

# ON-DEMAND TRANSPORTATION SERVICES

*RFP 2024-019*



# PILOT PROGRAM

*A Year in Review*



APP RIDES

7,482



TOTAL RIDES

10,029

FLAG DOWN

2,018



51-Over  
44.9%

DISPATCH

529



AGE OF RIDERS

Under 20  
6.7%

21-34  
28.1%

35-50  
20.2%

# Evaluation Criteria



## **TAB 1: LETTER OF SUBMITTAL 40 POINTS**

Includes introduction, company qualifications, company information, references and cost



## **TAB 2: MANAGEMENT PLAN 20 POINTS**

Team Structure, Standard operating procedures, timeline, marketing strategy and Customer Service complaints plan



## **TAB 3: TECHNICAL PLAN 20 POINTS**

Vehicles standards, hours of operation, data dashboard and mobile app



## **PROGRAM PLAN 20 POINTS**

Ability to Meet Project overview (FPRA Plan & Economic Development Impact)

# Cumulative Evaluation

<b>RESPONDENTS</b>	<b>Evaluator #1</b>	<b>Evaluator #2</b>	<b>Evaluator #3</b>	<b>TOTAL</b>
<b>Beefree, LLC dba Frebee</b> Miami, FL	95	95	100	<b>290</b>
<b>Council on Aging of St. Lucie, Inc</b> Port St. Lucie, FL	75	98	85	258
<b>HBSS Connect Corp.</b> Lowell, MA	70	90	85	245
<b>River North Transit, LLC</b> New York, NY	90	90	91	271

# Recommendation

Award RFP to highest ranked respondent, Beefree, LLC; and authorize staff to enter negotiations for a period of 90 days.

