



STATE OF TENNESSEE  
TENNESSEE DEPARTMENT OF CORRECTION

**REQUEST FOR INFORMATION  
FOR  
Shuttle Services for Employee/Staff Transportation to Northwest Correctional  
Complex**

RFI # 32945-02052024

**7/2/2024**

**1. STATEMENT OF PURPOSE:**

The State of Tennessee, Tennessee Department of Correction issues this Request for Information ("RFI") for the purpose of shuttle services to and from Northwest Correctional Complex for the shuttling of staff for designated shifts. We appreciate your input and participation in this voluntary process.

**2. BACKGROUND:**

The purpose of this Request for Information (RFI) is to gather comprehensive information and insights from qualified shuttle service providers who are interested in offering transportation solutions to meet the needs of the staff at the Northwest Correctional Complex.

Northwest Correctional Complex, located in Tiptonville, Tennessee, plays a vital role in our community by maintaining a secure environment and ensuring the well-being of both staff and inmates. We understand that the transportation needs of our dedicated staff are essential for the facility's efficient and effective operation.

The objective of this RFI is to gain a clear understanding of the services you can provide, your experience in the transportation industry, and your ability to meet the specific requirements and expectations of Northwest Correctional Complex staff. We are particularly interested in services that offer reliability, safety, punctuality, and cost-effectiveness.

In addition to the information above we request/require a pick up schedule that would be seven days a week with pick ups multiple times of the day each day as reflected below.

Schedule: 7 days a week  
Pick up times: 5:00 am and 6:15 pm

Pickup from departure location #1: 5:00 am  
Pickup from departure location #2: 5:00 am

Pickup from Facility back to to pick up location #1 6:15am  
Pickup from Facility location to pick up location #2 6:15am

Pickup from drop off location #1: 5:00 pm  
Pickup from drop off location #2: 5:00 pm

Pickup from Facility back to to pick up location #1 6:15pm  
Pickup from Facility location to pick up location #2 6:15pm

Contractor will provide on call shuttle services

Pick up Location #1: Dyersburg  
Dyersburg State Community College  
1510 Lake Rd  
Dyersburg, TN 38024

Pick up Location #2: Union City  
National Guard Armory  
2017 E Reelfoot Ave, Union City, TN 38261

Drop off Location: Northwest Correctional Complex  
960 TN-212, Tiptonville, TN 38079

### **3. COMMUNICATIONS:**

3.1. Please submit your response to this RFI via Email to:  
Zach Lebarts, Director of Procurement  
Tennessee Department of Correction  
[zach.lebarts@tn.gov](mailto:zach.lebarts@tn.gov)

3.2. Please feel free to contact the Tennessee Department of Correction with any questions regarding this RFI. The main point of contact will be:

Zach Lebarts, Director of Procurement  
Tennessee Department of Correction  
320 Sixth Avenue N. Nashville, TN, 37243  
629-207-0361  
[zach.lebarts@tn.gov](mailto:zach.lebarts@tn.gov)

3.3. Please reference RFI # 32945-02052024 with all communications to this RFI.

### **4. RFI SCHEDULE OF EVENTS:**

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		7/2/2024
2.	RFI Response Deadline		8/1/2024

**5. GENERAL INFORMATION:**

- 5.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will NOT create any contract rights. Responses to this RFI will become property of the State.
- 5.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State. The State will not pay for any costs associated with responding to this RFI.

**6. INFORMATIONAL FORMS:**

The State of Tennessee is requesting the following information from all interested parties. Please fill out the following forms below: 6.1. The Technical Information Form shown below indicates the specific information to be included in your response. All components should be addressed according to the instructions within this section and any item-specific instructions (e.g., page limitations), as noted below.

6.2. Respondents are not expected to insert responses directly into the RFI template. Please provide your response under separate cover in accordance with the details noted in the sections of the Technical Information Form below.

6.3. Please clearly label each question/item in your response according to the exact numbering system used in the Technical Information Form below.

6.4. To better enable an efficient and effective review process, please respond as succinctly as reasonably possible to satisfy the questions/requirements.

RFI #32945-02052024 TECHNICAL INFORMATIONAL FORM
1. RESPONDENT LEGAL ENTITY NAME (DBA):

<p>2. RESPONDENT CONTACT PERSON:</p> <p>Name, Title:  Address:  Phone Number:  Email:</p>
<p>3. How would you provide daily shuttle services (Please provide a narrative)?</p>
<p>4. Describe your historical experiences with similar or equal shuttle service models, must include at least 1 example of a similar government program. Limit Response to 1 page or less, include website link for additional available information if applicable. Years in business as a company and years you have offered this requested service?</p>
<p>5. What types of vehicles do you have available for shuttle services, and how many are in your fleet?</p>
<p>6. What is the capacity of your vehicles, and are they equipped to meet safety and accessibility standards?</p>
<p>7. Describe your Fleet Maintenance processes, and if there are industry standards for this topic.</p>
<p>8. Describe your response to fleet mechanical breakdowns while in service?</p>
<p>9. Describe what the industry-wide standard fleet service insurance requirements are accepted and/or utilized by your industry/company?</p>
<p>10. Describe what the industry-wide standard fleet service insurance requirements are accepted and/or utilized by your industry/company?</p>
<p>11. Describe your training standards that you require your employees to hold for this service type?</p>
<p>12. Describe your fleet dispatch methods and how you ensure enough coverage for the service you would offer?</p>
<p>13. Describe how you provide program oversight for the service(s) that you offer, and your communication methods with the contract holder regarding the information from the program oversight?</p>
<p>14. Describe the ridership management solutions you may be able to provide to ensure efficient communication with shuttle end-users?</p>

<b>COST INFORMATIONAL FORM</b>
<p>15. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.):</p>
<p>16. Using Key Assumptions, Describe the typical price range for similar services or goods</p>
<p>17. How difficult is it to add additional shuttle routes if needed?</p>

18. Would you be able to provide a on call service?

19. If able to provide a on call service what type of notice would you need?

20. If you are able to provide a on call service, please outline the process.

#### **ADDITIONAL CONSIDERATIONS**

1. Please provide input on alternative approaches, suggestions, or additional things to consider that might benefit the State of Tennessee with future solicitations or program reviews, development, decisionst:
2. Company may provide additional brochures, company literature, public facing website links, or digital media that may help the State of Tennessee in program understanding and development.
3. Does the company hold any State of Tennessee or Federal DBE, Small Business, or other types of designations/certifications?
4. Has the company previously or is the company currently been listed on any State or Federal Debarrment list?
5. Does the company offer project feasibility/justification/advantage/benefits information solutions for proposed project design/vehicle fleet requirements/needs?

<https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/supplier-information.html>