all staff, fostering a supportive work environment.

Partnership Development:

- Enhance partnerships with local Agencies and other stakeholders.
- Act as a liaison between other transport stakeholders and Ride Connection.

Regulatory Compliance and Risk Management:

- Maintain knowledge of and ensure compliance with all relevant laws, regulations, and standards.

Human Resource Management:

- Support in recruiting and selecting top talent, matching organizational needs with required certifications such as a Medical Director.

Financial Management:

- Support in developing budgets.
- Identify cost-saving opportunities and recommend revenue generation strategies.

Continuous Learning and Development:

- Foster a culture of improvement, efficiency, and innovation within the business unit.
- Collaborate with the Medical Director to develop and revise medical guidelines and protocols.

4. TERM OF CONTRACT

The project is expected to last nine (9) months up to 40 hours per week.

5. SAMPLE CONTRACT

Submission of a Quote in response to this RFQ indicates Quoter's willingness to enter into a contract containing substantially the same terms of the sample contract referenced on OregonBuys or on our website, which can be found at: <https://rideconnection.org>.

6. QUOTE

Quotes should be short and concise (not to exceed **15** pages including any exhibits and attachments) with the following information:

- A. Describe experience with Ambulance Companies. (Must have 3-5 years)

- B. Describe experience with creating business plans.
- C. Describe experience working with stakeholders, nonprofits, social service agencies, and transportation companies.
- D. Experience of staff that will work on the project. (Must submit Resumes)
- E. Provide a quote by hour for the term of the contract. (Approx 40 hours per week)
- F. Values and moral fitness:
 - a. Describe how you and your organization supports diversity, equity, and inclusion.
 - b. Describe if you or your firm is currently or potentially engaged in litigation.
- G. Provide at least three references from clients for similar projects.
- H. Quote Certification Form Signed (**see next page**). Must be included with your Quote.
- I. Any additional information that Ride Connection should take into consideration for the project or qualifications.

7. **EVALUATION**

Quotes will be evaluated based on subjective factors including, but not limited to: Firm experience, staff experience, price/fees, references, and proposal to complete the project (including any applicable timelines).

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RIDE CONNECTION, INC.
INSTRUCTIONS TO
QUOTERS

- 1. QUOTE FORMAT:** Quotes must be submitted as indicated in the RFQ.
- 2. CONFORMANCE TO RFQ REQUIREMENTS:** Quotes must conform to the requirements of the RFQ. Unless otherwise specified, all items quoted are to be new, unused, and not remanufactured in any way. Any requested attachments must be submitted with the quote and in the required format. Quote prices must be for the term of the contract. Failure to comply with all requirements may result in quote rejection.
- 3. ADDENDA:** Only documents issued as addenda by Ride Connection serve to change the RFQ in any way. No other directions received by the Quoter, written or verbal, serve to change the RFQ document. **NOTE: IF YOU HAVE RECEIVED A COPY OF THE RFQ, YOU SHOULD CONSULT OREGONBUYS (<https://oregonbuys.gov/bsol/>) OR RIDE CONNECTION'S WEBSITE (rideconnection.org) TO ENSURE THAT YOU HAVE NOT MISSED ANY ADDENDA OR ANNOUNCEMENTS. QUOTERS ARE NOT REQUIRED TO RETURN ADDENDUMS WITH THEIR QUOTE. HOWEVER, QUOTERS ARE RESPONSIBLE TO MAKE THEMSELVES AWARE OF, OBTAIN AND INCORPORATE ANY CHANGES MADE IN ANY ADDENDA ISSUED INTO THEIR FINAL QUOTE. FAILURE TO DO SO MAY, IN EFFECT, MAKE THE QUOTER'S QUOTE NON-RESPONSIVE, WHICH MAY CAUSE THE QUOTE TO BE REJECTED.**
- 4. USE of BRAND or TRADE NAMES:** Any brand or trade names used by Ride Connection in the specifications are for the purpose of describing and establishing the standard of quality, performance, and characteristics desired and are not intended to limit or restrict competition. Quoters may submit quotes for substantially equivalent products to those designated unless the RFQ provides that a specific brand is necessary because of compatibility requirements, etc. All such brand substitutions shall be subject to approval by Ride Connection.
- 5. PRODUCT IDENTIFICATION:** Quoters must clearly identify all products quoted. Brand name and model or number must be shown. Ride Connection reserves the right to reject any quote when the product information submitted with the quote is incomplete.
- 6. EXCEPTIONS:** Any deviation from quote specifications, or the form of sample contract referenced in this RFQ, may result in quote rejection at Ride Connection's sole discretion.
- 7. SIGNATURE ON QUOTE:** Quotes must be signed by an authorized representative of the Quoter. Signature on a quote certifies that the quote is made without connection with any person, firm or corporation making a quote for the same goods and/or services and is in all respects fair and without collusion or fraud. Signature on a quote also certifies that the Quoter has read and fully understands all quote specifications, and the sample contract referenced in this RFQ (including insurance requirements). No consideration will be given to any claim resulting from quoting without comprehending all requirements of the RFQ.

QUOTE MODIFICATION OR WITHDRAWAL: Quotes, once submitted, may be modified in writing or withdrawn before the time and date set for quote closing. Quoters may not modify quotes after Quote Due Date/Time.

- 8. QUOTE SUBMISSION:** Quotes may be submitted by returning to Ride Connection by email at the email address provided in the introduction of the RFQ. The email subject line should contain the RFQ Number and RFQ Title.
- 9. PRIOR ACCEPTANCE OF DEFECTIVE PROPOSALS:** Due to limited resources, Ride Connection generally will not completely review or analyze quotes which fail to comply with the requirements of the RFQ or which clearly are not the best quotes, nor will Ride Connection generally investigate the references or qualifications of those who submit such quotes. Therefore, neither the return of a quote, nor acknowledgment that the selection is complete shall operate as a representation by Ride Connection that an unsuccessful quote was complete, sufficient, or lawful in any respect.
- 10. DELIVERY:** Significant delays in delivery may be considered in determining award if early delivery is required.
- 11. PAYMENT:** Quotes which require payment in less than 30 days after receipt of invoice or delivery of goods, whichever is later, may be rejected.
- 12. INVESTIGATION OF REFERENCES:** Ride Connection reserves the right to investigate references and or the past performance of any Quoter with respect to its successful performance of similar services, compliance with specifications and contractual obligations, and its lawful payment of suppliers, sub-contractors, and workers. Ride Connection may postpone the award or execution of the contract after the announcement of the apparent successful Quoter in order to complete its investigation. Ride Connection reserves the right to reject any quote or to reject all quotes at any time prior to Ride Connection's execution of a contract if it is determined to be in the best interest of Ride Connection to do so.
- 13. METHOD OF AWARD:** Ride Connection reserves the right to make the award by item, groups of items or entire quote, whichever is in the best interest of Ride Connection.
- 14. QUOTE REJECTION:** Ride Connection reserves the right to reject any and all quotes.
- 15. QUOTE CONFIDENTIALITY AND RESULTS:** Quoters who submit a quote will be notified of the RFQ results. Quotes submitted will be considered confidential and will only be shared internally with applicable staff for this project.