



1230 W Boone Ave  
Spokane, WA 99201  
[www.spokanetransit.com](http://www.spokanetransit.com)

# REQUEST FOR PROPOSALS

2024-10926

**Business Continuity Plan Consulting Services**

**ISSUE DATE: Monday, June 24, 2024**

**PROPOSAL DUE DATE: Tuesday, July 23, 2024  
4:00 PM Pacific Time**

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PART I  
INSTRUCTIONS TO PROPOSERS

# 1.0 INSTRUCTIONS TO PROPOSERS

## 1.1 Introduction

Spokane Transit Authority, located at 1230 West Boone Avenue, Spokane, Washington, is requesting Proposals from qualified Proposers to furnish consulting services for Business Continuity Planning. Proposers can also elect to provide optional systems or functionality to assist with plan recordkeeping.

STA anticipates awarding a two (2) year Contract for performance of services.

The Proposer may supplement its Proposal with Subcontractors, with the understanding the Proposer is responsible for all Work.

Please read this entire RFP package before submitting your Proposal. Careful attention must be paid to all requested items contained in this RFP.

This RFP does not commit STA to enter into any Contract; to pay any costs incurred in the preparation of a Proposal in response to this RFP or in subsequent negotiations; or to procure or contract for the Work. STA expects to negotiate a Contract with the Proposer it deems most advantageous to the agency.

## 1.2 Defined Terms

The following defined terms are used throughout this RFP. In the event of a conflict between the definition herein and the definition of the same term in a separate part of this RFP, the definition in the separate part of this RFP shall prevail for that part only.

**Alternate Proposal (or Alternate or Option)** is the amount stated on the Price Proposal Form to be added or deducted from the amount of the Base Price if the corresponding change in project scope or materials or methods described in the RFP Documents is accepted.

**Amendment** is a written or graphic instrument, approved and issued by STA prior to the Proposal Due Date, which amends, modifies or interprets the RFP by additions, deletions, clarifications or corrections.

**Base Price** is the sum stated on the Price Proposal Form for which the Proposer offers to perform the Work.

**Business Day** means Monday through Friday, except public holidays, from 8:00 AM to 5:00 PM, Pacific Time.

**Contract** refers to an agreement executed between STA and Contractor for the provision of Work.

**Contractor** means the responsible Proposer awarded a Contract resulting from this RFP.

**Day** means calendar day unless otherwise noted.

**Federal Assistance** means funding received from the FTA applied to the Work or the associated project.

**FTA** means Federal Transit Administration.

**Nonresponsive Proposal** is any Proposal which (1) fails to conform in any respect to the requirements of the RFP; (2) imposes conditions which would modify requirements of the RFP; or (3) limits a Proposer's liability to STA to give the Proposer an advantage over other Proposers, as determined by STA.

**No Proposal Form:** Attachment C.

**Price Proposal Form:** Attachment D.

**Project Site** means STA's facilities located at multiple sites in the Spokane, WA region.

**Proposal** is the submission of a complete and properly executed Price Proposal Form, Proposal Response Form, all Proposer Certifications and representations required to comply with the RFP, and any additional documentation that may be required by the RFP.

**Proposal Response Form:** Attachment A.

**Proposer** is an individual or entity who submits a Proposal for a Contract with STA for the performance of Work.

**Proposer Certifications** are the forms and documents identified in Part III of this RFP which the Proposer is required to sign and include in its Proposal.

**Proposal Due Date** is the date and time at which Proposals are due as specified in Section 1.5 of the Instructions to Proposers in this RFP. Proposals received after this date and time will be considered nonresponsive and returned to the Proposer.

**Request for Approved Equals, Clarifications, or Changes Form:** Attachment B

**Request for Proposal (RFP) Documents** include, but are not limited to, the Advertisement for Proposals, Instructions to Proposers, Price Proposal Form, Proposal Response Form, all attachments and exhibits related to this RFP, Technical Requirements, all other documents proposed or required for the performance of Work, and any or all Amendments hereto issued prior to the Proposal Due Date and/or the Best and Final Offer due date.

**Sample Agreement** means the sample agreement attached hereto and incorporated herein as Exhibit A.

**STA** means the Spokane Transit Authority.

**Subcontractor** is an individual or entity who submits a proposal to a Proposer for materials and/or labor to perform a portion of the Work.

**Technical Requirements** collectively refers to all drawings, specifications, technical requirements, special conditions and the Scope of Work attached hereto.

**Work** means the scope of goods and services in the Scope of Work to be provided by the Contractor under a Contract.

### **1.3 Proposer Communications with STA**

STA is committed to providing all prospective Proposers with accurate and consistent information in order to ensure that no Proposer obtains an undue competitive advantage. To this end, from the date this RFP is released through the date of award of a Contract, all communications, questions and inquiries concerning this RFP shall be addressed to:

Jennifer Anderson  
Procurement Coordinator  
Spokane Transit Authority  
1230 West Boone Avenue  
Spokane, WA 99201  
(509) 325-6024  
[janderson@spokanetransit.com](mailto:janderson@spokanetransit.com)

STA reserves the right to disqualify any Proposer who contacts a STA officer, director, employee, agent, representative or committee or Board member concerning this RFP other than in accordance with this Section.

## 1.4 Pre-Proposal Conference

A pre-proposal conference will be held on **Tuesday, July 2, 2024, beginning at 9:30 AM Pacific Time**. To participate:

**Microsoft Teams** [Need help?](#)

[Join the meeting now](#)

Meeting ID: 225 693 721 482

Passcode: qXeHwx

**Dial in by phone**

[+1 509-824-1714,,794475035#](#) United States, Spokane

[Find a local number](#)

Phone conference ID: 794 475 035#

Questions and/or clarifications about the RFP may be addressed during this conference. Questions and/or clarifications may be submitted in advance in accordance with Section 1.3.

Any prospective Proposers in receipt of this RFP will be provided with any changes or clarifications to the RFP by written Amendment in accordance with Section 1.9.

## 1.5 Proposal Due Date and Proposal Submission

Proposals will be accepted until 4:00 PM, Pacific Time, July 23, 2024, in accordance with the specifications and conditions stated in the RFP. Proposals must be submitted via Drop Box at the following link:

<https://www.dropbox.com/request/UBhKU3VhRq5TcbMLNzSq>

All Proposals shall be effective for ninety (90) Days from the Proposal Due Date or Best and Final Offer (“BAFO”) date (if applicable), whichever is later. Late submittals shall be deemed nonresponsive and returned to the Proposer. The cost of Proposal preparation will be completely borne by the Proposer. STA reserves the right to request an original Proposal with “wet” signatures, in its sole discretion.

Proposal must be labeled with the name and number of the solicitation:

*RFP # 2024-10926 – Business Continuity Plan Consulting Services*

Except as otherwise provided for herein, Proposals which are incomplete, or which are conditioned in any way or contain erasures, alterations or items not requested in the RFP, or which are not in conformance with the RFP or applicable laws, rules and regulations, may be rejected as nonresponsive.

## 1.6 Procurement Schedule and Deadlines

Below is the proposed procurement timeline for this RFP. Future events may cause this timeline to change. STA reserves the right to revise the procurement timeline at any time and for any reason.

DATE	EVENT
June 24, 2024	RFP Advertised and Issued
July 2, 2024, 9:30 AM Pacific Time	Pre-Proposal Conference
July 9, 2024, 4:00 PM Pacific Time	Deadline to Submit Request for Approved Equals, Clarifications or Changes (Including Red Lines to Sample Agreement in Independent Word Document)
July 23, 2024, 4:00 PM Pacific Time	Proposal Due Date
July 25-Aug 2, 2024	Evaluation of Proposals
Aug 19-21, 2024	Interviews for Proposers, as Necessary
September 2024	Final Contract Negotiations and Contract Execution

## 1.7 Proposer Registration & Licensing

1.7.1 At the time of proposal submittal, as a minimum requirement for a proposal to be deemed responsive, proposers must meet the following business registration and licensing criteria:

- A. Active registration with the Washington State Secretary of State.
- B. Active Washington State Business License issued by the Washington State Department of Revenue.
- C. Active Worker's Compensation Account with the Washington State Department of Labor & Industries

1.7.2 In addition to the requirements of subsection 1.7.1, following award of Contract, but prior to Contract execution, the Proposer shall provide evidence of necessary local business licenses, if applicable, within the local jurisdictions where the performance of work shall occur, as follows:

- A. City of Spokane business license.

1.7.3 STA encourages Proposers to review the following resources when determining applicable registration requirements:

- Washington Secretary of State: <https://www.sos.wa.gov/corporations-charities>
- Washington State Department of Revenue
  - Business Registration: <https://dor.wa.gov/open-business/apply-business-license#RegRequire>
  - Out of State Businesses: <https://dor.wa.gov/education/industry-guides/out-state-businesses-reporting-thresholds-and-nexus>
  - Business Licensing FAQ: <https://dor.wa.gov/open-business/business-licensing-and-renewals-faqs>
- Washington State Department of Labor & Industries: <https://lni.wa.gov/for-business>

## **1.8 Request for Approved Equals, Clarifications, or Changes**

Requests for an approved equal, clarification, or change to the Work, Technical Requirements or RFP Documents shall be submitted on the Request for Approved Equals, Clarifications, or Changes Form. Requests for changes to the Sample Agreement shall only be submitted as redlines in Word format using the Track Changes tool. STA will provide a copy of the Sample Agreement with track changes enabled for such requirement. Please note the Federal Terms & Conditions, if attached to the Sample Agreement, are NOT negotiable and modifications thereto will not be considered. Requests identified in this Section shall be submitted electronically in accordance with Section 1.3.

**No request for an approved equal, clarification, or change to the Work, Technical Requirements, RFP Documents or Sample Agreement shall be considered unless a written request in the manner and form prescribed above is received by STA no later than the date prescribed in Section 1.6.**

Approved equals, clarifications, or changes will be set forth in a written Amendment. Proposers shall not rely upon approvals made in any other manner. No substitutions shall be considered after the Proposals are received without prior written approval by STA.

## **1.9 Changes to RFP Documents**

Any changes to the Work, Technical Requirements, Sample Agreement or RFP Documents will be made by written Amendment issued by STA. All prospective Proposers receiving the initial RFP package will be notified by email of these changes. Proposers shall acknowledge their receipt of all Amendment(s) in Section 1.B of the Proposal Response Form.

## **1.10 Contract**

STA's Sample Agreement will be executed with the successful Proposer. It is unnecessary for Proposers to sign and return the Sample Agreement with their Proposal; however **Proposers should review the terms & conditions therein and submit any proposed language changes in accordance with Section 1.8 of this RFP.**

Upon receipt of a Contract, the Contractor shall have five (5) Business Days to execute such Contract and return to STA, inclusive of all requisite documentation and/or Proposer Certifications. If the Contractor fails to execute the Contract, furnish bonds (where applicable), securities or proof of insurance, or provide other required documentation within this time period, STA will be entitled to consider all rights arising out of STA's acceptance of the Proposal. STA will be entitled to such rights and additional remedies as exist at law.

## **1.11 Insurance**

Requirements as stated in the Sample Agreement shall be met by the Proposer.

## **1.12 Invoicing & Payment**

Contractor invoicing and payment shall be in accordance with the Contract.

## **1.13 No Proposal Form**

To assist STA with future procurements, prospective Proposers choosing not to submit a Proposal are requested to complete and return the enclosed No Proposal Form.



## **1.14 Complete System**

It is the intention of the Technical Requirements, RFP Documents and other documentation attached hereto or contained herein to furnish all information, specifications and detail necessary for the Contractor to deliver the Work. Any items omitted from the Technical Requirements or RFP Documents that are clearly necessary to perform and deliver the Work shall be considered a part of the Technical Requirements or RFP Documents, although not directly specified or called for. Proposers shall promptly bring any discrepancies, errors, omissions, inconsistencies or ambiguities to the attention of STA after examining the Technical Requirements and RFP Documents in order for STA to consider the issuance of an Amendment.

## **1.15 Option to Supply Materials, Equipment and Licenses**

STA may, at its option, supply hardware, software, licenses, warranties, infrastructure or materials outside of this RFP in accordance with specifications provided by the Contractor. In the event that STA supplies any such items, they shall be delivered in working order and in a timely fashion to the Contractor at a location and date to be determined in advance and agreed in writing. The Contractor shall not be reimbursed for the cost of items procured by STA outside of the Contract. In the event Contractor is required to utilize items provided by STA, Contractor shall have no responsibility for compliance with design specifications, warranty or delays arising out of or related to STA-provided materials.

## **1.16 Equal Employment Opportunity**

STA is an Equal Employment Opportunity (“EEO”) organization, which does not discriminate against any prospective Proposer on the basis of race, color, creed, national origin, sex, sexual orientation, gender identity or presence of any sensory, mental or physical disability in the consideration of contract award. The Proposer awarded a Contract will be required to comply with all EEO federal, state and local laws and regulations.

## **1.17 Protest Procedures**

STA maintains a set of Proposer protest procedures. If any Proposer desires this information, it may be obtained by contacting STA in accordance with Section 1.3.

## **1.18 Reservations of STA**

STA reserves the right to reject any or all Proposals or a portion of a Proposal; to waive any informalities or irregularities in the Proposal submission process; to supplement, amend or otherwise modify this RFP; to cancel this RFP with or without the substitution of another RFP; to extend the Proposal Due Date; to request additional information and data from any or all Proposers; to reissue the RFP; to negotiate further with those Proposers within the competitive range; to increase or decrease the Scope of Work; to negotiate changes in the Scope of Work prior to award of Contract; and to award a Contract based not necessarily upon the lowest proposed prices, but in the best overall interests of STA. Please note this RFP does not constitute an offer, but rather a request from qualified Proposers.

## **2.0 PROPOSAL FORMAT AND CONTENTS**

### **2.1 Proposal Format**

Proposals shall be submitted as a PDF, in accordance with Section 1.5. All text shall be in English language. Proposals shall not include any unnecessary, generic or elaborate promotional material.

### **2.2 Changes/Alterations to Proposal**

Proposers may change or withdraw their Proposal at any time prior to the Proposal Due Date; however, no oral modifications will be allowed. Only letters or other formal written requests for modifications or corrections of a previously submitted Proposal that is addressed in the same manner as the Proposal, and received by STA prior to the Proposal Due Date, will be accepted. The Proposal, when opened, will then be corrected in accordance with such written request(s), provided the written request is plainly marked "Modification of Proposal".

### **2.3 Proposal Structure**

Proposals shall be presented clearly and concisely, and shall reflect the Proposer's understanding of the RFP objectives and convey a sound technical approach and management plan to deliver the Work. Proposals shall convey the Proposer's capabilities and qualifications to competently and cost-effectively complete the Work in a timely manner.

Proposal presentation shall be construed as evidence of the Proposer's ability to develop and convey technical information in a clear and concise manner.

For ease of comparison and validation of completeness of Proposals, Proposers must adhere to the organizational structure and section headings outlined below. Proposals that deviate from this organizational structure or are missing key informational elements may be considered nonresponsive and excluded from further review and/or evaluation, in STA's sole discretion.

Proposals shall contain at a minimum the following information:

- Proposal Letter
- TAB A – Introduction and Qualifications of the Proposer
- TAB B – Project Organization and Staffing Plan
- TAB C – Management Plan
- TAB D – Technical Approach and Work Plan
- TAB E – Compliance with Technical Requirements
- TAB F – Proposal Response Form
- TAB G – Price Proposal Form

#### **2.3.1 PROPOSAL LETTER**

Proposers shall provide a cover letter with introductory information, such as point of contact, address, email and phone number. This letter should be addressed to the contact specified in Section 1.3, reference the RFP by name and number, provide a concise summary of the Proposer's organization by firm and responsibility, identify the Proposer's Project Manager and

his/her relevant experience, and generally introduce STA to the capabilities of the Proposer. The cover letter shall not exceed two (2) pages in length.

### 2.3.2 TAB A – INTRODUCTION AND QUALIFICATIONS OF THE PROPOSER

Introduction. Provide an introduction of the Proposer, and/or an introduction of all partner firms, Subcontractors or subconsultants who may be involved in the Proposal.

- 1) Describe primary business experience of the Proposer, including length of time in business, ownership, the location of the corporate and satellite office(s), and other information Proposer might deem pertinent and introductory in nature.
- 2) State whether the Proposer has any pending litigation, and whether the Proposer has had any litigation in the last five (5) years, including the outcome of such litigation.

Qualifications of the Proposer. The Proposer shall describe its history, experience and past projects and performance which are similar in nature, scope and complexity to that required by this RFP. The roles and responsibilities of each member of the Proposer's team (Subcontractors, consultants and suppliers) shall also be described.

- 1) Project Experience. Proposal shall identify a list of similar project experience that have been completed within the previous five (5) years. Describe locations, nature of the work, project cost, status (completed, in development, in testing, etc.) and month and year of final acceptance. Submit supporting documentation (photographs, descriptions, cost data, etc.) on a minimum of three (3) projects of similar size and complexity. Include the contract amount and contract start and end dates. The projects listed should provide evidence that the Proposer is qualified to successfully perform the Work. **Proposers may opt to provide additional supplemental information in this section as relevant to this RFP.**
- 2) References. From the qualified projects and/or ongoing installations listed under the section above, the Proposer shall provide a minimum of five (5) references. For each reference, provide the agency name, address, contact person, telephone number and email address. STA reserves the right to contact references provided by the Proposer and solicit additional references to verify information and investigate past performance.
- 3) Financial Capacity. The Proposer shall provide information demonstrating that it has the necessary financial resources to satisfactorily complete the Work required under this RFP. The Proposal shall include financial information in order of preference: (1) audited financial statements; (2) balance sheets; (3) tax returns; or (4) bank references, or similar information. In the case where the Proposer is a subsidiary organization, the Proposer should provide the financial information for its parent organization as well. Subsidiary statements can be provided to show the relationship to the parent. Electronic copies of financial statements are acceptable.
- 4) Required Attachments. The Proposer shall submit all required attachments as part of their Proposal.

### 2.3.3 TAB B – PROJECT ORGANIZATION AND STAFFING PLAN

Key Personnel. At a minimum, Proposers shall clearly identify and describe the qualifications of the "Key Personnel" it will assign to the Work, including years of experience, years in industry and years with the Proposer. If awarded a Contract, the Proposer may not substitute Key Personnel at any time without prior written consent by STA.

Team Organization. Describe the Proposer's staffing and organizational plan, including relationships, roles and distribution of responsibilities among Key Personnel, staff, Subcontractors and suppliers.

Qualifications of Key Personnel. Describe the direct qualifications, experience and training of Key Personnel. This discussion should explicitly cross-reference the involvement and specific roles of the Key Personnel in completed and ongoing projects described in the projects cited in Tab A.

Organizational Chart. Include an organizational chart that identifies Key Personnel and the project team, and how the Work will be staffed and completed.

Availability and Location of Key Personnel. Indicate the primary work location(s) and percentage time commitment of the Key Personnel for the Work.

Resumes. Resumes shall be submitted for Key Personnel. Resumes must be complete and concise, including, at a minimum, education, training, degrees and certificates earned. Resumes should indicate experience directly relevant to the Work. Resumes shall be limited to two (2) pages per individual.

### **2.3.4 TAB C – MANAGEMENT PLAN**

Management Plan. Discuss the Proposer's management approach to ensure adequate technical and administrative oversight over the Work, and to manage the schedule and budget. Discuss proposed Quality Control ("QC") and/or Quality Assurance ("QA") measures & procedures and any certifications pertaining thereto. Include approach to coordination with, and any expectations of, STA.

Concurrent Contracts. Provide a list of present and anticipated future contracts which may run concurrent with the Work. Where applicable, include in the Work Project Schedule such contracts.

### **2.3.5 TAB D – TECHNICAL APPROACH AND WORK PLAN**

Project Understanding and Approach. Provide the Proposer's approach detailing how the phases of the work and deliverables outlined in the SOW would be accomplished. Please include any additional tools or methods that may differentiate or are required pre-requisites for delivery.

Work Plan. Provide the project management approach and techniques required for quality control of the Work. Identify employee numbers/resources used for completion of the Work. Provide details of the facility to be used (if applicable).

Subcontract Plan. Include a list of Subcontractors the Proposer intends to use in its performance of Work. For each subcontractor, provide:

1. Subcontractor's name, business registration information, address, and telephone number including the name, title and telephone number of the contact person.
2. Type(s) of goods or services to be provided.
3. Estimated value of subcontract.

Expectations of STA. Identify any assumptions regarding Work, services, information or facilities to be provided by STA or third-party providers of STA.

Locations of Work. Describe the locations of performance of the Work during its various phases. Include details on coordination between off-site and on-site facilities, work to be performed by STA or its contractors or subcontractors, the Contractor, its Subcontractors and suppliers. Describe expectations for facilities, personnel, access, assistance, etc. provided by STA.

### 2.3.6 TAB E – COMPLIANCE WITH TECHNICAL REQUIREMENTS

Proposers shall describe any partial or non-conformance with the Technical Requirements. STA will not consider statements by the Proposer that any requirement or provision of this RFP is subject to negotiations or discussion.

### 2.3.7 TAB F – PROPOSAL RESPONSE FORM (ATTACHMENT A)

### 2.3.8 TAB G – PRICE PROPOSAL FORM

Proposal pricing shall be presented using the Price Proposal Form. Each page of the Price Proposal Form shall be completed in full and signed by personnel of the Proposer authorized to contractually bind the Proposer. Proposers may provide additional supporting cost breakdown information as separate sheets; however in case of any discrepancies, information on the Price Proposal Form shall prevail. Travel expenses, where applicable, shall be identified as required for completion of the Work. All prices shall include all freight costs to STA and shall be FOB Destination.

## 3.0 PROPOSAL EVALUATION

An evaluation committee will privately evaluate all responsive Proposals based upon the evaluation criteria, and their respective weighted importance, specified in Section 3.1, Evaluation Criteria.

The criteria provided in Section 3.1 allows STA to analyze Proposals on an equal basis and affords all Proposers the opportunity to know the basis upon which their Proposals will be evaluated. Award of Contract will be made to the Proposer whose Proposal or Best and Final Offer (where applicable) is the most advantageous to STA, cost and other factors considered, after evaluation in accordance with the criteria set forth below. STA reserves the right to accept other than the lowest cost Proposal, reject any and all Proposals, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of STA.

### 3.1 Evaluation Criteria

<b>EVALUATION CRITERIA</b>	<b>PERCENT</b>
Project Plan and Approach	40%
Qualifications and Experience of Firm	15%
Qualification and Experience of Assigned Personnel	20%
References	15%
Price Proposal	10%
<b>TOTAL POSSIBLE</b>	<b>100%</b>

The following items will be taken into consideration by STA in each Evaluation Criteria:

#### REQUIRED PROPOSER QUALIFICATIONS

##### PROJECT PLAN AND APPROACH

- Overall proposed organization and expected work plan including methods to conduct the work.
- Proposed use of any proprietary accelerators that will facilitate the project.

##### QUALIFICATIONS AND EXPERIENCE OF FIRM

- Years in business, number of completed BCP engagements, number of current BCP engagements.
- Number of completed BCP engagements.
- Number of current BCP engagements.

##### QUALIFICATIONS AND EXPERIENCE OF ASSIGNED PERSONNEL

- Years of experience in the industry.
- Quality/Applicability of roles.
- Longevity at companies.
- Involvement in BCP community/industry.

##### REFERENCES

- Provided 5 properly submitted references.
- Proposer's management approach, operations plan and proven financial stability.
- Performance on previous projects.
- Qualification and experience of staff.
- Fees and expenses.

#### PRICE PROPOSAL SCORE CALCULATION

Proposals deemed nonresponsive shall not be considered for price scoring. In determining the competitive range, the "Base Price Score" shall be calculated using the following formula:

$$\text{Base Price Score} = \frac{\text{Lowest Proposed Base Price}}{\text{Price}} \times 10\%$$

BAFO Price: In the BAFO round, if required, the Base Price Score shall be determined for the remaining Proposers using the same formula above.

### **3.2 Single Proposal Response**

In the event a single responsive Proposal is received, a cost or price analysis may be performed to determine reasonableness of the Proposal. The Proposer shall cooperate in providing relevant information required by STA to complete such cost or price analysis.

### **3.3 Shortlisted Proposers**

STA reserves the right to determine a shortlist of Proposers in the competitive range in accordance with the evaluation criteria set forth above ("Shortlisted Proposers").

### **3.4 Oral Presentation and Demonstration**

Shortlisted Proposers may be asked to make an oral presentation and demonstration of their product(s) or services during the Proposal evaluation process. Such presentations and/or demonstrations will be conducted at STA's administrative offices located at 1230 West Boone Avenue in Spokane, WA, or at an alternate location designated by STA. Proposers are responsible for all travel expenses incurred. STA reserves the right to award a contract without Proposer presentations.

### **3.5 Best and Final Offer**

After determination of the Shortlisted Proposers, STA shall determine whether acceptance of the most favorable initial Proposal(s) without Proposer discussion is appropriate, or whether discussions and/or negotiations should be conducted with one or more Shortlisted Proposers.

STA reserves the right to make minor related changes to the RFP during BAFO negotiations. All Shortlisted Proposers shall be notified of any changes in order to prepare their BAFO.

If STA elects to enter into discussions with one or more Proposers, the Proposer(s) may be requested to submit a BAFO at the conclusion of discussions and/or negotiations. Any changes to the Proposer's initial Proposal, including any issues addressed in discussions, must be submitted in writing in a BAFO in order to be considered. Following an independent and final evaluation utilizing the evaluation criteria in Section 3.1, the evaluation committee will make a recommendation for award of Contract. Scores from the first phase of the evaluation have no bearing on the final BAFO evaluation, and the recommendation for award will be based solely on the scores from the BAFO evaluation.

PART II  
SCOPE OF WORK



## SCOPE OF WORK

### PROJECT DESCRIPTION

Spokane Transit Authority (STA) is seeking proposals from qualified professional consulting firms and/or individuals to facilitate the development and implementation of a comprehensive Business Continuity Program (BCP). STA currently lacks a comprehensive continuity of operations plan, yet has multiple situational plans primarily focused on ensuring service to riders.

The purpose for Business Continuity Planning includes:

- Protecting agency assets;
- Providing for the safety of staff and riders;
- Assuring continuity of service to the community;
- Minimizing the impact on the agency in the aftermath of a disaster;
- Assuring the ability to recover operations in a timely manner;
- Preparing agency staff to respond quickly and effectively in a recovery situation; and
- Minimizing risk to the agency, its reputation, and the community.

STA's primary business is public transit. It operates 365 days per year, up to 20 hours per day and includes:

- **Fixed Route** service manages 128 coaches on 52 designated routes, facilitating over 7 million passenger trips annually with a staff of 340 operators and 33 supporting staff. They are dispatched centrally from the Boone South location.
- **Paratransit** service provides over 300,000 pre-arranged trips annually to 6,000 eligible passengers utilizing wheelchair-accessible vehicles owned by STA and operated by STA and by a contractor. They are dispatched centrally from the Sharp location. Paratransit also operates a ride reservation call center that has 8 full time staff handling over 235,000 calls annually.
- **Rideshare** service facilitates commute trip reduction by over 90,000 trips annually.

The following departments support STA's primary business:

- **Maintenance** oversees vehicle maintenance on Fixed Route, Paratransit, Rideshare, and non-revenue vehicles employing 70 mechanics, 11 Servicers, and 13 Cleaners that work three shifts, 24/7/365. They maintain and fuel the fleet in four separate facilities: Boone South, Boone Northwest Garage, Boone North Paratransit Garage, and The Fleck Center. Boone South, Boone Northwest Garage, and The Fleck Center all have fuel pumps and bus wash systems. The Boone Northwest Garage is equipped with electric charging infrastructure to accommodate STA's Battery Electric fleet. This includes two overhead pantograph fast chargers and 10 drop-down overhead slow charging reels. There is currently a project underway to add 10 more drop-down overhead slow charging reels.

Asset Category	Quantity	Subcategory Examples
Fixed Route Buses	201	40ft, 35ft, 60ft Articulating, & 40ft Double Decker with different propulsion types. Various makes & models.
Paratransit Vans	142	Diesel and gas propulsion. Various makes & models.
Rideshare Vans	98	Gasoline. Various makes & models.
Non-Revenue Vehicles	60	Diesel and gas (Light, Medium, and Heavy duty). Makes & Models

- **Communications** includes Communications and Marketing (internal/external), Web Services that oversee the STA website and signage, and Business Development that sells to partner organizations. Customer Service is also in this department, and they have 15 agents in a call center that handles over 76,000 calls annually and 95,000 annual in-person contacts at the STA Plaza.
- **Planning & Development** is responsible for capital development projects, grants, community development, and service planning. Overall, they have 30 full-time staff spread across 3 facilities.
- **Finance** includes Accounting and payroll functions with 7 full-time staff. They are also the primary support for our Enterprise Resource Planning (ERP) software.
- **Records Management** includes 2 full-time staff that oversee Public Records Requests and the records retention program.
- **Information Services** has on-premises data centers at both Boone South and The Plaza and runs a mix of SaaS and on-premises systems for bus operations and communications. They also oversee mobile, fiber optic, and fixed networks for data communications and a Motorola radio system foundational to operations is also supported by Information Services. The department has 11 full-time staff.
- **Purchasing** has 14 full-time staff that oversees and facilitates the procurement of materials, supplies, and services for the agency. It has a single shipping dock with two inventory locations that house over 7,300 unique parts. The department also oversees fuel purchases for our bulk tanks at multiple sites.
- **Human Resources** is responsible for recruitment, benefits, safety, security, and training. It has 6 full time staff performing Human Resource functions, Safety has 3 full-time staff, Training has 5 full-time staff, and Security has 25 full time staff that are predominantly Transit Officers.
- **Facilities & Grounds** is responsible for the maintenance and upkeep and repair of the 6 agency locations referenced below in addition to 5 transit centers, 155 bus shelters, 46 bike lockers, and 12 Park & Ride lots. Staff include 4 leaders, 8 licensed/skilled tradespersons, maintenance staff, laborers, and custodians.

Building Name	Uses
1229 West Boone Ave (Boone South)	Executive Offices, Human Resources, Communications, Paratransit Maintenance
1230 W Boone Ave (Boone North)	Finance, Info Svcs, Planning & Development, Training, Fixed Route Maintenance, Purchasing, Records, Garages for Fixed Route
1224 N Cedar St. (Boone Northwest Garage)	Battery Electric Charging, Garages for BEB. Vehicle wash
1212 Sharp Ave (Paratransit)	Paratransit offices
707 W Riverside Ave (The Plaza)	Planning & Development, Customer Service, Security, major transit hub
127 S Bowdish Rd (The Fleck Center)	Fixed Route and Paratransit vehicle storage, light servicing, fueling, washing

## PROJECT MANAGEMENT QUALIFICATIONS AND RESPONSIBILITIES

To be considered by Spokane Transit, the consultant must have provided BCP related consulting services within the last 24 months, preferably within government or the transportation industry.

The consultant shall provide a project manager responsible for the timely completion of the tasks included in this project. The consultant’s management tasks shall include but not be limited to:

- **Project Schedules:** The consultant shall develop a complete, detailed project schedule that includes the consultant’s tasks, subtasks, and project milestones.
- **Progress Reporting:** The consultant shall prepare and submit a monthly progress report. The report shall summarize the project progress, listing areas of concern and proposed actions, and an update on each milestone on the project schedule.
- **Meeting Attendance:** The consultant shall participate in regular planning and status project meetings with STA staff. Meetings will be conducted remotely and scheduled as necessary to fulfill the scope of work.
- **Quality Control of Work:** The consultant’s project manager shall be responsible for the timely completion of the work identified in the project schedule. The consultant shall ensure high quality deliverables that meet or exceed Spokane Transit’s requirements.

## SCOPE OF SERVICES

### Task 1: Develop BCP Program Framework

Perform a comprehensive stakeholder assessment through meetings and leader focus groups resulting in development of the BCP Program Scope, a Policy, Program Practices, and a Governance and Management Structure for oversight.

Task Deliverables: BCP Policy, Program Scope, Program Practices, and Governance & Management Structure

Target Completion Date: November 1, 2024

## Task 2: Manage Impacts and Risks

Lead the business units through a Business Impact Analysis to identify critical and non-critical functions performed by each department. Determine the impact to functions over a timeline to develop Recovery Point Objectives taking into account agency reputation, service delivery, regulatory & legal requirements, financial revenues/expenses, and workflow affecting downstream functions.

Conduct a Risk Analysis to include natural, human, and technical threats to determine their applicability, probability, speed of onset, forewarning, duration, and impact. Determine a weighted risk score that will inform actions.

Facilitate the development of Risk Treatments for discovered risks as they apply to each business unit.

Develop Recovery Time Objectives based on the criticality of the function.

Task Deliverables: Business Impact Analysis, Recovery Time Objectives by function, Risk Analysis, Risk Treatments for determined risks, Recovery Point Objectives by function.

Target Completion Date: December 31, 2024

## Task 3: Develop BCP Responses

Facilitate the development of Recovery Procedures/Plans. Align plan development with Recovery Point Objectives and Recovery Time Objectives.

- Advise and/or provide toolsets and templates for department plan development and storage.
- Facilitate documentation of the unit plan.
- Coordinate process value-streams between functions to ensure continuity of process in the plans.
- Perform quality assurance to ensure calibration of plans between functions and departments.

Task Deliverables: Recovery Procedures/Plans by Business Unit/Function

Target Completion Date: March 30, 2025

## Task 4: Validate Plans

Lead the agency through BCP tests with enough rigor to exercise most departments plans.

- Lead an agency-wide test scenario to test and validate each department plan.
- Facilitate 'lessons learned' and plan enhancement/adjustment for each department.

Task Deliverables: Agency-wide test, lessons learned, plan adjustment.

Target Completion Date: June 30, 2025

## Task 5: Maintain the Program

Guide the agency through the first year, facilitate plan review and updates. Facilitate another test for the agency.

- Lead an agency-wide test scenario to test and validate each department plan.
- Facilitate 'lessons learned' and plan enhancement/adjustment for each department.
- Facilitate updates to the plans based on changes in risks, business processes, etc.

- Review program operation and governance. Provide a report outlining maturity and ideas for program improvement.

Task Deliverables: Agency-wide test, lessons learned, plan adjustment. Report on maturity and ideas for program improvement.

Target Completion Date: June 30, 2026

# PART III

# ATTACHMENTS

Attachment D – Price Proposal Form is attached to this document and posted separately on STA's website: <https://www.spokanetransit.com/bidding-opportunities>

ATTACHMENT A  
PROPOSAL RESPONSE FORM

Proposer Name: \_\_\_\_\_

The Proposal shall constitute an offer to STA as outlined herein and in the Price Proposal Form. No Proposer may withdraw its Proposal following the Proposal Due Date, except as allowed by the RFP.

1. EXAMINATION OF DOCUMENTS & CONDITIONS

A. Having carefully examined all RFP Documents and local conditions affecting the Work as determined by the Proposer's own examination, the undersigned proposes to perform all Work in accordance with the RFP Documents for compensation to be computed from prices submitted on the Price Proposal Form.

B. Receipt of the following Amendment is hereby acknowledged:

Amendment No. \_\_\_\_\_ Amendment Date: \_\_\_\_\_

Amendment No. \_\_\_\_\_ Amendment Date: \_\_\_\_\_

Amendment No. \_\_\_\_\_ Amendment Date: \_\_\_\_\_

Amendment No. \_\_\_\_\_ Amendment Date: \_\_\_\_\_

Amendment No. \_\_\_\_\_ Amendment Date: \_\_\_\_\_

2. VALIDITY OF PROPOSAL

The undersigned affirms its Proposal and pricing on the Price Proposal Form is valid for not less than ninety (90) Days from the Proposal Due Date or the Best and Final Offer Date, whichever is later.

3. INSURANCE

The undersigned certifies it shall meet all insurance requirements as stated in the Sample Agreement upon execution of a Contract.

4. PUBLIC RECORDS ACT

By submitting a Proposal, the undersigned acknowledges STA is subject to RCW 42.56, the "Public Records Act". The Proposer understands and agrees any record it obtains or produces under this RFP may be a public record under the Public Records Act, or its successor act. The Proposer certifies it shall fully cooperate in a timely manner with STA in responding to a public records request related to its Proposal.

All Proposals received shall be deemed public records as defined in the Public Records Act and must be released by STA upon receipt of a request for disclosure unless an exemption clearly applies. Any information in the Proposal that the Proposer desires to claim as proprietary and exempt from disclosure under the provisions of state and/or federal law shall be identified on a separate page of the Proposal, providing an explanation of the statutory basis asserted for exempting the information from disclosure. Each page, image, diagram or text claimed to be exempt from disclosure must be clearly identified by the words "Exempt from Disclosure" printed on it. **Marking the entire submittal Confidential or Exempt from Disclosure will not be honored.** STA will review any marked materials for disclosure if a request is submitted and assumes no liability for disclosure of proprietary material submitted by Proposers. Each Proposer will be responsible for protecting any disclosure of its Proposal under applicable law.

ATTACHMENT A  
PROPOSAL RESPONSE FORM

5. EQUAL EMPLOYMENT OPPORTUNITY

With the submission of a Proposal, the undersigned certifies the Proposer complies with all federal, state and local Equal Employment Opportunity laws, rules and regulations.

6. CONTINGENT FEES

The undersigned certifies the Proposer has not paid or agreed to pay any fee or commission, or offer any other thing of value, contingent upon the award of this RFP, to any employee, official or current consultant of STA. The undersigned certifies the financial information in its Proposal has been arrived at independently and without consultation, communication or agreement for the purpose of restricting competition as to any matter relating to such costs with any other response or Proposer.

7. ANTI-KICKBACK

The undersigned certifies no officer or employee of STA, having the power or duty to perform an official act or action related to this Proposal, has been or will be solicited or granted a present or future gift, favor, service or other thing of value from or to the Proposer.

8. FEDERAL DEBARMENT

The undersigned represents that the Proposer and all entities with any controlling interest herein are not currently, and have not previously been, on any debarred bidders list maintained by the United States Government.

9. UBI CERTIFICATION

The undersigned certifies that no final determination of violation of RCW 50.12.070(1)(b) or 82.32.070(2) has been made by the Washington State Department of Employment Security, Department of Labor and Industries, or Department of Revenue, respectively dated within two (2) years of the Proposal Due Date. The undersigned understands further that no Proposal may be submitted, considered or contract awarded for a public work to any person or entity that has a determination of violation of the above reference statutes within two (2) years from the date that a violation is finally determined and the Proposal Due Date.

10. AWARD OF CONTRACT

If written notice of acceptance of all or part of the Proposal is mailed, sent electronically or delivered to the Proposer within ninety (90) Days after the Proposal Due Date, or the Best and Final Offer date, whichever is later, the Proposer will, within **five (5) Days** after date of such notice, execute and deliver the Contract to STA as specified and furnish all requisite documentation including, but not limited to, Certificates of Insurance, Payment and Performance Bonds, and Subcontractor Proposer Certifications, as required.



ATTACHMENT A  
PROPOSAL RESPONSE FORM

11. PROPOSAL SUBMITTAL CHECKLIST

This checklist ***must be completed in its entirety, signed and included*** with the Proposal. By executing below, the Proposer attests all referenced forms are accurate, complete and fully executed. Failure by the Proposer to properly complete, sign and include this checklist with its Proposal shall render the Proposal non-responsive and shall be grounds for rejection of the Proposal.

A. All RFPs

- Proposal Response Form (this document)
- Price Proposal Form
- IRS Form W-9

**Not Required**

B. RFPs subject to Federal Assistance (complete only if the Instructions to Proposers states the RFP is subject to Federal Assistance)

- Disadvantaged Business Enterprise Participation
- Suspension & Debarment Certificate
- Federal Cargo Certification
- Buy America Certificate (required for solicitations valued at \$150,000 or more)
- Lobbying Certificate (required for solicitations valued at \$100,000 or more)

**Not Required**

C. RFPs subject to Prevailing Wages (complete only if the Instructions to Proposers states the RFP is subject to Prevailing Wages)

- Certificate of Wage Compliance

**Not Required**

D. RFPs subject to Public Works (complete only if the Instructions to Proposers states the RFP is subject to Public Works)

- Public Works Responsibility Criteria

ATTACHMENT A  
PROPOSAL RESPONSE FORM

12. PROPOSER ADMINISTRATIVE INFORMATION

Entity Name: \_\_\_\_\_  
(as registered with the State of Washington)

Physical Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Website: \_\_\_\_\_ Phone: \_\_\_\_\_

Primary Contact: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Washington UBI No.: \_\_\_\_\_ Federal Tax Id No.: \_\_\_\_\_

DUNS No.: \_\_\_\_\_

**Not Required** *Complete for Public Works projects:*

Washington Contractor Registration No.: \_\_\_\_\_

Washington Industrial Insurance Account No.: \_\_\_\_\_

• Contact for Contract Administration:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Physical Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

• Contact for Legal Communications:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

• Individuals Authorized to Execute the Contract:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

ATTACHMENT A  
PROPOSAL RESPONSE FORM

13. PROPOSER INSURANCE COMPANY

Agency Name: \_\_\_\_\_

Physical Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Primary Contact: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

**Not Required** 14. PROPOSER SURETY (complete only if bond(s) are required by the RFP)

Surety Name: \_\_\_\_\_

Physical Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Primary Contact: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

I CERTIFY, to the best of my knowledge:

- I have read and understand all RFP Documents;
- The information contained in the Proposal, Proposal Response Form, Price Proposal Form, Proposer Certifications, and any documentation attached thereto is accurate and complete;
- I have the legal authority to submit the Proposal and commit this firm to a contractual agreement; and
- Final funding for any good or service is based upon STA-approved budgets and the approval of the Spokane Transit Authority's Board of Directors.

Proposer Name: \_\_\_\_\_  
(as registered with the State of Washington)

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Title: \_\_\_\_\_

ATTACHMENT B  
REQUEST FOR APPROVED EQUALS, CLARIFICATIONS OR CHANGES

Solicitation Title: \_\_\_\_\_ Solicitation No. \_\_\_\_\_

Proposer Name: \_\_\_\_\_ Date: \_\_\_\_\_

Document Reference (check one):      Page No: \_\_\_\_\_

General Requirements      Section: \_\_\_\_\_

Specifications      Section Title: \_\_\_\_\_

Contract (general questions only)

Note: Requests for changes to the Sample Agreement shall only be submitted as redlines in Word format using the track changes tool. See section 1.8 and 1.10 of the RFP.

Other: \_\_\_\_\_

PROPOSER'S REQUEST:

PLEASE NOTE: STA's response to Proposer's requests will be set forth in a written Amendment as outlined in section 1.8 of the RFP.

ATTACHMENT C  
NO PROPOSAL FORM

Dear Prospective Proposer:

If you determine not to submit a Proposal in response to this solicitation, we would very much appreciate you completing and returning this form for our files.

Solicitation Title: \_\_\_\_\_ Solicitation No. \_\_\_\_\_

Proposer Name: \_\_\_\_\_

Proposer Address: \_\_\_\_\_

Contact: \_\_\_\_\_ Title: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Reason(s) for not submitting a Proposal in response to this solicitation:

Thank you for your assistance.

Purchasing  
Spokane Transit Authority  
1230 W. Boone Ave.  
Spokane, WA 99201  
[purchasing@spokanetransit.com](mailto:purchasing@spokanetransit.com)  
(509) 325-6000

# PART IV

# EXHIBITS

Exhibit A – Sample Agreement is attached to this document and posted separately on STA's website: <https://www.spokanetransit.com/bidding-opportunities/>